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OCT - 9 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



East Quogue, NY



August 8, 2012

National Transportation Safety Board

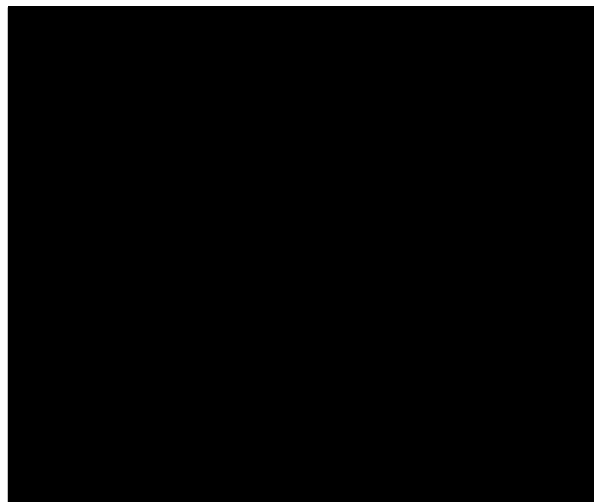
490 L'Enfant Plaza, SW

Washington, DC 20594

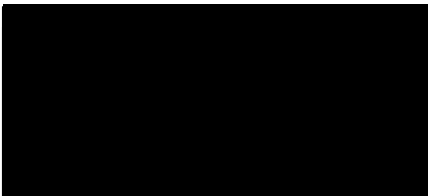
To Whom It May Concern:

I own a 2002 Volkswagon Cabrio convertible. Recently the rear window fell out. Apparently this is the only year that the rear windows were glued in, instead of sealed, in the convertible tops. My question is this. Do I have any recourse to assist me in replacing the top with the defrosting glass? I am struggling financially and need the car for work. Is VW responsible for this defect?

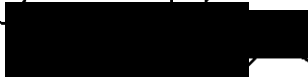
Any assistance or guidance you could provide would be greatly appreciated.



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