



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

December 20, 2012

[REDACTED]
East Quogue, NY [REDACTED]

NVS-216 nam
Ref. No. 10480282

Dear [REDACTED]

Thank you for your correspondence concerning model year (MY) 2002 Volkswagen Cabrio convertible. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state that the rear window in your MY 2002 Volkswagen Cabrio convertible fell out because the glue failed. You request assistance in having the top replaced with defrosting glass. In addition, you want to know if Volkswagen should be held responsible for the repair cost.

We have reviewed our database in an effort to identify whether a safety defect trend exists with rear windows falling out of MY 2002 Volkswagen Cabrio convertibles. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or to initiate a safety recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Your request to have the top or rear glass replaced with defrosting glass does not fall under our jurisdiction. NHTSA is aware of a Volkswagen technical service bulletin (TSB) that may be of interest to you. On February 9, 2007, Volkswagen issued TSB (No. 6107-01, copy enclosed) that addresses a problem with rear window glass hinges coming loose from the glass in MY 2002

Volkswagen Cabrio convertibles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Volkswagen to perform the corrective action described in the TSB on your vehicle at no cost to you. We recommend that you continue work with Volkswagen or a local dealer to resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure