



**UNITED STATES OF AMERICA  
DEPARTMENT OF TRANSPORTATION  
OFFICE OF THE SECRETARY  
WASHINGTON, D.C.**

Issued by the Department of Transportation  
on the 12<sup>th</sup> day of July, 2002

**Served July 22, 2002**

**Complaint of**

**Louise M. Caplan v. Northwest Airlines, Inc.**

**Under 49 U.S.C. § 41705**

**OST Docket 2002-11674**

**ORDER DISMISSING COMPLAINT - ERRATUM**

The first sentence of the third full paragraph on page 3 of the above order should read,  
“As part of its investigation, the Enforcement Office asked the Complainant to respond to  
the Northwest employees’ accounts of the incident.”

By:

Samuel Podberesky  
Assistant General Counsel for  
Aviation Enforcement and Proceedings

Dated: July 22, 2002