

## CERTIFICATE OF SERVICE

I hereby certify that on this 11<sup>th</sup> day of March 2002, a copy of the foregoing Answer of Northwest Airlines Inc. to Louise M. Caplan's Formal Complaint was served by mail on the parties named below:


U.S. DOT Dockets  
U.S. Department of Transportation  
400 Seventh St. SW, Room PL-401  
Washington, D.C. 20590

Samuel Podberesky, Assistant General  
Counsel for Aviation Enforcement and  
Proceedings  
Office of Aviation Enforcement Proceedings,  
C-70  
U.S. Department of Transportation  
400 Seventh St. SW, Room 4116  
Washington, D.C. 20590  
Tel: (202) 366-9342  
Fax: (202) 366-7152

Blane Workei, Trial Attorney  
Office of Aviation Enforcement Proceedings,  
C-70  
U.S. Department of Transportation  
400 Seventh St. SW, Room 4116  
Washington, D.C. 20590  
Tel: (202) 366-9342  
Fax: (202) 366-7152

Stanley S. Sandiford, Esq.  
Corporate Counsel  
Northwest Airlines, Inc.  
5101 Northwest Drive  
St. Paul, MN 55111-3034

Ms. Louise M. Caplan  
5338 Soledad Mountain Road  
San Diego, CA 92109  
Tel: (858) 483-4446

  
Nisha Saxena