



Department Number

Northwest Airlines, Inc.
5101 Northwest Drive
St. Paul MN 55111-3034
www.nwa.com

September 25, 2003

Workforce Transition Unit
Michigan Department of Career Development
201 N. Washington Square, 5th Floor
Lansing, MI 48913

Re: Notification of Detroit Reservations Call Center and City Ticket Office Closures Pursuant to the Worker Adjustment and Retraining Notification Act

Dear Sir or Madam:

Pursuant to the provisions of the Worker Adjustment and Retraining Notification ("WARN") Act, Northwest Airlines, Inc. ("NWA") is providing notice that it will be closing its Detroit Reservations Call Center and its Detroit City Ticket office both located at 38905 West Six Mile Road, Livonia, Michigan 48152. NWA will close the entire call center and city ticket office on or about December 5, 2003 and the closings are expected to be permanent. NWA will issue formal layoff notices to all affected bargaining unit employees a minimum of fourteen (14) days in advance of the actual date of closure. The name of the union being affected by the closures is the International Association of Machinists and Aerospace Workers ("IAM"). The name and address of the IAM local President/Directing General Chair for District 143 is Robert DePace, President/Directing General Chair, 2510 Lexington Avenue South, Mendota Heights, Minnesota 55120. The name and address of the IAM International President is R. Thomas Buffenbarger, 9000 Machinists Place, Upper Marlboro, Maryland 20772-2687.

Northwest anticipates that 1 assistant manager, reservations operations performance, 3 assistant managers, reservations performance, 2 assistant managers, reservations sales performance, 2 managers, reservations sales, 1 manager, reservations sales performance, 1 regional manager, reservations, 1 regional director, reservations, 1 administrative associate, 8 analysis associates, 526 reservations sales agents, 13 reservations sales interpreters, 20 reservations sales supervisors, 3 support associates, 3 ticket sales agents and 3 training reservations sales agents will be affected by the closures. NWA will offer the reservations bargaining unit employees work at the remaining reservations offices on the system. The bargaining unit employees may exercise their seniority in accordance with the IAM contract.

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If you have any questions regarding the closures, please contact Melissa Seppings, Corporate Counsel, at Northwest Airlines, Inc., A1181, 2700 Lone Oak Parkway, Eagan, MN 55121, or at (612) 727-4497.

Very truly yours,

NORTHWEST AIRLINES, INC.

A handwritten signature in cursive script that reads "Crystal Knotek".

Crystal L. Knotek
Vice President, Reservations Sales and Services