

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF INDIANA
INDIANAPOLIS DIVISION

In re BRIDGESTONE/FIRESTONE,)
INC. ATX, ATX II, AND)Master File No. IP 00-9373-C-B/S
WILDERNESS TIRES PRODUCTS)MDL No. 1373
LIABILITY LITIGATION) (Centralized before Hon.
_____) Sarah Evans Barker, Judge)
)
THIS DOCUMENT RELATES TO THE)
MASTER COMPLAINT

**PLAINTIFFS REPLY MEMORANDUM IN SUPPORT OF
EMERGENCY MOTION FOR A CONFERENCE AS TO WHETHER,
PURSUANT TO RULE 23(d)(2), COURT APPROVAL OF
DEFENDANT FORD'S NOTICE TO PUTATIVE
CLASS MEMBERS IS APPROPRIATE**

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CLASS MEMBERS IS APPROPRIATE**

Interestingly, Interestingly, both Ford and Bridgestone/Firestone,
(Firestone) (Firestone) oppose a conference to determine whether court
supervisionsupervision of communications wisupervision of communication.
appropriate.appropriate. It is hard to imagine why either Defendant would
opposeoppose such a conference -- at least until one reads the June 4,
2001 declaration of Ford s employee, Joseph C. Bradley. Then the
reasonreason for the opposition becomes crystal clear: Ford has shown the
samesame arrogant disregard of the judicial process assame arrogant disregard
publicpublic safety. In the facepublic safety. In the face of the May 31, 2001
up a procedure to determine if judicial involvement in the notice
processprocess is required, Ford unabashedly hastened to act, on its own.
AccordingAccording to its submission, on June 1According to its submission,
commencedcommenced the unsupervised mailing of notice to putative class

members, members, and announced that the process will be complete by June 11.

AsAs explained in the accompanying declAs explained in the accompanying notice expert, Mr. Todd B. Hilsee, a nationally recognized communications expert, Ford's notice is fundamentally fair. Class members are entitled to fair, plain-English, neutral communications. Accordingly, it is communications. Accordingly, court-supervised corrective communication is now required.

I. This Court Is The Only Entity that Can Protect Putative Class Members From Unsupervised Communications.

Ford Ford's argument that court supervision is unnecessary Ford's argument NHTSA NHTSA has reviewed its communications is a smokescreen. NHTSA has not exercised authority over Ford's communications because Ford has refused to institute a recall. Ford does not want to recall the tires and subject itself to the negative publicity and to the precise statutory and regulatory requirements that attend a recall conducted under the National Motor Vehicle Safety Act. 49 U.S.C.A. §§ 30118-20.

Rather, Rather, Ford Rather, Ford has attempted to evade supervision by Ra and this Court. Providing NHTSA copies of and this Court. Providing NHTSA to send to class members is no substitute for judicial supervision pursuant to Rule 23.

Curiously, Curiously, the letter to NHTSA Curiously, the letter to NHTSA
memorandum memorandum memorandum in support of this argument is dated the
Plaintiffs Emergency Motion. In its entirety the letter states:

Enclosed Enclosed is a revised draft of our letter to
vehicle owners informing them of Ford's
Wilderness AT Tire Replacement Program. We
have tried to capture all of NHTSA's thoughts
and suggestions, which we found very helpful.

Letter from Sue M. Cischke to Kenneth Weinstein Letter from Sue M. Cischke
(Tab 2 to Defendant Ford's Opposition Brief.) Ford makes no
attempt to detail what suggestions NHTSA provided, and what
thoughts and suggestions Ford determined to include or exclude.

The fact that Ford's letter to NHTSA is marked VIA HAND
DELIVERY, DELIVERY, is two sentences long, and is dated on the same date as
Plaintiffs Emergency Motion is also curious. In fact, the address
on the letter is merely:

Mr. Kenneth Weinstein
NHTSA
Washington, D.C.

One might suppose that Ford sensed that
Emergency Motion and rushed a hastily drafted letter to NHTSA to
support Ford's argument that it had NHTSA's endorsement and to
bolster its argument that court supervision is unnecessary.

II. Ford s Communications to Putative Class Members Are Confusing and Misleading.

Ford attempts to convince the Court that it has provided the same protections to consumers that they would receive under a true recall, but without labeling the action a recall. Ford repeatedly states in its memorandum that it is generally following recall procedures. Def. Opposition Brief at pp. 4, 5, 6 and 8. Ford even states that the letter [sent to putative class members] generally follows the format for safety recall notifications D Opposition Brief at p. 5.

Nothing could be further from the truth. Nowhere in the letter to class members does Ford use the word recall. If this were a recall conducted under NHTSA supervision, Ford would have to specify clearly that it was a recall. 49 U.S.C.A. § 30119; see also 49 C.F.R. § 577.5-77.8. Indeed, Ford has not supplied other information mandated by the Safety Act. See Id.

Equally egregious is that Ford captions the letter to consumers: Firestone Consumers: Firestone Consumers: Firestone Will highlighting that its purpose is to replace potentially dangerous Tires. Further, in contravention of the Court s May 31 Tires. Further, has not disclosed the procedure it is using to give notice. Nor has the Court been informed as to how the affected owner

population has been identified, and what groups of persons are notified in it. The Court has not been notified in it. The information as to how the letter was mailed or the exact class of persons to which it was sent. For example, on the outside that important safety information was enclosed? Or did it look like a piece of junk mail? This is essential information, for it is common knowledge, buttressed by social marketing and communication solicitations are routinely discarded without being read by recipient. See Hilsee Dec. ¶8 (attached hereto as Exhibit A). Instead, in response to the Court with a 34 line Declaration -- virtually devoid of any meaningful information about the notification undertaken.

A. Ford's Letter and Advertisements Directed At Putative Class Members Fail to Advise that the Tires Installed as Part of Last Year's Recall Are Defective and Need to be Replaced.

Nor does Ford's letter make clear that Tires installed as part of last year's voluntary recall are included in the current replacement drive. Defendant Ford now contended from the outset, that the very Wilderness AT Tires that Defendants installed as replacements for the 6.5 million Tires recalled last fall need to be again replaced. Defendant fails to advise class members that even such replacement tires need

toto be replaced. On the contrary, Ford notes that Last year (Summer(Summer 2000), Firestone implemented a safety recall to replace certaincertain [Tires] due to elevated failure rates. Letter from Ann O Neil@ Neill to All Potential Affected Owners. (Exhibit B to Defendant Ford §Ford s Opposition Brief.) What could be more confusing to class members?

AA plain statement that the replacement Tires also are defectivedefective is crucial to class member safety. Class members have beenbeen lulled into a false sense of security because they believe that their defective Tires have been replaced with safe Tires.

B. Ford s Notice is Not Neutral and Will Cause Confusion Among Putative Class Members.

InIn response to this Court s Order to Ford to produce an affidavitaffidavit detailing the communications that Ford has issued or plansplans to issue regarding the tire replacement program, Ford producedproduced a 34 line declaration of its own employee, Joseph C. Bradley.Bradley. Plaintiffs expert, Todd C. Hilsee, a nationally recognizedrecognized expert in class notifrecognized expert in class noti declaration,declaration, as well as the other materials related to Ford s ow notification program.

InIn his declaration, Mr.In his declaration, Mr. In his decl communicationscommunications are not neutral, may confuse, concern, or other

bebe ineffective, and do not convey abe ineffective, and do not convey a
tires. See Hilsee Dec. ¶7.

Ford Ford s declarant Bradley states that he is responsible for
implementingimplementing recalls and various otherimplementing recalls and
conductedconducted by Ford Conducted by Ford Br
Hilsee,Hilsee, however, provides no indication to the Court that he has
anyany experience in crafting neutral communications for members of
thethe public. Hilsee stands ready to provide this Court with
informationinformation about the proper content of a neutral class member
notification,notification, and to prepare a true corrective notice. Therenot
evidencenevidence that Ford even consulted an expert in neutral class member
notification.notification. Rather, Ford looks upon the advertisements
letters as attempts to further its public relations image.

**C. Ford s Attempt to End-Run this Court s Order
of May 31 Should Not be Allowed.**

FordFord has reFord has repeateFord has repeatedly attempted to
exercisexercise of its fiduciary responsibility to putative class members.
InIn reality, Ford has hastened toIn reality, Ford has hastened to conta
beforebefore any conference could be scheduled, so as to make court
supervisionsupervision asupervision a nusupervision a nullity. Ford s de
lettersletters will haveletters will have been mailedletters will have been m
BradleyBradley Dec. ¶6. Despite Court-ordered procedures to consider
courtcourt supervision of the notice to putative class members on an

expedited basis, Ford forged ahead with the notice -- commencing the mailing after and in the face of the mailing after and in the face of the belief that it is better to ask forgiveness than permission.

D. Ford Failed to Advise the Court that Ford Had Hired An Agent to Contact Putative Class Members.

On June 7, Plaintiffs filed a motion for summary judgment against Ford's agent from contacting putative class members. As detailed in that motion, Ford hired an engineering firm to contact class members who have suffered a roll-over or tread separation. See Letter from Leonard Wolf dated May 21, 2001 (attached hereto as Exhibit B). Although the letters to Explorer owners are part of the tire notification program, and Ford is required to report these to the Court under the terms of the May 31 Order, Ford has never informed the Court about these improper contacts with putative class members regarding inspection. A truthful, honest and forthright response to the Court's May 31 order about Ford's contacts with putative class members would have indicated that Ford is separately conducting a program to contact class members who were involved in Explorer accidents. These letters too are unilaterally being sent at Ford's behest, without any Court authorization or supervision.

E. Prompt Corrective Notice is Necessary and Appropriate.

Ford's refusal to submit its proposed class communications to the Court for approval, and its rush to complete mailings to class members before the Court can act, cries out for corrective notice. Corrective notice is necessary and appropriate under Federal Rule of Civil Procedure 23(d)(2) because Ford's contacts have been confusing and misleading. See Haffer v. Temple Univ., 115 F.R.D. 506, 512-13 (E.D. Pa. 1987) (ordering corrective notice because defendant disseminated false and misleading information to plaintiffs.) As class counsel stated in his declaration:

I am concerned that the Ford Letter and Ford Ad:

- a. Do not convey a sense of urgency to replace the tires.
- b. May confuse, concern, or be ineffective in informing Firestone tire and Ford owners because they are not consistent with widely reported public statements Ford and Firestone have issued since May 22, and do not address issues well-communicated to class members via news reports and Defendant statements since August 9, 2000.
- c. May seed non-neutral positions among class members causing potentially insurmountable communication hurdles for the Court when the time comes to issue any class-wide notice it may order in this case.

Hilsee Dec. ¶7.

Mr. Hilsee further states that Tire owners would be better informed if the problems caused and exacerbated by Ford's communications were corrected via an effective communication ordered notice. Hilsee Dec. at ¶11.

While Ford's unilateral communications with Explorer owners, on a classwide basis, are sound additional reasons to certify this group as a class (and Ford should be the group should be treated as a class only when it serves Ford's convenience or advantage to do so), 23(d)(2) are not triggered by class certification, but triggered when the class NGKNGK Metals Corp. Nos. Civ. A. 00-1966, Civ. A. 00-24 Nos. Civ. A. 00-1360151360151 at *2 (E.D. PA 2001) (The mere initiation of a class action extends certain protections to potential class members, who have been characterized by the Supreme Court as passive beneficiaries of the action brought in their behalf. The rule may be invoked, at any stage in an action, for the protection of the proposed class members, or to preserve the integrity of the proceedings under the exclusive control of the court. See Fed.R.Civ.P. 23(d); See also Gulf Oil v. Bernard, 452 U.S. 89, 100 (1981) (a district court has both the duty and the broad authority to exercise control over a class

action and to enter appropriate orders and to enter appropriate
counsel and parties.)

The key question concerning Rule 23(d) notice is one of case
management, a question each district court is well-equipped and
empowered to answer: whether notice is needed for the protection
of the class or for the fair conduct of litigation. When a
defendant's pre-certification contacts seek to intervene
and interfere with potential class members' interests or claims, or
influence their behavior, class certification supervision of class
certification is warranted and has been imposed. See e.g., Nagy v. Jostens, Inc., 91 F.R.D. 431
(D. Minn. 1981)¹. This Court has jurisdiction to make such case
management orders as it deems appropriate to protect its authority
in matters such as communications regarding the subject matter of the
controversy. For this reason, the authorities cited in Plaintiffs' opening
brief addressing the

¹As the Federal Rules Advisory Committee states, Rule 23(d)(2) notice is inherently discretionary: Subdivision (d)(2) does not require notice at any stage, but rather calls attention to its availability and invokes the court's discretion. There is no indication in the Advisory Committee Notes that dissemination of (d)(2) notice must await either the district court's certification order or its disposition on appellate review. Federal Rules Advisory Committee Notes to Fed.R.Civ.P. 23, 39 F.R.D., 69, 106-07 (1966).

pre-certification use of Rule 23(d)(2) confirms the propriety of the relief plaintiffs seek.

There are other examples of courts employing corrective notice requirements in the pre-certification phase of class actions when misleading communications are sent to members of a proposed class. Such communications often omit what they state or, more frequently, in what they omit -- such as pertinent information about the existence and status of related litigation or that the communicator is an adversary in such litigation. For instance, in Income Partners Securities Litigation, MDL No. 915 (D. Colo. 1992), Judge Zita L. Weinshienk issued a pre-certification Supplemental Case Management Order, pursuant to the court's inherent Case Management Authority Under Fed.R.Civ.P. 23(d)(2) and (Management Authority) which require that corrective notice be sent to those members of the putative class(es) and all others who received communications in writing from defendant Larry H. Welch.² The court itself issued the corrective notice, which appeared on District Court stationery, and was signed by the judge.³ The defendant's payment of the costs of corrective notice, the need for which was occasioned

²The Alert Income Supplemental Case Management Order from which these quotations are taken is attached hereto as Exhibit C.

³The Corrective Notice is an attachment to the Alert Income Supplemental Case Management Order, attached hereto as Exhibit D.

by defendant Welch's prior, unauthorized communications with putative class members on the subject matter of the litigation, in which he was a named defendant. Among other inaccuracies, the communications from defendant Welch did not disclose the existence or status of the class action or status of the class action litigation. Welch was being sued by representatives of the communications recipients. In Alert Income, an investment fraud suit, only money was at stake; nonetheless, the defendant's unilateral and direct written communications to putative class members to undertake to redress their investment claims by suing others, without accurate disclosure of Welch's involvement in the class action litigation against him, resulted in a ban on all further unauthorized communications, and the dissemination, at defendant's expense, of a corrective notice.

In another example of MDL Transferee Court involvement in the regulation of, litigation-related communications between a defendant and potential class members, Judge Sam C. Pointer, Jr., Transferee Judge in Silicone Gel Breast Implants Products Liability Litigation, MDL No. 926, issued Order No. 8 on October 14, shortly after the implant cases were transferred to the court. A true copy of Order No. 8 is attached hereto as Ex. 1. Order regulates the terms and conditions of communications between defendant Baxter and members of a proposed class of breast implant

recipients, recipients, in connection with an informal settlement program that Baxter wished to conduct without certification or court approval. Judge Pointer allowed the program to proceed, on conditions that did not prejudice the legal rights of the breast implant recipients as potential individual plaintiffs or class members, apprised them of the status of the litigation, provided them with access to counsel, and required the drafting of Baxter's written communications to the recipients with ultimate court resolution of any disputes. The court reserved ultimate control over the communications. Because many of the communications occurred orally, the Order provided for recording of these communications as an additional protection for plaintiffs.⁴

Here, more than money is at stake. Furthermore, Ford has acted at least as irresponsibly as Alert Income defendant in going forward with communications to class members regarding its class members re

⁴At the time Order No. 8 was entered, Judge Pointer had not certified any plaintiff class. The Dante case referred to in the Order had been conditionally certified by a transferor court, but it was not co-extensive with the classes alleged in MDL 926. No plaintiff class was certified in MDL No. 926 until 1994 when a nationwide class was certified for purposes of approval and implementation of a comprehensive settlement program.

Firestone's products. In so doing, Ford sought to deflect attention, accountability, and ultimate liability from itself and its co-Defendant. Ford went forward with, and possibly accelerated, its notification program, notwithstanding this Court's May 31 Order (which made it clear that this matter would be considered by the Court on an expedited basis). Ford, thus, compounded the problem that led to the present motion and this Court's May 31 Order and should be required to send additional, corrective notice, at its expense, to apprise members with whom it has communicated of all pertinent circumstances, and allegations surrounding the Firestone/controversy, this litigation, and its role therein.

In addition, Ford has refused to notify owners of no vehicles equipped with Wilderness AT tires. Again, because this is not a recall, Ford has unilaterally decided who should be notified about the dangerous Tires about the dangerous vehicles, however, are at serious risk of tire failure. Ford plans to do nothing about it.

As the Manual for Complex Litigation, Third, provides, at § 30.213, discussing notice under Rule 23(d)(2):

The type and contents of the notice and who should bear the cost depend on the circumstances, the need for it, what prompted it, who should be notified, whose duties it discharges, and when it is given. Thus, the cost of a notice is given. Thus, the cost

misstatements made by defense counsel should be borne by defendants.

F. Ford Should Be Required to Inform Consumers of the Court's Website

Ford is in constant communication with ford.com website, which currently features a piece on "Ford Explorer and the Tire Replacement Program: Myths & Facts". (Attached as Exhibit F)⁵. This contains, in dangerously misleading and one-sided misinformation regarding the safety of Ford's Explorer SUVs, as further detailed in the Memorandum of Points and Authorities in Support of Plaintiffs Motion for Preliminary Injunction Company filed on June 7, 2001. Ford is thus exercising Amendment right of commercial speech on a continuous basis, to the public at large. At this stage in the proceedings, Plaintiff is not requesting Court intervention as communication. Ford, however, is sending one-sided communication directly to a targeted group, which in part, directs class members to the Ford website for information on their vehicles, and tires. However, the recipients of this communication are members of a proposed class that is represented by counsel in

⁵Indeed, in Ford's 2000 Annual Report, it enthusiastically proclaims that its website is the top global auto company website, with more than 124 million visitors last year producing nearly \$1 billion in revenue. (Relevant pages of Ford's 2000 Annual Report are attached hereto as Exhibit G).

before this Court -- litigation that alleges wrongdoing on Ford's part and the necessity of corrective action for both Firestone Tires and Ford Explorers.

It is well settled that First Amendment commercial speech rights do not extend to the communication of inaccurate messages by a class action defendant to the members of a potential class, and that the Court may, and should, act to bar, regulate, or correct such communications. Kleiner v. First National Bank of Atlanta, 751 F.2d 1193, 1201-1204 (11th Cir. 1985).⁶ It is certainly proper and appropriate for this Court to

⁶In Kleiner, the Eleventh Circuit upheld the district court's authority and duty to protect both the absent class and the integrity of the judicial process by monitoring the actions before it, 751 F.2d at 1202, including the district court's order prohibiting the defendant bank from contacting potential class members during the opt-out period to solicit their withdrawal from the class. Interestingly, the bank made its decision to contact class members after plaintiffs' counsel raised concerns with such contacts, and after the district court entered an order taking the question of unsupervised defendant contacts with potential class members under advisement. Id. at 1197. The bank went ahead with its campaign while the judge was on vacation, apparently intending to present the district court with a fait accompli before it could act to resolve the dispute regarding the content and nature of communications with the class. Id. Once apprised of the bank's unilateral opt-out campaign, the district court found that defendant had acted in bad faith, that the written briefing documents used in the campaign had contained misleading portrayals of fact, and disqualified the bank's counsel from further representations, issued monetary sanctions, and declared the exclusion requests voidable. Id. at 1198. The Eleventh Circuit affirmed the district court's orders in all respects, save for its order disqualifying the bank's general counsel. 751 F.2d at 1207-1211.

take action with respect to litigation-related communications of a party before this Court, over whom the Court has jurisdiction, by requiring, requiring, at requiring, at the least, that any communications directed to members include information on the address of Class members may inform Class members may inform them of the litigation, litigation, to the claims that are being asserted on their behalf to this Court's Entries and Orders, and to the posts on this Court's Entries and Orders sides in the controversy. Ford sides in the controversy by not providing notification about this source of information to those Class members.

CONCLUSION

Ford's actions and response to the Court's Order of May 31, 2001, make clear that Ford's supervision of its proposed notification program, or communications with class members until the Court had opportunity to consider the issue. Instead, Ford chose to sidestep the Court and co-opt NHTSA, as evidenced by Ford's rush a last-minute letter to NHTSA stating that Ford incorporated NHTSA's thoughts and suggestions (whatever that means). Further compounding the problem is Ford's rush to complete its program before the Court can determine whether court-supervision of the notice program is appropriate.

Ford was well aware that putative class members are entitled to certain protections under Rule 23. And Ford also knew that the proper scope and implementation of tire replacement is a key issue in this litigation. Rather than inform putative class members through the Court, Ford demonstrated its arrogant disregard for this MDL proceeding by doing unilaterally what it might not have obtained permission to do.

Instead, the Court and Class Plaintiffs are informed by media that Ford intended to contact putative class members. Ford's attempt to avoid court supervision under Rule 23(d)(2) by attempting to contact class members without a fait accompli should not be condoned. Corrective notice is required, and a conference to discuss Ford's contact with class members as well as to consider the most appropriate corrective notice to assure that class members are informed by any communication directed to them by a party to this litigation, rather than further imperiled and confused.

Plaintiffs respectfully submit that a neutral, informative, corrective letter, written and designed to come to the attention of class members, with an emphasis on the main message: Get your tires replaced, should be mailed to all those who received prior letters. The letter should be disseminated by Ford, at its

expense,expense, pursuant to this Court s directives and under its ongoing control, and should include, at a minimum, the following:

- A succinct statement of the pendency and status of this litigation, the claims asserted by Plaintiffs and Defendants defenses thereto.
- AA description of motions pending, and any significant rulings made by the Court to date.
- TheThe definitions of the proposed classes and subclasses.
- Plaintiffs Plaintiffs position on the appropriate scope TireTire replacement, including the model and size designationsdesignations claimed by the Plaintiffs todesignat tread separation defect.
- TheThe address of the Court \$The address of the Court s webs and a summary of the contents of the website.
- WebsiteWebsite access (via inclusion on the Court s websitewebsite or otherwise) to the master complaint awebsi otherother significant briefs and pleadings of the parties.
- AA statement that the Court has not yet made any determinationdetermination on the merits determination o defensesdefenses regardingdefenses regarding thedefenses rega

- In addition, Plaintiffs respectfully submit that Ford should undertake a corrective advertising campaign that mirrors in scale and substance on the subject that Ford made in 2001.

DATED: June 8, 2001

Respectfully submitted,

COHEN & MALAD, P.C.

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**IN THE UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF INDIANA
INDIANAPOLIS DIVISION**

In re: BRIDGESTONE/FIRESTONE, INC.) MDL NO. 1373
ATX, ATX II and WILDERNESS TIRES)
PRODUCTS LIABILITY LITIGATION) Master File No. IP 00-9373-C-B/S
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)

This Document Relates to the Master Complaint

CERTIFICATE OF SERVICE

The undersigned Plaintiff's Liaison Counsel certifies that a copy of the foregoing served via hand delivery or facsimile upon the following localities in this MDL Proceeding, this ____ day of June, 2001:

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