

What happened?

Thomson Reuters discovered that errors, including dropped text, were present in some more recent opinions in its collection. The published opinions on Westlaw® are now correct, and the business has created new processes to keep the error from reoccurring. Impacted print volumes will be republished and sent to subscribers, all at company expense.

The quality of our products and our support for our customers are our top priorities.

What caused this issue?

We traced the problem to an upgrade to the PDF conversion process that takes opinions from the courts and puts them in a format that can be published on Westlaw and in print. The problem has now been resolved, and we have created new processes to keep the error from reoccurring.

What about print?

Since these errors were passed through to our National Reporter System® sets, we will compile corrected versions of affected volumes, which we will print and ship as soon as practicable to customers, all at our expense. We will work closely with you to provide the support needed to ensure we minimize any impact regarding the replacement of print volumes.

Can customers rely on your product?

Yes. This is an isolated incident related to our PDF conversion process. We have enhanced our process to prevent errors like this in the future. The accuracy of our products is extremely important to us and we are taking this issue very seriously.

How many court opinions were incorrectly rendered on Westlaw?

It was a small number – a fraction of a percent of the opinions loaded during the duration of the issue. All are now correct on Westlaw.

What volumes are being reprinted?

A full list of impacted cases with their citations will be available on the [Legal Solutions](https://legalsolutions.com/cases) website (legalsolutions.com/cases).

When will books be shipped?

We will work closely with individual customers to ensure we minimize any impact regarding the replacement of print volumes.

Do any of the errors result in “bad law”?

Our analysis of the cases that had missing text during this time period found that none of these errors changed the meaning of the law in the case.