

February 15, 2016


Dear 

Through the courtesy of our General Manager in San Antonio, we have learned about the difficulties you encountered when you traveled with us on flight 1213 on February 13. Please accept my sincere apology regarding the denial of your scooter's battery and for any inconvenience this matter caused.


Per 14 CFR Part 382, whenever baggage compartment size and aircraft worthiness considerations do not prohibit doing so, carriers must accept a passenger's battery-powered wheelchair or other similar mobility device, including the battery, as checked baggage, consistent with the requirements of 49 CFR 175.10. When it is necessary to detach the battery from the wheelchair, carriers must, upon request, provide packaging for the battery meeting the requirements of 49 CFR 175.10 and package the battery.

There regrettably was a Part 382 violation when your scooter's battery was not accepted. Accordingly, let me assure you that we are taking the appropriate steps internally in an effort to ensure a similar misunderstanding does not occur in the future.

As a gesture of goodwill, we've made arrangements for an eVoucher (via a separate email) for you to use toward the purchase of a ticket to travel with us.

While you are always free to contact the Department of Transportation Aviation Consumer Protection Division about the difficulties that occurred, , I hope that I was able to resolve this issue for you. Please give us the opportunity to restore your confidence in our ability to meet all your travel needs. We want your business and respect, and we will work hard to earn both.

Sincerely,


Customer Relations
American Airlines