

Ben Edelman

From: Nelson, Carl [REDACTED]
Sent: Tuesday, June 26, 2012 9:00 PM
To: [REDACTED]
Cc: Kennedy, Gary
Subject: Your 3/25/12 letter to Gary Kennedy at American Airlines

Dear Professor Edelman:

Gary Kennedy asked me to respond to your letter of March 25, 2012.

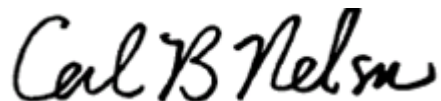
Concerning your refund request, Mr. Kennedy advised you by letter dated January 11, 2012 that a refund is not warranted.

Concerning surcharges, the Department of Transportation issued guidance to carriers on February 21, 2012 (see attached). The guidance became effective on April 21, 2012, nearly a month after your letter on March 25.

We believe that we are in compliance with the Department's guidance.

We do not intend to engage in further correspondence on this matter.

Sincerely,



Carl B. Nelson
Associate General Counsel
American Airlines



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