



Sandy Gordon
Vice President
In-Flight Service Operations
and Safety

August 4, 2010

Daniel Grey
NWA MEC Vice President
Association of Flight Attendants – CWA
8011 34th Avenue South, #220
Bloomington, MN 55425

Dear Daniel:

I am responding to your recent letter to Richard Anderson concerning passenger cabin temperatures.

Our APU initiative is focused on operating auxiliary power units (APUs) efficiently. In-Flight Service participates with other divisions in this project, providing appropriate feedback received through FACTS and IIR reports.

The unprecedented heat wave during the summer of 2010 has created challenges in maintaining comfortable cabin temperatures for our customers and crews. Under these circumstances we have had some reports in which cabin temperatures have been noted as uncomfortably high. The available information, however, does not support your statement that we are experiencing either a “systemic rash of consistently and dangerously overheated cabins during customer boarding”, or that external air carts on the ground “are not generally being used”.

When the flight deck crew is onboard, APU usage is and has always been at the Captain's discretion. In addition to the flight deck personnel, maintenance personnel are authorized to turn on an aircraft APU. As you suggested, our program encourages the use of alternative sources of air, such as ground air units, where available and sufficient to meet cooling requirements.

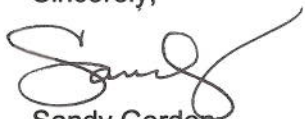
Should flight attendants be onboard an airplane without flight deck crew onboard and find there is no air flow or, if all gasper vents in the cabin are on and the aircraft is too warm, they are advised to contact either the tower (via the jetway phone and where available) or the gate agent who will contact Operations. They, in turn, will first immediately have the air hook-up checked to see if it's properly connected and operating. They will then have maintenance come onboard and start the APU if they can't readily initiate appropriate air flow from the ground unit.

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August 4, 2010
Page Two

Certainly no system is perfect. However, if we have a report that these efforts were pursued and cabin air remained uncomfortably high, we will investigate to seek to prevent those problems from reoccurring to the extent possible. When we are making efforts in all areas to better serve our customers, it clearly is not our objective to intentionally keep cabin air temperatures at an uncomfortable level.

Passenger and crew comfort and safety are always a priority and our work with the Project APU – Smart Use team is guided by that principle. I appreciate your feedback and hope that my response has provided you with assurance that we remain focused on providing our crews and passengers with an appropriate cabin environment.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandy", with a large, stylized flourish extending from the end of the signature.

Sandy Gordon
Vice President, In-Flight Service - Field Operations and Safety

cc: Joanne Smith, Senior Vice President, In-Flight Service
Janette Rook, NWA MEC President