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April, 9, 2010

Ms. Janette Rook
Master Executive Council President
Association of Flight Attendants – CWA, AFL-CIO
8011 34th Ave South, #220
Bloomington, MN 55425

Subject: Prevention of Exposure to Toxic oil Fumes on Delta Aircraft

Ref: Your letter to Richard Anderson, same subject, dated April 7, 2010

Dear Ms. Rook:

Richard Anderson has forwarded to me your letter of April 7 regarding a number of reported fume exposure events on certain aircraft operated by Delta Air Lines. I immediately wanted to respond and assure you that Delta takes reports such as this seriously and the safety of our crews and passengers is our top priority.

Your letter follows an email from AFA's Safety Committee Chairwoman, Jeanne Elliott, which I received on March 20 detailing similar concerns on aircraft 3359. As I explained to Ms. Elliott in my March 23 response, Delta was already actively involved in the investigation of the noted events.

In my response to Ms. Elliott regarding ship 3359, I stated that Delta TechOps Engineering conducted an inspection of the aircraft maintenance history and found:

- There was no unusual maintenance activity in air conditioning or pressurization system noted.
- There was no application of insecticide before the incidents.
- There was confirmation that ozone converters were replaced well before the noted events on June 5, 2009. For your information, the maintenance change interval is 19,200 Flight hours, which is approximately 4½ years.
- The aircraft's eight high efficiency particulate air filters were changed as part of the normal maintenance cycle on December 2, 2009.
- The aircraft chillers in the galley were inspected on March 9, 2010 and found to be in excellent condition with no leakage.

In further follow up, on April 7, a team from In-Flight, TechOps Engineering, and Corporate Safety met in DTW with several Flight Attendants and discussed the situation in more detail. I understand that this was a productive meeting where both the technical aspects of the A330 air system and the business protocols associated with these types of events were reviewed.

As you know, causes of episodic air quality events can be difficult to identify and remediate. With this in mind, we have also solicited recommendations from several ACER researchers. ACER is the FAA-sponsored center of excellence for airliner cabin environment research. Delta has been an airline-industry partner in ACER since its inception in 2004. Based on the advice from ACER, we currently are working several concurrent investigation paths. As part of this effort, we have already initiated aircraft filter sampling. High-Efficiency Particulate Arrestance (HEPA) filters have been removed from the re-circulating air systems on ship 3359. Samples will be cut from the filters by an independent source, Kansas State University, and forwarded to the University of Medicine & Dentistry of New Jersey for analysis. Both schools are ACER partners. These filters currently are awaiting analysis and should give us a good understanding of the particulates in the air on that aircraft.

We will be investigating the other general and aircraft specific issues raised in your letter with a cross divisional team. I trust that this begins to address your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth J Hylander". The signature is fluid and cursive, with the first name "Kenneth" being more legible than the last name "Hylander".

Kenneth J Hylander

cc: Richard Anderson, Chief Executive Officer – Delta Air Lines
Mike Campbell, Executive Vice President – HR & Labor Relations, Delta Air Lines
Steve Gorman, Executive Vice President –& Chief Operating Officer, Delta Air Lines
Joanne Smith, Senior Vice President – In-Flight Service, Delta Air Lines
Britt Reller, Regional Director Base Operations – In-Flight Service, Delta Air Lines
Chris Witkowski, AFA Director, Air Safety, Health & Security Department
Jeanne Elliott, , AFA NWA MEC Chair, Air Safety, Health and Security