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June 2, 2010

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

**Subject: Prevention of Exposure to Toxic Oil Fumes on Delta Aircraft**

Ref: Your letter to me, same subject, dated May 14, 2010

Dear Ms. Rook:

I am in receipt of your second letter in regards to air quality on Delta aircraft. In this letter you expand the scope of primary concern from unexplained A330 events to general smoke and fume events on multiple fleets. I think it is important to note that the majority of the aircraft smoke and fume events described in your letter are the result of specific technical issues which were rapidly identified and corrected by our Technical Operations department. Technical Operations, through their Reliability Program and Operational Difficulty Index management processes, routinely address matters such as these and we believe them to be handled appropriately. Our efforts therefore remain related to the A330 events still under investigation. I want you to know that we are engaged in a significant effort to understand the A330 issues and bring them to resolution. This letter will give you additional information related to our actions, up to and including the use of industry recognized expert third party help in our analysis and research.

As noted in my prior response, we have created a team within Delta from In-Flight, Engineering, Occupational Health and Corporate Safety to address this issue. The group has met repeatedly over the past months and I'd like to summarize our actions to date.

- We have coordinated between In-flight and Flight Operations management to ensure better communication and reaction if an event is reported by a Flight Attendant to the cockpit.
- In order to better capture information related to potential events as they occur, we have developed a company-wide response protocol. This protocol is designed to capture the information from the affected aircraft and Flight Attendants which will help us isolate the problem. A significant piece of the protocol is the timely completion of a survey by the affected Flight Attendants. While we are working on the most effective way to make these surveys generally available, they are ready now and will be used should there be a reported event.
- On May 28, we initiated baseline air sampling using van Netten air samplers on a representative sample of our A330-200 fleet. This is a useful step in understanding if any oil-based contaminant products are indeed in the air.

- o We currently are engaged in sampling of HEPA air filters from A330-200 ship 3355. We understand that HEPA filters are not a preventative measure, but the review of the filters can help us determine the presence of contaminants in the bleed air and ultimately the recirculation system.
- o We have reviewed all specific A330 aircraft and corporate history related to unexplained fume events and applied all prior lessons learned knowledge to the affected aircraft as applicable.
- o We have been conducting additional research into the issue by contacting other carriers, Airbus, ACER (FAA Center of Excellence) and specific academic experts to capture the scope of industrial knowledge on the subject. So far, no one has been able to offer any additional insight into the A330 issues we have experienced other than some suggestions for additional data gathering should an event occur. We are continuing to expand our reach in this area.

As noted above, we are moving forward on multiple fronts in this investigation which we expect to be largely complete by mid July. Corporate Safety and In-flight will share the proposed protocol, communication and testing process with the AFA and EIG Safety Committee at the next scheduled meeting.

Sincerely,



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 D. 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