

Another Important Update Regarding the 737-MAX Aircraft

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Thank you for your continued patience and support of American Airlines since the Federal Aviation Administration (FAA) grounded all U.S.-registered Boeing 737 MAX aircraft on March 13, 2019.

We continue our commitment to run a safe, reliable and dependable operation and our goal is to provide confidence to our customers when it comes to their travel plans.

To further that mission, we have made the decision to remove Boeing 737 MAX flights from our schedule through August 17, 2020. Customers will be contacted directly by email or telephone, and those who booked through a travel agent will be contacted by their agency. We apologize for the inconvenience this may cause. While we regret the impact to travelers, we are able to provide better service with availability and rebooking options by proactively removing these flights from our schedule.

If a flight is canceled or a customer prefers not to be rebooked, they may request a full refund by visiting our website. For proactive changes, travel agents can also contact our Sales Support Desk at 1-800-621-8489.

Not all flights that were previously scheduled on a MAX will be removed from the schedule. American continues to re-route aircraft throughout our network in order to impact the smallest number of customers.

Please visit aa.com/737max for the most current information, or reach out to your travel partners, your American Account Manager or Sales Support with additional questions for your specific needs.

As always, thank you for your business.