

# American Airlines – Schedule Change Update – 737 MAX

## Returns to our Schedule Rotation

Update: 12/07/2020

Issued: November 30, 2020

Update: December 7, 2020

- **Extend Tickets Issued On/Before date**

Recently, the Federal Aviation Administration (FAA) cleared the Boeing 737 MAX to fly again following its grounding in March 2019.

At American Airlines, safety is our top priority. It is with this standard and commitment that we will return the 737 MAX aircraft into service. Over the last several months, we have worked closely with the Federal Aviation Administration (FAA) and Boeing, as well as our union leaders and safety teams, through the recertification process. The American Tech Ops team will complete the maintenance requirements included in the Airworthiness Directive, including updating the software. In addition to the FAA's oversight of every 737 MAX aircraft, our FAA-licensed aviation maintenance technicians will inspect and sign off on every airplane, just as they do for every one of our other aircraft. Each aircraft will then complete an Operational Readiness flight to ensure it is ready for passenger service. American expects to gradually phase in the 737 MAX for commercial service, starting with departures from Miami, Florida beginning December 29, 2020.

As we begin the schedule rotation, your customers can readily identify which aircraft is on their booking via aa.com or on our mobile app. If a customer prefers to not fly on this aircraft, we are offering the following flexibility for our ticketed travelers:

<b>737MAX/7M8 Return To Service Flexibility Policy</b>	
Affective for Aircraft Type:	737 MAX Departures Identified as 7M8 on an availability display
Tickets Issued On/Before:	<b>February 28, 2021</b> (was November 30, 2020)
Impacted Travel Dates:	December 29, 2020 – February 28, 2021
New Travel Dates:	Must be within 7 days of original scheduled departure
Reissuance of Tickets On/Before:	Same day as flight rebooking

Inventory Requirements:	Lowest Inventory Available – Same Cabin, up to H for main cabin
Endorsement Box Requirements:	7M8RTS
Changes to Origin/Destination:	Allowed Change Fee waived (all fare types) Fare recalculation required
Changes to Alternate City within 300-Mile radius:	Allowed New flight must be alternative aircraft type New flight must be within 7 days of scheduled departure
Changes to Co-Terminal:	Allowed New flight must be alternative aircraft type New flight must be within 7 days of scheduled departure
Sales Support Authorization:	Not available in SalesLink, agency must self-serve with waiver code
Travel Rebooking beyond 7 days from the original ticketed departure:	Customer would be responsible for any associated costs with the change
Note: For any changes outside of this flexibility policy, please follow normal Schedule Change guidelines	