

# American Airlines

SEP 27 1989

EXECUTIVE OFFICE

August 28, 1989

Mr. Thomas Bonds  
6 Shelley Drive  
Hackettstown, NJ 07840

Dear Mr. Bonds:

Thank you for sharing your opinion on smoking in flight. I appreciate the opportunity to explain our policy regarding this controversial issue. Smokers and nonsmokers alike hold strong opinions on the subject; our aim is to accommodate the individual preferences of all our passengers while complying with government regulations.

As you are aware, the ban on smoking on flights scheduled for two hours or less is the current law of the land and we have no choice but to comply. On the other hand, we recognize that approximately 20% of our passengers do care to smoke on board, and we want to do everything possible to ensure their travel with us is enjoyable.

We did not actively support this legislation when it was under consideration; neither do we believe we should now assume an advocacy role in favor of one side over the other. Instead, our aim is to make your flight as pleasant as we can. To the extent possible, our cabin attendants are happy to assist you in adjusting to the law banning smoking.

Mr. Bonds, we appreciate your supporting American. Given Northwest's decision to ban smoking, the public has an additional factor to consider -- along with dependability, schedules, price, safety record and customer service -- in judging which airline provides the best overall service. I am confident that our ability to deliver top quality service

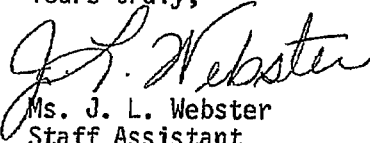
**American Airlines**

Mr. Thomas Bonds

2

is second to none. Please continue to travel with us often;  
it is always a pleasure to welcome you aboard.

Yours truly,

  
Ms. J. L. Webster  
Staff Assistant  
Executive Office