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**From:** [REDACTED]  
**Sent:** Tuesday, August 29, 2017 2:11 PM EDT  
**To:** Schlesinger, Len  
**Subject:** AA stuff

I assume you or the committee has seen how this lawsuit is being portrayed on the web:

<http://viewfromthewing.boardingarea.com/2015/07/15/harvard-professor-who-went-after-chinese-restaurant-files-dot-complaint-against-american-airlines-for/>

*Edelman appears to pretend he's jousting at the windmills of consumer fairness, but could this possibly be the most important customer facing item to work on?*

and the ongoing debate on this frequent flyer blog site (with many posts by bedelman)

<http://www.flyertalk.com/forum/american-airlines-aadvantage-pre-consolidation-usair/1694830-dot-complaint-missing-baggage-information-eticket-confirmation-1.html>

[REDACTED]