



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>

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