

## Rick Seaney

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**From:** Customer Relations [customer.relations@usairways.com]  
**Sent:** Wednesday, August 22, 2007 2:01 PM  
**To:** Rick Seaney  
**Subject:** Ref Number: 2178074C

**Attachments:** TermsCondEvoucher.doc



TermsCondEvoucher.doc (38 KB)

Ms. D [REDACTED] P [REDACTED]

800  
18111 Preston Rd.  
Dallas, TX 75252

Dear Ms. P [REDACTED]:

On behalf of the Corporate Offices of US Airways, please accept our apologies for the difficulties caused by the cancellation of Flight 707 on August 1, 2007, and the additional flight cancellations.

From the report I received, it is clear this situation caused considerable inconvenience and frustration. We work hard each and every day to provide reliable and professional care, and I am sorry we failed you in this instance. While I cannot change the series of events that occurred I can relay that we do value you as our customer. This was an unforeseen situation and we are truly sorry that your travel to Philadelphia was interrupted.

As the safety of our passengers and crew is our number one priority, we will not operate an aircraft that compromises this objective. A thorough investigation of this incident revealed your original flight was cancelled due to a fuel flow problem. Accordingly, the aircraft was grounded in order to complete required maintenance. Mechanics and parts were sent to Munich from Philadelphia to repair the aircraft. The parts that were sent were installed, but due to a manufacturer's defect, they again faulted out the system and the aircraft was not able to travel on August 2nd. New parts were installed allowing the aircraft to finally depart on August 3rd. Accordingly, the aircraft was grounded in order to complete required maintenance and a comprehensive inspection. There is no indication this malfunction existed prior to the previous flight. Moreover, the aircraft had undergone all regular and required maintenance.


For this reason, we are unable to grant your request for compensation under EU Regulation 261/2004. As an international carrier, we are bound by the terms and provisions of EU Regulation 261/2004. Article 5(3) of the Regulation specifically releases carriers from the obligation to pay compensation for delayed or cancelled flights caused by extraordinary events, which could not have been avoided, even if all measures had been taken. As the circumstances surrounding this flight cancellation were neither reasonably foreseeable nor reasonably preventable, no compensation is due under the Regulation.

While I cannot offer compensation under Article 5(3), we have authorized a \$600.00 Electronic Travel With Us Voucher(s) (ETUV) as a gesture of goodwill and an expression of our regret for any inconvenience you may have experienced. Your E-TUV is valid toward the purchase of travel on US Airways or America West Airlines. Please be advised the E-TUV is not valid with Internet bookings. The E-TUV must be redeemed one year from the date of this letter. To receive the full benefit of this compensation please take a moment to read the attached terms and conditions of use. When you are ready to make your future travel arrangements, please call our Reservations Department at 1-800-428-4322 and refer to your voucher locator: [REDACTED]. Compensations issued prior to receipt of this letter was voided.

We value your business and hope you will consider your recent experience the exception,

not the rule. We are grateful for the opportunity to explain our position and are working hard to earn your business.

Sincerely,

Barb H   
Customer Relations

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