

*****REDACTED*****

AMERICAN AIRLINES / April 2012

DOT PET INCIDENT REPORT

Carrier and Flight Number

American Airlines Flight #102

Date and Time of the Incident

26 April 2012 @0712

Description of the Animal, Including Name

Canine, named Toby

Narrative Description of Incident

While off-loading the aircraft, fleet service personnel noticed that the dog in the kennel was not moving. The passenger was notified and continued his flight to BWI. The pet was taken to a local vet for a gross necropsy to determine the cause of death.

Narrative Description of Cause of the Incident

The necropsy revealed that the dog had a pre-existing condition and that a "Tracheal Collapse", along with the kennel being too small for the pet, was the cause of death.

Narrative Description of any Corrective Action Taken in Response to Incident

The agent in HNL will be counseled on checked pet procedures and the acceptance of kennels especially.

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AMERICAN AIRLINES / January 2012

DOT PET INCIDENT REPORT

Carrier and Flight Number

American Airlines Flight #462 DFW-MCO

Date and Time of the Incident

17 JAN 2012 19:55

Description of the Animal, Including Name

Dog – Name: Cup Cake

Narrative Description of Incident

Dog was shipped Priority Parcel Service (AWB#7791 9383) from Newark to Dallas/Ft. Worth, then connecting to Orlando. During the offloading process, the kennel bottom half came unsnapped and dropped off, causing the dog to run free on the tarmac. Subsequently, the dog was found deceased on the active runway.

Narrative Description of Cause of the Incident

The agent at Newark accepted a “snap-together” type kennel. AA policy prohibits acceptance of this kennel type, since the plastic snaps are prone to failure during shipping.

Narrative Description of any Corrective Action Taken in Response to Incident

AA training has released system-wide advisories to all Cargo and Passenger Service personnel reinforcing the prohibition of snap-together kennels for Cargo shipments or customer checked-pets. Additionally, the live animal checklist was updated with a more precise description of a snap top kennel. Lastly, the live animal acceptance training lesson is in the process of being updated with this information as well.