

**COMPLAINT FILE FUNCTION  
COMPLAINT INFORMATION**

Case Number **EV2021080330**

Airline Code.....: **UA**  
Airline Name...: **UNITED AIRLINES**  
Aircraft Size...: **U**  
Flight Type.....: **N**  
Flight Date.....: **07/14/2021**  
Incident Date.....: **07/14/2021**  
Flt Itinerary.....: **IAD-LAX FLIGHT 632**  
Consumer Action.....:  
Complaint Code..: **MI0900**

Explanation **My PerMobil power wheelchair was returned back to me unrecognizable a repairable and unworkable. I was then shuffled and rushed to baggage claim like I was cargo in a broken airport chair that I had to sit in for five hours which has Caused me more pain and has re-disabled my body I've been in extreme pain increased wound on my leg by over 20% it has been a month and I'm still in a loaner chair which is doing more damage to my body. Having a spinal cord injury I am very terrified of the potential neurological damage that has been done from sitting in the chair and straining to hold my body up against a broken arm rest. Having open wound 20% larger I now have to deal with wound care and the pain and the sweating painful sweating body must endure trying to heal this wound which more than likely will be the rest of 2021 and winter and spring2022.**

Notes.....: **OST-1-210820-014**