

Carrier: Hawaiian Airlines

Flight Number: 90

Date & Time of Incident: 06/01/2023 6:48 AM

Type of Incident: Death

Description of Animal: Breed: American Bully

Animal Name: Tunda

Description of Incident:

Upon arrival on HA90 into Boston from HNL on June 1st, it was discovered that one of three pets was unresponsive. It was determined that one dog named Tunda had passed away

**Cause of Incident:
Postmortem Report**

Presumed hyperthermia

- * Dehydration
- * Subcutaneous and visceral congestion
- * Pulmonary edema
- * Skeletal muscle pallor

Brachycephalic airway syndrome
Gastric plastic foreign material
Mild hydrocephalus

Corrective Action Taken: The HA Cargo Offshore Manager spoke to the customer and advised that HA would arrange for a necropsy and other services and the customer agreed. Currently working to process a refund to the customer for shipping charges. (Update – refund complete) Additionally, a letter was sent with condolences.

Carrier: Hawaiian Airlines

Flight Number: 34

Date & Time of Incident: 07/27/2023 09:10 PM

Type of Incident: Death

Description of Animal: Breed: French Bulldog

Animal Name: Augie

Description of Incident:

Upon arrival on HA34 into Los Angeles from OGG on July 27, it was discovered that one of two pets was unresponsive. It was determined that one dog, a French Bulldog named Augie had passed away.

Cause of Incident:

Necropsy offered, but customer declined.

Corrective Action Taken:

Currently working to process a refund to the customer for shipping charges. Will await further information from the customer to address any further expenditures with respect to necropsy and/or cremation services.

Carrier: Hawaiian Airlines

Flight Number: 10

Date & Time of Incident: 10/08/2023 5:04 PM

Type of Incident: Death

Description of Animal: Breed: Yuzu Shiba

Animal Name:

Description of Incident:

AVIH - Upon arrival on HA10 into Los Angeles from Honolulu on October 8, 2023, it was determined that one dog, a Yuzu Shiba named Jiro, had passed away.

Cause of Incident:

Customer shared that the dog had health issues with heart

Corrective Action Taken:

LAX General Manager spoke to the customer. Customer shared that the dog was having health issues with heart, pointing out that the main purpose of the trip was to have a procedure/treatment with a vet in Los Angeles. General Manager asked customer if she would like for dog to be sent for cremation. Customer wanted to see dog for last time and thanked Manager for arranging the cremation with Coral Cremation. HA will be paying for cremation & shipping costs. Dog will be cremated on 10/9/2023 and shipped to customer via USPS.
