

3 7 January 1999  
6 AirCalifornia Airlines, Inc.  
12 To the Attention of Sergio Alvarado:

25 I am writing this letter to inform you of our disappointing experience flying with  
37 your airline on December 21, 1998. Ours was Flight 136 (LAX-Torreón-Durango).

52 To begin with, the flight departed two hours late. Once on the flight, we found  
64 the engine noise unbearable. Upon landing in Torreón, we disembarked to pass  
77 through immigration, then were sent back on the plane while the luggage handlers  
91 tried to open the luggage compartment with a crowbar (apparently, they had lost the  
105 key). An hour later, all of the passengers, including my family with two small  
119 children, were taken off the plane again. We waited nearly an hour while your  
132 employees worked to open the luggage door. Finally we arrived in Durango, nearly  
150 7 hours after the departure time. Ours was supposed to be a 3 hour flight. Only 1 of  
156 our 5 suitcases arrived with us.

168 Incidentally, this was not the first time we experienced such delays with  
181 AirCalifornia. A few years ago, our return flight from Durango back to Los  
191 Angeles was also delayed by a total of five hours.

206 Once we did land, we found that our group's suitcases again had not been loaded  
220 onto the plane. In both incidences, we waited nearly a week, making dozens of  
235 phone calls and trips to the airports before all of the suitcases were returned. These  
244 delays and inconveniences ruined many of our holiday plans.

260 I am hopeful that you will do your best to rectify this situation to our satisfaction  
266 and the betterment of your airline.

267 Sincerely,  
*Henry Anker*

269 Henry Anker  
*www.henryanker.com*