

# TSA CONTACT CENTER RECORD

EID: 3059587  
Contact Date: 2/11/2017 5:36:30 PM  
Incident Date:  
Medium: Email

Contact Type: Normal/General  
Contact Status: Closed  
Linked Event IDs:

## Passenger Contact Information:

Contact Prefix:	Contact Address 1:
Contact First Name: Not Provided	Contact Address2:
Contact Middle Initial:	Contact City:
Contact Last Name: Not Provided	Contact State:
Contact Suffix:	Contact Zip:
Contact Phone: (000) 000-0000 *	Contact Country:
Contact Alt Phone:	Contact Email: (b)(6)
Contact Fax:	

## Passenger Inquiry:

Subject: Safety and Security Complaint

American Airlines has a fume event several times each week. Fume events are unsafe for passengers and working crew members. The rumor is that a new cheaper oil is being used at AA and causing these fume events. There needs to be an investigation.  
[http://t.sidekickopen68.com/e1t/o/5/f18dQhb0S7ks8dDMPbW2n0x6l2B9gXrN7sKj6v5dIQxVdDL\\_H1p1tQ8W4XyQGj3LvrVvW1pQ0W21k1H6H0?si=5650606401519616&pi=A680EA5D-AD63-468B-AAA7-EFABA0699E78](http://t.sidekickopen68.com/e1t/o/5/f18dQhb0S7ks8dDMPbW2n0x6l2B9gXrN7sKj6v5dIQxVdDL_H1p1tQ8W4XyQGj3LvrVvW1pQ0W21k1H6H0?si=5650606401519616&pi=A680EA5D-AD63-468B-AAA7-EFABA0699E78)

## TCC Agent Response:

## TCC Email Response Sent:

From: /TSA Contact Center DO NOT REPLY) tsatcc\_do\_not\_reply@senture.com  
To: (b)(6)  
Subject: In Response to your inquiry. REFID:3059587  
Body: Thank you for your recent e-mail to the Transportation Security Administration's (TSA) Contact Center.

TSA is responsible for developing requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. TSA employees are responsible for all passenger and baggage screening to ensure that prohibited items are not placed onboard aircraft.

After careful review, we have determined that your issue does not fall within the purview of TSA. We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY (202) 366-0511) to record complaints. You may also fill out and submit an online complaint form at <http://airconsumer.ost.dot.gov/iescomplaint/es.cfm> or write to:

Aviation Consumer Protection Division, C-75  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590

We hope this information is helpful.

TSA Contact Center

**Notes:**

CSS Notes, Jeff Shortridge, February 12, 2017: Refer to Airline, not a security threat.

**Record Data:**

**Response 1**

Interaction Type: Complaint  
Subject Category: Airline - Policy/Regulations/Service  
Template Name: Refer to Airline [1100.02.06]  
Contact:  
Airport:  
Airline: American Airlines  
Referral:

**Response 2**

Interaction Type: Information  
Subject Category: Transfer to Security Specialist - Reportable Communication  
Template Name: No Response [0001.01]  
Contact:  
Airport:  
Airline:  
Referral:

Type	Feedback	Date Received
No Feedback Available For This Record		

To TSOC Date: From TSOC Date:  
Last Updated By: jeff.shortridge Last Update Date: 2/12/2017 7:06:06 PM  
Opening Agent: blake.campbell Opened Date: 2/12/2017 6:44:28 PM  
Fulfillment Sent: Mail Return Date:

\* - Indicates that the number was not received.  
\*\* - Indicates that the number is an international number. Should be found in the detail.  
\*\*\* - Indicates the Document Number

End Record