PRESS RELEASE

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TRAVELING LIGHT? AMERICAN AIRLINES INVITES CUSTOMERS TO BOARD EARLIER

Improving On-Time Performance with New Boarding Process

FORT WORTH, Texas – American Airlines today launched a new systemwide boarding process that saves overall boarding time by allowing customers who are traveling light to board earlier. Customers traveling with one personal carry-on item that fits under the seat in front of them will be invited to board before Group 2.

The new boarding process is another example of how American is reinventing itself by continuously seeking out ways to streamline processes, creating a more efficient and enjoyable customer journey. With on-time performance being a key factor in the airline's dependability rating, every minute saved during boarding allows American to push back from the gate earlier, resulting in a more timely departure and arrival.

"For customers, departing on time and arriving at their destination on time is a huge factor in how they feel about their overall experience," said Carol Wright, American's Vice President – Customer Planning. "Our tests indicate that this new boarding process will improve our dependability and on-time performance, while being easier and more enjoyable for our customers. It's another example of our promise to put our customers at the center of everything we do."

The new boarding process follows successful testing done earlier this year at American Airlines gates at airports in Austin, Texas (AUS), Baltimore (BWI), Denver (DEN), Fort Lauderdale, Fla. (FLL), Kansas City, Mo. (MCI), Minneapolis-St. Paul (MSP) and Washington-Dulles (IAD).

The test received overwhelmingly positive feedback from American's customers, and agents like the new process because it allows for smoother and quicker boarding for everyone. American expects to see a notable reduction in average boarding time per flight with the new boarding process.

American is continually looking for innovative ways to enhance the customer experience. Other recent enhancements designed to give customers more choices when traveling include:

- The expansion of American's next-generation kiosks with self-tag capabilities for checked baggage, speeding up the check-in process

- New fare choices with perks that include preferred seating, early boarding and same-day flight changes
- More power ports onboard to help customers stay charged and connected throughout their journey

American's baggage policy allows each customer to take onboard at no charge one personal item that will fit under the seat in front of them and one bag that meets the FAA-mandated carry-on size requirements to fit into the overhead storage compartment. With the new boarding process, customers who wish to board early before Group 2 can gate-check their carry-on bag at no charge.

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About American Airlines

American Airlines focuses on providing an exceptional travel experience across the globe, serving more than 260 airports in more than 50 countries and territories. American's fleet of nearly 900 aircraft fly more than 3,500 daily flights worldwide from hubs in Chicago, Dallas/Fort Worth, Los Angeles, Miami and New York. American flies to nearly 100 international locations including important markets such as London, Madrid, Sao Paulo and Tokyo. With more than 500 new planes scheduled to join the fleet, including continued deliveries of the Boeing 737 family of aircraft and new additions such as the Boeing 777-300ER and the Airbus A320 family of aircraft, American is building toward the youngest and most modern fleet among major U.S. carriers. American's website, aa.com®, provides customers with easy access to check and book fares, and personalized news, information and travel offers. American's AAdvantage® program, voted Program of the Year at the 2013 Freddie Awards, lets members earn miles for travel and everyday purchases and redeem miles for flights to almost 950 destinations worldwide, as well as flight upgrades, vacation packages, car rentals, hotel stays and other retail products. The airline also offers nearly 40 Admirals Club® locations worldwide providing comfort, convenience, and an environment with a full range of services making it easy for customers to stay productive without interruption. American is a founding member of the **one**world® alliance, which brings together some of the best and biggest airlines in the world, including global brands like British Airways, Cathay Pacific, Iberia Airlines, Japan Airlines, LAN and Qantas. Together, its members serve more than 840 destinations served by some 9,000 daily flights to nearly 160 countries and territories. Connect with American on Twitter @AmericanAir or Facebook.com/AmericanAirlines. American Airlines, Inc. and American Eagle Airlines, Inc. are subsidiaries of AMR Corporation. AMR Corporation common stock trades under the symbol "AAMRQ" on the OTCQB marketplace, operated by OTC Markets Group.

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