

Smart Bag Policy Change – Frequently Asked Questions (FAQ)

American Airlines and our American Eagle regional partners require that if you are traveling with a smart bag, the battery must be removable in the event the bag needs to be checked.

“Smart bags, are identified as luggage which contains lithium battery power banks. Since many of our customers may be required to check a bag at any time (i.e. flying on a smaller regional aircraft, overhead bins are filled, etc.), American Airlines requires customers’ Smart Bags to contain removable lithium batteries in the event the bag has to be checked.

If the battery is not removable, it will not be accepted on any American or American Eagle aircraft.

1. Is this an FAA policy? Will other carriers implement a similar policy?

Even though this is not a required FAA policy at the current time, we believe our policy will enhance safety and is in the best interest of our team members and customers.

2. Has this policy change been communicated with our oneworld partners?

Yes. We have provided our partners, who connect to American-operated flights, our new policy which was effective January 15, 2018.

3. Will our airport colleagues be required to ask customers if they have a smart bag?

Additional policies and procedures were formulated with regard to smart bags. Our current policy today is that all customers must be asked the question “does this bag have a battery attached, or contain any spare batteries or e-cigarettes?” when they check or valet a bag;

4. Are Smart bags accepted for travel in the cabin with the battery installed?

Smart bags with removable batteries may be accepted for travel in the cabin with the battery installed.

5. Can I check or valet my Smart bag?

Smart bags which are checked or valeted must have the battery removed by the customer and the battery must remain in the customer’s possession. If the battery cannot be removed, the bag will not be allowed on any American or American Eagle aircraft.

6. What should I look for to determine if I have a Smart bag?

Smart bags have USB power-ports and/or lights, such as those shown below



7. **Is there any information at the airport regarding Smart bags?**
The information below is displayed at many of airport locations.



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