

August 17, 2024

Dear (Name)

Regrettably, we have had to cancel your upcoming flight ##### from ABC to XYZ on Mokulele Airlines.

We are committed to helping you get to where you need to go as quickly as possible, and we will do everything we can to assist you. A limited number of flights are currently available, and we are prioritizing available seats for passengers traveling for medical care or connecting to flights in the mainland.

If you must travel between now and Tuesday (8/20), please contact us at 808-495-4188 so we may assist you with moving to an available flight. If your plans are flexible, please consider calling closer to the time of your flight reservation so that our agents may assist travelers with urgent needs.

If you choose not to travel or we are unable to successfully reaccommodate you, you will be given a credit for the ticket you have, plus a voucher for round trip travel in the future. We sincerely apologize, as we know this will likely cause significant inconvenience to your travel plans.

To briefly explain the cause of the current disruption, during our routine maintenance procedures, we identified potential discrepancies in the documentation of a recent landing gear servicing on one of our aircraft. As a precautionary step to uphold our rigorous safety standards, we've decided to temporarily ground affected aircraft in Hawaii while we conduct thorough inspections.

We appreciate your patience and, again, please do not hesitate to reach out to our customer service team.

Thank you.

**Louis Saint-Cyr**  
President of Hawaii Operations

