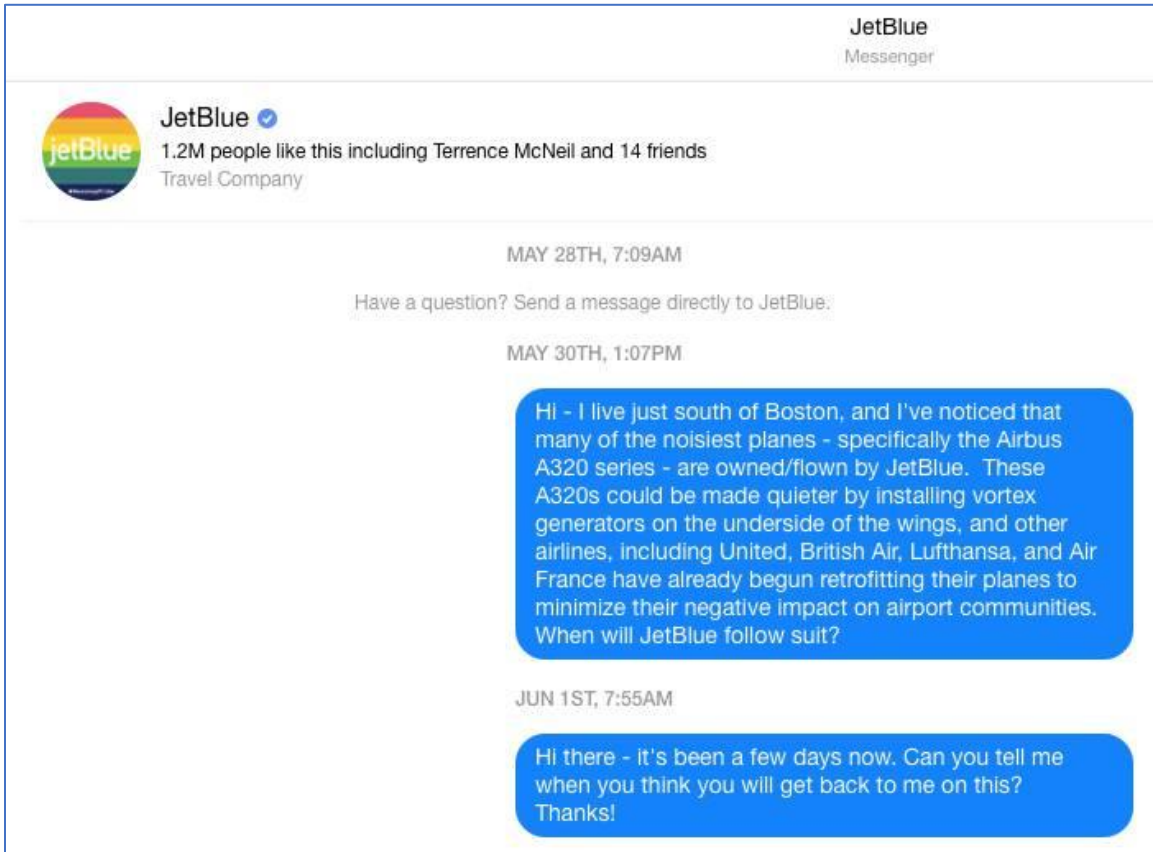


Here's an interesting exchange. Andy, a resident of Milton (south side, Boston) messaged JetBlue with observations about how JetBlue's A320 aircraft have a pronounced impact, known as 'the A320 whine'. He noted that many European airlines have addressed this problem by installing a special 'vortex generator' on the wings.

The discussion was started with Andy's first message, at 1:07PM on 5/30. After getting no response, he messaged again two days later, at 7:55AM on 6/1.



We're sorry for the delayed response, Andy. Our blog post about the sights and sounds on the plane may answer some of your questions. Check it out! <http://bit.ly/2qEByKK> --Mir



**Unpacked: Sights And Sounds On An Airplane – Out of the Blue**

, where we demystify hot topics in the airline industry! This time we're talking about some of th...

[blog.jetblue.com](http://blog.jetblue.com)



'Mir' at JetBlue then replied on 6/1, with a link to a JetBlue blog, including a photo of a line of cheerleaders standing on the wing of a plane. Huh?

(One wonders how many people would have been distracted by that, and/or simply given up on JetBlue at that point!)

Andy persisted, and sent a message on 6/6, to clarify and focus the discussion. He included a link to a320Whine.com, too.

He heard back from Alianna, who assured JetBlue would look at it. Andy sent her a quick thank you.

Thanks for getting back to me. Unfortunately, that's not what I'm talking about. What I'm talking about is the piercing noise that JetBlue's A320s make when they come in for a landing. This sound - known as the "A320 whine" is a well-known design flaw on the A320 series that Airbus fixed in 2014.

However, JetBlue still owns plenty of pre-2014 A320s - and - the noise that these A320s make is incredibly disruptive - especially when you have JetBlue flights landing well past midnight, or before 6 in the morning. This website contains more information about the simple and inexpensive fix that can dramatically reduce the impact of this problem.

Given JetBlue's well-documented focus on communities and the environment, can you please have someone take a look and get back to me? My town wrote to JetBlue on this some months ago, and we have yet to receive a response on next steps. Thanks!  
<http://a320whine.com>

**a320 Whine**


Airbus A320 family whine

[a320whine.com](http://a320whine.com)

JUN 6TH, 6:13PM

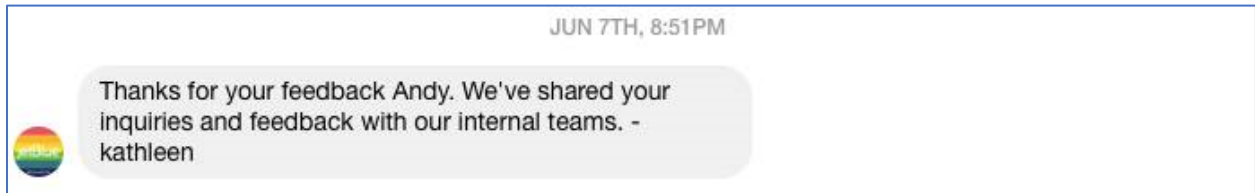
Hi there - is there someone that can get back to me on this? Thanks!

JUN 6TH, 7:35PM

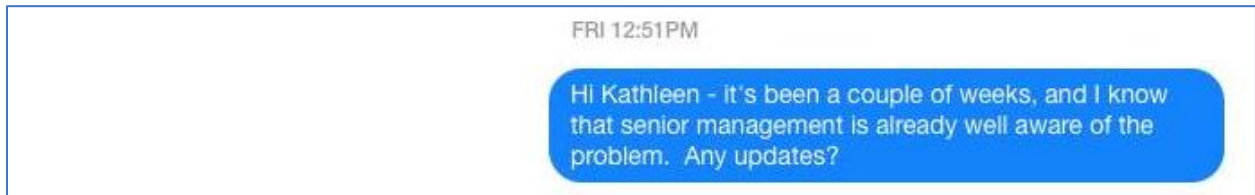
 Hi Andy. Give us a few days to look into this more and we'll see if we can find you the right people to contact. Thanks! -Alianna

Thanks Alianna - I really appreciate it. Horrible night tonight with all the noisy A320s overhead here in Boston.

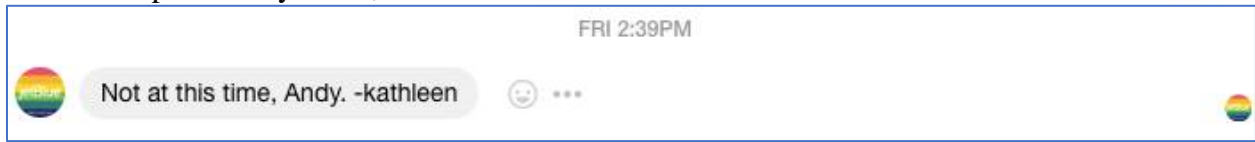
On 6/7 (the next evening), Kathleen at JetBlue sent a thank you note to Andy.



Seventeen days pass. On 6/23, Andy sends Kathleen a message asking for an update.



Kathleen replies 4-days later, on 6/27.



Andy draws his conclusions that JetBlue is dismissing his concerns and does not care. He shares the message string in a new post.

