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## Press release

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A STAR ALLIANCE MEMBER 

# SAS removes Dash 8 Q400 from service permanently

Following the recent period of events involving aircraft of the Dash 8 Q400 type, SAS's management, following an unscheduled meeting of the Board of Directors held today, has decided to immediately discontinue the use of this type of aircraft.

“Confidence in the Q400 has diminished considerably and our customers are becoming increasingly doubtful about flying in this type of aircraft. Accordingly, with the Board of Directors' approval, I have decided to immediately remove Dash 8 Q400 aircraft from service,” says Mats Jansson, President and Chief Executive Officer of SAS.

In January 2000, SAS was the first customer to use the Dash 8 Q400 in its traffic operations. The aircraft have accounted for approximately 5 percent of the Group's passengers. The aim is to replace traffic based on the Q400 by reallocating current aircraft in the SAS Group's fleet and by means of leasing.

“The Dash 8 Q400 has given rise to repeated quality-related problems and we can now conclude that the aircraft does not match our passengers' requirements concerning punctuality and regularity. SAS's flight operations have always enjoyed an excellent reputation and there is a risk that use of the Dash 8 Q400 could eventually damage the SAS brand,” says John Dueholm, Deputy CEO of SAS.

Due to the decision, SAS's traffic services will be affected by flight cancellations in the period immediately ahead. The customers concerned will be given an opportunity to either rebook or have their tickets refunded. For detailed information about traffic services, reference is made to the airlines' various websites ([www.sas.se](http://www.sas.se) [www.sas.dk](http://www.sas.dk) [www.wideroe.no](http://www.wideroe.no))

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