

**AMENDMENT TO MR. OBERSTAR'S AMENDMENT IN
THE NATURE OF A SUBSTITUTE TO H.R. 2881
OFFERED BY MR. KLEIN OF FLORIDA**

At the end of title IV of the amendment, insert the following (and conform the table of contents of the amendment accordingly):

1 **SEC. 412. EXPANSION OF DOT AIRLINE CONSUMER COM-**
2 **PLAINT INVESTIGATIONS.**

3 (a) IN GENERAL.—Subject to the availability of ap-
4 propriations, the Secretary of Transportation shall inves-
5 tigate consumer complaints regarding—

6 (1) flight cancellations;

7 (2) compliance with Federal regulations con-
8 cerning overbooking seats flights;

9 (3) lost, damaged, or delayed baggage, and dif-
10 ficulties with related airline claims procedures;

11 (4) problems in obtaining refunds for unused or
12 lost tickets or fare adjustments;

13 (5) incorrect or incomplete information about
14 fares, discount fare conditions and availability, over-
15 charges, and fare increases;

1 (6) the rights of passengers who hold frequent
2 flier miles or equivalent redeemable awards earned
3 through customer-loyalty programs; and

4 (7) deceptive or misleading advertising.

5 (b) BUDGET NEEDS REPORT.—The Secretary shall
6 provide, as an annex to its annual budget request, an esti-
7 mate of resources which would have been sufficient to in-
8 vestigate all such claims the Department of Transpor-
9 tation received in the previous fiscal year. The annex shall
10 be transmitted to Congress when the President submits
11 the budget of the United States to the Congress under
12 section 1105 of title 31, United States Code.