

Tech issue hampers Southwest

Airline sees more than 2,200 delays months after bigger meltdown

DAVID KOENIG Associated Press Apr 19, 2023 0



Southwest Airlines passengers check in for their flight Tuesday at the Des Moines International Airport in Iowa. CHARLIE NEIBERGALL, ASSOCIATED PRESS



DAVID KOENIG Associated Press

PLANES GROUNDED

DALLAS — Southwest Airlines planes were briefly grounded nationwide Tuesday for what the airline called an intermittent technology issue, leading to more than 2,200 delayed flights just four months after the carrier suffered a much bigger meltdown over the Christmas travel rush.

The hold on departures was lifted by mid-morning Eastern time, according to Southwest and the Federal Aviation Administration, but not before traffic at airports from Denver to New York City backed up.

"Southwest has resumed operations after temporarily pausing flight activity this morning to work through data connection issues resulting from a firewall failure," the Dallas-based airline said in a prepared statement. "Early this morning, a vendor-supplied firewall went down and connection to some operational data was unexpectedly lost."

People are also reading...

- Governor threatens to keep Missouri lawmakers in session over transgender rules**
- Messenger: Kim Gardner drives the judicial bus over her employees and into the ditch**
- Cardinals send prized prospect Jordan Walker to Class AAA in curious series of moves**
- Another St. Louis judge files to hold Kim Gardner in contempt of court**

Southwest urged customers to check on their flight status "and explore self-service options" for travel as the airline worked to restore its operations.

By late afternoon on the East Coast, more than half of all Southwest flights were delayed, and the airline accounted for half of all delays nationwide. On the positive side, Southwest had only about a dozen flights canceled, roughly in line with other major airlines, according to tracker Flight Aware.

Transportation Secretary Pete Buttigieg retweeted an FAA post on the issue, adding, "We are here to ensure passengers have strong protections when airline failures like this affect their plans." He referred travelers to a Transportation Department checklist of passenger rights, and his press secretary noted that "no other airlines experienced disruptions."

Tuesday's delays added to the picture of an airline that has struggled with technology issues. In December, Southwest canceled nearly 17,000 flights in a 10-day stretch around Christmas.

"It was a 17-minute ground stop. This will have no long-lasting effect on Southwest's reputation," Henry a travel analyst with Atmosphere Research Group, said of Tuesday's issues. "What matters now for Southwest is getting to the cause and doing all it can to ensure incidents like this don't occur again."

Rob Britton, a former American Airlines executive who teaches crisis management at Georgetown University, said the damage from Tuesday's incident will be minor but adds to the erosion of Southwest's image. He said Southwest has underinvested in technology while growing rapidly, and it suffers from an "insular culture" that "keeps them from looking outside for solutions."

0 Comments

Be the first to know

Get local news delivered to your inbox!

Email Address

Sign up!

*I understand and agree that registration on or use of this site constitutes agreement to its user agreement and [privacy policy](#).

Most Popular



Cardinals send prized prospect Jordan Walker to Class AAA in curious series of moves

Walker was not in the internal lineup Wednesday for a third consecutive day, and the reason: He's being demoted to Class AAA. Taylor Motter re...



'Rudderless ship of chaos': St. Louis judge advances Kim Gardner contempt case

The judge said Gardner's office is a "rudderless ship of chaos" and found the no-shows on a pending assault case could amount to "disdain and ...



How sending Jordan Walker to Class AAA is a bet clarity can correct muddled outfield: Cardinals Extra

"Clearly, when you look at it just from what we have done, it hasn't been working," says executive John Mozellak of outfield rotation amidst L...



Messenger: Kim Gardner drives the judicial bus over her employees and into the ditch

The St. Louis prosecutor might be using good legal strategy to avoid responsibility. But it once again highlights her failure of leadership.



A closer on ice. An outfield in flux. Cardinals' latest, deflating loss compounds concerns

Ryan Helsley, rarely used in recently because Cardinals so rarely had a lead, allows walk-off homer in 5-4 loss to Giants that underscores mul...