



DEPARTMENT OF HEALTH & HUMAN SERVICES

d15266,
Public Health Service
Food and Drug Administration

San Francisco District
1431 Harbor Bay Parkway
Alameda, California 94102-70
Telephone: 510-337-8700

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

November 7, 1996

Our Reference Nos.: 29-52528
Herbert D. Kelleher, President and CEO
Southwest Airlines
P.O. Box 36611
Love Field
Dallas, TX 75235-1611

WARNING LETTER

Dear Mr. Kelleher:

On October 30, 1996, FDA Investigator Janice R. Lathan conducted an inspection of the Southwest Airlines food processing facility at Oakland International Airport, One Airport Drive, Terminal 2, Oakland, California. Significant items found during the inspection include the lack of a backflow prevention device; no hand-washing sink; inadequate sanitizing solutions for utensils, equipment, and work surfaces; poor employee hygienic practices; and an opened warehouse door which provided rodents, and other vermin with easy access into the facility. These deficiencies and other findings were listed on Form FDA 483 and discussed with Mr. Teddy W. Rowell, Manager, at the conclusion of the inspection.

The findings are in violation of the Public Health Service Act, Section 361, and the regulations for interstate conveyance sanitation, Title 21, *Code of Federal Regulations*, Part 1250. Based on the conditions revealed during the inspection, the food processing facility was assessed a rating score of 69%, as indicated on Form FDA 2420, and has been given a "PROVISIONAL" classification.

The insanitary conditions may also cause food stored and/or processed therein to be adulterated pursuant to Sections 402(a)(3) and (a)(4) of the Federal Food, Drug, and Cosmetic Act, and subject to seizure, as provided in Section 304. Adulteration of food while held for sale after shipment in interstate commerce is prohibited by Section 301(k) of the Act. Delivery of adulterated foods in interstate commerce, or the causing of such delivery, is prohibited by Section 301(a).

Southwest Airlines
Dallas, TX

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This is not intended to be an all-inclusive list of violations. It is your responsibility to ensure that all requirements of the Act and regulations are being met. You were informed of the same violations in a Warning Letter issued on March 1, 1996. Your firm has failed to take adequate corrective action. Failure to achieve prompt corrective action may result in enforcement action without further notice, including seizure and/or injunction.

Please advise this office in writing within fifteen (15) days of the receipt of this letter, of the specific steps you have taken to correct these conditions and preclude their recurrence. If corrective action cannot be completed within fifteen working days, state the reason for the delay and the time frame within which corrections will be completed. Your response should address each discrepancy brought to your attention during the inspection and in this letter. Please direct your reply to John M. Reves, Compliance Officer.

Sincerely,



Patricia C. Ziobro
District Director

cc: Teddy Rowell, Manager
Southwest Airlines, Inc.
Oakland International Airport Drive
P.O. Box Air Terminal #2
Oakland, CA 94621