



DEPARTMENT OF HEALTH & HUMAN SERVICES

**Public Health Service
Food and Drug Administration**

M31021

San Francisco District
1431 Harbor Bay Parkway
Alameda, CA 94502-7070
Telephone: 510/337-6700

Via Federal Express

Our Reference: 29-40046

March 31, 2000

James E. Goodwin, Chief Executive Officer
United Airlines, Inc.
1200 E. Angonquin Road
Elk Grove Township, IL 60007

WARNING LETTER

Dear Mr. Goodwin:

On February 10, 2000, Food and Drug Administration Investigator Lorna F. Jones conducted an inspection of your airline service area and watering point located at the San Francisco International Airport. Your operations at this site are in serious violation of the federal regulations for interstate conveyance sanitation, found in Title 21, Code of Federal Regulations Part 1250 (21 CFR 1250), and section 361 of the Public Health Service Act. As a result of these inspectional findings, this facility has been classified as "Provisional."

Findings include standing blue water 2" deep and blue tissues and other debris in the area where lavatory waste is dumped, including the employee handwashing area. Waste hoses were found uncapped and with their ends stored on the floor. Lavatory service trucks were not adequately identified and had uncapped hoses.

This letter is not intended to be an all-inclusive list of deficiencies at your airline support facility and it is your responsibility to ensure adherence to each requirement of the regulations. You should assure that all United Airlines facilities are in compliance with the regulations.

At the conclusion of the inspection, Investigator Jones issued the Form FDA 483, Inspectional Observations, to Lynn Price, Customer Service Supervisor, and discussed it with her. Investigator Jones also discussed the findings by

telephone on March 18 with Frank Kent, Western Region Manager, United Airlines. A copy of the FDA 483 is enclosed for your information. Failure to take prompt corrective action may result in appropriate regulatory action, such as injunction, without further notice. You should notify this office within fifteen (15) working days of receipt of this letter of the specific steps you have taken to correct the violations, including an explanation of preventive measures taken to preclude recurrence of similar violations. If corrective action cannot be completed within fifteen (15) working days, cite the reason for the delay and the time by which the corrections will be completed. Your response should be sent to Suzanne Schenck, Compliance Officer, at the above address.

Sincerely yours,


Acting Director
San Francisco District

Enclosures: FDA-483

cc: Frank Kent, Western Region Manager
United Airlines, Inc.
Building 575, Third Floor
San Francisco International Airport
San Francisco, CA 94128