



November 13, 2013

SOUTHWEST AIRLINES CO.

126487M
F3426

Adrienne Yurdyga
Proactive Customer Communications
Southwest Airlines
2702 Love Field Drive
Dallas, TX 75235

Hello from Southwest Airlines:

I'm sorry for the disruption of your flight yesterday; and along with my apologies, I would like to provide you with some followup information.

As you may know, commercial aircraft are pressurized to provide the Passengers with a comfortable environment. As your flight was approaching Raleigh-Durham, the Pilots observed a loss of normal cabin pressure. In response, the Captain made the appropriate manual adjustments for the pressure differential, and began the descent a little earlier (less pressurization is needed at lower flying altitudes). During this time, as the Captain was communicating his plan with the Flight Attendants, he inadvertently activated the PA system in the cabin. We sincerely regret any confusion caused by the relay of the information.

After speaking with our Maintenance Department, I learned that a couple of components that assist with the intake of air for the cabin were replaced to correct the problem. All other system checks passed and the aircraft has since returned to service with no further incidents.

We regret for any uneasy feelings you may have felt before your flight landed, and we want to you to have better air travel memories with us. In this spirit, I'm sending you a LUV Voucher* (in a separate e-mail) as a gesture of goodwill that can be used towards the purchase of a new Southwest Airlines reservation. You can be sure we are looking forward to welcoming you back again soon.

Kind regards,

Adrienne Yurdyga

/ay

****Your Southwest Airlines LUV Voucher will arrive within the next ten days to this same e-mail address. Please adjust your spam blockers/filters to enable your computer to receive this voucher.**

Stop Searching. Start Traveling. southwest.com[®]

[southwest.com](#) | [Book Air](#) | [Book Car](#) | [Book Hotel](#) | [Rapid Rewards](#) | [About SWA](#)
[Southwest Shortcut](#) | [Online Checkin](#) | [Flight Status](#) | [Interactive Routemap](#) | [More Travel Tools](#)