

# Delta Air Lines expects outage-related cancellations to end by Thursday, CEO says

July 24 2024, by The Associated Press



A Delta Air Lines plane leaves the gate on July 12, 2021, at Logan International Airport in Boston. U.S. airline regulators have opened an investigation into Delta Air Lines, which is still struggling to restore operations on Tuesday, July 23, 2024, more than four full days after a faulty software update caused technological havoc worldwide and disrupted global air travel. Credit: AP Photo/Michael Dwyer, File

Delta Air Lines expects flight cancellations and delays that resulted from a [global technology breakdown](#) last week to be resolved by Thursday, the carrier's chief executive said.

In a message to customers, Delta CEO Ed Bastian apologized Wednesday to travelers who had their plans upended after a defective software update that [cybersecurity firm CrowdStrike](#) sent to computers using Microsoft Windows grounded flights and disrupted banks, hospitals and retailers Friday.

"While our initial efforts to stabilize the operations were difficult and frustratingly slow and complex, we have made good progress this week and the worst impacts of the CrowdStrike-caused outage are clearly behind us," Bastian said.



Transportation Secretary Pete Buttigieg offers remarks on the continued flight disruptions affecting Delta Air Lines passengers and DOT's investigation into Delta, at the U.S. Department of Transportation, Tuesday, July 23, 2024, in Washington. Credit: AP Photo/Rod Lamkey, Jr.

The U.S. Department of Transportation is investigating why Delta failed to recover as quickly as other airlines. Transportation Secretary Pete Buttigieg said Tuesday that the department would also examine [Delta's customer service](#), including "unacceptable" lines for assistance and reports that unaccompanied minors were stranded at airports. He said the department had received more than 3,000 complaints.

Bastian said Delta was committed "to taking care of those whose [flights](#) may still be impacted, with meals, hotel accommodations and ground transportation offered through vouchers and reimbursements." Affected passengers also will receive airline miles and travel vouchers "as a further gesture of apology," he said.

Delta anticipates "minimal" [flight](#) cancellations Wednesday and for Thursday "to be a normal day, with the airline fully recovered and operating at a traditional level of reliability," Bastian said.

© 2024 The Associated Press. All rights reserved. This material may not be published, broadcast, rewritten or redistributed without permission.

Citation: Delta Air Lines expects outage-related cancellations to end by Thursday, CEO says (2024, July 24) retrieved 24 July 2024 from <https://techxplore.com/news/2024-07-delta-air-lines-outage-cancellations.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is

provided for information purposes only.