



**UNITED STATES OF AMERICA  
DEPARTMENT OF TRANSPORTATION  
OFFICE OF THE SECRETARY  
WASHINGTON, D.C.**

**Issued by the Department of Transportation  
on the 17th day of April 2026**

**Frontier Airlines, Inc.**

**Violations of 49 U.S.C. § 41712 and  
14 CFR Part 399**

**Docket DOT-OST-2026-0001  
Docket DOT-OST-2025-0001**

**Served April 17, 2026**

**CONSENT ORDER**

The U.S. Department of Transportation (Department or DOT) is amending Order 2025-1-2 to improve the consumer travel experience. This amended order provides credit to Frontier Airlines, Inc. (Frontier) toward the assessed civil penalty for investments Frontier made to benefit consumers affected by delays and cancellations. These investments go above and beyond DOT's consumer protections laws.

On January 15, 2025, the Department issued a consent order assessing Frontier a \$650,000 civil penalty for holding out three chronically delayed flights between August 2022 and April 2023. The order required Frontier to pay half of the civil penalty to the U.S. Treasury in two equal installments and half will be suspended if Frontier does not have similar violations in the three years following the order. The order followed Frontier's full cooperation with the Department's investigation and swift settlement by the airline to avoid litigation.

Frontier has fully complied with its current obligations under the order, including by paying the first \$162,500 installment of the penalty to the U.S. Treasury. Frontier has demonstrated that, since the order was issued, it made investments to provide meaningful improvements to consumers affected by flight disruptions. Frontier also voluntarily compensated consumers affected by the chronically delayed flights at issue in the order. Consistent with current Administration and departmental priorities, DOT will offset the remaining \$162,500 civil penalty in recognition of these pro-consumer efforts. DOT believes that this approach is in the public interest because it incentivizes airlines to make investments to benefit consumers materially, rather than paying a fine to the government.

## BACKGROUND

On January 15, 2025, DOT issued Order 2025-1-2, at Docket DOT-OST-2025-0001.<sup>1</sup> This order assessed Frontier a civil penalty of \$650,000 for operating three chronically delayed flights between August 2022 and April 2023, in violation of 49 U.S.C. § 41712 and 14 CFR 399.81. Under the original terms of that order, Frontier was required to pay \$325,000 of the assessed penalty to the U.S. Treasury in two equal installments of \$162,500. Pursuant to the order, the remaining \$325,000 will be suspended if Frontier does not have similar violations in the three years following the order.

Since the issuance of Order 2025-1-2, Frontier provided the Department's Office of Aviation Consumer Protection (OACP) substantiating documentation, including a certified statement from an appropriate company official, demonstrating its entitlement to the \$162,500 credit. Frontier successfully made the first \$162,500 civil penalty payment on March 10, 2025. Under Order 2025-1-2 (prior to the amendment described in this order), Frontier was responsible for a second and final payment of \$162,500 to the U.S. Treasury.

In lieu of this final payment to the government, this revised consent order provides Frontier with a \$162,500 credit for voluntarily providing compensation to affected consumers and for making meaningful improvements to its mobile application notification system. These application improvements enable its customers to receive real-time flight status notifications faster than the timing required by regulations.<sup>2</sup> Specifically, Frontier provided documentation to OACP showing that, after the flights that were the subject of Order 2025-1-2, the carrier provided consumers affected by the three chronically delayed flights more than \$100,000 in voucher compensation and invested more than \$80,000 in mobile application push notification improvements for consumers affected by flight delays and cancellations.

## DECISION

The Department is amending Order 2025-1-2 to restructure the payment provisions in a way that improves the consumer travel experience. This amendment credits Frontier's second penalty installment of \$162,500 for (1) compensation provided to impacted consumers who experienced the chronically delayed flights<sup>3</sup> and (2) investments the carrier has made to its mobile notifications to improve communication for consumers affected by flight delays and cancellations that go above and beyond what is required by law. These initiatives exceed existing legal requirements.

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<sup>1</sup> <https://www.transportation.gov/sites/dot.gov/files/2025-01/Frontier%20Airlines%20Consent%20Order%202025-1-2.pdf>

<sup>2</sup> Frontier's commitment to delivering real-time flight status notifications to these consumers goes above and beyond the requirement in 14 CFR 259.8, which requires airlines to provide passengers and the public information about a change in the status of a flight within 30 minutes after the carrier becomes aware of such a change in the status of a flight.

<sup>3</sup> Credit for goodwill compensation to passengers is calculated at 100 percent for cash refunds and 80 percent for vouchers or travel credits.

Under this amended order, Frontier remains assessed \$650,000 for holding out chronically delayed flights as described in Order 2025-1-2. The Department has determined that modifying the payment structure in this way serves the public interest by incentivizing carriers to make material investments that benefit consumers directly rather than paying standard fines to the government.

For the reasons set forth above, the Department's decision to modify Order 2025-1-2 is in the public interest.

**ACCORDINGLY,**

Order 2025-1-2 is amended as follows:

1. In lieu of the second \$162,500 payment to the U.S. Treasury required by Order 2025-1-2, the Department credits Frontier Airlines, Inc. the amount of \$162,500 for (1) \$85,534 in goodwill compensation to consumers impacted by chronically delayed flights; and (2) \$76,966 for investments in improved mobile application notification systems for consumers affected by delayed and canceled flights that go above and beyond what is required by U.S. law; and
2. The Department orders Frontier to continue to comply with its obligation to cease and desist from holding out chronically delayed flights in violation of 49 U.S.C. § 41712 and 14 CFR 399.81. If Frontier violates this obligation through January 15, 2028, then \$325,000 of the penalty shall become due and payable under the original terms described in Order 2025-1-2.

This amended order is issued under authority assigned in 49 U.S.C. § 46105(a), 49 CFR 1.27(k), and 14 CFR 385.14(e).

**BY:**

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