
Galley lift injury, Boeing 747-422, June 9, 1999

Micro-summary: This Boeing 747-422 experienced incorrect operation of a galley lift, seriously injuring a flight attendant.


Event Date: 1999-06-09 at 0245 GMT


Investigative Body: National Transportation Safety Board (NTSB), USA


Investigative Body's Web Site: <http://www.nts.gov/>

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1. Accident reports can be and sometimes are revised. Be sure to consult the investigative agency for the latest version before basing anything significant on content (e.g., thesis, research, etc).
 2. Readers are advised that each report is a glimpse of events at specific points in time. While broad themes permeate the causal events leading up to crashes, and we can learn from those, the specific regulatory and technological environments can and do change. ***Your company's flight operations manual is the final authority as to the safe operation of your aircraft!***
 3. Reports may or may not represent reality. Many many non-scientific factors go into an investigation, including the magnitude of the event, the experience of the investigator, the political climate, relationship with the regulatory authority, technological and recovery capabilities, etc. It is recommended that the reader review all reports analytically. Even a "bad" report can be a very useful launching point for learning.
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|--|--|---------------------------------|----------------------------------|--------------------------------------|------------------|
|  | | NTSB ID: LAX99LA212 | | Aircraft Registration Number: N198UA | |
| | | Occurrence Date: 06/09/1999 | | Most Critical Injury: Serious | |
| | | Occurrence Type: Accident | | Investigated By: NTSB | |
| Location/Time | | | | | |
| Nearest City/Place PACIFIC OCEAN | | State PO | Zip Code | Local Time 0245 | Time Zone GMT |
| Airport Proximity: Off Airport/Airstrip | | Distance From Landing Facility: | | Direction From Airport: | |
| Aircraft Information Summary | | | | | |
| Aircraft Manufacturer Boeing | | Model/Series 747-422 | | Type of Aircraft Airplane | |
| Sightseeing Flight: No | | | Air Medical Transport Flight: No | | |
| Narrative | | | | | |
| <p>Brief narrative statement of facts, conditions and circumstances pertinent to the accident/incident:</p> <p>On June 9, 1999, about 0245 hours coordinated universal time, a Boeing 747-422, N198UA, operating as United Airlines Flight 890, experienced a serious cabin attendant injury while en route from Singapore to Narita, Japan. The flight over international waters had departed Singapore at 2341 on June 8, 1999, destined for Narita. The flight was operated by United Airlines, Inc., of Chicago, Illinois, as a scheduled international passenger flight under 14 CFR Part 121 of the Federal Aviation Regulations. Neither the airline transport pilot captain and first officer, the remaining 17 cabin attendants or 306 passengers were injured.</p> <p>At 0245, the captain contacted dispatch and reported a diversion to Hong Kong due to an accident in the galley involving a flight attendant. According to a United Airlines report, the flight attendant was injured in the main deck galley while using the lift to move carts to the upper deck.</p> <p>The flight attendant was in the process of placing a cart in the lift when it began to move, having been called from the upper deck. The upward movement of the lift caused the cart to roll out of the lift, striking and pinning the flight attendant against the galley wall. The lift continued to raise, catching the edge of the cart, and lifting it off the floor, trapping the flight attendant between the other end of the cart and the galley counter opposite the lift. As the cart was raised off the floor, the flight attendant was lifted off her feet and her body was pushed on top of the galley counter. The cart continued to rise, pinning the flight attendant's face between the cart and the bins above the galley counter.</p> <p>An inspection of the galley lift at Hong Kong revealed a piece of cardboard had been inserted into the interlock safety switch, disabling it, and by doing so, the galley lift can be operated without closing the galley lift door.</p> <p>As a result of other similar upper deck cart accidents/incidents Boeing has issued a Service Bulletin 747-25-3187 to modify the control panel to allow only the person working on the cart lift to send it.</p> | | | | | |
| FACTUAL REPORT - AVIATION | | | | | |

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|  National Transportation Safety Board FACTUAL REPORT AVIATION | | NTSB ID: LAX99LA212 | | | |
| | | Occurrence Date: 06/09/1999 | | | |
| | | Occurrence Type: Accident | | | |
| Landing Facility/Approach Information | | | | | |
| Airport Name | Airport ID: | Airport Elevation Ft. MSL | Runway Used 0 | Runway Length | Runway Width |
| Runway Surface Type: | | | | | |
| Runway Surface Condition: | | | | | |
| Type Instrument Approach: | | | | | |
| VFR Approach/Landing: | | | | | |
| Aircraft Information | | | | | |
| Aircraft Manufacturer Boeing | | Model/Series 747-422 | | Serial Number 28716 | |
| Airworthiness Certificate(s): Normal | | | | | |
| Landing Gear Type: Retractable - Tricycle | | | | | |
| Homebuilt Aircraft? No | Number of Seats: 391 | Certified Max Gross Wt. | 875000 LBS | Number of Engines: 4 | |
| Engine Type: Turbo Fan | Engine Manufacturer: P&W | Model/Series: P&W4056 | Rated Power: 56000 LBS | | |
| - Aircraft Inspection Information | | | | | |
| Type of Last Inspection Continuous Airworthiness | Date of Last Inspection 08/1998 | Time Since Last Inspection 4002 Hours | Airframe Total Time 8439 Hours | | |
| - Emergency Locator Transmitter (ELT) Information | | | | | |
| ELT Installed? | ELT Operated? | ELT Aided in Locating Accident Site? | | | |
| Owner/Operator Information | | | | | |
| Registered Aircraft Owner UNITED AIRLINES INC. | | Street Address P.O. BOX 99100 | | | |
| | | City CHICAGO | State IL | Zip Code 60666 | |
| Operator of Aircraft UNITED AIRLINES | | Street Address 1200 EAST ALONQUIN ROAD | | | |
| | | City ELK GROVE TOWNS | State IL | Zip Code 60007 | |
| Operator Does Business As: | | | Operator Designator Code: UALA | | |
| - Type of U.S. Certificate(s) Held: | | | | | |
| Air Carrier Operating Certificate(s): Flag Carrier/Domestic | | | | | |
| Operating Certificate: | | | Operator Certificate: | | |
| Regulation Flight Conducted Under: Part 121: Air Carrier | | | | | |
| Type of Flight Operation Conducted: Scheduled; International; Passenger Only | | | | | |

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|  <p>National Transportation Safety Board FACTUAL REPORT AVIATION</p> | NTSB ID: LAX99LA212 |
| | Occurrence Date: 06/09/1999 |
| | Occurrence Type: Accident |

First Pilot Information

| | | | | |
|-----------------|-----------------|------------------|--------------------------|-----------|
| Name On File | City On File | State On File | Date of Birth On File | Age 58 |
|-----------------|-----------------|------------------|--------------------------|-----------|

| | | | |
|--------|---------------------|--------------------------------------|-----------------------------|
| Sex: M | Seat Occupied: Left | Principal Profession: Civilian Pilot | Certificate Number: On File |
|--------|---------------------|--------------------------------------|-----------------------------|

Certificate(s): Airline Transport; Flight Engineer

Airplane Rating(s): Multi-engine Land; Single-engine Land

Rotorcraft/Glider/LTA: None

Instrument Rating(s): Airplane

Instructor Rating(s): None

| | |
|---|---------------------------------|
| Type Rating/Endorsement for Accident/Incident Aircraft? Yes | Current Biennial Flight Review? |
|---|---------------------------------|

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|------------------------|--|------------------------------------|
| Medical Cert.: Class 1 | Medical Cert. Status: Valid Medical--no waivers/lim. | Date of Last Medical Exam: 04/1999 |
|------------------------|--|------------------------------------|

| - Flight Time Matrix | All A/C | This Make and Model | Airplane Single Engine | Airplane Multi-Engine | Night | Instrument | | Rotorcraft | Glider | Lighter Than Air |
|-----------------------|---------|---------------------|------------------------|-----------------------|-------|------------|-----------|------------|--------|------------------|
| | | | | | | Actual | Simulated | | | |
| Total Time | 19127 | 603 | | | | | | | | |
| Pilot In Command(PIC) | | | | | | | | | | |
| Instructor | | | | | | | | | | |
| Last 90 Days | | 117 | | | | | | | | |
| Last 30 Days | | 77 | | | | | | | | |
| Last 24 Hours | | 8 | | | | | | | | |

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|--------------------|----------------------------|-----------------------|-------------------|
| Seatbelt Used? Yes | Shoulder Harness Used? Yes | Toxicology Performed? | Second Pilot? Yes |
|--------------------|----------------------------|-----------------------|-------------------|

Flight Plan/Itinerary

Type of Flight Plan Filed: IFR

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|------------------------------|-------------|---------------------------|------------------------|-----------|
| Departure Point SINGAPORE | State OF | Airport Identifier SIN | Departure Time 0725 | Time Zone |
|------------------------------|-------------|---------------------------|------------------------|-----------|

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|-----------------------|-------------|---------------------------|--|
| Destination NARITA | State OF | Airport Identifier NRT | |
|-----------------------|-------------|---------------------------|--|


Type of Clearance: IFR

Type of Airspace: Class A

Weather Information

Source of Briefing: Company

Method of Briefing:

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|  <p>National Transportation Safety Board FACTUAL REPORT AVIATION</p> | NTSB ID: LAX99LA212 |
| | Occurrence Date: 06/09/1999 |
| | Occurrence Type: Accident |

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|-------------------------------------|-----------------------|--|------------------|---------------------------------|------------------------------|
| Weather Information | | | | | |
| WOF ID | Observation Time | Time Zone | WOF Elevation | WOF Distance From Accident Site | Direction From Accident Site |
| | 0000 | | 0 Ft. MSL | 0 NM | 0 Deg. Mag. |
| Sky/Lowest Cloud Condition: Unknown | | | 0 Ft. AGL | Condition of Light: Day | |
| Lowest Ceiling: Unknown | | 0 Ft. AGL | Visibility: 0 SM | Altimeter: "Hg | |
| Temperature: °C | Dew Point: °C | Wind Direction: | | Density Altitude: Ft. | |
| Wind Speed: | Gusts: | Weather Conditions at Accident Site: Visual Conditions | | | |
| Visibility (RVR): 0 Ft. | Visibility (RVV) 0 SM | Intensity of Precipitation: Unknown | | | |
| Restrictions to Visibility: None | | | | | |
| Type of Precipitation: None | | | | | |

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|-----------------------------|---------------------|--------------------------|
| Accident Information | | |
| Aircraft Damage: None | Aircraft Fire: None | Aircraft Explosion: None |

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|---|-------|---------|-------|------|-------|
| Classification: U.S. Registered/U.S. Soil | | | | | |
| - Injury Summary Matrix | Fatal | Serious | Minor | None | TOTAL |
| First Pilot | | | | 1 | 1 |
| Second Pilot | | | | 1 | 1 |
| Student Pilot | | | | | |
| Flight Instructor | | | | | |
| Check Pilot | | | | | |
| Flight Engineer | | | | | |
| Cabin Attendants | | 1 | | 17 | 18 |
| Other Crew | | | | | |
| Passengers | | | | 306 | 306 |
| - TOTAL ABOARD - | | 1 | | 325 | 326 |
| Other Ground | 0 | 0 | 0 | | 0 |
| - GRAND TOTAL - | 0 | 1 | 0 | 325 | 326 |

National Transportation Safety Board

FACTUAL REPORT

AVIATION



NTSB ID: LAX99LA212

Occurrence Date: 06/09/1999

Occurrence Type: Accident

Administrative Information

Investigator-In-Charge (IIC)

GEORGE E. PETTERSON

Additional Persons Participating in This Accident/Incident Investigation:

MIKE WHITE
SFO-IFO
BURLINGAME, CA 94010

JEFF PLANTZ
UNITED AIRLINES INC
CHICAGO, IL 60666