
Turbulence injury, Boeing 767-300, April 10, 2004

Micro-summary: This Boeing 767-300 experienced turbulence in cruise, seriously injuring a flight attendant.

Event Date: 2004-04-10 at 1835 CDT


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


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


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 National Transportation Safety Board FACTUAL REPORT AVIATION		NTSB ID: CHI04LA126		Aircraft Registration Number: N662SW	
		Occurrence Date: 04/10/2004		Most Critical Injury: Serious	
		Occurrence Type: Accident		Investigated By: NTSB	
Location/Time					
Nearest City/Place St. Louis		State MO	Zip Code 63134	Local Time 1835	Time Zone CDT
Airport Proximity: Off Airport/Airstrip		Distance From Landing Facility:		Direction From Airport:	
Aircraft Information Summary					
Aircraft Manufacturer Boeing		Model/Series 737-300		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 April 10, 2004, about 1835 central daylight time, a Boeing 737-300, N662SW, operated by Southwest Airlines as flight 2038, encountered turbulence while en route to the St. Louis International Airport, St. Louis, Missouri. During the turbulence encounter, a cabin attendant received serious injuries. No injuries to the passengers or other crew members were reported. No damage to the airplane was reported. The 14 CFR Part 121 scheduled domestic passenger flight was operating on an instrument flight rules flight plan. The weather conditions at the time of the occurrence have not been established. The flight originated from the William P. Hobby Airport, Houston, Texas, at 1753</p> <p>According to a written report filed by the operator, the airplane was in "rough air" due to a storm front along the route of flight. The airplane had deviated around storm cells and had also varied altitude in an attempt to minimize the turbulence encountered. The operator stated that the seat belt sign was on and that an announcement was made for the flight attendants to take their seats. The operator stated that after a brief encounter with moderate turbulence near Little Rock, Arkansas, the flight crew was informed that a flight attendant had injured her shoulder. The report does not state whether the injury happened before, or after the announcement was made to the flight attendants. Upon arrival at the destination, the flight attendant walked off of the airplane and into the gate area for treatment. It was later found that the flight attendant had fractured her shoulder.</p> <p>In a written report, the pilot stated that while en route the airplane was in turbulence. He stated that the seat belt sign was on and as the turbulence began to intensify he made a public address announcement for the flight attendants to be seated. He stated that he was then informed that one of the flight attendants had been injured.</p> <p>A written report from the flight attendants indicated that the fasten seat belt sign was not on at the time of the injury.</p> <p>The National Transportation Safety Board was not informed of the extent of the injury received by the flight attendant until May 13, 2004. No cockpit or flight data recordings were obtained.</p>					
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 National Transportation Safety Board FACTUAL REPORT AVIATION		NTSB ID: CHI04LA126				
		Occurrence Date: 04/10/2004				
		Occurrence Type: Accident				
Landing Facility/Approach Information						
Airport Name		Airport ID:	Airport Elevation Ft. MSL	Runway Used	Runway Length	Runway Width
Runway Surface Type:						
Runway Surface Condition:						
Type Instrument Approach: NONE						
VFR Approach/Landing: None						
Aircraft Information						
Aircraft Manufacturer Boeing		Model/Series 737-300		Serial Number 23255		
Airworthiness Certificate(s): Transport						
Landing Gear Type: Retractable - Tricycle						
Homebuilt Aircraft? No		Number of Seats: 145	Certified Max Gross Wt. 139000 LBS		Number of Engines: 2	
Engine Type: Turbo Fan		Engine Manufacturer: General Electric		Model/Series: CFM-56	Rated Power: 20000 LBS	
- Aircraft Inspection Information						
Type of Last Inspection Continuous Airworthiness		Date of Last Inspection 04/2004	Time Since Last Inspection 25 Hours		Airframe Total Time 58979 Hours	
- Emergency Locator Transmitter (ELT) Information						
ELT Installed? No		ELT Operated? No		ELT Aided in Locating Accident Site? No		
Owner/Operator Information						
Registered Aircraft Owner SOUTHWEST AIRLINES CO		Street Address 2702 Love Field Dr.				
		City Dallas		State TX	Zip Code 85235	
Operator of Aircraft Same as Reg'd Aircraft Owner		Street Address Same as Reg'd Aircraft Owner				
		City		State	Zip Code	
Operator Does Business As:				Operator Designator Code: SWAA		
- 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; Domestic; Passenger Only						

 <p>National Transportation Safety Board FACTUAL REPORT AVIATION</p>	NTSB ID: CHI04LA126
	Occurrence Date: 04/10/2004
	Occurrence Type: Accident

First Pilot Information

Name On File	City On File	State On File	Date of Birth On File	Age 57
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Sex: M	Seat Occupied: Left	Principal Profession:	Certificate Number: On File
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Certificate(s): Airline Transport

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?	Current Biennial Flight Review? 12/2003
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Medical Cert.: Class 1	Medical Cert. Status: With Waivers/Limitations	Date of Last Medical Exam: 02/2004
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- 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	20000	18000	500	19500						
Pilot In Command(PIC)	18000	16500	450	17550						
Instructor										
Last 90 Days	184	184		184						
Last 30 Days	41	41		41						
Last 24 Hours	4	4		4						

Seatbelt Used? Yes	Shoulder Harness Used? Yes	Toxicology Performed? No	Second Pilot? Yes
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Flight Plan/Itinerary

Type of Flight Plan Filed: IFR

Departure Point HOUSTON	State TX	Airport Identifier HOU	Departure Time	Time Zone CDT
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Destination Same as Accident/Incident Location	State	Airport Identifier STL	
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Type of Clearance: IFR

Type of Airspace:

Weather Information

Source of Briefing:

Method of Briefing:

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Weather Information

WOF ID	Observation Time	Time Zone	WOF Elevation Ft. MSL	WOF Distance From Accident Site NM	Direction From Accident Site Deg. Mag.
Sky/Lowest Cloud Condition: Clear				Ft. AGL	Condition of Light: Day
Lowest Ceiling: None			Ft. AGL	Visibility: 10 SM	Altimeter: 30.08 "Hg
Temperature: 9 °C	Dew Point:	°C	Wind Direction: 80		Density Altitude: Ft.
Wind Speed: 20	Gusts:	Weather Conditions at Accident Site: Instrument Conditions			
Visibility (RVR): Ft.	Visibility (RVV)	SM	Intensity of Precipitation:		
Restrictions to Visibility: No Obscuration; No Precipitation					

Type of Precipitation:

Accident Information

Aircraft Damage: None	Aircraft Fire: None	Aircraft Explosion: None
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Classification:

- 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		2	3
Other Crew				2	2
Passengers				102	102
- TOTAL ABOARD -		1		108	109
Other Ground					
- GRAND TOTAL -		1		108	109

National Transportation Safety Board

FACTUAL REPORT

AVIATION



NTSB ID: CHI04LA126

Occurrence Date: 04/10/2004

Occurrence Type: Accident

Administrative Information

Investigator-In-Charge (IIC)

John M. Brannen

Additional Persons Participating in This Accident/Incident Investigation:

Donald Dunn
FAA- St Louis FSDO
St. Louis, MO