

ASRS Database Report Set

Passenger Electronic Devices

Report Set Description.....A sampling of reports referencing passenger electronic devices incidents.

Update Number.....32

Date of UpdateDecember 6, 2023

Number of Records in Report Set.....50

Records within this Report Set have been screened to assure their relevance to the topic.

National Aeronautics and
Space Administration

Ames Research Center
Moffett Field, CA 94035-1000



TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded when evaluating these data of the following points.

ASRS reports are submitted voluntarily. Such incidents are independently submitted and are not corroborated by NASA, the FAA or NTSB. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Information contained in reports submitted to ASRS may be clarified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information represents the perspective of the specific individual who is describing their experience and perception of a safety related event.

After preliminary processing, all ASRS reports are de-identified and the identity of the individual who submitted the report is permanently eliminated. All ASRS report processing systems are designed to protect identifying information submitted by reporters; including names, company affiliations, and specific times of incident occurrence. After a report has been de-identified, any verification of information submitted to ASRS would be limited.

The National Aeronautics and Space Administration and its ASRS current contractor, Booz Allen Hamilton, specifically disclaim any responsibility for any interpretation which may be made by others of any material or data furnished by NASA in response to queries of the ASRS database and related materials.

A handwritten signature in cursive script that reads "B. Hooey".

Becky L. Hooey, Director
NASA Aviation Safety Reporting System

CAVEAT REGARDING USE OF ASRS DATA

Certain caveats apply to the use of ASRS data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences.

Moreover, not all pilots, controllers, mechanics, flight attendants, dispatchers or other participants in the aviation system are equally aware of the ASRS or may be equally willing to report. Thus, the data can reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS information. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more aware of the ASRS program and more inclined to report should an NMAC occur. Any type of subjective, voluntary reporting will have these limitations related to quantitative statistical analysis.

One thing that can be known from ASRS data is that the number of reports received concerning specific event types represents the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 2010 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 2010. With these statistical limitations in mind, we believe that the **real power** of ASRS data is the **qualitative information** contained in **report narratives**. The pilots, controllers, and others who report tell us about aviation safety incidents and situations in detail – explaining what happened, and more importantly, **why** it happened. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

Report Synopses

ACN: 2009951 *(1 of 50)*

Synopsis

Air carrier Dispatcher reported he failed to amend the flight release of the return to departure airport due to the thermal runaway of a passenger's battery pack.

ACN: 1993569 *(2 of 50)*

Synopsis

Air carrier Captain reported a passenger boarded with a carry on bag with a "batteries" label attached. After further review and consultation with ground personnel the batteries were unloaded prior to gate departure.

ACN: 1990762 *(3 of 50)*

Synopsis

Air carrier B777 First Officer reported a Flight Attendant notified the Captain of a passenger's battery that was smoking prior to pushback. The Captain had the smoking battery along with other spare batteries removed prior to cabin door closure.

ACN: 1983756 *(4 of 50)*

Synopsis

B737-800 flight crew reported a passenger lost a Lithium Ion battery powered electronic device during pre-flight. Passenger deplaned while maintenance conducted an unsuccessful search and provided an AML entry before departure.

ACN: 1979141 *(5 of 50)*

Synopsis

Air carrier flight crew reported a passenger's electronic device experienced a thermal runaway during cruise. The flight crew requested and was provided priority handling to a diversion airport where the flight landed safely.

ACN: 1974967 *(6 of 50)*

Synopsis

CRJ-900 Flight Attendant reported a non-rev passenger was charging an e-cigarette during the flight. The Flight Attendant directed the passenger to discontinue and the passenger complied.

ACN: 1969366 *(7 of 50)*

Synopsis

Air carrier ramp personnel reported discovering and removing the spare lithium battery pack from a smart bag while transferring connecting baggage to another flight.

ACN: 1946665 *(8 of 50)*

Synopsis

B737-700 flight crew reported being notified by the flight attendants of an electronic device igniting in the cabin during initial climb. Flight crew returned to the departure airport where it was determined no injuries were found on the crew or passengers.

ACN: 1945147 *(9 of 50)*

Synopsis

B737-900 Flight Attendant reported the Customer Service Agent erroneously informed the flight crew that a non-removable Lithium Ion powered wheelchair was approved for transport in cabin. After unsuccessful attempts to remove the battery, the wheelchair was left behind with customer approval.

ACN: 1942898 *(10 of 50)*

Synopsis

Air Carrier Flight Attendant reported the Ticket Agent failed to follow the company protocol regarding tagging a passenger portable oxygen concentrator for transport in cabin.

ACN: 1891714 *(11 of 50)*

Synopsis

Air Carrier flight crew reported a passenger's electronic device ignited during approach to landing. The device was placed in a containment bag and the flight landed safely.

ACN: 1887365 *(12 of 50)*

Synopsis

Air Carrier Captain reported being notified by a flight attendant during descent that a passenger's electronic charging device had overheated. The flight attendant stated they had properly used the Thermal Containment bag which resolved the situation. The Captain notified Dispatch and gave the bag to the CSA at arrival gate.

ACN: 1884667 *(13 of 50)*

Synopsis

A321 Captain reported being notified by a flight attendant of a temporary faint electrical odor in the aft cabin and galley area during initial approach. The flight crew continued to a safe landing.

ACN: 1877898 *(14 of 50)*

Synopsis

Air Carrier Flight Attendant reported a smoke event during cruise caused by improperly configured spare Lithium Ion batteries in a passenger's carry-on backpack. Flight Attendants extinguished the fire while the Captain executed a safe diversion.

ACN: 1870454 *(15 of 50)*

Synopsis

Flight Attendant reported possible 5G interference with the aircraft from passengers not setting phones to aircraft mode as instructed.

ACN: 1866018 *(16 of 50)*

Synopsis

Air Carrier Flight Attendant reported burning odor "similar to burning Lithium Ion battery" during climb. FA investigated the area and determined the "possible" cause was spare Lithium batteries in passenger carry on bag. Flight executed a safe air return.

ACN: 1865369 *(17 of 50)*

Synopsis

Air carrier First Officer reported a passenger cell phone fire and smoke. Flight attendants cooled the phone in a toilet with coffee; they then transferred phone to thermal bag.

ACN: 1863524 *(18 of 50)*

Synopsis

Air Carrier flight attendant reported battery powered vaping device caught fire during boarding. Flight Attendant extinguished fire with Halon extinguisher, passengers deplaned.

ACN: 1862215 *(19 of 50)*

Synopsis

Flight Attendant crew reported a Self Balancing (Hover Board) device in the overhead during boarding. The device is not permitted per company policy and the passenger chose to deplane with the device.

ACN: 1835014 *(20 of 50)*

Synopsis

Air carrier Flight Attendant reported an unclaimed vape device was left in the aft galley. After consulting with the Captain the device was placed in a Thermal Containment bag.

ACN: 1815360 *(21 of 50)*

Synopsis

Flight crew reported the need for an FOM revision to clarify the transport of smart bags with a non-removable battery in passenger cabin.

ACN: 1813959 *(22 of 50)*

Synopsis

Captain reported an uneventful ground gate return due to a passenger's personal smoking battery/charger.

ACN: 1812109 *(23 of 50)*

Synopsis

Flight crew reported ACARS message during cruise which stated unapproved passenger Hover Board was erroneously loaded in the cargo compartment.

ACN: 1811016 *(24 of 50)*

Synopsis

B737-800 flight crew reported a fume event during boarding due to a Lithium Ion battery thermal fire from a passengers Iphone.

ACN: 1806099 *(25 of 50)*

Synopsis

CRJ-700 First Officer reported a fume event during descent in the passenger cabin. The flight was close to their destination airport, so the crew elected to continue for a successful landing.

ACN: 1796297 *(26 of 50)*

Synopsis

Air carrier Flight Attendant reported refusing to allow a Lithium Ion powered Hover Board in passenger cabin per company Hazmat policy.

ACN: 1791615 *(27 of 50)*

Synopsis

B757 First Officer reported a passenger's overheated cell phone caused a small carpet area burn. Flight continued uneventfully after extinguishing smoldering carpet and cell phone placed in a thermal containment bag.

ACN: 1780356 *(28 of 50)*

Synopsis

Captain reported a departure delay due to a Dry Cell motorized wheelchair loaded in cargo compartment with incorrect information on the air carrier's Hazmat documents. An uneventful flight completed after flight crew received correct documents.

ACN: 1716918 *(29 of 50)*

Synopsis

E-175 Flight Attendants reported the Battery Containment Bag (BCB) procedures are in need of additional information regarding the handling and disposition of BCB after landing. This BCB procedures deficiency became apparent after dealing with an electronic device's hot battery.

ACN: 1695676 *(30 of 50)*

Synopsis

CRJ-900 First Officer reported a smoking portable battery in passenger bag. Contents were disposed and all electronics were removed from bag. Uneventful flight completed.

ACN: 1689822 *(31 of 50)*

Synopsis

Air carrier Flight Attendant reported that while searching for a passenger's phone the passenger was left on the plane without the minimum crew required on board.

ACN: 1688615 *(32 of 50)*

Synopsis

Flight Attendant reported a passenger refused to comply with instructions for her two children to use headphones and caused a disruption during the safety briefing.

ACN: 1683772 *(33 of 50)*

Synopsis

Flight Attendant reported passenger using electronic device in prohibited mode.

ACN: 1683768 *(34 of 50)*

Synopsis

Flight Attendant reported being unwilling to report passenger misconduct due to the possibility of company retribution.

ACN: 1681356 *(35 of 50)*

Synopsis

B737-700 Captain reported during deplaning a carry-on backpack ignited and began to emit smoke. Fire hazard was quickly handled by flight crew with the Flight Attendant assistance in the jet bridge. The fire was caused by spare loose Lithium Ion batteries.

ACN: 1681119 *(36 of 50)*

Synopsis

Airline Captain reported being notified passenger had gate checked carry-on bag containing loose Lithium Ion batteries. Jet bridge recalled to retrieve bag.

ACN: 1673904 *(37 of 50)*

Synopsis

Flight Attendant reported that passenger headphone chords often block the aircraft aisle.

ACN: 1672981 *(38 of 50)*

Synopsis

Air carrier ground employee expressed concern about aircraft dispatched with lost cell phone in the cabin.

ACN: 1666323 *(39 of 50)*

Synopsis

B777 First Officer reported Captain refused assigned aircraft citing safety concerns regarding a lost mobile phone in the passenger cabin.

ACN: 1665970 *(40 of 50)*

Synopsis

B777 flight crew reported refusing to fly an aircraft across the Pacific until a lost cell phone was found.

ACN: 1662984 *(41 of 50)*

Synopsis

B757 Captain reported being dispatched with a lost cell phone in the cabin, and expressed concern they did not have enough information to make a decision on whether to accept the aircraft.

ACN: 1660940 *(42 of 50)*

Synopsis

B737-800 Flight Attendant reported "smoke-fume" event from smoking battery in passenger cabin during passenger boarding. Flight attendants reported experiencing health symptoms due to strong fumes/smoke.

ACN: 1634871 *(43 of 50)*

Synopsis

B737-700 Captain reported Flight Attendant notification of hot burning plastic in passenger cabin during passenger boarding.

ACN: 1629428 *(44 of 50)*

Synopsis

CRJ-200 Captain reported being notified by Ramp Agent that a gate-checked bag was transported with a Lithium Ion battery attached.

ACN: 1608882 *(45 of 50)*

Synopsis

Flight attendants reported misconduct by a passenger who was vaping marijuana on a flight.

ACN: 1608013 *(46 of 50)*

Synopsis

B737 First Officer reported a Lithium Ion battery fire in passenger cabin during taxi at destination.

ACN: 1605947 *(47 of 50)*

Synopsis

B737-700 First Officer reported initiating, then terminating a diversion for smoke in the cabin and difficulty with flight deck communication using oxygen masks.

ACN: 1582351 *(48 of 50)*

Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.

ACN: 1578689 *(49 of 50)*

Synopsis

Boeing 777 flight crew reported detecting faint electrical fumes in the business class section, later attributed to an iPhone which had been crushed under a seat.

ACN: 1572985 *(50 of 50)*

Synopsis

B777 Captain reported diverting to an alternate after the Purser reported electrical burning odors related to hot chargers in the cabin.

Report Narratives

Time / Day

Date : 202306

Local Time Of Day : 1801-2400

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Climb

Person

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 2009951

Human Factors : Workload

Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Flight ZZZ - ZZZ1 returned to field after a Passenger's battery pack exploded and caught fire. Dispatch did not file the amendment to the release for a return to field properly. Flight Crew had advised ATC and was operating under their authority. I initially filed an amendment for a change of destination but didn't add an alternate. I then refiled the amendment as a return to field.

Synopsis

Air carrier Dispatcher reported he failed to amend the flight release of the return to departure airport due to the thermal runaway of a passenger's battery pack.

Time / Day

Date : 202304

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 62.88

Experience.Flight Crew.Type : 62.88

ASRS Report Number.Accession Number : 1993569

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Work Refused

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Just prior to boarding complete, one of our flight attendants assisting in economy noticed two carry-on bags in the overhead bin with "batteries" labels on the bags. She showed me a picture of the bags and expressed concern as to their contents. I had her inquire with the customer as to the contents of the bag and was informed they were Lithium Ion spare batteries. The customer in Seat XX volunteered to have the flight attendant bring one of the bags to the flight deck for us to review the batteries, which she did. Upon opening the bag, we found four Lithium Ion loose batteries rated for 211Wh each. The first officer and I both reviewed FOM and determined that the batteries exceeded the 100Wh limit and 160Wh limit for PEMD outlined in the FOM. I contacted the Chief Pilot to confirm the limit was applicable and make sure there was not an alternative way to carry the batteries. The Chief Pilot consulted with company Dangerous Goods team and confirmed the batteries were not allowed. I requested a CS (customer service) supervisor at the aircraft via operations radio call and a request in the app (I incorrectly stated in the app that it was a checked bag) to find a resolution for the customer. My radio and request for CS supervisor were at XA18. At XA28 I walked up the jetbridge to check on status of supervisor arriving and found the gate agent with a CS lead present at the gate counter. I tried explaining the situation with the lead but kept getting strange follow up questions and no indication the lead wanted to go down to the aircraft to assist the customer with a resolution. After several minutes of discussion, another lead walked up. The original lead explained that it was XA30 and he was scheduled to be off and was happy the new lead had arrived so he could leave. I explained the situation to the new CS lead and reviewed the FOM battery limit reference with him. He immediately went down to the aircraft and was able to resolve the issue. The customer elected to continue on the flight and the CS lead took possession of both bags for the customer to have someone pick up at baggage services. Our flight attendant later told me that the customer attempted to hide the second bag of batteries when the CS lead walked to the back of the aircraft to address the issue. The customer also claimed they had traveled with the batteries as carry-on baggage before with no issues. Upon closing the main cabin door, we had to wait an additional ten minutes for a wing walker to arrive for pushback adding even more delay to our flight. A ramp supervisor approached the aircraft twice with a golf cart and conversed with our crew, but did not assist with wing walking for the pushback. We were given a wheels up time which delayed us an additional 20 minutes. However, we did not receive the wheels up time until we were turning onto taxiway for XXR with no aircraft ahead of us and the delayed engine start already accomplished.

Synopsis

Air carrier Captain reported a passenger boarded with a carry on bag with a "batteries" label attached. After further review and consultation with ground personnel the batteries were unloaded prior to gate departure.

Time / Day

Date : 202304

Local Time Of Day : 1201-1800

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 216

Experience.Flight Crew.Type : 450

ASRS Report Number.Accession Number : 1990762

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Flight Attendant reported prior to pushback, that a passenger had a battery that was either smoking or emitting fumes and was subsequently removed from the aircraft. Passenger stated he had additional batteries of the same type in his possession and the Captain requested that they be removed prior to cabin door closure. Once removed, cabin was secured and the flight resumed without further incident.

Synopsis

Air carrier B777 First Officer reported a Flight Attendant notified the Captain of a passenger's battery that was smoking prior to pushback. The Captain had the smoking battery along with other spare batteries removed prior to cabin door closure.

Time / Day

Date : 202303

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1983756

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Training / Qualification

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1983763

Human Factors : Workload

Human Factors : Training / Qualification

Human Factors : Time Pressure

Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Detector.Person : Flight Crew
When Detected : Aircraft In Service At Gate
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Human Factors

Narrative: 1

I was the Pilot Flying (PF) while a Check Pilot was receiving an FAA observation conducting a simulated line check ZZZ-ZZZ1. While at the gate the Flight Attendants (FA) informed me that a deplaning passenger possibly lost an AirPods charger. This device has its own lithium battery in it. One of the Flight Attendants stated that it needed to be found due to being a lithium battery as she had previous experience with a similar situation. We discussed the situation and decided a call to Maintenance Control was warranted. The Maintenance Control told me we had to find the lost item due to the lithium battery in the device. Maintenance Control dispatched local maintenance to the aircraft. I made a log book entry in the AML. At that time the station and local maintenance conducted searches. The item could not be found and station personnel advised that a security inspection should be done. The item could not be located with multiple searches and the security inspection was completed. All of this information was conveyed to Maintenance Control by local maintenance and they accepted the search and stipulated that the fire containment bag and 2 full water bottles be on the aircraft. This process was very lengthy. The FAA inspector requested the Check Pilot and I turn in reports so the event could be used as a training event in the future. It should be noted that it was a possibility that the item wasn't even lost on the aircraft. Taking a delay in the interest of safety is obviously paramount, it seemed however that Maintenance Control resisted clearing the logbook entry even after the security inspection was completed. Also, I do not believe many crew members are aware of this issue. [The cause was a] lack of crew member knowledge of the procedure/issue. Provide and create guidance to address the recommended practices for a possible lost lithium items in the cabin for Maintenance, cabin crew, and flight crew.

Narrative: 2

This event occurred while I as a new Check Pilot was receiving an FAA observation conducting a simulated line check ZZZ-ZZZ1. While at the GATE the Flight Attendants (FA) informed the acting Captain that a deplaning passenger possibly lost an AirPods charger. This device has its own lithium battery in it. One of the Flight Attendants stated that it needed to be found due to being a lithium battery as she had previous experience with a similar situation. They all communicated their respective concerns with the acting Captain and tried locating the lost item. The Captain then called Maintenance Control to determine their course of action. The Captain made a log book entry into the AML & Maintenance Control stated that the item needed to be found before departure. At that time the station then conducted a new security inspection to try and locate the lost lithium AirPods item. The item could not be located with multiple searches and the security inspection was completed. All of this information was conveyed to Maintenance Control and they accepted the search and stipulated that the fire containment bag and 2 full water bottles be on the

aircraft. This process was very lengthy. The FAA observing myself requested I turn in a report so the event could be used as a training event in the future. It should be noted that it was a possibility that the item wasn't even lost on the aircraft. Taking a delay in the interest of safety is obviously paramount, It seemed however that Maintenance Control resisted clearing the logbook entry even after the security inspection was completed. Assuming the item was absolutely lost on the aircraft. Maintenance Controls guidance to absolutely find the item. Continuing to search even after a security inspection was completed. Provide and create guidance to address the recommended practices for a possible lost lithium items in the cabin for Maintenance, cabin crew, and flight crew.

Synopsis

B737-800 flight crew reported a passenger lost a Lithium Ion battery powered electronic device during pre-flight. Passenger deplaned while maintenance conducted an unsuccessful search and provided an AML entry before departure.

Time / Day

Date : 202303

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 27000

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1979141

Human Factors : Workload

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1979142

Human Factors : Workload
Human Factors : Troubleshooting
Human Factors : Communication Breakdown
Human Factors : Time Pressure
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : ATC

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : Clearance
Anomaly.Inflight Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Landed in Emergency Condition
Result.Air Traffic Control : Provided Assistance
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Procedure

Narrative: 1

As we were getting ready for the approach and land in ZZZ, FL270, the cabin crew called us via interphone, notifying us about a [situation] in the mid-cabin. [The] Captain advised me about the event. The Captain immediately told me and communicated with ATC that we [were requesting priority handling] to ZZZ1 Airport. We both donned our masks and executed the [appropriate] descent procedure. As we were descending, ATC gave us a new instruction. Level off at FL250. We set that on the FCU. We had a traffic advisory, and ATC notified us about it. We dialed the VS on the FCU less than 1500 feet per minute to successfully avoid an RA. After crossing the traffic, we selected a lower altitude on the FCU (10000); as we were descending, both cockpit crews were having issues transmitting to ATC with our masks on. So I removed my mask and used the hand mike to communicate and reaffirm the [situation]. We requested the weather and runway in use at ZZZ1. The weather was provided for Runway XX. As we loaded the MCDU with all the details, we ran the [appropriate] checklist procedure. We loaded the flight [company software] with the landing details and proceeded with the approach checklist. On the final approach to Runway XX, we discussed the need to evacuate and confirmed that no actions were required. We did this twice. We review out loud the next course of action. Once on the ground and the aircraft stopped, I announced via the PA to the ACP flight attendants at stations. After discussing with [the] Captain the state of the aircraft, the Captain communicated with the passengers the next course of action. The Captain informed the passengers we would taxi the airplane to the gate assigned. I announce three times passengers remain seated. We spoke with the fire chief and proceeded to taxi the aircraft. We Completed all checklists. Once at the gate and the parking checklist completed, the

Captain gave the order to disembark the passengers as the residual smell was still present in the cabin. Two fire extinguishers bottles were used. One PBE and some passengers helped to combat the fire. A retired firefighter, deadheading crew members and Flight Attendant all went above and beyond.

Narrative: 2

I was conducting OE on a Captain upgrade and occupying the right seat, While in level flight at FL 270, I was the PM (pilot Monitoring), Name PF (Pilot Flying). Also onboard we had a Check FA (Flight Attendant) and two FAs receiving OE in the cabin, 4 jumpseaters onboard seated in the cabin not too far from the source of the fire. Approximately XA32 we received a call from the cabin, advising us of the [situation] with smoke coming out of an overhead bin mid cabin. She hung up, at the same time we got a frequency change from ATC that went unacknowledged, [FA] called back and confirmed an uncontrolled [situation] mid cabin from an overhead bin. As a cockpit crew we donned O2 masks and I attempted to respond to ATC, but the mask mic was transmitting poorly. After two attempts from myself and one from [PF], I took my mask back off and confirmed w ATC we had a [situation] and were diverting to ZZZ1. I instructed PF to keep his mask on during the [situation] descent while I worked the radios. We operated in this fashion until below 10,000 feet. Also during this time, Over the PA I briefed passengers on the diversion. FA called me at some point around 10,000 and said the [situation] was out and the cabin was prepared for landing. We completed the Com [appropriate], checklists for approach and landing, [PF] completed landing data for ZZZ1 on [Company system], and he confirmed again with FAs prior to landing that the [situation was contained]. We briefed ourselves and the FAs that we would stop and speak to the fire chief after landing, and that we did not anticipate evacuation. After landing, [PF] called FAs to stations, I spoke to the [ground personnel] and confirmed with them the [situation was contained] and established a plan for taxi to a gate. [PF], asked FAs to remain seated and we advised passengers that we were taxiing to a gate to deplane. Once at the gate, I coordinated the deplaning as quickly as possible specifically due to the strong odor remaining in the cabin. Two of passengers were treated by paramedics on the aircraft and once all passengers had deplaned I made a gate announcement asking anyone who felt the need for medical care to please come forward and see paramedics. Several more passengers were cared for gate side, eventually the FAs were also taken to the hospital for evaluation. I was advised by jumpseater, and Lead FA that they along with a nearby passenger assisted in [controlling] the [electronic device] that was inside of a backpack. Passenger burns his hands while pulling the wet [electronic device] from the backpack. The device was placed in water per procedure and the fire source was isolated. Two halon extinguishers were used. A PBE was opened, but not used as the fire was already extinguished.

Synopsis

Air carrier flight crew reported a passenger's electronic device experienced a thermal runaway during cruise. The flight crew requested and was provided priority handling to a diversion airport where the flight landed safely.

Time / Day

Date : 202302

Local Time Of Day : 1801-2400

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1974967

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

Working Aircraft X ZZZ to ZZZ1 as the Forward Flight Attendant. Passenger, Person A, who just happens to also be a non-rev, asked if there are any outlets. I directed to them. Their block was broken so I allowed them to use my charger. As we are inflight I am doing my service and walking and asking my first class passengers if they need anything. Around XA:30 I notice my charger was out of the outlet. Right then shocked me of what I just saw. They were charging their e-cigarette in the outlet. My jaw dropped as to what I

just witnessed. They asked if that was okay to charge. And I said absolutely not! They comply and puts it away. My question though if these are rules we have to follow on a daily basis and we hear announcements all the time about this, how did they not think this was okay to do? Furthermore, who to say they haven't done this on any other flights non-revving.

Synopsis

CRJ-900 Flight Attendant reported a non-rev passenger was charging an e-cigarette during the flight. The Flight Attendant directed the passenger to discontinue and the passenger complied.

Time / Day

Date : 202301

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Location Of Person : Gate / Ramp / Line
Reporter Organization : Air Carrier
Function.Ground Personnel : Ramp
ASRS Report Number.Accession Number : 1969366
Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Detector.Person : Ground Personnel
When Detected : Aircraft In Service At Gate
When Detected : Routine Inspection
Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Upon transferring connecting bags from inbound Aircraft X to Aircraft Y it was discovered that a smart bag still had its spare lithium battery installed. The smart bag's battery compartment was open, and the battery pack was loose inside. The Ramp Manager noticed the battery and removed it from the battery compartment. Ramp Management went to ask the passenger if they were aware that they had a battery in their luggage. The passenger stated he was unaware. Baggage was loaded onto the flight without the spare lithium battery pack.

Synopsis

Air carrier ramp personnel reported discovering and removing the spare lithium battery pack from a smart bag while transferring connecting baggage to another flight.

Time / Day

Date : 202210

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 125

Experience.Flight Crew.Type : 8500

ASRS Report Number.Accession Number : 1946665

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 120
ASRS Report Number.Accession Number : 1946632
Human Factors : Troubleshooting
Human Factors : Time Pressure
Human Factors : Workload

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Departure Airport
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Provided Assistance
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Immediately after takeoff from Runway XX, the flight attendants emergency chimed and reported a fire in the cabin. On a second call from the crew, we were told it was an electronic device in a bag on fire with smoke. We leveled off, [requested priority handling] with ZZZ Departure Control, and told them we would be returning to the airport and requested vectors. A deadheading Company pilot in the back called the cockpit and told us there was a lot of smoke and possible burns to a passenger. I told him we were returning to ZZZ. While on vectors, we contacted Dispatch and told them the situation and that we would be returning. We contacted the flight attendants and told them to secure the cabin, that we were 10 minutes from landing. They told us the fire was out and smoke was dissipating. We ran checklists and landing performance data for Runway XYR. We landed 1300 lb. over max landing weight. Fire and Rescue was waiting for us on the ground and at the gate. Medics checked over the passenger who owned the laptop that was on fire and reported no injuries. No crew was injured or passengers.

Narrative: 2

Shortly after liftoff from Runway XX at ZZZ we had a call from the flight attendants stating that there was a fire in the cabin. We queried about the type and were told that there was an iPad or computer that was causing a fire and smoke in the cabin. We climbed through 1000 ft. and cleaned up the aircraft, [requested priority handling] with ATC, and asked for vectors to return to the airport. The Captain was flying and flew the vectors. We coordinated with ATC and kept abreast of the situation in the back of the aircraft. There was a Company Captain in the back traveling to ZZZ1 who called the flight deck and stated the situation appeared to be under control and there had been a significant amount of smoke in the cabin during the event. We landed on Runway XYR in visual conditions and were met by the firetrucks and taxied to the gate and deplaned with no further incidents.

Synopsis

B737-700 flight crew reported being notified by the flight attendants of an electronic device igniting in the cabin during initial climb. Flight crew returned to the departure airport where it was determined no injuries were found on the crew or passengers.

Time / Day

Date : 202210

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-900

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1945147

Human Factors : Workload

Human Factors : Training / Qualification

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.General : Work Refused

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

The Captain and I, the A FA, were informed by the CSA (Customer Service Agent) that a passenger had a lithium battery powered wheel chair that was legal to fly on the aircraft but wanted to make sure we were comfortable with it. After the passenger boarded the aircraft and we placed the wheelchair in the closet, we realized that the battery was not removable. After the Captain and I both consulted our manuals and he contacted flight ops, we informed the CSA of the issue. After most of the passengers were boarded and the flow of traffic cleared, both CSAs and two supervisors met the passenger and explained the safety issue. After making efforts to remove the battery that were unsuccessful, the passenger agreed to continue on the flight and leave the wheelchair behind. They were understanding and I thanked them for their cooperation. We also compensated the passenger and made sure there was a wheelchair provided for them upon arrival. I did not check the manual for requirements of a lithium powered battery wheelchair until the passenger was already boarding the aircraft I should have brought it up to look during my briefing with the CSA so I could verify myself that it was compliant and the issue could be resolved up at the gate with minimal delay. Double check manuals information, good communication with the F/D helped to catch and resolve the safety concern.

Synopsis

B737-900 Flight Attendant reported the Customer Service Agent erroneously informed the flight crew that a non-removable Lithium Ion powered wheelchair was approved for transport in cabin. After unsuccessful attempts to remove the battery, the wheelchair was left behind with customer approval.

Time / Day

Date : 202210
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B737-800
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Location Of Person.Aircraft : X
Location In Aircraft : Door Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1942898
Human Factors : Other / Unknown
Human Factors : Training / Qualification

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
When Detected : Aircraft In Service At Gate
When Detected : Routine Inspection
Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Agents in ZZZ for Aircraft X, did not know how to check a passenger's portable oxygen concentrator (POC). They allowed a passenger to board using their POC and did not check it or put a cabin approved tag on it. We asked them to do so and they said they didn't

know what to check for. We had to show them our manual. Agents need to make sure they know what they are doing with cabin approved carry ons.

Synopsis

Air Carrier Flight Attendant reported the Ticket Agent failed to follow the company protocol regarding tagging a passenger portable oxygen concentrator for transport in cabin.

Time / Day

Date : 202204

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 642

Experience.Flight Crew.Last 90 Days : 228

Experience.Flight Crew.Type : 642

ASRS Report Number.Accession Number : 1891714

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 712
Experience.Flight Crew.Last 90 Days : 89
Experience.Flight Crew.Type : 301
ASRS Report Number.Accession Number : 1891741
Human Factors : Troubleshooting
Human Factors : Time Pressure
Human Factors : Workload

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Provided Assistance
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

On approach into ZZZ shortly after passing 6,000 feet; on the visual to Runway XXR, I began to smell a burning smell. I mentioned this to the Captain and he said he also noticed a burning smell. Shortly thereafter the smell become strong and filled the flight deck, it smelt a strong odor of smoke and electrical fumes. Suspicious of the smell I turned up my lights to see if I could see any smoke and did not notice any visible smoke in the flight deck. About this time the flight attendants called the flight deck and said they were fighting a fire with a passenger's personal electronic device, that they were using the thermal containment bag, and that there was some smoke in the cabin from the fire. After the Captain finished the call with the flight attendants, we discussed whether or not we should advise ATC. I advocated to advise ATC in case the situation escalated further, to allow us the flexibility to take the necessary actions to ensure safety of flight was maintained, and for ARFF (Airport Rescue and Firefighting) to be advised of the situation. The Captain received priority with ZZZ Approach at that time. I remained the Pilot Flying and discussed with the Captain that at this point on the approach we were stable and I was planning to continue flying the approach normally to landing, I mentioned that after landing when the controls were transferred and the aircraft was stopped, I would make a "remain seated, remain seated" PA to the passengers while we evaluate the next steps. On short final the flight attendants advised us that the smoke was dissipating and that the device was secure in the thermal containment bag and under control. The Captain told the flight attendants to expect to taxi to the gate normally after landing. We landed uneventfully on XXR, and exited the runway on Taxiway 1. The passengers were advised to remain seated. We told the control tower our intentions were to taxi to Gate X and have

ARFF meet us at the gate, to come on the aircraft and remove the device/thermal containment bag, and evaluate the safety of the cabin condition. After crossing the runway we were given a discrete frequency to communicate with the Fire Chief on, and advised them of our intentions. I additionally called ZZZ Company airport operations to advise them that we had experienced a fire with a passenger's personal electronic device and that the fire department would be meeting us at the gate, I wanted to make sure that the gate was ready to accept us, and they said they would make sure they were ready. Upon arrival at the gate, we shut down the engines and the Captain made a PA to the passengers asking them to remain seated, and further explaining the situation. After the device was removed from the aircraft ARFF cleared the cabin and said it was safe to deplane normally. After opening the flight deck door the Captain spoke with ARFF, ZZZ Airport Safety, and the flight attendants. ZZZ MX (Maintenance) met the airplane as well and appropriate discrepancies were entered into the MX logbook. The Captain called the flight dispatcher and spoke with the dispatcher and the dispatch supervisor, and I spoke to the Chief Pilot. The Captain also submitted a report.

Narrative: 2

Passenger cell phone caught fire with smoke. FA (Flight Attendant) put cell phone in Thermal Containment Bag.

Synopsis

Air Carrier flight crew reported a passenger's electronic device ignited during approach to landing. The device was placed in a containment bag and the flight landed safely.

Time / Day

Date : 202203

Place

Altitude.MSL.Single Value : 10400

Environment

Flight Conditions : VMC

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 394

Experience.Flight Crew.Last 90 Days : 49

Experience.Flight Crew.Type : 394

ASRS Report Number.Accession Number : 1887365

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

While in the descent, approaching 10,000 feet, the lead flight attendant called the flight deck to report that the passenger seated in seat X had a personal electronic charging device which had overheated and was smoking. They reported that they had doused it with water and put it in their thermal containment bag. They confirmed that the situation was resolved. We continued the descent and approach. We flew the ILS to Runway XXR and landed uneventfully. The thermal containment bag was placed in an aft galley cart. After parking, I sent a Maintenance Request to Maintenance, called Operations to let them know that the thermal containment bag was given to the customer service representative, and left a message with the Chief Pilot voicemail.

Synopsis

Air Carrier Captain reported being notified by a flight attendant during descent that a passenger's electronic charging device had overheated. The flight attendant stated they had properly used the Thermal Containment bag which resolved the situation. The Captain notified Dispatch and gave the bag to the CSA at arrival gate.

Time / Day

Date : 202203

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1884667

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

We had a smoke, odor & fumes event. This was not a A320 dirty socks event... on approach about 6,000 AGL I was notified of a faint electrical cord burning smell in aft cabin/galley area. I told the FA's (Flight Attendants) to keep me informed if it got worse and we would land in a few minutes. I was told upon arrival at the gate the FA's speculated it was probably smell from a passengers older laptop (FA's said faint electrical burn smell in back of aircraft that went away fairly fast). I speculated it was possibly pollution smell as we were on descent well below 10,000 ft. The FA's did report that they turned off the passenger charging ports when they detected the smell I noted this in the Aircraft Maintenance Logbook entry and report. No passengers or crew reported ill effects. Dispatch notified, Aircraft Maintenance Logbook entry made, Smoke, Odor & Fumes form completed, and conference call with Maintenance Operations Center and [Checklist] completed upon arrival per Flight Operations Manual.

Synopsis

A321 Captain reported being notified by a flight attendant of a temporary faint electrical odor in the aft cabin and galley area during initial approach. The flight crew continued to a safe landing.

Time / Day

Date : 202202

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1877898

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Result.General : Maintenance Action

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passenger was standing in [the] aisle holding his backpack up and smoke was coming from it, I grabbed fire containment bag, called Captain. Gave containment bag to another passenger, former Pilot/now Corporate Pilot, to take to cabin area where there was smoke. Non revenue Flight Attendant seated [who] sprang into action, opening the containment bag. I grabbed halon, PBE and passed it to nonrev pilot who had come forward. Aft Flight Attendant had come forward with halon, had turned lights to bright and instructed pax to stay low because of smoke. I gathered water, juices to wet containment bag. Passed cans to a deadheading Flight Attendant, who had come forward, to take to fire area. Made a PA to have aft Flight Attendant to bring additional water forward. I had only a limited supply. We then formed a human chain passing passenger water bottles to area. Lithium ion batteries were smoldering. Items placed in containment bag and secured in a cart in aft galley. Called Captain to advise fire was out and was advised we were landing in ZZZ. Met by fire / rescue. Taxied to gate without further incident. Firefighters boarded and removed items. Passenger had a host of batteries, chargers, vapes, liquid vape juice. There should be stricter regulations and limits imposed on vaping devices allowed on airplanes.

Synopsis

Air Carrier Flight Attendant reported a smoke event during cruise caused by improperly configured spare Lithium Ion batteries in a passenger's carry-on backpack. Flight Attendants extinguished the fire while the Captain executed a safe diversion.

Time / Day

Date : 202201

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1870454

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Returned To Gate

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

Boarded flight and Captain prior to door closure said they were having issues because of 5G networking, asked all passengers to turn their phones to airplane mode and WI Fi. We pushed back from gate, more PA from Captain made with same issue FA (Flight Attendant) walked through cabin to ask passengers to turn their phones to airplane mode, but had no way of enforcing this and from my seat I saw 2 passengers scrolling through their facebook accounts and watching facebook videos. Captain final came on PA and said we

would have to return to the gate and deplane and have Maintenance take a look at aircraft systems, which is what we did we were told that we did not have contracted Maintenance at ZZZ for this aircraft and we took approximately 2 1/2 delay before we were on our way again. Wanted this event to be brought forward and I believe we will see more issues concerning the 5G and passengers putting their phones on Airplane mode.

Synopsis

Flight Attendant reported possible 5G interference with the aircraft from passengers not setting phones to aircraft mode as instructed.

Time / Day

Date : 202201

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1866018

Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Air Traffic Control : Provided Assistance

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Detected an odor onboard the aircraft, similar to burning Lithium Ion battery. After takeoff I noticed there's [smoke] or a cloud around the exit row. After confirming it with a aft FA (Flight Attendant), called the Captain and I told him there's a smoke [area] and I'm going to check it [out]. Put the lights on and I started opening the overhead [bins], to check if there's anything on fire and also under the seats as well as [asking] the passengers to remove their mask and so they can confirm [if] there's a smell in [area]. One of the passenger sitting in [seat] XX told me he had Lithium Ion batteries in his bag. I grabbed the bag and opened it and I checked the battery however there's smoke coming out of his bag and neither the batteries are hot either. I tried to keep the Captain updated with the same information above. The smell lasted about 3 to 5 minutes and disappeared after that. Then we prepared the cabin for [a precautionary air return].

Synopsis

Air Carrier Flight Attendant reported burning odor "similar to burning Lithium Ion battery" during climb. FA investigated the area and determined the "possible" cause was spare Lithium batteries in passenger carry on bag. Flight executed a safe air return.

Time / Day

Date : 202112

Local Time Of Day : 0601-1200

Place

Altitude.MSL.Single Value : 34000

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 12059.20

Experience.Flight Crew.Last 90 Days : 104.78

Experience.Flight Crew.Type : 9500.27

ASRS Report Number.Accession Number : 1865369

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Primary Problem : Environment - Non Weather Related

Narrative: 1

Cockpit received EICAS lavatory smoke. First Officer left cockpit to investigate when flight attendants would not pick up phone. Found cabin to be filling with gray smoke and light fumes. Went to lavatory XR to find flight attendants dealing with cell phone in toilet. They had immersed phone in coffee to cool. Later to be transferred to thermal bag. Noted flight attendants to the possibilities of a distraction and keep someone posted near cockpit. I returned to cockpit to brief status. Everyone performed their tasks professionally and confidently.

Synopsis

Air carrier First Officer reported a passenger cell phone fire and smoke. Flight attendants cooled the phone in a toilet with coffee; they then transferred phone to thermal bag.

Time / Day

Date : 202112
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1863524

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Passenger vaping device battery caught on fire.The [Flight Attendant] #2 put out the fire with the Halon extinguisher. Captain was notified. Passengers were asked to deplane and proceed to the boarding area.

Synopsis

Air Carrier flight attendant reported battery powered vaping device caught fire during boarding. Flight Attendant extinguished fire with Halon extinguisher, passengers deplaned.

Time / Day

Date : 202111

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1862215

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1861538

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Work Refused

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Human Factors
Primary Problem : Company Policy

Narrative: 1

I was the A FA (Flight Attendant) on Aircraft X, during boarding the flight attendants in the back of the aircraft discovered a passenger that had a hover board they asked him about it and said that his kind of battery was OK that he talk to the customer service agent about it. We then notified the agent and informed her that they are not allowed on board we had to look it up in everyone's manual just to be sure. The hover board was removed prior to departure and the passenger exited the aircraft with it leaving his wife on the aircraft. Gate Agents should check all skateboard looking device to make sure they are not hover boards.

Narrative: 2

We noticed a self balancing device in the overhead. Passenger said he had spoken to several Company employees, including the agent, about the device. Passenger said the type of battery was permitted. The F/A (Flight Attendant) Manual and the service manual, say that these devices are not permitted. The agent confirmed that she had spoken with the passenger about the device but seemed not to understand our policy as she let the passenger bring the device onboard. Passenger choose to deplane with device. Note: Captain could not find anything specific in the FOM about self balancing devices. Agents need to know policy to help keep these devices from being boarded. This extended our delay and was not a good experience for the passenger. FOM should have guidance about these devices as the FAM tells F/As to report them to the pilots.

Synopsis

Flight Attendant crew reported a Self Balancing (Hover Board) device in the overhead during boarding. The device is not permitted per company policy and the passenger chose to deplane with the device.

Time / Day

Date : 202108

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Location Of Person.Aircraft : X
Location In Aircraft : Galley
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1835014

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Security
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
When Detected : Pre-flight
When Detected : Aircraft In Service At Gate
When Detected : Routine Inspection
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

There was an unclaimed vape in the aft galley on the counter that we believed may have belonged to either one of the cleaners, one of the caterers, or one of the people who did the security checks on the plane. Originally, [other flight attendant] thought it was mine and I thought it was his but when we found out it was neither one of ours, we disposed of it in the trash bin. After realizing very soon (within a few minutes after putting in in the trash bin) that it was a bad idea to put it in there, we took it out. We noticed that the light

on the vape was flashing so we tried looking through the Operations Manual to figure out what we should do with the device. After not finding any information on it, we contacted the purser who contacted the Captain who then advised us to put the device into the thermal containment bag. I was concerned with the vape flashing because I have seen it before where it would flash and start producing smoke. We were not comfortable with leaving it out and exposed.

Synopsis

Air carrier Flight Attendant reported an unclaimed vape device was left in the aft galley. After consulting with the Captain the device was placed in a Thermal Containment bag.

Time / Day

Date : 202106

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1815360

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1815612

Human Factors : Other / Unknown

Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Pre-flight
When Detected : Aircraft In Service At Gate
When Detected : Routine Inspection
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

While passengers were boarding I was notified by Flight Attendant A that a passenger had a smart bag that they could not put on the cart because they could not remove the battery. Flight Attendant A told me that it was a fairly full flight and there might not be a seat to put the bag in because it was not going to fit in the overhead compartment in the cabin. She asked me if we could put the bag in the forward cargo compartment with the flight crew bags since we have access to it inside the cabin. I told her to standby and proceeded to request a supervisor give me a call to help interpret the rules on this situation. In FOM it says that smart bags must have the batteries removed prior to being stored in the cargo compartment, but it does not reference anything about cabin storage. The supervisor, Name, and I decided that the bag was okay as long as it was placed in the cabin and not in a cargo compartment (including the forward cargo). There was an open row that the bag was placed in and we determined that it was in compliance with the FOM guidance and departed as scheduled. Improve and clarify guidance in the FOM and flight attendant manuals on this topic. There is currently no guidance on smart bags in the cabin of the aircraft, only in the cargo area.

Narrative: 2

After being notified by ground service agents and flight attendants that one of the passengers has in his/her possession a smart bag, both Captain and I reviewed the FOM regarding the smart bag policy (FOM page #), and the Captain called the supervisor. We all agreed after reviewing the FOM that the bag may stay with the passenger in the cabin, because FOM stated that battery from the bag shall be removed prior to the storage in the cargo compartment. It did not state that battery needs to be removed prior to the storage in the cabin. FOM should be clarified to state that smart bag batteries shall be removed prior to the storage in the cargo compartment and in the cabin, or more simply, anywhere on the aircraft.

Synopsis

Flight crew reported the need for an FOM revision to clarify the transport of smart bags with a non-removable battery in passenger cabin.

Time / Day

Date : 202106

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1813959

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

On taxi out, Flight Attendant 1 notified we had passenger drop battery/charger and it started smoking. They had secured unit in fire containment bag and no damage or threat to aircraft. We wanted this off our aircraft so told Tower need to return to our gate. Told Tower reason and asked for AARF (Airport Rescue Firefighting) to meet aircraft at gate. Did not declare emergency as unit was fully contained. Unit was removed by AARF personnel for their inspection. Job well done but should we have declared emergency?

Synopsis

Captain reported an uneventful ground gate return due to a passenger's personal smoking battery/charger.

Time / Day

Date : 202106

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1812109

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1812411

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Dispatch
When Detected : In-flight
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Departure Airport
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Procedure

Narrative: 1

Just prior to the EEP(ETOPS Entry Point) on a flight from ZZZ to ZZZ1 we received an ACARS message from Dispatch informing us that a possible "hoverboard" might have been loaded in the cargo area. It should not have been and with the dual concurrence of us and Dispatch it was decided that the safest course of action was an air return back to ZZZ. We discussed with Dispatch if they wanted us to burn down to a normal landing weight or land overweight. It was decided to land overweight and that Maintenance would meet us at the gate and conduct the overweight inspection. We requested and received Runway 8L for landing due to its length and to minimize brake heating. The landing was normal and the overweight inspection was successfully accomplished and the "hoverboard" was removed. Clearly, there was a breakdown somewhere that allowed an item of non approved Hazmat to be placed onboard the aircraft. How and why this happened is beyond the limited facts that I have available but I think a in-depth review of our processes and procedures with regards to these items would be warranted.

Narrative: 2

Prior to reaching the ETOPS Entry Point and Oceanic Airspace, we received a message from Dispatch informing us of a safety of flight issue regarding some luggage onboard. A Hoverboard (non-permitted item) had somehow passed through TSA screening and had potentially been loaded in a cargo compartment. In conjunction with Dispatch, we felt the safest decision was to return to our departure airport of ZZZ. This required an overweight landing and maintenance inspection. Not only was the item found on our aircraft, but apparently two Hoverboards were found. More extensive checks or passenger questioning during the check-in and security phase. Passengers need to also be made aware of the seriousness of having such Hazmat items onboard a plane.

Synopsis

Flight crew reported ACARS message during cruise which stated unapproved passenger Hover Board was erroneously loaded in the cargo compartment.

Time / Day

Date : 202105

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1811016

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1811522

Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1813133

Person : 4

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1812656
Human Factors : Time Pressure
Human Factors : Situational Awareness
Human Factors : Confusion
Human Factors : Distraction

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Passenger
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Pre-flight
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.General : Evacuated

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Emergency deplaning at Gate X after passengers were all boarded, initiated by flight attendants due to extensive smoke in the cabin. As passengers were being rushed off the aircraft it was determined that a passenger's Lithium Ion iPhone battery overheated and was the cause of all the smoke. All passengers safely deplaned through the front entry door to the terminal. ARFF (Airport Rescue and Fire Fighting) called by flight crew. ZZZ flight attendants did an outstanding job handling the emergency deplaning! [Smoke was caused by] overheated Lithium Ion powered passenger iPhone. No way to know if a passenger's iPhone spontaneously starts to combust.

Narrative: 2

Emergency deplaning at the Gate X. Plane was fully boarded. Deplaning was initiated by the flight attendants due to excessive smoke in the cabin. During the deplaning the #1 Flight Attendant notified us that the smoke was caused by a Lithium Ion battery on a cell phone. All the passengers deplaned to the terminal. We called airport Fire Department and Ops to tell them of the situation. The flight attendants did an excellent job in their duties

and in handling the emergency deplaning. The phone overheating was out of our control. The flight attendants did as they were trained. We as a cockpit assisted them and directed them as needed. I believe everything went well. Everyone did as they were trained. Training is key.

Narrative: 3

The fire/smoke incident occurred at the end of the boarding process. As FA (Flight Attendant) 3, I was in the aisle between the exit rows and the bulkhead divider from FC/MC shutting overhead bins. I turned and saw smoke filling the AFT portion of the plane. Because this was during the boarding phase of flight, there were passengers still in the aisle trying to get to their seats in front of me and behind me. I could not move towards the source of the fire or towards the FWD of the aircraft. We were on a 737 so I did not have access to a phone in the mid portion of the cabin to call the pilots or crew members. I was closest to the FWD Entry and FWD Service Doors where FA 1 was standing. I shouted up front that we had smoke in the AFT of the plane. We did not know the source of the smoke. We initiated an evacuation out of the FWD Entry Door up the jet bridge. I elevated on a seat and shouted my evacuation commands, "Come this way, leave everything" and directed passengers to the FWD Entry Door. Everyone was able to exit the aircraft and after the evacuation, FA 1, the pilots, and myself learned the source of the fire/smoke was a passenger cell phone around row 27. Currently, we have no training on what to do if an emergency occurs during the boarding phase of flight, other than if there is a security/terrorist threat. I had to use my best judgement and think/act quickly on what to do since I noticed the fire/smoke and did not have the ability to move from where I was standing at the time. I think there should be discussion in yearly training of what to do if an incident occurs during boarding. Had the cause of fire/smoke been the APU for example, and gotten worse, the FA's in the back of the plane would have had to make the decision using their best judgement to arm the doors and deploy the slides or to continue evacuating passengers out of the FWD Entry Door. What if the fueling process was occurring during the emergency? Or other ground personnel were under the plane? Then slide deployment may not be the correct course of action. There needs to be set procedures for emergencies during boarding and at the gate. If the company and FAA create a procedure for emergencies during boarding, FAs will act immediately on training procedures and not have to spend time thinking of the correct procedures before taking action. Also, after the evacuation, FA 1, myself, and the pilots discovered the source of the fire/smoke was a cell phone. FA 2 and FA 4 had found this out during the evacuation, and were looking for the fire containment bag. There was no fire containment bag in the AFT of the plane for them to use. Up front, we did not know that the source of the fire/smoke was a phone, so we did not try to get the containment bag for the phone and instead evacuated the plane. Even if we did find out that the cause of the fire/smoke was a phone, how would we have gotten the containment bag to the back of the plane during boarding, with passengers in the aisle? There needs to be more fire containment bags onboard the aircraft. Accessible to FAs in the front, back, and mid sections of the plane. Additionally, after the source of the fire/smoke was contained and the Fire Department and [company name] mechanics deemed the plane safe to board, passengers re-boarded the plane. During the evacuation, FA 1 and myself were directing passengers to leave everything and exit the aircraft. Nobody came onboard to remove passenger bags. No one mentioned to the crew how passengers were let back onboard if they had left everything on the aircraft and not had a ticket or form of ID to re-board. We lost between 25-40 passengers after the initial evacuation who decided not to continue on with us. No one came to remove their bags from the cabin. This seems like a security threat in which procedures need to be established, or preexisting procedures need to be explained to the flight crews.

Narrative: 4

End of boarding. Flight Attendant #4 and I (#2) are in aft galley. #4 states there is smoke coming from passenger seat at window. I look and see huge billow of white smoke coming from seat. And passenger trying to get out of row. I hear it's a cell phone. I go to aft right hand overhead bin to grab containment bag. Tell Number Four to contact cockpit and #1. I see bag is not there. I go back into galley #4 tells me they are not answering. I then grab phone and hit PA and state Safety Alert! Safety Alert! I go back to overhead bin to grab fire extinguisher but see that passenger was already halfway up aisle. People were in aisle in front of him as well as behind him. I do not see a fire then shout for passengers to move out of his way because I'm hearing he has it in his hand. Smoke is dissipating in back of cabin but still in the air I continue shouting for people to move out of aisle and allow passenger to get off. A containment bag needs to be in forward cabin mid cabin and aft cabin and or put where fire extinguishers are located because they go hand in hand. Right now on 737 they are located in overhead bin above row 10ish on left hand side with medical equipment and then above Row 15 overhead bin left hand side with extra life vests and ELT.

Synopsis

B737-800 flight crew reported a fume event during boarding due to a Lithium Ion battery thermal fire from a passengers Iphone.

Time / Day

Date : 202105
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 8000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.TRACON : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : Regional Jet 700 ER/LR (CRJ700)
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Airspace.Class E : ZZZ2

Component

Aircraft Component : Electrical/Electronic Panel & Parts
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1806099

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : FLC complied w / Automation / Advisory
Result.Flight Crew : Landed in Emergency Condition
Result.Air Traffic Control : Provided Assistance
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

When cruising at 8,000 feet direct to ZZZ1. The flight attendants called us stating they smelled a burning smell coming from somewhere in the cabin. The Captain also stated he smelled something and we immediately ran the immediate action items and the QRC for smoke/fire/fumes. Donning our oxygen masks, the Captain delegated the flight controls and radios to me and told me to notify ATC and he would run the checklists and talk to the flight attendants. I notified Approach giving them souls and fuel on board. We were so close to the airport they gave us a vector for the approach into Runway XX. At that time the flight attendants told the Captain that the smell had gone away but for per cautionary reasons we elected to keep the masks on and the fire trucks on standby as we continued the approach. After landing we taxied to the ramp and stopped short of the gate for the emergency vehicles to inspect the exterior of the aircraft. After confirmation that nothing was smoking outside we canceled the emergency and taxied to the gate. Emergency personal came on board inspecting the inside of the aircraft deeming it safe we deplaned. The flight attendants did an excellent job in paying attention to everything going on in the aircraft. They informed us in the flight deck immediately allowing us to take action and get on the ground quickly and safely. Maintenance found that an electrical outlet had short circuited and started to smoke in row XX. The aircraft's systems worked and the circuit breaker tripped and the fire was never fully ignited. As soon as the flight attendants notified us in the cockpit the Captain called for the immediate action items for smoke fire flames. This reaction was precautionary but notifying ATC and donning oxygen masks was the safest solution when we did not know if something was on fire or even where it was. Great communication is key in emergency situation. Our crew worked together perfectly and shows how our training has paid off. The only suggestion I have through this experience is to regularly clean the oxygen masks because you never know when you will need them.

Synopsis

CRJ-700 First Officer reported a fume event during descent in the passenger cabin. The flight was close to their destination airport, so the crew elected to continue for a successful landing.

Time / Day

Date : 202103

Place

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility.Other

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1796297

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During boarding a young man stopped right in front of myself and the Purser and had a motorized board he was carrying. The Purser started asking him questions about it like; What it was, how it works, how do you operate it and does it have a battery in it? The Purser wasn't comfortable with it so she messaged the agent about it and requested a CSR come down and ask him further questions. The Purser then informed the Captain about the board and he too was very concerned about it and he went to get a CSR. The CSR came and the customer came up to the boarding door with the board and they began talking about how he was able to get this far with it on an aircraft. He came from ZZZ to ZZZ1 then onto ZZZ2. The customer said he made several phone calls to TSA and [Air Carrier] about bringing the board and was told he could bring it on the aircraft with a lithium battery. The Captain then informed him that it was a prohibited item onboard the aircraft unless he had proper documentation stating that it was OK, to which he did not. The Captain told him he could not go on this flight with the board and had him retrieve his belongings and his traveling partner and exit the aircraft. The customer was very upset and began cussing and raising his voice so much so that everyone on the aircraft heard him about having to get off the aircraft. I only know the customers were in [seat]; I do not have names.

Synopsis

Air carrier Flight Attendant reported refusing to allow a Lithium Ion powered Hover Board in passenger cabin per company Hazmat policy.

Time / Day

Date : 202103

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 38000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 9929

Experience.Flight Crew.Last 90 Days : 91

Experience.Flight Crew.Type : 91

ASRS Report Number.Accession Number : 1791615

Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During cruise, a flight attendant advised us via the interphone that a cabin fire was occurring, without going into detail. We prepared for the possibility of diverting to the nearest suitable airport, but after conferring with the cabin crew, the Captain determined that the fire was the result of a cell phone with an overheated battery being tossed into the aisle and burning a small area on the carpet. The smoldering carpet was extinguished, and the phone battery was cooled and placed in the thermal containment bag. We continued to ZZZ1 without further incident.

Synopsis

B757 First Officer reported a passenger's overheated cell phone caused a small carpet area burn. Flight continued uneventfully after extinguishing smoldering carpet and cell phone placed in a thermal containment bag.

Time / Day

Date : 202101

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780356

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

When Detected : Routine Inspection

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During passenger loading, ramp crew received a motorized wheelchair/scooter for an elderly passenger. The passenger declared that the scooter had a dry cell battery and the key was removed. Ramp agents filled out air carrier battery powered wheelchair form mobility device tag and gave the flight deck crew a copy. Upon receiving this form and observing the type of chair through the cockpit window I became suspicious that this particular type of scooter probably contained a lithium ion battery and the tag was improperly labeled based on the passengers assumption. The flight attendant also made a similar remark and I wanted to exercise caution before the scooter was loaded into the baggage compartment. We decided to have ramp personnel take the scooter out of the baggage compartment and with the assistance of the passenger open motorized mobility device to ascertain the actual type of battery. Upon opening the device we discovered it did have a lithium ion battery with 25.2 V and 11.5 a/h. Based on the formula the battery had less than 300 watts maximum for transport. We elected to remove the battery and transport it in the passenger cabin to ensure we had access do it during flight. A new mobility form was signed indicating there was a lithium ion battery for the mobility device and I made a correction to the CLR [form] indicating the actual battery type. Members of the flight crew were able to spot a potential hidden dangerous good and miss labeled document based on passenger assumption. The flight crew worked with ground personnel to ensure the mobility device was not loaded onto the aircraft until we were able to ascertain the actual type of battery was confirmed and under the appropriate limits prescribed in our dangerous goods manual.

Synopsis

Captain reported a departure delay due to a Dry Cell motorized wheelchair loaded in cargo compartment with incorrect information on the air carrier's Hazmat documents. An uneventful flight completed after flight crew received correct documents.

Time / Day

Date : 201912
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : EMB ERJ 170/175 ER/LR
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1716918

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1716911

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Passenger
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Pax brought a stuffed animal to the aft and explained that the battery pack was hot. I turned it over and looked and I saw that the battery and it's case were melting. At this time [another Flight Attendant] happened to be walking back with trash. I told her to grab me the BCB (Battery Containment Bag). I called the pilots immediately. We put the stuffed animal in and followed protocol via the manual. I didn't feel safe landing with the BCB at my feet. So I put it in the lav. We landed with the BCB with suspect device in the aft lav. When we landed the Captain came and took the BCB with the suspect device off of the aircraft. At this point the Captain made calls and said it was okay to take the suspect device out and return to the owner who wanted it back. They were very happy to get it back and I said to be careful and remove the battery pack from the stuffed animal. In the future I think we need more information on the procedure with the BCB. This doesn't happen often, but when it does we need to know what to do with the after math so everyone is not confused.

Narrative: 2

I was taking garbage from the front to the back and found [the other Flight Attendant] with a guest who had a stuffed reindeer. The reindeer had batteries which were hot to the touch and appeared to be melting. She asked for the BCB (Battery Containment Bag) and we put the reindeer in and informed the pilots. She put the bag in the Lav instead of the aft galleys door because she felt safer that way when landing.

After landing the pilots made some calls. The family waited because they wanted the reindeer back which CA (Captain) said we could give back.

When the pilot came out of the flight deck he asked what my manual said to do next, I told him my manual said to wait for instructions from the pilots, maybe there was something we missed or some information that could be communicated better to both sides on what to do after landing.

Synopsis

E-175 Flight Attendants reported the Battery Containment Bag (BCB) procedures are in need of additional information regarding the handling and disposition of BCB after landing. This BCB procedures deficiency became apparent after dealing with an electronic device's hot battery.

Time / Day

Date : 201910

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1695676

Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Crew

Detector.Person : Gate Agent / CSR

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Work Refused

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

During boarding, ground personnel brought to our attention that a bag was smoking. Upon further inspection, the portable battery was smoking and burning the contents in the bag. During this time I was in the cockpit setting up the FMS and doing my pre departure duties. I never saw the bag. I was told about it from the Captain. He said the contents were disposed of and all electronics were out of the bag prior to putting it in the baggage compartment. Flight went on with no further incidents. Cause: The passenger did not remove the portable battery from the bag. Suggestions: I didn't think anything of the situation after it was resolved. After we got to the hotel, the Captain said if he had to do it over again, he would have called the Chief Pilot. I agreed.

Synopsis

CRJ-900 First Officer reported a smoking portable battery in passenger bag. Contents were disposed and all electronics were removed from bag. Uneventful flight completed.

Time / Day

Date : 201910

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1689822

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Person : Flight Attendant

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Manuals

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing
Primary Problem : Staffing

Narrative: 1

After deplaning, mechanics were called to retrieve a phone from under a passenger seat. Flight attendants then searched galley carts for the phone, unaware the passenger stayed on board. Flight attendants were told the phone was found, and to leave the aircraft. After landing, Flight Service met the flight, informing us a passenger had been still onboard, for a brief time, without minimum crew.

Synopsis

Air carrier Flight Attendant reported that while searching for a passenger's phone the passenger was left on the plane without the minimum crew required on board.

Time / Day

Date : 201909

Place

Locale Reference.Airport : BNA.Airport

State Reference : TN

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Taxi

Cabin Lighting : High

Crew Size Flight Attendant.Number Of Crew : 4

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1688615

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

During taxi, as I take my position as B [flight attendant], for the safety demo I could hear an electronic device rows away. As I approached I noticed two children in seats 10 A and C were watching their iPad without headphones. I informed the mom sitting in 10C they are required to wear headphones or it must be muted. She stated that this is their 3rd flight and no one has told them this before. I apologized that it was missed on a previous flight. I continued the safety demo and she said she would like to see it in writing. I told her I would need to get back to her as I am in the middle of the safety demo. A neighboring passenger showed it to her in the in flight magazine. After the demo, I secured the galley and it was time for takeoff. I was unable to go back to her at that time. After takeoff I checked the entertainment kit and no headphones were in the kit. Shortly after the seatbelt sign came off a passenger came to the back galley and handed me a paper with her contact info and told me she is seated in 11B is a witness to the exchange between the passenger and I and she wanted to make sure I was covered because she heard the passenger telling her son they "cannot use the iPad because the flight attendant yelled at her and said they couldn't use it."

Also the other flight attendant said a passenger in front of 10C offered her an extra pair of headphones she had and the passenger refused and said her son was autistic and required special headphones.

The work group could be consistent on their flights informing passengers about the headphone requirements. If there had been consistency this situation could've possibly been avoided as the passenger could have been prepared.

Synopsis

Flight Attendant reported a passenger refused to comply with instructions for her two children to use headphones and caused a disruption during the safety briefing.

Time / Day

Date : 201908

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1683772

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Made our pre departure announcement. I did a compliance check on my way back to "B" and noticed 4b on her phone. I let her know we were closing the MCD (Main Cabin Door) and asked her to finish her phone call. She replied "uh-huh".

A noticed that she was texting after we took off and asked her to please make sure her phone was in airplane mode.

After we did a service and I went to the front of the aircraft, I could see her texting again. As soon as she saw I passed she flipped her phone face down on her tray table. I made an announcement to please make sure electronic devices are in game/airplane mode.

This passenger is a [premium frequent flyer.] I feel if we would of returned back to the gate or had authorities meet the plane the company would not have had our back and would have reprimanded myself and my other flight attendant. However, she was not compliant. It wasn't that she just didn't know any better. She is a [frequent flyer] which is a hard status to achieve and she was purposely not complying and having a smug attitude.

Synopsis

Flight Attendant reported passenger using electronic device in prohibited mode.

Time / Day

Date : 201908

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class D : ZZZ

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1683768

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

My other FA (Flight Attendant) informed me that 4B was giving her some attitude when she had asked her for compliance. 4B was on a phone call and the FA had asked her to finish up her phone conversation as the Main Cabin Door was being closed for departure. I agreed to tag team and verify she had ended her call. I walked by and she hid her phone down by her side, so I couldn't tell one way or another. I told the other FA I would check during final compliance. After our safety demo, I walked by and she was very clearly texting. I asked her to put her phone into airplane mode. I didn't want to appear that I was singling her out and hovering, so I walked away and checked on my way back up front. Again, she was very engrossed in her texting. She was sending and receiving messages and there was no airplane mode icon on her phone. It showed she had service. Again, I told her that her phone needed to be in airplane mode. I told her that we needed her to comply and put her phone in airplane mode now. She looked up at me, visibly annoyed, turned her phone away and said "Yeah." When I was standing there, she made no attempt to turn her phone into airplane mode. I didn't have a visual of the phone anymore but to my knowledge, she never did. Enroute, we caught a couple glances of her cell phone, every time it was not in airplane mode. It wasn't as if she was unaware, she actively chose not to comply.

This passenger was a [premium frequent flyer]. Normally, passengers that are that non-compliant are asked to comply or to be removed from flight, however, neither one of us FAs felt the company would support removing a [premium member] over a compliance issue. We also feared we would have gotten in trouble if we had tried. I struggled with it because this passenger was purposely not complying and in an emergency, I don't know that I could count on her to follow crew member instructions.

Synopsis

Flight Attendant reported being unwilling to report passenger misconduct due to the possibility of company retribution.

Time / Day

Date : 201909
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B737-700
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Last 90 Days : 440
Experience.Flight Crew.Type : 20000
ASRS Report Number.Accession Number : 1681356
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

After arrival at the gate, while completing post flight terminating duties, we had deplaned approximately the first 8 rows when I could hear from the cabin that there was smoke coming from somewhere. A strong odor of electrical smoke just hit us as well. Immediately I left the cockpit to access the situation and discovered that a male passenger had a backpack which was "smoking" and he had just entered the jetway. The gentleman had emptied his small backpack on the floor of the jetway and was seeking the source. Passengers continued to deplane around us and were anxious to leave the aircraft since there was a smell and we were also 45 minutes late. I could see that the situation was not escalating and no danger seemed to exist, but as a precaution the Operations Agent had a Ramp Agent bring up a fire extinguisher while an F/A [Flight Attendant] retrieved the containment bag from the cabin. After investigating the issue with our Passenger, I feel certain that it was the spare battery he had in his bag, and when the bag caught on an armrest it jostled the contents to where the battery terminals came in contact with something that caused it to discharge at a fast rate. Sometime, as he deplaned the contact was lost and the source of heat removed. His other items (laptop and various electronics) had evidence of charring. The carpet in the jetway had a melted spot on it and the aircraft seat bottom cushion he briefly placed his bag on had an 8 square inch area of soot. No damage was done to the aircraft with the smoke smell diminishing quickly in the absence of its source. The seat cushion was able to be cleaned off. The time from first smoke indication to situation under control was less than three minutes. The quick actions of the entire crew helped this from escalating into an incident. I commend our three F/A's for their quick actions. My F/O [First Officer] maned the cockpit in case we had to issue evacuation orders. I know very well that IR's [Incident Reports] should be factual and without emotional but PED's [Personal Electronic Devices] pose a huge threat on each flight and it will not be a matter of if, but when, life will be lost as we have no control over what is brought onboard. Please, as you are reading this in a comfortable office, place yourself in the situation of being enclosed in a tube several miles high and not being able to get on the ground anytime soon. Also please look up IR XXXXXX (date) and consider had this been a deliberate attack on the flight deck what the consequences would have been. The bar on the cockpit floor of the MAX must be implemented on every plane we have immediately. Management must trust and listen to the front line employees. They are the eyes and ears of our operation, but are most often overlooked as the valuable resource they are. This incident could have had grave consequences, had a bad actor decided to place an overheated device like this under the cockpit door. Only the MAX has protection to help prevent this and it is inexcusable to not retrofit the fleet. Since we do not offer USB charging ports at passenger seats it is inevitable that our passengers will rely on portable batteries to recharge their devices. Many of these are inferior products that have no place on any aircraft. As mentioned above it is not a matter of if but when. I have no idea how we can educate the flying public on what is safe to transport and how to do so. Just glad this did not occur half way over the Pacific with a cabin full of fumes or possible fire/explosion.

Synopsis

B737-700 Captain reported during deplaning a carry-on backpack ignited and began to emit smoke. Fire hazard was quickly handled by flight crew with the Flight Attendant assistance in the jet bridge. The fire was caused by spare loose Lithium Ion batteries.

Time / Day

Date : 201908
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1681119
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected.Other
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

After block out, a passenger advised our lead flight attendant that she had loose lithium batteries for her laptop in her carry on bag that had to be gate checked at the last minute.

After advising ZZZ operations via the radio, the decision was made to retrieve the bag from the cargo bin so the passenger could retrieve the batteries. I opened the cockpit window and advised the gate agent to pull the jet bridge back up to the aircraft. I then advised the Lead Flight Attendant to disarm all doors and that they were pulling the jet bridge back up. In the process of disarming doors, the gate agent somehow managed to open the L1 door before the Lead Flight Attendant could get it disarmed. Being an Airbus, the door disarms automatically when opened from the outside so luckily no one was injured. Increased training and awareness for gate agents on the visual cues on the Airbus that shows that a door is armed prior to opening it.

Synopsis

Airline Captain reported being notified passenger had gate checked carry-on bag containing loose Lithium Ion batteries. Jet bridge recalled to retrieve bag.

Time / Day

Date : 201908

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1673904

Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

Narrative: 1

Passenger headphones frequently block access to the aisle. Passengers hang their iPads on tray tables. The headphone cords block access to the aisle. Headphone cords have tripped passengers. On one of my flights, a cord got tangled around a nurse that was trying to get to the aisle to assist during a medical emergency, so she did not get to the passenger. Instead, she blocked my access down the aisle to assist the passenger. It is very common for passengers in aisle seats to share headphones across the aisle. The cord across the aisle has tripped me, as well as other flight attendants and passengers. A policy could prohibit passengers from hanging iPads on tray tables and having connected headphones

that block access to the aisle. A policy could also prohibit passengers from passing any cords, including headphone cords, across the aisle.

Synopsis

Flight Attendant reported that passenger headphone chords often block the aircraft aisle.

Time / Day

Date : 201908

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

Component

Aircraft Component : Cabin Furnishing

Aircraft Reference : X

Problem : Design

Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1672981

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Passenger

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

A passenger dropped her cell phone behind a plane panel. Mechanics were called. They could not get to cell phone and they did talk to passenger. Mechanic deferred item and plane left. If the cell phone has a lithium ion battery I hope it does not catch fire because no one can get to it. A manager keeps sending Customer Service pictures of what cell phone batteries can do to bags so this concerns me.

Synopsis

Air carrier ground employee expressed concern about aircraft dispatched with lost cell phone in the cabin.

Time / Day

Date : 201907

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6147

Experience.Flight Crew.Last 90 Days : 178

Experience.Flight Crew.Type : 924

ASRS Report Number.Accession Number : 1666323

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Crew

When Detected : Pre-flight

When Detected : Routine Inspection
Result.General : Work Refused
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed

Assessments

Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Procedure

Narrative: 1

I was one of the Relief Pilots on Flight XXX. During our preflight paperwork review, all four pilots noted a strange Carry Forward write up in the [Deferred Items List]. The write up read:

Passenger at seat XXL lost mobile phone under the seat. Mobile phone rang but couldn't [be] located.

Our discussion centered on the potential safety concerns with flying with a lost phone in the aircraft, and in this case, lost under/near a business class seat, with all of the moving parts that could damage the phone and start a thermal runaway.

The Captain asked each pilot if they were comfortable flying the aircraft with this issue, and the consensus was that we were not comfortable, and that the phone had to be found before we would take the aircraft on a 10 hour, 138 minute ETOPS overwater segment.

The Captain initiated a phone call with Dispatch, informing them of our intent to refuse the aircraft until the phone was found. I was not present for the entire phone call, but the Captain relayed that there was a conference call with Dispatch, [Maintenance Control] and the [Chief Pilot] to discuss the write up and our concerns about operating the aircraft with this potential hazard. At the end of the call the Captain confirmed with all parties that we would refuse to operate the aircraft until the phone could be located.

The Pilot Monitoring entered the appropriate [Fault Reporting Manual] code for aircraft refusal into the Electronic Logbook and sent it to [Maintenance Control].

The aircraft was de-boarded and Maintenance commenced a search for the phone. This included taking apart the [cabin] compartment at seat XXL, as well as removing cargo from the Forward Cargo Compartment to prepare to search the ceiling area near the seat location. Approximately 2 hours and 30 minutes after our original push time the phone was located in the area under the seat, and it took another 10-15 minutes to actually retrieve the phone. The phone was still powered on when it was found!

The [Maintenance Release] was cleared to reflect the resolution of the maintenance item and we departed ZZZ1 approximately 3 hours late.

There are a couple of very important additional details to discuss regarding this event:

First, during our investigation into the Carry Forward write up, we discovered that the phone was lost on a previous flight to ZZZ. The Carry Forward was added to the maintenance history in ZZZ. That aircraft subsequently flew a segment from ZZZ to ZZZ1, where it remained overnight prior to our flight.

It is very concerning to consider the huge risk that was introduced into our Safety Management System by allowing an aircraft to fly an ETOPS segment with this potential hazard on board. The fact that [Maintenance Control] categorized it as a Carry Forward had the potential of normalizing a very hazardous situation. We looked at the [Maintenance Release] for the inbound flight to ZZZ1 and discovered the Carry Forward in their [Deferred Items List] as well, which meant that the crew either questioned the write up and concluded that it was ok, or they didn't notice/realize the hazard.

Second, this aircraft was on the ground for 4.5 hours in ZZZ after the original write up, and it was on the ground in ZZZ1 for nearly 14 hours before our flight. ZZZ1 Maintenance confirmed to us that they had not taken any actions to locate the phone prior to our refusal to operate the aircraft.

Third, the Captain told the rest of the Flight Deck crew that during his conference call, he was frustrated that [Maintenance Control] did not see a safety hazard from the cell phone missing in the aircraft. This lack of concern from a safety standpoint is confirmed by the simple fact that the original write up was classified as a Carry Forward, with no action taken by Maintenance after the initial search. There were several hours in ZZZ before the flight to ZZZ1 and over 12 hours in ZZZ1 where maintenance personnel could have undertaken a search to find it. The Captain replayed that the [Maintenance Control] participant on the call stated that they had 3 days to find the phone, so he was not concerned yet that it was missing. When the Captain queried him as to the reason for giving Maintenance 3 days to find it, [Maintenance Control] said that the 3-day limit was in order to satisfy Customer Service metrics on returning the phone to the customer, and had nothing to do with a potential hazard to flight from a lithium ion battery device missing underneath the passenger cabin in the aircraft.

I am deeply--deeply concerned by [Maintenance Control]'s complete lack of awareness that this missing phone constituted a potential catastrophic hazard to flight. The fact that the write up was classified as a Carry Forward and a new [Maintenance Release] issued for the [previous] flight scares me to the core. [The company] accepted a huge and unnecessary risk to passenger and crew safety by operating Flight XXY. Until this event happened to us I would have never considered that [the company] would knowingly accept such an unnecessary risk.

There are far too many examples of lithium ion battery hazards to flight for this to have happened on these flights. It is completely unacceptable to me as a professional pilot.

Synopsis

B777 First Officer reported Captain refused assigned aircraft citing safety concerns regarding a lost mobile phone in the passenger cabin.

Time / Day

Date : 201907

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 27000

Experience.Flight Crew.Last 90 Days : 208

Experience.Flight Crew.Type : 9302

ASRS Report Number.Accession Number : 1665970

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 143

Experience.Flight Crew.Type : 266

ASRS Report Number.Accession Number : 1665960

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : Pre-flight
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action
Result.General : Release Refused / Aircraft Not Accepted

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Procedure
Primary Problem : Company Policy

Narrative: 1

Our [Maintenance Release] showed a cell phone was lost in the airframe of our aircraft and could not be recovered. When I saw this I realized that the airplane was flown in from [the U.S.] with a lithium ion battery lodged somewhere in the airframe. This is a serious on-board fire risk. Lithium ion batteries cannot be checked baggage due to the nature of the hazard they carry. We have fire suppression in the cabin including a fire bag for thermal runaway batteries. I called Dispatch, [Chief Pilot] and [Maintenance Control]. I put our situation in simple terms. We have a lost lithium battery somewhere in the airframe. Are you OK crossing the Pacific like this and is it legal to continue?

Dispatch had no problem with this because if the battery was going to burn it would have by now. And it had just flown in this way. [Chief Pilot] researched our FOM and FM with no help. She called the Fleet Tech with very little input back. I was told after a long conversation that the decision is mine. [Maintenance Control] said they have 3 days to find the device and that they will dismantle the aircraft in order to retrieve the device. I asked if this so serious they take the airplane apart to find the phone is it safe to continue. The answer was that [the company] always returns equipment back to the passenger and this is how we do it. We dismantle the airplane! I asked what about the fire risk. [Another airline] just diverted due to an onboard battery fire. I did not want to be over the Pacific in the middle of the night when we caught on fire. [Maintenance Control] said the solution was to find the hot spot with your hands and shoot the extinguisher in near where the smoke and heat was coming from. That was the safety process for carrying a lost battery. All of this was pushing to bring the airplane home. After a very short conference with my crew I refused the aircraft. After 4 hours Maintenance found the phone in the airframe and we departed for home.

A policy needs to go out on this. This will not be first or last time this event happens to a flight crew. Lost lithium batteries, dead or not, still hold voltage and amperage tied to a capacitor that stores energy. It is a very real fire risk and should never be accepted for flight in this condition. For one you do not know the condition of the battery that was lost. It might be have been crushed, damaged and shorted. Second, [Maintenance Control] solution of finding the hot spot with your hands is obviously not a viable solution. Third, Dispatch solution to flying the aircraft just because the battery had not burned up by now does not guarantee a dormant state. [Chief Pilot] needs to be supportive of a no-go with any lost lithium battery floating around in the airframe of an aircraft. There should be no other option.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

B777 flight crew reported refusing to fly an aircraft across the Pacific until a lost cell phone was found.

Time / Day

Date : 201906
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B757 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 12593
Experience.Flight Crew.Last 90 Days : 155
Experience.Flight Crew.Type : 7791
ASRS Report Number.Accession Number : 1662984
Human Factors : Training / Qualification
Human Factors : Time Pressure
Human Factors : Confusion

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Flight Attendant
When Detected : Pre-flight
Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

Narrative: 1

Upon boarding the aircraft, the FO (First Officer) told me that a phone had been lost through an opening in the sidewall. It had fallen between the inner and outer walls of the airplane at seat XXF, and the mechanics said they would have to dismantle some of the cargo loading system to locate and remove it, and it was going to be deferred.

One by one, three flight attendants came up to the flight deck to tell me how upset they were that the airplane would be flying with an inaccessible phone on board. They were worried that it could cause a fire, and thought it unsafe to fly. The FO and I felt that there are many devices on any flight powered by batteries, and that this was not a significant safety issue, so I decided to accept the airplane.

I have little basis for making such decisions. I don't know if there are incidents of phones and similar devices causing fires on airplanes, but since [Company] provides us with training on how to handle such fires, there must be some level of risk. Another reason for concern is that the area in which the phone was lost has no fire detection or protection, and a fire caused by a loose cellphone could burn for some time without detection, and when it is detected, we would have no means of fighting the fire.

What [is known] about the hazard of electronic devices to aircraft? Should we refuse to fly airplanes with cellphones lost in inaccessible areas?

Does the FAA or NTSB track these problems? Are airlines required to report them?

Is there some fix to the sidewall areas of the 757 so that this problem no longer occurs? It must be distressing to our customers when they accidentally drop their phone and find it cannot be returned to them for several days.

And if loose cellphones aren't a safety problem, why does [Company] devote time to training us how to handle fires in electronic devices? It's partially [Company's] fault when flight attendants are worried about loose phones lost in the interior of the airplane, since their training includes alarming videos of fires caused by such devices.

Our flight was delayed because the flight attendants were obviously concerned about the safety of the aircraft and wanted me to refuse to fly it. I had insufficient information to make a good decision, and would like to find out how this situation should be handled in the future. Could you provide me with some reliable information about this problem, the possible consequences of flying over water with a lost cellphone somewhere in the belly or sidewall and whether or not this is a good reason to refuse an airplane?

Since filing the above report, I have learned of a [different Company] aircraft that crashed due to lithium ion batteries catching fire, as well as several incidents of fires in cell phones on airplanes. I also know that there are frequent write ups of fluid spills in airplanes and wonder if a dropped cell phone sliding below the cargo pit might be impacted by such fluids. Pilots and flight attendants are taught about battery fires and we now have gloves and thermal containment bags to address the hazards of electronic fires on board.

Synopsis

B757 Captain reported being dispatched with a lost cell phone in the cabin, and expressed concern they did not have enough information to make a decision on whether to accept the aircraft.

Time / Day

Date : 201906

Place

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1660940

Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Physical Injury / Incapacitation

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

We had just finished boarding the plane. Everyone was onboard when passenger screamed "fire". A passenger came back with a small smoking battery in a cup. Someone else yelled there is still smoke. The D Flight Attendant grabbed the halon and started toward the area

seat. Smoke was billowing and accumulating very quickly. I notified Captain and he turned off all power. I opened aft galley and entry doors to let smoke out. Fire Department was called. Everything was handled very well. My concern is I think the flight attendants should have been automatically pulled for the trip. The fumes were extremely strong and the smoke took some time to clear. In the excitement of everything, the C Flight Attendant had a very bad reaction to the smoke and with all the excitement, I hit my head and have a concussion.

I think with just the stress alone the crew should have been relieved of duty and replaced. The Captain did a wonderful job of looking out for his crew but it took tons of time to talk to [Company Communications System] and Scheduling. I almost felt that I had to convince them that it was so bad. Having a concussion previously, I knew I had one, but I needed to answer so many questions when my Captain had already told [Company Communications System] that myself and the C Flight Attendant needed to be replaced

Synopsis

B737-800 Flight Attendant reported "smoke-fume" event from smoking battery in passenger cabin during passenger boarding. Flight attendants reported experiencing health symptoms due to strong fumes/smoke.

Time / Day

Date : 201904

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 211

Experience.Flight Crew.Type : 6000

ASRS Report Number.Accession Number : 1634871

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

During the boarding process I was made aware that the B Flight Attendant at the overwing exit, along with several passengers in his immediate vicinity, smelled a hot, rubbery, somewhat plastic burning smell. We stopped boarding and it was apparent we did not have a worsening situation by the demeanor of the passengers in the cabin. I could not see or smell anything untoward from the forward galley. I then went to mid-cabin myself to see what, if anything, I could smell and talk to any passengers who smelt the smell. While I could not smell anything, it was clear in talking to several passengers the B Flight Attendant had accurately described the smell, but it must have been very localized, as when talking with the deadheading Captain, about seven rows behind the exit, he had not smelled anything. At this point, we had checked for obvious sources such as lights and overhead bags and nothing was noted. I did not believe it to be the ground air source as the smell was so localized. I made a PA to the passengers informing them we had had an unknown odor reported while boarding and would need a little while to talk with Maintenance. We were just about to call Dispatch and Maintenance Control to discuss the writeup (as clearly this would need a maintenance inspection at the very least with an unknown heat source/burning smell), when the A Flight Attendant came forward to inform me the source had been located. A passenger, seated right next to the B flight attendant at the overwing exit, had multiple e-cigarettes and one battery shorted out, overheating another. I had them bring the passenger to the flight deck and I talked with him. We had him bring his backpack (which was under the seat in front of him) to the jetway and the B Flight Attendant was able to, without any doubt, confirm the smell was exactly the same. The vapes were wrapped in a large Ziploc bag and the bag was hot to the touch. The Operations Agent asked the passenger if he had any more vape materials in his backpack and he did. The Operations Agent then asked if he could remove all those and if he would consent to a voluntary search of his back, which he agreed to. Other than the Vape materials he showed us, there were no others. We had the passenger with the vape materials remain in the jetway and First Officer and I consulted our manuals. We found some reference to EFB battery thermal runaway issues but nothing for passenger luggage overheating issues, other than the general inflight QRH guidance. We did find a reference to it being a HAZMAT reportable incident. I made another PA to the passengers informing them that the source of the odor had been located, and what it was. I also told them it would require some additional paperwork and to give us fifteen minutes to resolve the issue. I consulted with my First Officer and the Flight Attendants and we were all in agreement it was safe and appropriate to continue the flight. I then called Dispatch and the Chief Pilot on Call and they both, along with the SOD, agreed it was appropriate to continue boarding and dispatch the flight. As we had burned below minimum planned fuel, we also amended the Dispatch Release to allow legal dispatch without a further delay to load more fuel. We allowed the offending passenger, sans vape materials to re-board and boarded the remaining passengers. I made a PA to all the passengers thanking them for their patience and understanding and the rest of the flight was uneventful. The passenger with the vape material, other than being disappointed that the vapes that didn't short out could not travel with him, was most understanding and cooperative. My First Officer, all three Flight Attendants and ISP Operations acted in an exemplary manner throughout the whole event. All the passengers were most understanding throughout the event too. Thank you for your time to read this report.

Synopsis

B737-700 Captain reported Flight Attendant notification of hot burning plastic in passenger cabin during passenger boarding.

Time / Day

Date : 201903

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 200 ER/LR (CRJ200)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1629428

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Ground Personnel

Detector.Person : Gate Agent / CSR

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Flight operated without incident. Shortly after deplaning, one of the ramp agents informed me that one of the gate-checked bags he just removed from our aircraft was a smart bag, and the battery had not been removed. The ramp agent said that he informed the passenger that in the future, she must remove the battery from her smart bag before checking it. I notified the Company of the situation. As the passenger had already been corrected, there was no further action required.

As I and the flight crew have preflight duties to perform, we are unable to directly supervise the ramp/gate agents as they receive the gate checked bags. The only way to ensure that this does not happen again is to retrain the ground operation [crew] on how to handle smart bags, as well as periodic monitoring of their performance.

Synopsis

CRJ-200 Captain reported being notified by Ramp Agent that a gate-checked bag was transported with a Lithium Ion battery attached.

Time / Day

Date : 201901

Place

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Mission : Passenger

Flight Phase : Cruise

Cabin Lighting : High

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1608882

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1608896

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight
Result.General : Police / Security Involved

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Both [C Flight Attendant] and I smelled a strong smell of marijuana when passenger exited aft lavatory. Shortly after, we both felt our throats burning. C Flight Attendant said she also saw smoke inside the lavatory. passenger also seemed paranoid. We called the Captain and notified him of the events.

Police met the aircraft and questioned the passenger. Initially passenger lied to the police saying he didn't do anything. Police Officers and TSA came onto the plane looking for evidence and could not find anything. When we deplaned the aircraft we stayed in the gate area while on the phone with Operations. In the gate area, we noticed the passenger shaking the police officers hand and walking away. As he was walking away, he dropped the vape pen on the ground and picked it up. We notified the police and they detained him.

The police tested the vape pen and it tested positive for THC (marijuana). The passenger then confessed to smoking in the back lavatory and in the cabin among other passenger. At the time of writing this, my throat is still burning and I have a headache. I do feel a little off and not sure if it is the stress of the event or effects of the THC.

Narrative: 2

Passenger came onboard, confused about seating. We explained to him we have an opening seating policy. When I came around to take his order, he, confusingly reading the menu, asked for items we didn't have on the menu. He then orders a Jack and Coke. I checked his ID to make sure he was of age and said no problem. As I was taking the next rows order, he interrupts me asking where to buy the snacks. I explained to him we'd be around shortly with pretzels as our snack option. As I went back to taking orders, he interrupts me again asking if he could use the lavatory. I explained to him the seatbelt sign was on and I was not able to give him permission as long as the seatbelt sign was illuminated. At this point, I finished taking orders and waited behind the B Flight Attendant as she finished taking her last row of orders. Passenger apparently got up right after I informed him the seatbelt sign was on because I felt a hard tap on my shoulder of him explaining he had to use the bathroom. I told him politely that we both needed to wait until she was done taking her last order. At this point, I informed the B of unusually behavior from him. As I was pouring drinks and the B was putting pretzels in the snack basket, the passenger came bolting out of the lavatory, leaving the door wide open. As I went to close the door, the B and I both realized he smelled strongly of marijuana. I walked into the lavatory and smelled an even greater odor of marijuana. There is no doubt in my mind at this point, that the passenger was smoking weed in the bathroom. We went up to talk to the A, called the Captain and all decided that we needed police assistance upon landing. We also decided to monitor the passenger. Passenger appeared paranoid and edgy as he watched us call the Captain and watched each of us every time we walked by. Upon landing, police met him and questioned him. He admitted to using a vape pen but said it was not marijuana. He said he could not find said vape pen. Ultimately he had to be let go for no evidence. As passenger was walking away, he [waved] good bye to police and the vape pen fell out of his pants. He was taken into custody and I wrote a

police report. The vape pen was tested positive for marijuana. Passenger also admitted to smoking in the cabin during his interrogation.

Synopsis

Flight attendants reported misconduct by a passenger who was vaping marijuana on a flight.

Time / Day

Date : 201901

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 16000

ASRS Report Number.Accession Number : 1608013

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

After landing during taxi-in, cabin crew reported a battery fire in cabin. Ground Control was notified. Communication with cabin determined that fire was out or contained and flight continued taxiing in to gate with ARFF (Airport Rescue Fire Fighting) in support. At gate ARFF removed a backpack from cabin to ramp and then passengers were deplaned. Poorly designed and manufactured electronic devices in carry on luggage can be damaged during handling. Damaged devices and batteries can then become fire hazards due to thermal runaways. Cabin overhead bins and under seat storage areas packed with passengers carry on baggage shouldn't contain a potential ignition source as well. Ban vape devices in aircraft.

Synopsis

B737 First Officer reported a Lithium Ion battery fire in passenger cabin during taxi at destination.

Time / Day

Date : 201812
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Relative Position.Distance.Nautical Miles : 60
Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : Mixed
Weather Elements / Visibility.Visibility : 10
Light : Night
Ceiling.Single Value : 20000

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B737-700
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Airspace.Class A : ZZZ

Component

Aircraft Component : Integrated Audio System
Aircraft Reference : X

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Last 90 Days : 516
Experience.Flight Crew.Type : 2442
ASRS Report Number.Accession Number : 1605947
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Crew

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Physical Injury / Incapacitation

Assessments

Contributing Factors / Situations : Equipment / Tooling
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

We were cruising at FL390 about 75 minutes into the flight when we received a four-chime call from the cabin. We were informed that there was smoke in the cabin from an unknown source. Per non-normal guidance, we donned our oxygen masks and established communication. I was Pilot Flying so I maintained aircraft control as the Captain notified ATC of our situation and requested a landing at the nearest suitable airport. Center pointed out [a possible alternate] at 1 o'clock and 60 miles. We were immediately cleared to 8000' and began an emergency descent. The Captain was forced to shed his headset because the oxygen mask would not fit over it. As a result, he used the cockpit speaker to listen and kept hot MIC on.

The sounds of breathing made it very difficult to understand what was being said. We deployed the speedbrakes and extended the landing gear (on speed) in order to increase our descent rate and expedite a landing at [the alternate]. I took over the radios while the Captain coordinated with the cabin crew. This allowed me to listen to and understand what ATC was saying. Next, the Captain ran the Smoke, Fire or Fumes Non-normal Checklist. While descending through FL270, we received a call from the cabin that a USB battery device was found to be the source of the smoke. It had been placed in the containment bag and was no longer smoking.

They also indicated that the smoke was clearing out from the cabin. We elected to level off near FL250 and await confirmation that the situation was safe. With this confirmation received, we removed our oxygen masks and reviewed the remainder of the [procedure] per QRH guidance. We elected to cancel the [divert], climb, and continue to [destination]. The Captain gave a PA explaining the situation and that we were continuing to the destination. A non-Company FA (Flight Attendant) was onboard and assisting our Flight Attendants with the situation. Being a fluent Spanish speaker, she also repeated all of the Captain's PAs in Spanish, which was extremely helpful in keeping the customers calm. We asked that [ground personnel] meet us at the gate to inspect the containment bag. Additionally, EMS was requested because one of our FAs had received an injury to her hand while securing the device.

A normal landing ensued and our aircraft was escorted to the gate by [ground personnel]. With the device in the aft galley area still secure in the containment bag, we decided to deplane the customers. Once this was accomplished, the Fire Crew tended to the containment bag while EMS attended the injured FA who was treated briefly. We were given the "all clear" by the Fire Crew and the event was concluded. This situation was successfully handled because of the professionalism and teamwork demonstrated by our crew. Our Flight Attendants (including the other airline FA) reacted quickly and assertively.

Because of their actions, this flight had a successful outcome. Our situation was clearly mitigated by the containment bag. Without it, we would have diverted and emergency egressed at [the alternate].

Difficulty that we encountered in the cockpit was an inability to communicate clearly with the oxygen masks on. The Captain's mask would not fit over his headset, so it was quickly shed and communication was established by use of the speaker and hot mike. This technique works well in the simulator however, in the airplane, descending rapidly with the landing gear down, there was too much background noise mixed with regulator sounds to allow easy communication. In hindsight, a better technique would have been to not use the speaker, but put the headphones on over the mask straps. Additionally, only using the yoke push to talk interphone switch when speaking would have also reduced the noise level in the cockpit and on the radios.

Synopsis

B737-700 First Officer reported initiating, then terminating a diversion for smoke in the cabin and difficulty with flight deck communication using oxygen masks.

Time / Day

Date : 201810

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1582351
Human Factors : Confusion
Human Factors : Training / Qualification
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Procedure
Primary Problem : Company Policy

Narrative: 1

Exactly what size device can be kept out during taxi and takeoff? We used to say iPads, Kindles, and phones but now the iPads have gotten larger. Our announcements say "hand held." Not "hands" held. The [company] magazine only says "small", lightweight devices under 2 lbs. It is getting out of control. I was verbally abused again by a passenger today. As I tried to calmly explain to him what the restrictions were, he kept stating that no one has ever told him this. (He has been flying 3 years with the same large iPad -13x11- and

never had anyone tell him to stow it). He continued to tell me that maybe everyone needs to be trained. Consistency is more important. I explained that electronic devices have changed dramatically over the last 5 years. Some Flight Attendants just don't want to hear it from people like him. I was abused. Several passengers apologized for his behavior. Our Manual indicates PEDs should be small. What is small? Apple iPads are acceptable. What size apple iPad? iPads can be 8x10 inches or larger. Is that too big? If not, why does a laptop have to be stowed?

I've written [a report] before on this and received no guidance. At this point, we should restrict electronic devices size to a phone. That's it. People shouldn't be hooked up and unable to hear us anyway.

Direction on what must be stowed or not needs to be concise and not left up to the Flight Attendant's discretion. Passengers need to know what the exact limits are. If not, we will continue to confuse and anger the very people we are trying to keep flying with us.

Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.

Time / Day

Date : 201809

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 20094

Experience.Flight Crew.Last 90 Days : 188

Experience.Flight Crew.Type : 9778

ASRS Report Number.Accession Number : 1578689

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Distraction

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 12073
Experience.Flight Crew.Last 90 Days : 214
Experience.Flight Crew.Type : 1927
ASRS Report Number.Accession Number : 1578698
Human Factors : Situational Awareness
Human Factors : Distraction
Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
Detector.Person : Passenger
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

XX and I were on break on flight. I had just come out of the bunk with about 20 minutes or so before we were called back to the flight deck for landing. XX was still in the bunk. I just sat down in seat 1A when shortly I started to smell an electrical burning smell. As I got up, the passenger from seat 3A in the aisle was coming by my seat mentioned he smelled the odor too from the vicinity of his seat. As I went back two rows a couple of FAs (flight attendants) just came to seat 3A and were looking at the vicinity of his seat. When I got closer to the seat I smelled a somewhat stronger smell. The FAs also stated they initially saw some thin wispy smoke when they first showed up (which I did not see). At that point, I called up front and had the FOs (first officers) turn off the IFE (Inflight Entertainment) switch to kill the power to the entertainment system and power to the seats to potentially help stabilize the situation. The FOs up front turned the switch off and also said they had a brief smell of an electrical burning odor up on the flight deck. They said before I called, they unplugged a charger from the electrical outlet (charger was not hot) and also turned off the broadband switch as a precaution. As luck would have it, the smell started to dissipate shortly after getting the IFE switch off.

About then the Passenger from seat 3A mentioned he was not sure where his iPhone7 was. We all started to look around the seat for the phone and also looked for any indication of fire, hot spots, burning, or electrical arcing. None of us saw any evidence of any problems and the smell at that point was definitely dissipating. At that point I told the FAs to monitor the situation and advise if anything got worse and we were going to continue to [destination] with the IFE switch off. I also told the FOs up front to keep abreast of potential alternate airports on the last part of our route into [destination]. When

I finally got back up front, I made a call to Dispatch with a patch to [maintenance control] to discuss the situation. I ask Dispatch about our gate and he came back and confirmed.

A short time later Dispatch advised that [our gate] is going to have a 30 minute hold. I informed Dispatch that a wait of 30 minutes was not going to work as other passengers on the aircraft are already concerned with what was going on in the cabin and we need to park at the gate without any delay. He responded and got us [another gate] with no wait. We continued on with no delay, no other problems, and the smell almost gone. When we got to the gate, maintenance folks came on board and after a period of time, found the Passenger's iPhone 7 with a crushed screen under his seat.

One interesting note was that the pilots up front had a brief electrical burning smell. This is interesting as the flight deck gets only fresh air (no recycled cabin air) from the left pack. Also, the flight deck is slightly pressurized higher than the cabin to keep the air flow going aft so no cabin air drifts up front.

Pilots and the entire cabin crew did an outstanding job dealing with this potentially life threatening situation. We were extremely lucky that this incident did not turn into something more serious. Obviously the root cause of the problem was the Passenger's iPhone's crushed screen and not the seat power or entertainment system. It was a coincidence that the smell started to dissipate shortly after we turned the IFE switch off.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Boeing 777 flight crew reported detecting faint electrical fumes in the business class section, later attributed to an iPhone which had been crushed under a seat.

Time / Day

Date : 201808

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : CA

Altitude.MSL.Single Value : 36000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 36300

Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 4965

ASRS Report Number.Accession Number : 1572985

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Equipment / Tooling
Primary Problem : Equipment / Tooling

Narrative: 1

[Enroute at] FL360, Purser called to inform me there was a short duration smell of burning plastic across rows 46-48. The strong smell diminished lasting a few minutes. I reported to Dispatch via ACARS after telling [the Purser] to [alert] F/As (flight attendants) throughout the cabin to look, smell, and touch for any signs of fire, smoke fumes and report back to me immediately if there were any changes. [The Purser] and I discussed the possibility of a hot charger. [About half an hour later, the Purser] reported rows 26-28 ABC, smelled not like burning plastic, but "cilantro". The sweet smell moved forward to row 23. [A few minutes later, the Purser] reported that row 26 DE turned to a faint electrical, burnt plastic smell. I asked her to check for hot chargers. She said row 26 DE had two piping hot chargers which were now disconnected. The smell went away.

[About an hour later, the Purser] called me and said the hot electrical smell was back, and very strong in the row 23-28 area. I told her to wake the passengers and make a PA to have all chargers disconnected from the outlets. I informed her I was diverting to [a nearby alternate]. I gave her time to [the alternate] and that an emergency evacuation might not be necessary, based on the current situation, but that could change. I told her to advise me if the situation got better, worse or stayed the same.

[ATC] gave us discretion to 10,000 feet and we started down. F/O (First Officer) did a masterful job setting up the FMC (Flight Management Computer). [We advised] Dispatch our situation. We landed and stopped between [the runways], [and were] informed there were no hot spots or indications of fire. We proceeded to gate. The report at the gate was no hot spots. We deplaned normally via the jet bridge and went to our hotel.

Synopsis

B777 Captain reported diverting to an alternate after the Purser reported electrical burning odors related to hot chargers in the cabin.