

**ASRS Database Report Set**

**Flight Attendant Reports**

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Report Set Description.....A sampling of reports from Flight Attendants.

Update Number.....37

Date of Update .....February 7, 2024

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, appearing to read "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: 2037917 *(1 of 50)*

### Synopsis

Air carrier Flight Attendant reported a fume event of unknown source during preflight prior to boarding. Maintenance removed aircraft from service and Flight Attendant was removed from trip.

ACN: 2031952 *(2 of 50)*

### Synopsis

Air carrier Flight Attendant reported a rotten egg odor to the Captain during boarding. The Captain determined it to be a fume event and instructed everyone to deplane.

ACN: 2028783 *(3 of 50)*

### Synopsis

Air carrier Flight Attendant reported an external smoke event emanating from the ground power connection during gate arrival. Crew and passengers deplaned the aircraft and airport response vehicles arrived.

ACN: 2027460 *(4 of 50)*

### Synopsis

B787 Flight Attendant reported a high temperature cabin temperature during boarding and during the first hour of the flight. Reporter stated that passengers and crew experienced physiological symptoms due to the temperature.

ACN: 2025431 *(5 of 50)*

### Synopsis

A321 flight attendants reported excessive cabin temperature due to an equipment problem and high outside temperature. The aircraft was delayed returning to the gate with minimal airflow, passengers and crew were experiencing illness symptoms due to high cabin temperature.

ACN: 2018802 *(6 of 50)*

### Synopsis

Flight attendant on a B777 reported a cabin temperature reaching 100 degrees while sitting on the tarmac. After returning to the gate for further maintenance work the passengers were deplaned. The FA states management required the FA's to remain on board, anticipating re-boarding of passengers. The Captain later refused the aircraft.

ACN: 2018441 *(7 of 50)*

### Synopsis

Air carrier Flight Attendant reported a strong horrible odor of unknown source during boarding. Flight Attendant notified the Captain who ordered passengers and flight crew to deplane.

ACN: 2017916 *(8 of 50)*

### Synopsis

Air carrier Flight Attendant reported the seal of a Lithium Ion battery bag was broken.

ACN: 2015812 *(9 of 50)*

### Synopsis

CRJ-900 Flight Attendant reported during taxi that two separate passengers each had a bag that contained lithium ion batteries, and both were checked baggage. The flight crew then returned to the gate to remove the bags, the passengers, and refuel.

ACN: 2014510 *(10 of 50)*

### Synopsis

A321 Flight Attendant and Captain reported a fumes event during initial approach for landing.

ACN: 2011905 *(11 of 50)*

### Synopsis

Air carrier flight attendants reported preparing the cabin for a possible abnormal landing because of smoke reported in the flight deck. The aircraft landed safely and the passengers were able to deplane normally.

ACN: 2011884 *(12 of 50)*

### Synopsis

A320 Flight Attendant reported that during climb, they heard a loud rumbling noise and felt vibrations in the floor. Flight Attendant advised the pilots and the flight returned to departure airport.

ACN: 2011248 *(13 of 50)*

### Synopsis

Flight Attendant reported being notified during taxi by a passenger that his gate checked bag contained his Laptop. Captain was notified and flight returned to gate to retrieve the Laptop.

ACN: 2007800 *(14 of 50)*

### Synopsis

Air carrier Flight Attendant reported a persistent dirty socks odor in the passenger cabin during cruise which was reported to the Captain. After troubleshooting the flight diverted to a suitable airport where airport personnel met and provided medical support.

ACN: 2002420 *(15 of 50)*

### Synopsis

Air carrier Flight Attendant reported a communication breakdown between two Flight Attendants regarding the transport of a Hover Board. Ultimately the flight attendant manual stated that Hover Boards are not allowed onboard.

ACN: 2000652 *(16 of 50)*

### Synopsis

B737 Flight Attendant reported oxygen masks did not deploy during a decompression event in cruise. Flight Attendants did not have time to complete checklist.

ACN: 1989499 *(17 of 50)*

### Synopsis

Flight Attendant reported a fuel tank was overfilled resulting in a fuel spill.

ACN: 1989479 *(18 of 50)*

### Synopsis

Flight Attendants reported the door operating handle came unstowed and began to rise up. The handle had to be held in the closed position until landing was complete.

ACN: 1989465 *(19 of 50)*

### Synopsis

B737-800 Flight Attendant reported waste water and sewage were leaking from a lavatory during a flight sequence. After reporting it to the Captain, the discrepancy went unaddressed by the flight crew and maintenance.

ACN: 1988962 *(20 of 50)*

### Synopsis

Flight Attendant observed a loose panel on the engine nacelle during cruise. After contacting dispatch and maintenance, the crew diverted to a nearby airport where an overweight landing was made.

ACN: 1984142 *(21 of 50)*

### Synopsis

Flight Attendant reported a tow truck collided with the aircraft during pre-flight while parked at the gate. Aircraft was removed from service.

ACN: 1981241 *(22 of 50)*

### Synopsis

A320 Flight Attendant reported being notified after arriving at destination that a passenger packed a prohibited personal oxygen machine in checked baggage.

ACN: 1978886 *(23 of 50)*

## Synopsis

Flight Attendant reported a landing gear malfunction required a return to the field.

ACN: 1978864 *(24 of 50)*

## Synopsis

E145 Flight Attendant reported there was smoke and burning in the flight deck's windshield and prepped the cabin for landing.

ACN: 1974967 *(25 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: 1974269 *(26 of 50)*

## Synopsis

Flight Attendant reported two passengers notified her their bags containing batteries were gate checked. Flight Attendant was able to retrieve bags for cabin transport.

ACN: 1973779 *(27 of 50)*

## Synopsis

EMB-145 Flight Attendant reported an engine failure resulted in a safe return to departure airport.

ACN: 1973737 *(28 of 50)*

## Synopsis

Flight Attendant reported crew communications were improper after the flight began an unexpected descent due to an engine failure.

ACN: 1963403 *(29 of 50)*

## Synopsis

A319 Flight Attendant reported while at the gate the flight attendants were told by the Captain a fire extinguisher in the aft right cargo bin was activated. Passengers and flight attendants were deplaned.

ACN: 1960602 *(30 of 50)*

## Synopsis

EMB 170 Flight Attendant reported the aircraft landed with a malfunctioning parking brake.

ACN: 1958758 *(31 of 50)*

## Synopsis

Flight Attendant reported inability to control cabin pressure caused an air turn back and precautionary landing at departure airport.

ACN: 1958283 *(32 of 50)*

## Synopsis

Air carrier Flight Attendant reported a fume event during preflight. Captain had entire crew deplane followed by Maintenance cancelling flight.

ACN: 1958273 *(33 of 50)*

## Synopsis

Air Carrier Flight Attendant reported a fume event during flight. After conferring with flight attendants the Captain elected to return to departure airport where a safe landing was completed and maintenance support was provided.

ACN: 1957476 *(34 of 50)*

## Synopsis

CRJ-200 Flight Attendant reported receiving a command from the Captain to prepare the cabin for a return to the origin airport. The Captain explained there was a landing gear mechanical issue that required a return to the airport.

ACN: 1957471 *(35 of 50)*

### Synopsis

Air Carrier Flight Attendant reported a fume event during boarding. The rest of the flight crew also noticed the odor and fumes. After maintenance arrived, the passengers and flight crew deplaned and the aircraft was taken out of service.

ACN: 1956616 *(36 of 50)*

### Synopsis

A321 Flight Attendants reported a "dirty socks" odor shortly after takeoff. After conferring with the Captain, the flight crew executed an air turn back.

ACN: 1955876 *(37 of 50)*

### Synopsis

Flight crew reported a cargo fire during cruise and a subsequent diversion to a nearby airport.

ACN: 1955646 *(38 of 50)*

### Synopsis

Flight Attendant reported flight crew transmitted on the PA System instead of the radio discussing a diversion due to loss of PFD/ND and Auto Pilot. The Flight Attendant reported Passengers were apprehensive and required reassurance. A diversion and precautionary landing were made.

ACN: 1954893 *(39 of 50)*

### Synopsis

A321 Flight Attendant reported a "dirty socks" odor that emanated the strongest from the middle of the aircraft and extended to the rear during the flight. Flight Attendant reported experiencing physiological symptoms.

ACN: 1954832 *(40 of 50)*

### Synopsis

B737-700 Flight Attendant reported a passenger would not comply with safety regulations and used an electronic cigarette during the flight, despite being notified not to do so.

ACN: 1951684 *(41 of 50)*

### Synopsis

Air Carrier Flight Attendant reported a passenger deactivated the forward lav smoke detector while she was apparently smoking or vaping. Airport authorities escorted passenger off the aircraft at the arrival gate.

ACN: 1951122 *(42 of 50)*

### Synopsis

Air Carrier Flight Attendant reported after arrival at the gate, the gate agent informed the FA the main door handle was not properly stowed for flight.

ACN: 1949120 *(43 of 50)*

### Synopsis

Air Carrier Flight Attendant reported passenger device emitted odor in passenger cabin. Flight Attendant confiscated the device as requested by Captain.

ACN: 1948160 *(44 of 50)*

### Synopsis

A319 Flight Attendant reported a "burning rubber/dirty socks" odor during landing that shifted from the aft to the forward cabin.

ACN: 1948127 *(45 of 50)*

### Synopsis

A321 Flight Attendant reported a "burning rubber odor" in the cabin to the Captain during descent. The odor dissipated when the Captain turned off an " Air Conditioning Pack."

ACN: 1946388 *(46 of 50)*

## Synopsis

EMB-145 Flight Attendant reported a diversion due to weather at the destination and a flap malfunction. The aircraft safely landed at the diversion airport.

ACN: 1946352 *(47 of 50)*

## Synopsis

A Flight Attendant reported the aircraft had a pressurization failure and diverted to a nearby airport.

ACN: 1945741 *(48 of 50)*

## Synopsis

Air Carrier Flight Attendant reported a temporary "strong chemical" odor during climb. Flight Attendant experienced persistent physiological symptoms which they reported to the Captain.

ACN: 1945485 *(49 of 50)*

## Synopsis

B737-900 Flight Attendants reported a fume event during cruise which they described as "dirty socks". Three flight attendants experienced physiological symptoms and stated the flight crew should have been more proactive in handling the event.

ACN: 1945147 *(50 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.

# Report Narratives

## Time / Day

Date : 202309

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 : B787-900

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Unknown

Aircraft Reference : X

Problem : Malfunctioning

## Person

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 : 2037917

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

Result.General : Maintenance Action

Result.General : Release Refused / Aircraft Not Accepted

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

#### Narrative: 1

We had a fume event after we boarded the aircraft before boarding passengers. Maintenance was called and aircraft was removed. I went to ER as I experienced watery eyes, sore throat and felt light headed and got removed from the trip

#### Synopsis

Air carrier Flight Attendant reported a fume event of unknown source during preflight prior to boarding. Maintenance removed aircraft from service and Flight Attendant was removed from trip.

## Time / Day

Date : 202309

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 : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2031952

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

## Person : 2

Cabin Activity : Boarding

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 2031941

Human Factors : Physiological - Other

## Person : 3

Cabin Activity : Boarding

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 2031947

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

### Narrative: 1

During the boarding process, a rotten egg smell was detected in the boarding area, front galley, and main cabin. Smell was reported to the captain, and he determined that we were experiencing an odor event. Captain came on the PA and instructed everyone to deplane ASAP. Crew was then met by ops who instructed us to start a report, call out sick and receive medical attention asap. We took a ride hailing service to an ER had blood drawn and received oxygen. All 4 of us flight attendants were declared good to go as our blood work came back with good readings. We were released and returned to the airport.

### Narrative: 2

During boarding, I noticed a strong smell of rotten eggs. At first, I thought a boarding passenger might have uncontrollable flatulence, but as more people came on I realized the smell was not going away. As I turned to notify the flight deck, the FO (First Officer) was coming out; I asked if he had any idea what that was. He planned to go check it out, and mentioned something about switching to or from the APU - I can't honestly remember the exact comment. In the meantime, more people came on and complained of the strong smell. When the FO came back, he went to the flight deck and said they were checking on what it could be. Shortly thereafter, he told myself and FA (Flight Attendant) 1 that we would be deplaning and the Captain came on with a PA advising everyone that we would be deplaning. FA1 was several months pregnant, so I immediately encouraged her to breathe through something (we found paper towels). I also grabbed some wet paper towels to breathe through intermittently (between saying goodbye to the passengers). Our passengers were deplaning rather slowly so FA 4 came on with a PA to encourage them to gather everything and deplane more quickly. The FO went to the top of the jet bridge to retrieve wheelchair assistance for our one wheelchair passenger. The 4 FAs deplaned as quickly as we could and regrouped at the boarding area. FA2 had already started calling a phone number, and we started moving to another boarding area (away from our passengers) to decide what to do next. FAs 2 and 4 both had some symptoms consistent with a fume event, and I was developing a headache. I am unsure of what caused the fume event.

### Narrative: 3

Shortly after boarding started the #4 & I discussed a rotten odor in the cabin. She contacted the flt deck with the concern. Flt deck called aft but I don't recall the conversation due to feeling light-headed & dizzy. Flt deck then made a cabin announcement that customers needed to deplane immediately. There should have been

more of a sense of urgency communicated so that the cabin crew could deplane quickly as well so as not to be exposed to the fumes any longer than necessary.

## Synopsis

Air carrier Flight Attendant reported a rotten egg odor to the Captain during boarding. The Captain determined it to be a fume event and instructed everyone to deplane.

## Time / Day

Date : 202305

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## 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

Cabin Lighting : High

## Component

Aircraft Component : External Power

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

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 : 2028783

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : Evacuated  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Took Evasive Action

## Assessments

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

## Narrative: 1

We had landed, disarmed the doors, and started to deplane. I handed paperwork to the Captain and at this point Rows 1 and 2 had deplaned. All of a sudden, I saw the Captain run out of the flightdeck, panicked, and go down jetway stairs to the outside. I looked out into the jetbridge and could smell a very heavy smoky odor. I looked into the flightdeck and noticed the windshield was covered in smoke. I couldn't see through it. It was very thick. The smell was overwhelming. I said to the F/O (First Officer) "what is that, is that fire? Should we evacuate, should we blow the slide in the back?" No answer. I asked again a few times. He then said "no don't. There's a fire but we can't locate it." I called the "B" to inform her that there was a fire but we are not to blow the slide because we can't locate it per the F/O. The Ops Agent stuck her head into the galley and said "get everyone off NOW." I got on the PA and said Evacuate evacuate evacuate. Everyone off now, leave your things. The "C" then grabbed the megaphone from the front galley and started to tell everyone to get off. People were still moving very slowly. I then got on the PA and said "we need to get everyone off, fire fire fire." The Captain returned to the flight deck. Once everyone deplaned, I got the remaining bags left behind by the passengers and put them in the jetbridge. The OPS Agent came on and told me that when they connected ground power to the plane, it started to spark and they couldn't get it disconnected. I then noticed two fire trucks had arrived when I looked out the forward galley service door window. At this point neither of our pilots addressed us nor debriefed us. We gathered our things and waited in the terminal for them but they never came. The Captain should have communicated with me as the "A" FA. If he was not able to, the F/O should have assumed command. Afterwards, I would have expected a debrief after an event such as this one.

## Synopsis

Air carrier Flight Attendant reported an external smoke event emanating from the ground power connection during gate arrival. Crew and passengers deplaned the aircraft and airport response vehicles arrived.

## Time / Day

Date : 202308  
Local Time Of Day : 1801-2400

## Place

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

## Environment

Work Environment Factor : Temperature - Extreme  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Ramp : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : B787-900  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : Aircraft Cooling System  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
ASRS Report Number.Accession Number : 2027460  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Ground Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Ambiguous

## Narrative: 1

I was Purser onboard this flight. When we boarded the aircraft, I asked the CA (Captain) to get the plane cooled down. Once boarding time (XA:23 hrs) came, the aircraft cabin was still at the same temp, 87°. I asked if the APU was inop and was told that it was working and blowing out cool air. Following the guidelines for boarding a warm aircraft, sec. X.X.X, states, "do not wait until temperatures reach 90 degrees." I brought it up to the flight deck four more times in the first 40 minutes. I had already dimmed the windows to 5 and announced for the passengers to open their air vents throughout boarding. Additionally, I spoke several times during boarding with Person A, the person ramping. I also reached out on Company communication twice about the temperature. The cabin temperature raised to 88°, then 89°. I pointed out to Person A and the pilots, once again, that the manual clearly states not to wait until it hits 90°, to be proactive. Person A just kept telling me that it wasn't 90° yet so nothing was to be done. I was clearly the only person being proactive as I could not get anyone else to take any action. We went through business class several times with predeparture beverages and also ice water I made in the galley. The aircraft got to 90° and about the same time, the #2 called and said the pax were getting very angry and unruly in the back. Since I had gotten nowhere with everything I did this entire time, I asked the #2 to come up front to help me communicate this information to the inflight and gate personnel there. #2 had gotten so overheated that he took off his outer shirt and had a t-shirt on underneath. He tried to cool down with wearing just the t-shirt and an apron (the apron was so he was recognizable as flight crew). When he came up, Person A got very concerned about #2 not being in "full uniform compliance." Person A started typing messages to the senior manager in charge about #2's uniform. I was extremely disappointed that this disciplinary move was the ONLY actual action I saw going on from the very people I was pleading for help with during our entire hot aircraft dilemma, which was now getting worse. We already knew pretty early in the boarding process that we would be on a maintenance delay because someone had accidentally damaged the outside of the aircraft fuselage. As no one here was new at this job, we all realized it was going to be a while for maintenance to go through the steps in the manual and sign off the logbook. Just as the temperatures kept creeping up, so did our maintenance delay. Pax in the back were shouting and FAs (flight attendants) were worried not only about the safety of pax due to overheating, but also that someone was going to get violent. Still, the only thing being done was a message being sent about #2's full uniform not being worn. After all this time of getting nothing actionable done about the heat, FAs told irate pax to go toward the boarding door to speak with personnel there. Pax were wanting to get off and wanting to get a more realistic time for the delay instead of the "about another 10 minutes or so" they had heard over and over by this point. The

situation was really getting out of control. Incidentally, the coolest place on the aircraft at this point was also in the galley between 2L & 2R because, in an effort to keep themselves from getting sick, FAs had opened the compartment doors so the chillers could be felt by them. I called Dispatch because I couldn't reach the Tower. Dispatch called the Tower for me. I messaged Company. I asked for more management to come down as all my time spent being proactive could not get a single thing done if the flight deck and passenger service refused to take action. Finally, at approx XC: 30 hrs, a customer service manager came down, and I explained how out of control the situation was getting. We hadn't gotten much movement on the temperature, the pax were getting angrier and angrier, and the delay was still going on. As I was relaying this info to the customer service manager, a pax near door 2L was again loudly saying that it's inhumane for us to keep them on this aircraft. Also, there was an employee, an older, slender in build gentleman in a suit with glasses who suddenly claimed we were "egging" the pax on. It was then that the customer service manager asked me to go to door 1L with him so we could speak without all this interference. I continued to explain all that had gone on and was going on. The suited employee had followed us up there. I explained that it was 87° when we boarded and I had started sounding the alarms, had climbed to 88°, then 89° and 90°. Suddenly, the suited employee exclaimed that it NEVER got to 90°. I said, yes, it had and that I had even taken a picture of it. I turned the phone to show him the picture and he yelled at me to step back and keep my distance from him. Confused, I looked at the customer service manager, who immediately apologized and said he'd talk to him. I asked the customer service manager if the gentlemen was accusing me of charging him or becoming aggressive. The customer service manager said it appeared that way, but agreed that I didn't do anything, and said, again, that he would have a talk with him. A business class pax then said they could not believe how the man just spoke to me. I then asked the customer service manager if no action had been taken all of this time because of a much too pervasive attitude in our company that I, as the #1 FA, must be overreacting to the situation or something? Am I just being labeled as hysterical, even when I have been calmly advocating for something to be done for over two hours now and had not had a negative interaction with anyone up until now? The customer service manager again said he'd have a talk with the suited employee. We finally got word we were ready to go, closed the door and pushed back at XC: 45, 2 hours and 22 minutes after beginning boarding with the 87° temperature. We took off at XD:09. At XD:21, the temp in the cabin was still 83° and our temperature at XD:55, after being in the air for 46 minutes was only cooled down to 77°, even though we had it set much lower than that. Suggestions: I'm not sure how much more I can say other than we HAVE to do better for our passengers. It does absolutely ZERO good for us to have warm aircraft policies if the Captain and the ground personnel refuse to take action. Our passengers entrust us with their safety, and we need to take that responsibility more seriously. Heat exhaustion is a very real thing and poses a very real threat to our passengers' and crewmembers' health and safety. According to the Cleveland Clinic, between 10 and 65% of people with non-exertional heatstroke die from the illness. Some other people experience permanent organ damage or neurological dysfunction, and we cannot always predict who it will affect. However, we CAN provide preventative measures if we all get on the same page with this policy. I pray that this company will not wait to take action until it's far too late to protect someone from irreparable harm. I am willing to be a part of this solution, but I obviously cannot change anything without the support of the other workgroups who are supposed to make up a functioning team that adheres to the policies set forth by the company. Additionally, we have been provided with uniforms that do not breathe properly. We have no summer option, other than to remove outerwear. Why is it not mandatory that we be provided with a summer option of natural materials that breathe in these extreme conditions?

## Synopsis

B787 Flight Attendant reported a high temperature cabin temperature during boarding and during the first hour of the flight. Reporter stated that passengers and crew experienced physiological symptoms due to the temperature.

## Time / Day

Date : 202308  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Work Environment Factor : Temperature - Extreme  
Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : A321  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Taxi

## Component : 1

Aircraft Component : Air Conditioning and Pressurization Pack  
Aircraft Reference : X  
Problem : Malfunctioning

## Component : 2

Aircraft Component : APU  
Aircraft Reference : X  
Problem : Failed

## Person : 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)  
ASRS Report Number.Accession Number : 2025431  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

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)  
ASRS Report Number.Accession Number : 2026047  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Person : 3

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 2026001  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Weather / Turbulence  
Anomaly.Ground Event / Encounter : Ground Equipment Issue  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Taxi  
Result.General : Maintenance Action  
Result.Flight Crew : Returned To Gate

## Assessments

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

## Narrative: 1

Prior to aircraft arrival captain informed crew that there was an issue with the A/C (air conditioning) on the plane. It was 105 degrees at ZZZ this particular day. We began boarding with very limited airflow in the cabin and the temperature began to increase to a very uncomfortable level. We closed the boarding door and before the cockpit door was closed the captain had informed the [Flight Attendant] A that we might have an issue with our tires. While waiting for maintenance to come out the temperature in the cabin began

getting even worse. Passengers were vocal about their discomfort. Took maintenance about 40 minutes to tell us that we'd need to deplane. During that time the captain made 1 PA to passengers letting them know what was happening. Captain claimed he informed the tower we would need to deplane and needed an agent to bring the jet bridge back to the plane. That took an additional 30 minutes to get an agent to open the door. During this time passengers began getting impatient (rightfully so) and a few passengers threatened to open emergency exits. Others started telling other passengers to call 911 for help. Once the door was finally opened the agent refused to let any passengers off until she took the temperature in the cabin. Drenched in sweat we were then asked to rush to a new gate to board another plane only to wait an additional 40 minutes for catering. We also had a few elderly passengers claiming they were close to losing consciousness because of the heat. Also had a kid sick from the heat. Suggestions: We have to stop boarding planes that don't have a functioning APU or proper A/C. It's so inhumane and ridiculous that we even do it in the first place. Something very bad is going to happen to a passenger one day due to these conditions. Captains need to refuse these planes and they need to be fixed.

### Narrative: 2

Boarded aircraft knowing 1 engine had to be manually started. We were not getting much air at all during boarding. Aircraft was heating up rapidly. Full flight. Doors closed, jet bridge pushed back when they went to start the 2nd engine. That took awhile. We then found out we had a low/flat tire. Outside temp was 106 deg. To chug tire they had to turn off engines. It was really hot. Then needed to deplane but the engines had already been turned off. No agent could be contacted. We waited over 30 min from Captain trying to get agents to open the door. People were throwing up, XX yr old man, new horns, one man yelling call 911 and a lady threatening to blow a slide to get out. People were getting hysterical. Crew was trying to calmly deal with this horrendous situation at the gate in ZZZ. WE NEVER LEFT THE GATE. DON'T KNOW WHERE THE AGENT WAS. When she finally arrived she was rude and insisting our flight number and where we had come from. We were in emergency mode at this point. She then blocked our exit to get a temp reading. She was totally in the way and causing us from deplaning. She called her manager sometime while we were trying to get off the plane. One [of] the crew got off the manager started lecturing us about our brand and got in my face and totally discriminating against us as she verbally attacked and bullied us. It wasn't until the [Flight Attendant] A got her to back off. Maintenance called and was no help. We we all dehydrated, headaches and I for one felt like I had heatstroke and was in shock. Company had us continue onto ZZZ1 on another plane. I was so out of it and just sort of went with what we were TOLD to do. One body on the ground showed us any help or compassion. Heat stroke is real and I believe I had it and was dehydrated too Suggestions: FAA need to hold airlines accountable in these extreme heat situation. People in ZZZ are dying due to the extreme heat this summer. Being locked up in a metal tube with no air is absolutely inhumane and can cause death. I hope that doesn't happen so Company needs to step up their guidelines and restrictions to take these broken planes all over. Airplanes must have air in the summer regardless before it can leave a gate.

### Narrative: 3

4 flight crew members and full plane of passengers! We boarded and told pilot it was too hot on board only one pack was working and it was only blowing cold air on the cockpit! The captain was told we had a tire issue and he made the decision to stay on and wait to hear the decision as temperatures were above 90 with no airflow we started having passengers to get sick (throwing up ) two infants turning red a XX year old man showing distress! Passengers started threatening to open slides to get out! Once the captain

decided to deplane but it took 30 more minutes for an agent to get to our gate !!! During this time a man started yelling for everyone to call 911 several passengers were hysterical! I became very light headed and worried about the passengers! This EVENT WAS A VERY DANGEROUS SITUATION! Suggestions: The pilot to refuse the aircraft or deplane as soon as we learned about the possibility of a tire issue! It was too dangerous to wait on the plane!

## Synopsis

A321 flight attendants reported excessive cabin temperature due to an equipment problem and high outside temperature. The aircraft was delayed returning to the gate with minimal airflow, passengers and crew were experiencing illness symptoms due to high cabin temperature.

## Time / Day

Date : 202307  
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 : B777-300  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Nav In Use : GPS  
Flight Phase : Parked  
Flight Phase : Taxi

## Component

Aircraft Component : Air Conditioning Distribution System  
Aircraft Reference : X  
Problem : Malfunctioning

## 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 (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 2018802  
Human Factors : Physiological - Other  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Taxi  
When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

Result.General : Release Refused / Aircraft Not Accepted

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Aircraft

## Narrative: 1

I am position XX at the very back of the 777-300. After being on the plane 5 hours with temperatures starting at 88 degrees when we boarded all the way to 100 degrees F. We had passengers and crew overheating on the aircraft. It was so bad with the young and the elderly. We kept the purser informed to let her of how bad the situation was getting in the back of the aircraft because it was cooler towards the front but still hot. Some crew was starting to get overheated during boarding as we were doing many duties in the cabin and I was working galley. We pushed back and the pilots kept saying it would get cooler once the engines were started. We ended up returned to the gate because something was wrong with the plane. It ended up starting to get hotter and hotter on the plane and running back and forth getting passengers cold compresses and water before they passed out. We ended up having all passengers deplane. We sat on the plane as management kept insisting we would be boarding shortly. The plane reached 100 degrees. Some crew told us it would not even show if it surpassed 100 in the cabin on the cabin temperature screen so may have been hotter. After 6 hours, Captain said he was refusing the plane. I kept record of the temperatures of the aircraft from when we were pushed back and coming back to the gate with passengers onboard. I kept updating everyone as the temperatures reached 100 degrees in the cabin. I have time stamps of the cabin temperature rising over the hours when they said the plane should be cooling down with passengers onboard. All is documented in the app for our flight. This plane has had this issue for more than a week. One of the crew members worked the same plane last week and had issues.

## Synopsis

Flight attendant on a B777 reported a cabin temperature reaching 100 degrees while sitting on the tarmac. After returning to the gate for further maintenance work the passengers were deplaned. The FA states management required the FA's to remain on board, anticipating re-boarding of passengers. The Captain later refused the aircraft.

## Time / Day

Date : 202307

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 : A321

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

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2018441

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

About 10 minutes before departure I noticed a very strong and horrible smell in the cabin. I was at seat XX at the time. I went to the aft galley to try and get away from it but it was

just as strong. I called the Captain and he stopped boarding and told the passengers to get off the plane and take their belongings with them.

## Synopsis

Air carrier Flight Attendant reported a strong horrible odor of unknown source during boarding. Flight Attendant notified the Captain who ordered passengers and flight crew to deplane.

## Time / Day

Date : 202307

Local Time Of Day : 1201-1800

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

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

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2017916

Human Factors : Workload

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

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

Lithium ion bag seal. Seal broken.

## Synopsis

Air carrier Flight Attendant reported the seal of a Lithium Ion battery bag was broken.

## Time / Day

Date : 202307

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 : Regional Jet 900 (CRJ900)

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

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 : 2015812

Human Factors : Troubleshooting

Human Factors : Time Pressure

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

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.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Everything was going smoothly, we had pushed back from the gate and did our demo. After the demo, the aft Flight Attendant came to the front of the aircraft and told me that a passenger had said they had lithium batteries in their specially tagged bag. I asked if it was a large black backpack, and they replied yes. I alerted the flight deck and we returned back to the gate. During boarding a man had a large black backpack that didn't fit into the overhead bins. I remember asking him if he had any lithium ion batteries, medications, or electronic devices in his bag and he replied no. The bag was specially tagged. I later learned that aft Flight Attendant had also asked this man the same question. After arriving back at the gate a woman said that her checked, white tagged bag has a drill in it with the portable drill chargers - not attached to the drill - the wireless battery kind that hold a charge. I alerted the flight deck. Both of these bags were eventually taken off the plane and the passengers along with them. It took over an hour for the bags to be taken off as there was a lot of back-and-forth with if they needed to be taken off the plane with the rampers, Tower, and gate agents. The Captain wanted them off. We also needed to re-fuel as we were about to take off when we learned about this problem and needed to do the gate return, so we were underweight and 3 more passengers were boarded.

## Synopsis

CRJ-900 Flight Attendant reported during taxi that two separate passengers each had a bag that contained lithium ion batteries, and both were checked baggage. The flight crew then returned to the gate to remove the bags, the passengers, and refuel.

## Time / Day

Date : 202307

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 : Initial Approach

Airspace.Class B : ZZZ

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2014510

## 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 : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 2014417

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Landed in Emergency Condition  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Upon leaving ZZZZ and making our approach into ZZZ, the flight crew and flight attendants detected an odor in the aircraft. The Captain made a landing where it was met with vehicles. Passengers safely deplaned as well as the flight crew. The flight crew did experience headaches and a strange taste in their throat. They were examined and advised by medics. This airplane had a fume event prior to our departure, which delayed our departure by 22 hours and 45 minutes out of a ZZZZ. Perhaps a more comprehensive inspection is in order for the aircraft.

## Narrative: 2

This event occurred on a recovery flight after this aircraft was downed for a safety of flight event and, theoretically, stabilized with the APU deferred. Takeoff and enroute portions of the flight were unremarkable, at least in regards to this issue. I say this because we did have a few avionics/electrical issues which may or may not be related to this event. One other item of note was that we discovered afterward that one of the FAs (Flight Attendant) had noted some unusual noises from the aircraft belly before departure but didn't have time to report them to the flight deck. As the Airbus can make some unusual noises in the back, it's difficult to say whether this was truly out of the ordinary. Also, the maintenance crew that had repaired the aircraft was on the flight, and I did not hear any comment from them on these noises. In any case, the flight proceeded normally until we began our descent into ZZZ where we began to notice a smell in the flight deck. I would describe it as an electrical insulation smell, though not acrid as though something were burning. The FO (First Officer), who undoubtedly has a better sense of smell than I do, seemed to feel it was more pungent than I. I called to the back and asked if they smelled anything and at least one FA noted a smell of "new shoe leather/dirty socks." Initially, as we were already on a straight shot for the field and now below FL180, I did not feel that declaring an emergency would benefit us. But, as the FO began reporting some symptoms like scratchy throat, we decided to get the aircraft on deck as quickly as we safely could. I called to the back, told them we were [requesting priority handling], but that it was just a precaution - there wasn't time to be more thorough and not be an impediment to safe flying. The FO and I donned our oxygen masks, though they were so difficult to communicate with that we elected to remove them for final approach. We touched down and cleared the runway. As the safety vehicles were swarming the jet, I elected to make a PA to reassure the passengers and FAs. Originally, I had thought to shut down on the taxiway, thus removing the likely source of the fumes. Unfortunately, the FO reminded me that we had no APU, which would have meant trapping the passengers on the runway in an unventilated, uncooled, unpowered aircraft until a tug, a power cart, or a set of airstairs could be dragged out to us. Faced with that, taxiing the aircraft to the gate seemed the quickest way to get the passengers away from any possible inhalation hazard. With very brief delay, we taxied into the gate and shut down. We considered and rejected using the emergency deplaning procedure as it seemed more likely to cause panic and injury than

normally exiting the depowered aircraft. Overall, although things did not go anywhere near how I had expected them to, I think we took the best courses of action available to us at the time. The FAs were checked out by a med tech in the terminal after deplaning and as far as I am aware, no passengers required medical attention from the event. Safety of flight issues seem to be running rampant through the Airbus fleet. I've been involved in three myself in varying capacities. I can't imagine that there are no long-term effects from repeated chemical inhalation. I know that the installed oxygen masks are industry standard. However, compared to the simple military jet masks that I wore for ten years, these are horrible.

## Synopsis

A321 Flight Attendant and Captain reported a fumes event during initial approach for landing.

## Time / Day

Date : 202306

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## 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

Nav In Use.Localizer/Glideslope/ILS : RNAV XX

Flight Phase : Descent

Flight Phase : Initial Approach

Flight Phase : Cruise

Airspace.Class D : ZZZ

## Person : 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 : 2011905

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Person : 2

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 : 2011906

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : Landed in Emergency Condition

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

I was doing my initial descent cabin preparations while waiting for the final approach notification. While waiting for the chime I noticed the flight deck was calling me (normal call). Captain advised me of an ongoing priority which I quite didn't understand completely but was asked to prepare the cabin for a possible evacuation and to be ready for bracing signals. They sounded busy and said they would call me back later. I rushed to prepare the cabin (short notice) since I wasn't specified how much time I had. I rushed to secure the galley and the passengers the best I could, briefed my exit row one second time and asked them to review the safety card once again. Captain made an announcement explaining the situation but I was busy getting everything in order, I didn't pay much attention. I made sure nothing was blocking egress and proceeded to read the Flight Attendant Manual (FAM) on the evacuations section. Already seated and in a brace position I hear the landing gear and review my commands one last time and suddenly before touch down I hear 'brace brace brace' and I start shouting 'heads down stay down' louder every time until all people were down. We landed safely and 1 over head bin opened during landing. We taxi out the runway and I stand up to close the overhead bin full of bags, and people were surprised saying I did a great job, however people from row 7 and behind said they heard noises during landing and that they smelled smoke. We park at the gate open draw door and I made sure all passengers exit the aircraft safely and quickly as possible, since I don't really know what's going on I said to leave bags behind. Then I go back make sure everybody is out and grab bags left behind (since we are safe) and stand outside with all the passengers and firefighters entered the aircraft.

## Narrative: 2

I was in the middle of initial descent cabin preparation while waiting for the final approach signal, then I realized I got a normal call from the flight deck instead of the final approach notification. I answered the call on the forward flight attendant station and received what could have been a special briefing. I received a very brief description of the type of priority we were having (smoke in flight deck), instructions to prepare the cabin in case we experience a [priority situation] and to be ready for bracing signals. All this from the Captain, as they got busy they said they would call me back to finish the briefing, I don't remember receiving the time left we had till landing. As soon as I finished the call, I look through the windows to estimate how much time left we have till landing then I proceed to turn the lights on bright, I don't do any announcements because I don't want to waste time (again I don't know how bad the situation is and how much time we have) and proceed to secure the passengers and the cabin the best way possible since I was told to be ready for a possible emergency. I make sure nothing could be blocking the egress of any of the passengers and brief the exit row one second time and ask them to review the safety information card once again. I start to shout that seat belts must be fastened, tray tables up, seat backs up and all loose items out of the way, in the meantime Captain made

an announcement that I couldn't hear well because I was busy making sure everything was right and people seemed to follow instructions. I read the manual for 2 minutes on the evacuations section when I hear the landing gear down and proceed to secure myself on my jump seat with seat belt and harness low and tight, I do a quick review of my commands and when I hear 200 ft. from the flight deck I hear "brace brace brace" (I later found out the pilot shouting commands was the First Officer) through the PA, and I start shouting "heads down, stay down" over and over making sure people do the brace position. We touch down and the landing feels quite normal, one of the overhead bins opened during landing. I keep shouting my commands, I never heard the instruction to evacuate which led me to remain seated while shouting commands and waiting for further instruction. We taxi out the runway safely, I stand up to close the overhead bin full of bags and look through all windows and everything seemed safe. I go back to my jump seat and ask people to remain seated with seat belts fastened and asked them if they were ok. People from the middle section to the aft section start telling me we were off the runway during landing, that they also heard crackling sounds, they saw smoke and they were noticing a burning smell. I personally didn't notice any of those things. We park at the gate and they have the walkway ready for us, firefighters were there and we performed an expedite deplaning. I wait till all the passengers are out and go check the cabin and lavatory to make sure nobody is left behind, with Captains permission I returned to grab the bags once it was safe, firefighters entered the aircraft.

## Synopsis

Air carrier flight attendants reported preparing the cabin for a possible abnormal landing because of smoke reported in the flight deck. The aircraft landed safely and the passengers were able to deplane normally.

## Time / Day

Date : 202306

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Aircraft

Reference : X

ATC / Advisory.Center : 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 : Cruise

## Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2011884

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Critical

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Procedure

Primary Problem : Aircraft

## Narrative: 1

After level off, I (Flight Attendant 4) proceeded from my jumpseat to the aft galley to prepare for service. Sat in jumpseat at 4R door. Aircraft continued climbing and door began making a loud, low, mechanical rumbling noise. Noise got louder. Strapped myself in and asked Flight Attendant 2 if she could hear the noise. She came over to the door and could also hear the noise. Did not sound normal/we had never heard anything like it. I proceeded to call the Flight Deck to advise them of the issue. Captain said he would call back. Captain called back, asked me to describe the noise again. Noise had dissipated in the several minutes between, but reoccurred when altitude/adjustments were made. The three beverage carts aircraft right were also noticeably shaking/vibrating, while those on aircraft left sat still. Vibrations could be felt in floor near aircraft right slide bustle and when placing one's palm on the door or adjacent fuselage. Decision was made to return to ZZZ. Captain advised us of a precautionary landing protocol. Strapped myself in at my original jumpseat and completed 30 Second Review. Aircraft was able to taxi safely back to terminal. Passengers remained onboard and mechanic boarded. I explained situation to the mechanic in aft galley. Mechanic asked if it could have been someone in the lavatory. No one entered the aft aircraft right lavatory during the initial incident. This was an abnormal sound, emanating from the 4R door/the surrounding area. In nine years of flying, I have never heard something similar. Captain called me forward to describe the incident one more time for the official logbook. Ground Supervisor came into Flight Deck during this and interrupted Captain twice about extending his duty day and switching aircraft, before the initial safety write up could be completed. Captain asked him to step back. Safety protocols then continued to be followed to completion. Captain later informed us that this aircraft had previously been written up for the same issue. He read us the original write up, and several parts were nearly verbatim. Loud, low mechanical noise starting around 17,000 ft. This aircraft needs to be removed from service until such time as the issue is fully identified and repaired. The aircraft was initially reassigned to us the next day (less than 24 hours later) having been sitting in a non-hub station and inspected by maintenance who originally asked us if the door noise and vibrations could have been caused by a passenger in the lavatory. The problem has obviously been detected before and remained unsolved.

## Synopsis

A320 Flight Attendant reported that during climb, they heard a loud rumbling noise and felt vibrations in the floor. Flight Attendant advised the pilots and the flight returned to departure airport.

## Time / Day

Date : 202306

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 : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Person

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 : 2011248

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Taxi

Result.Flight Crew : Returned To Gate

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

Operational Issue - Flight Attendants (FA) notified Agents at XA: 34 bins were full and bags needed to be gate checked. No response from Agents. Would have been great if Agents proactively began checking bags of passengers who were still waiting on jetbridge, but this didn't happen. I advised all passengers via PA to go to the front of the aircraft to speak with the Agent about checking bags, as per manual, Agent and passenger need to have conversation regarding batteries, e-cigarettes, etc. This was not happening! Agents were simply taking the bags to be checked and tagging them with a generic tag, no seat number and no last name! This is not only a security issue, but ruins the customer experience as now the customer has no means of recourse if bag is lost because no passengers received a bag tag! We departed 5 minutes late because of this and pushed back from gate. Passengers then notified FAs that he had a laptop in his gate checked bag. I notified the Captain as per manual. We returned to gate, had ground crew pull bag, and passengers removed his laptop resulting in a departure of XB:09, 24 minute delay. Had Agents checked bags proactively and completed conversation re: batteries with each passenger, this could have all been avoided. Suggestions - Please remind everyone to follow policies and procedures, even when under pressure. Procedure for Agent to have conversation with each passenger for gate checked bags did not happen resulting in us having to return to the gate and delay the flight even further. Additionally, manual is confusing. It would be great if this could include a diagram or reference to items containing lithium ion batteries like laptop, cell phone, tablet, etc., and indicate if these are allowed to be in checked bags or not. Upon further investigation during the flight, the Pilots informed me that per their FOM it was actually ok if that passenger's checked bag contained a laptop as the lithium ion battery was attached to the laptop and not separate. However, in the heat of the moment, that was not clear in either the FAs manual or the Pilots FOM. We could have avoided that entire situation. Please consider reformatting this section to make it more clear for both FAs and Pilots.

## Synopsis

Flight Attendant reported being notified during taxi by a passenger that his gate checked bag contained his Laptop. Captain was notified and flight returned to gate to retrieve the Laptop.

## Time / Day

Date : 202306

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 : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## 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 In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2007800

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Diverted  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Before take off FA#2 called me about a odor in the back cabin and galley, so I went back to confirm what he smelled and I smelled the odor too as I approached row 21 and FA#4 did as well. After take off FA#2 told me that the odor was still there so I went back there again to confirm what they could smell. I told him to go ahead and call the captain and let him know. I went back up to the front galley. FA#2 came to front galley and told me that he let the captain know and that he was feeling light headed and a little dizzy so I told him he may need to go on oxygen and call the captain back and let him know what he was experiencing. The captain then asked if he needed to call the POC (Physician on Call). The POC was contacted and he was told to get on oxygen. Captain called and asked about smell, so I did a cabin check and called him back and let him know the sweet odor was still present. Captain told me that he was going to try to flush the cabin air and see if that helps. Afterwards he called and I did a cabin check and sweet odor was still back there. After the cabin service that FA#4 and I did her symptoms heightened and she went on oxygen as well. I updated the captain on the odor and both fa's and told him passengers were asking concerning questions. He let us know that we would be diverting and that the oxygen mask would be deployed at 14,000 ft when we started descending and he made a PA to the passengers. FA# 2 and FA #4 said they had a combination of symptoms of feeling foggy, lightheaded, dizzy, sick to stomach, eyes burning, metallic taste, dry mouth, and a little slow articulating. Captain made an announcement that oxygen mask were being deployed when we reached 14,000 ft and FA# 2 made an announcement instructing on how to use them and I went through the cabin to check on the passengers and to make sure they were ok and knew how to properly use them if they needed oxygen. After landing we were met by two managers and the police, emt, fire dept. A announcement was made to the passengers that if they needed any medical attention and want to be checked out it was available for them. The emt's checked our vitals. I was told mine checked out fine. I only had a metallic taste in my mouth which I have had [previously]. We were then bused to terminal. Once we deplaned 2 supervisors met the flight and was given an brochure and a letter to attend a mandatory meeting tomorrow that I have been withheld from service for a investigation into a potential performance matter. This event was handled really well by the crew. We all communicated well and worked as a team. We all took care of each other and our passengers. We all put safety first. I was also contacted by several inflight managers to see how we were doing and received instruction and support about what we needed to do.

## Synopsis

Air carrier Flight Attendant reported a persistent dirty socks odor in the passenger cabin during cruise which was reported to the Captain. After troubleshooting the flight diverted to a suitable airport where airport personnel met and provided medical support.

## Time / Day

Date : 202305

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## 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 : Parked

## 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 : 2002420

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

On Flight XXXX ZZZ - ZZZ1 passenger in [row] XX brought on a Hover Board. The gate agent verify with the Manager whether the Hover Board could be stowed in the plane? She said they said "yes". Even though she knew that wasn't correct. Flight Attendant 4 (FA) came to the back and told me they allowed a Hover Board on board and she didn't think it was allowed. So we looked it up and under Carry On Baggage, Manual, it states Hover Boards (do not accept) X- Carry- On or X- Checked. So I went to the front and told [the purser]. Asked where did I find it and questioned weather my IPAD was updated. Then I looked at the Captain (CA) and told him if they don't remove the Hover Board I'm not flying. So CA got up and he asked gate agent to get passenger. I showed [the purser] how to find the Hover Board under carry-on, on her personal iPad. CA & First Officer (FO) show passenger the iPad that Hover Boards were excluded from flying on the aircraft. CA told me to get the Hover Board. The husband brought Hover Board forward. The passenger, stated to me that they had called our customer service before they brought the Hover Board on vacation and they stated it was OK, plus the Hover Board had flown on [another airline] already from ZZZ1 - ZZZ. I told her that the previous crew had missed it and it was in our manual stating that it could not fly and I didn't feel safe with the Hover board on board our aircraft, especially since it was written in our guide lines. I know I should not write my opinion, but [the purser] did not think that Carry-On was part of our manual, because the information was not located in the manual. The second guessing between us was probably the most difficult confronting the passenger. Another suggestion is if we can get an explanation to why it can not be on the plane?, what can happen?, what can we explain to the passengers.

## Synopsis

Air carrier Flight Attendant reported a communication breakdown between two Flight Attendants regarding the transport of a Hover Board. Ultimately the flight attendant manual stated that Hover Boards are not allowed onboard.

## Time / Day

Date : 202305

## Place

Altitude.MSL.Single Value : 34000

## 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 : Cruise

## Component : 1

Aircraft Component : Pressurization Control System  
Aircraft Reference : X  
Problem : Malfunctioning

## Component : 2

Aircraft Component : Cockpit/Cabin Communication  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

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)  
ASRS Report Number.Accession Number : 2000652  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

Rapid decompression occurred approximately 30 minutes into the flight and roughly around 34,000 feet. Oxygen masks did not deploy. PAs from the flight deck were not heard by Flight Attendants (FA). FAs began planned immediate checklist but were unable to complete due to time constraints.

## Synopsis

B737 Flight Attendant reported oxygen masks did not deploy during a decompression event in cruise. Flight Attendants did not have time to complete checklist.

## Time / Day

Date : 202304

Local Time Of Day : 1201-1800

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

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

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Fuel System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1989499

Human Factors : Other / Unknown

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Event / Encounter : Fuel Issue

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

#### Narrative: 1

Fuel spill, the fuel tank overflowed.

#### Synopsis

Flight Attendant reported a fuel tank was overfilled resulting in a fuel spill.

## Time / Day

Date : 202304

## 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

Route In Use : Vectors

## Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1989479

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1989486

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

I was seated at 1L fwd facing across from the purser. Upon landing in ZZZ, she received a call from the back stating that the door opening handle began to raise up when we landed. It took both the 4L and 4R Flight Attendants to keep the handle down and prevent it from continuing to raise. The purser notified the cockpit on arrival. Upon exiting the cockpit, one of the Captains stated that they got an indication a couple hours ago that the door was open but there wasn't any pressurization issue so they kept of going and didn't think it was necessary to inform the flight attendants.

## Narrative: 2

4L Door arming handle raised up about 3 inches during the our normal landing. The other crew at 4R came over to help. and I had to restrain the handle from continuing to raise. He was able to push the handle back to normal. I called the purser and the pilots were notified.

## Synopsis

Flight Attendants reported the door operating handle came unstowed and began to rise up. The handle had to be held in the closed position until landing was complete.

## Time / Day

Date : 202304

## 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 : Climb

Route In Use : Vectors

Cabin Lighting : Low

## Component : 1

Aircraft Component : Waste Water Disposal System

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Toilet Furnishing

Aircraft Reference : X

Problem : Malfunctioning

## Component : 3

Aircraft Component : Aircraft Logbook(s)

Aircraft Reference : X

Problem : Improperly Operated

## Component : 4

Aircraft Component : Company Operations Manual

Aircraft Reference : X

Problem : Improperly Operated

## Component : 5

Aircraft Component : Minimum Equipment List (MEL)

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1989465  
Human Factors : Confusion  
Human Factors : Troubleshooting  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
Detector.Person : Passenger  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

This report is being submitted as a health and safety concern for passengers and crew on the aircraft. Upon landing in ZZZ, the D Flight Attendant (FA) and I noticed a distinct sewage odor and the literal flood of water coming from one of the AFT Lavs (First Officer side). I called the Captain to report and we agreed to monitor it for the turn to ZZZ1. The stench and water collection in the galley and outside the lav continued on both legs. I again called the Captain to report and they said and I quote, "tell the maintenance staff coming to fix some bin molding, and they can look at it." It was the end of their trip and they were commuting home after the leg. Maintenance came onboard and confirmed we had an issue and indeed did smell sewage. They told us that the galley "mat" had obvious bubbling consistent with this kind of leak. They said the fix would involve taking this newer aircraft out of service, removing the mat, letting it dry completely, treating the area with a product to eliminate the germs and bacteria, and replacing the mats in the galley and lav. There was obvious buckling and bubbles in both areas and the area outside the lav had a visible brown/gray area. It was again decided by our new Captain to have it looked at in ZZZ2, which was a Maintenance base and our final destination. Once in ZZZ2, Maintenance came on, and told me this aircraft had a long history with the leaking lav and the sewage smell. I asked them why we wouldn't fix it and they said it would be a long fix, it wasn't the end of day for the aircraft, and they only took care of these issues when they were terminating flights. A passenger, was seated in 30D and they said it was definitely a strong sewage smell, which they said they smelled throughout the flight. I am honestly appalled we continue to allow aircraft with these types of issues to remain active without a maintenance fix for a blatant and serious health risk to crew and passengers. Having to

smell that sewage for our entire duty day was horrible. Sewage and gas odors such as this present health risks and are toxic to the system. I coughed all day yesterday, had a runny nose, eye tearing and felt periodic nausea. It was truly disgusting.

## Synopsis

B737-800 Flight Attendant reported waste water and sewage were leaking from a lavatory during a flight sequence. After reporting it to the Captain, the discrepancy went unaddressed by the flight crew and maintenance.

## Time / Day

Date : 202303  
Local Time Of Day : 0001-0600

## Environment

Flight Conditions : VMC  
Light : Night

## 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 : Climb  
Route In Use : Vectors

## Component

Aircraft Component : Cowling/Nacelle Fasteners, Latches  
Aircraft Reference : X  
Problem : Malfunctioning  
Problem : Improperly Operated

## 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)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1988962

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Diverted  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

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

## Narrative: 1

Flight Attendant observed a loose panel on top inboard side right engine nacelle. Flight Crew was made aware of situation. Flight crew contacted Maintenance and Dispatch via sat phone. Flight was advised to divert to ZZZ. Flight Attendants were briefed and Passengers were advised of the situation. Flight was conducted to ZZZ, ATC was advised, and overweight landing performed. All operations conducted per Company SOP to include all pertinent checklists. Taxi to gate was uneventful. At the gate logbook entries were made for the loose panel and overweight landing.

## Synopsis

Flight Attendant observed a loose panel on the engine nacelle during cruise. After contacting dispatch and maintenance, the crew diverted to a nearby airport where an overweight landing was made.

## Time / Day

Date : 202303

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

Cabin Lighting : High

## Person

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 : 1984142

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Ground Event / Encounter : Vehicle

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I was in the forward galley about to do safety checks and was standing in front of galley carts when I felt a hard crash/jolt. I heard a loud bang. First Officer was sitting in the flight deck and asked if I was okay. I did not hit anything or hurt myself but felt a little woozy about 20 minutes later. Later found out a tow truck hit the plane and cracked it. Plane could not be used and the whole crew had to use a different plane.

## Synopsis

Flight Attendant reported a tow truck collided with the aircraft during pre-flight while parked at the gate. Aircraft was removed from service.

## Time / Day

Date : 202212

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## 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 : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1981241

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

When we landed back in ZZZ from ZZZ1, the LFA (Lead Flight Attendant) told us that we had a huge risk on our flight that we didn't know about until we have deplaned. They said

they saw a personal oxygen machine that you plug into the wall at home being brought up for our passenger who was deplaning in ZZZ and LFA asked what is that and where did it come from. Apparently it was checked in and was with the baggage under the plane from my understanding, the way the LFA explained it to us all. I never got to see it because I was in the back of the plane and by the time I made it to the front, all passengers had deplaned. From my understanding, personal oxygen is not allowed to be brought on the plane and kept on person or be checked in. This is a very serious matter and needs to be looked into before this passenger tries to travel back with it on the next flight or if someone else brings it and employees don't follow the safety protocols/rules. It's a disaster waiting to happen in the air. Train ticket counter agents, gate agents, and bag loaders to not accept personal oxygen systems to be loaded under the plane with the luggage to prevent aircraft fire/explosion.

## Synopsis

A320 Flight Attendant reported being notified after arriving at destination that a passenger packed a prohibited personal oxygen machine in checked baggage.

## Time / Day

Date : 202302

Local Time Of Day : 0001-0600

## 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

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Nose Gear

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1978886

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Diverted

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Landed in Emergency Condition

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Around XA45 while in flight, in cruise, Captain calls and informs Person A and I that we have a situation in which the nose gear is not functioning properly and that it's still down. That we will be landing in 20 minutes, but he's going to circle to get rid of some fuel and hear back from Tower on what to do next. He will call back shortly with an update, for

Person A and I to remain seated until he calls back to give us further instructions and information. We complete our procedure and hang up. Person A then calls me and we synchronize our watches and talk about what we plan on doing once the Captain calls back with further instructions. By this time it's XA51, 14 minutes left before we land. Around XA58, Captain comes on the PA and informs passengers of the situation. States we're heading back to ZZZ, due to nose gear issue, but it will be a normal landing. XA59, Captain calls to Person A and myself, repeats normal landing, all gears are down, including the nose gear, all lights show green, we should now be landing in 10 minutes. We repeat procedure, Person A ask Captain is it okay to make our announcements now, he states "Yes" and set clocks now to 9 minutes, which is XB01. Person A does the announcement, we do compliance check and walk through. After accessing outside, we noticed we still had time and we made the before landing announcement. Did another compliance check, after that we took our seats. By that time it was XB10, landed at XB20. Normal landing as stated by the Captain, arrived to gate, and then deplane. End up switching aircraft and departing out of another gate.

## Synopsis

Flight Attendant reported a landing gear malfunction required a return to the field.

## Time / Day

Date : 202302

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Cockpit Window

Aircraft Reference : X

Problem : Malfunctioning

## Person

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)

ASRS Report Number.Accession Number : 1978864

Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Critical

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 : Landed in Emergency Condition

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

Smoke and burning in flight deck windshield. Captain [requested priority handling] and said it was going to be a normal landing. I prepped the cabin normally for landing and when we arrived at the gate we deplaned passengers and then firefighters came on board to do checks.

## Synopsis

E145 Flight Attendant reported there was smoke and burning in the flight deck's windshield and prepped the cabin for landing.

## 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 : 202302

## 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

Cabin Lighting : High

## 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 (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1974269

Human Factors : Workload

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers' bags were gate checked when we still had space on the aircraft. After two passengers boarded, they stated they had batteries in the bags that had been gate

checked. I spoke with the operations crew and retrieved the two bags taking them onboard the aircraft since we still had plenty of bin space onboard.

## Synopsis

Flight Attendant reported two passengers notified her their bags containing batteries were gate checked. Flight Attendant was able to retrieve bags for cabin transport.

## Time / Day

Date : 202301

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

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 : Turbine Engine

Aircraft Reference : X

Problem : Failed

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1973779

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Clearance

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Landed in Emergency Condition

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

Pilot In Command (PIC) called stated we had to return to ZZZ failed engine will give further instructions when it was provided. Safe landing. Maintenance resolved the issue. Updated paperwork and started flight to ZZZ1. Passengers were happy and safe.

## Synopsis

EMB-145 Flight Attendant reported an engine failure resulted in a safe return to departure airport.

## Time / Day

Date : 202302

## Place

Altitude.MSL.Single Value : 22000

## 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

## Component

Aircraft Component : Engine  
Aircraft Reference : X  
Problem : Failed

## 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)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1973737  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Diverted  
Result.Flight Crew : Inflight Shutdown  
Result.Flight Crew : Landed in Emergency Condition  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

During Inflight Service I was working in first class delivering meals. The First Officer called and asked for his and the Captain's meal to be placed in the oven. I informed him that we would call back when finished. I would account for maybe 5 minutes later the first class galley position [Flight Attendant (FA)] A and I noticed that all the ovens on the right side turned off and so did the power on the right side of the aircraft. As FA A and I prepared the crew meals for the cockpit the ovens had turned back on. With a couple of failed attempts to reach the cockpit, FA A had thought to just call them back in a few minutes. Moments later the cockpit called back and the Captain informed FA A that we had 20 minutes before we land and that due to right engine failure, we will be diverting to ZZZ. Once FA A hung up the call and proceeded to inform the Purser and myself what was relayed to her from the Captain the phone rang again from the cockpit. FA B, the purser answered the call to which she was informed we only had 10 minutes until landing. The purser relayed this information to FA A and I then tried to contact the rest of the crew. She made a PA for "crew members to pick up the phone." I immediately told her to contact the crew via all call on the phone and not PA. The crew members then called up to door 1R and told us that they noticed we were descending around 22,000 ft. and were concerned. I immediately cleaned first-class meal trays, and drinks and ensured all performed all safety checks then sat in the jump seat. Moments later we landed safely in ZZZ.

## Synopsis

Flight Attendant reported crew communications were improper after the flight began an unexpected descent due to an engine failure.

## Time / Day

Date : 202301

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 : A319

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

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1963403

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

## Assessments

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

## Narrative: 1

All FAs were called by interphone, by Captain. We were asked if we smelled or saw smoke. We all replied, no. He then told us of the activation of a Fire Extinguisher in the Aft Right Cargo Bin. He told us to do an arrival all call and deplane the Passengers. FAs then did an arrival all call. #1 then made an announcement telling the Passengers they needed to deplane, now. As our flight was already delayed from the original departure time of XA: 34, and it was now approximately XC: 20, the passengers were moving slowly. #1 had to make the announcement several times in order to speed up the process. As passengers were deplaning, I then, began to get a 'very faint' smell of scorched or burning cloth, in the back galley near 2R door. I asked #2 if she smelled it as well. After coming closer to the right side of the galley aircraft, she too, confirmed, faintly smelling burning cloth or something of that nature. I then tried calling the front end crew. But realizing they would be speaking with other personnel and not getting a response, I called #1 and told her that both #2 and I, #4 smelled a faint odor of burning cloth or something similar, which she relayed to the Captain. After all passengers deplaned, all FAs made a complete cabin check and also deplaned.

## Synopsis

A319 Flight Attendant reported while at the gate the flight attendants were told by the Captain a fire extinguisher in the aft right cargo bin was activated. Passengers and flight attendants were deplaned.

## Time / Day

Date : 202212

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Light : Daylight

## 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 : Descent

Cabin Lighting : Low

## Component

Aircraft Component : Parking Brake

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1960602

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Critical

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

This is what I remember from the incident. It was a beautiful sunny morning, although it was a little chilly the sun was out already. We had a normal boarding procedure, our everyday routine was the same. We preflighted the aircraft, then got ready to board the passengers. Our flight time was about 37 minutes with 21 passengers on board. I was cleaning up my galley area after just finishing service for first class. All of a sudden I heard a sound, [the] call button, and the red light was flashing. I noticed right away that it was the emergency call button. I walked and picked up the phone - [the other] Flight Attendant also got to the phone at the same time as me. We both answered the call, and before we could say "nature of emergency," the Captain told us to take a deep breath. I was super nervous at that time because I only see [the] green call button when working flights. The Captain explained to us that the parking brake was not releasing. There was no special command yet and he will let us know if we need to evacuate or not. After the phone call [the other] Flight Attendant and I started to prepare the cabin for arrival. Since our flight was short everything happened pretty quick. We double-checked to make sure everything was latched and secured properly. We made sure the passengers were buckled up, and bags were stowed away away so it's not in the way if we do have to evacuate. With the smile on our faces - nervous inside. The Captain made an announcement to the cabin and explained the situation. He assured everyone to not worry, he let us know in advance that we will see fire trucks and emergency vehicles. The flight was still smooth when we were preparing the cabin. I went to the back to talk to [the other] Flight Attendant. We both assured each other that everything will be fine, we just have to wait for Captain's update. Then we got back to our jump seat. I went into my brace position and did my silent review. At the same time I was ready for any command from our Captain. Was I nervous still? Indeed I was but I couldn't show that to the passengers - I mean some of them were sleeping. But still, as the A Flight Attendant all the faces are on me, which meant that I have to show them that there is nothing to worry about and I truly trust our Captain. I was ready for any command from the Captain, just tell me when. As we descended I made note of my [mental checklist]. At last we landed smoothly in ZZZ. As we made our way to the gate there was already emergency vehicles ready for us. Overall, I am grateful that we landed safely and we did not have to evacuate. I'm also thankful that our Captain made the right decision, because we never know what could've happened. Yes, our tires didn't pop, and that's a good thing right. I believe that this moment prevented us from further emergency situations. Everyone landed safely and that's what matters the most to me. After deplaning the passengers we all went on to a new plane for our next flight.

## Synopsis

EMB 170 Flight Attendant reported the aircraft landed with a malfunctioning parking brake.

## Time / Day

Date : 202212

Local Time Of Day : 1801-2400

## Environment

Flight Conditions : VMC

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 : Descent

Route In Use : Vectors

## Component

Aircraft Component : Pressurization Control System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1958758

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

### Narrative: 1

I had just finished my service and as I was going back to the galley. I could tell we were descending. At this time we are usually at cruising altitude. As I got back to the galley, an immediate call came from the flight deck, the Captain notified me that we had lost depressurization and to take my seat immediately. I secured the cart at an angle and took my seat. My ears were popping like crazy and I was feeling a little nauseous but still ok. The Pilot in Command called the priority again and told me that we couldn't continue and we had to return to ZZZ. I made an announcement and checked on my pax. One child was feeling sick and the PAX in XXA was very emotional, I assured everyone that we are all safe and once we arrive back in ZZZ I would be able to get more information as to how we would proceed. We arrived back in ZZZ, changed Aircraft loaded up the pax and continued onto ZZZZ.

### Synopsis

Flight Attendant reported inability to control cabin pressure caused an air turn back and precautionary landing at departure airport.

## Time / Day

Date : 202212

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 : B777-200

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Pneumatic System Control

Aircraft Reference : X

Problem : Design

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door 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 : 1958283

Human Factors : Workload

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Routine Inspection

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

The First Officer (FO) exited the cockpit as Flight Attendants (FA) 01,02,04 entered the aircraft. He asked if we noticed any unusual odor in the cabin. We stopped to assess the environment and agreed that there was a definite odor in the cabin. He suggested we exit the plane as he suspected there was a fume event occurring. He opened the jetway door to allow fresh air to enter and dissipate the smell. At this time the Captain entered the jetway from the terminal. He immediately said he smelled an odor and told us all to go back up into the terminal. Maintenance was called to investigate. The flight canceled. Anything short of re-configuring the bleed air systems on all aircraft will not stop these occurrences from happening.

## Synopsis

Air carrier Flight Attendant reported a fume event during preflight. Captain had entire crew deplane followed by Maintenance cancelling flight.

## Time / Day

Date : 202212

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Component : 1

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Pneumatic Ducting

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1958273

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

I was sitting in my jumpseat on climb when I (Flight Attendant #4 (FA)) noticed a very strong rancid, sweat, locker room smell. I asked the #2 Flight Attendant if she smelt anything which she said she did. I immediately referred to my manual: odor and fumes section and began reviewing procedure and fume categories. Once determined to fall into a category (oil source), I called the #1 who also reported smelling the fume. The number one reported she would call the Captain. The Captain called back to myself and the #2 to gather more information, at which point I began to feel ill. The Captain reported he would go through his checklist, and I began to assess the cabin for potential smoke and sources. No smoke or sources were found. Flight Attendants continued to communicate I began to feel more ill, with weakness, headache, cough, throat pain, shaking, and slow cognitive processing. The Captain made a PA stating that we would be returning to ZZZ due to odor in the cabin. At that time the number 1 asked me to see if any passengers smelt the odor as someone in first class reported that smelt something, I asked the final rows in which XXD reported he smelt "burning grease". I wore a mask and breathed through my shirt but the fume/odor continued to be overwhelming. I got in my jump seat and preformed my 30 second review, following procedure, as we prepared for landing. Once landing we waited on the taxiway for several minutes before being brought to the gate. Upon the seatbelt sign going off I monitored and challenged to disarm the door and continued to smell the odor, the #1 and 2 completed all call and the passengers were informed of an aircraft change. I continued to feel ill. Once off the aircraft the pilots reported smelling burning, and maintenance also reported smelling an odor. I met with [a supervisor] who guided me in getting to a hospital to be checked due to presenting symptoms. I contacted [Company] and proceeded to the hospital and was assessed/treated.

## Synopsis

Air Carrier Flight Attendant reported a fume event during flight. After conferring with flight attendants the Captain elected to return to departure airport where a safe landing was completed and maintenance support was provided.

## Time / Day

Date : 202212

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

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

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Component

Aircraft Component : Landing Gear

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1957476

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Critical

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

### Narrative: 1

I would like to report an issue on today's flight leaving ZZZ to ZZZ1 Aircraft X. The Captain did inform me and the cabin about its gear issue. The Captain did explain to all the passengers on board and apologized saying that we must return to ZZZ. All the passengers did comply with our crew instructions at all time. I made the rest of my announcement and did apologize one more time for the inconvenience. We made it back to ZZZ in about 10 minutes. When we landed in ZZZ I had received a call from management to check on me. I was glad that everything went OK and everyone was calm. The Captain did a great job.

### Synopsis

CRJ-200 Flight Attendant reported receiving a command from the Captain to prepare the cabin for a return to the origin airport. The Captain explained there was a landing gear mechanical issue that required a return to the airport.

## Time / Day

Date : 202212

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 : A321

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 In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1957471

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

I was FA (Flight Attendant) #4. Flight and cabin crew boarded the aircraft at approximately XA:45. The #2 and I went to the rear of the aircraft. Just prior to boarding the #2 commented that the cabin looked hazy and I concurred. It was the entire cabin but appeared more profound mid cabin. A slight smell of burning plastic and a musty odor combination followed. At that point, boarding had begun and the smell worsened but the haze seemed to clear. After boarding was in progress for about 10 minutes, the smell began to give me a headache as well as the #2. At that point we notified the #1 who then notified the cockpit. From what I was told, the FO (First Officer) also began to notice the smell. The Captain then walked through the cabin and noticed the smell as well. At that point the Captain stopped the boarding. Mechanics were called and showed in about 5 - 10 minutes. After the mechanics walked through the cabin the decision was made to have the boarded passengers and crew exit the aircraft. That was at approximately XB:45 - XC:00, from my recollection. At that time I was experiencing a full blown headache. The aircraft was taken out of service and the crew waited for another replacement aircraft. My headache lasted a good part of the day until early evening. [I suggest to] determine and address the cause and not the symptom. After years of reporting on symptoms, i.e. what it smells like, what it looks like, and when it happens, a cause needs to be determined. And whatever the cause is, what is contained in these fumes needs to be determined. Short term effects are headache etc., but what are the long term effects. A carbon dioxide test is useless if the culprit is not carbon dioxide.

## Synopsis

Air Carrier Flight Attendant reported a fume event during boarding. The rest of the flight crew also noticed the odor and fumes. After maintenance arrived, the passengers and flight crew deplaned and the aircraft was taken out of service.

## Time / Day

Date : 202212

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 : Initial Climb

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

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 : 1956616

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

## Person : 2

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 : 1956973

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Physiological - Other

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Shortly after takeoff, a smell took over. The cabin smelled of [a] dirty socks locker room smell. Captain called during sterile asking if we are getting the smell - told him yes. FA (Flight Attendant) 2/4 smelled it heavier back there. I went to check their area and it was worse then the front. The Captain told us we were going back to ZZZ. On final descent the smell overtook the front cabin really heavily. At this time I started getting itchy eyes, [was] coughing, and [had] a burning throat. I did breathe through my shirt since the wheels had just dropped. Passengers were coughing also at this time. Make our aircraft safer for us to fly without fume events. Hold aircraft manufacturers accountable!

## Narrative: 2

Once above 10,000 ft., the CA (Captain) did an all call to check and see if we smelled an odor, which we all did. Everyone went to the front galley to discuss how we were feeling. FA 1 went to the aft galley to inspect as he had experienced a fume event before. He confirmed with rest of crew and the flight deck that it was a fume event and the flight deck smelled it as well. All 4 FAs begin to have burning eyes, headaches, and burning throats. The CA made [an] announcement that we would return to the ZZZ Airport due to maintenance. All passengers deplaned. Then, we had a debriefing. The FAs were given hotel rooms and flight service called to check on everyone. [The following] morning, we all called the triage nurse in ZZZ1 and then headed to the ER to get checked out. We also called Crew Scheduling regarding the remainder of our sequence, which we were removed from.

## Synopsis

A321 Flight Attendants reported a "dirty socks" odor shortly after takeoff. After conferring with the Captain, the flight crew executed an air turn back.

## Time / Day

Date : 202211

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
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  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Climb  
Airspace.Class E : ZZZ

## 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)  
ASRS Report Number.Accession Number : 1955876

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

We took off at XA:50 time heading to ZZZ. After we reached 10,000 feet, we were getting ready to start service we received a PA from our purser to report to our Flight Attendant stations. We received news that we had an [situation] that we had fire in the cargo area and we have 15 minutes to land in ZZZ1. Then our purser made an announcement for us to go to our demo positions and show passengers the brace positions. We briefed our Able Bodied Passengers (ABP's) and then took our jumpseats. We landed at XB:56 and then waited for the Captain's instructions. They instructed us to disarm our doors, and then arm

our doors, and at the end they decided that we should disarm our doors because we didn't need to inflate the slides. We then received instructions to evacuate everyone through L2 door. Outside we had a lot of fire trucks waiting for us. We waited outside for about two hours while we waited for the fire trucks to extinguish the smoke in the cargo area. After about two hours we got back on the aircraft and the passengers got their bags. And then we had our debrief while waiting for our transportation to go to the hotel which took another two hours. The crew had an amazing communication and we did a great job, and everything went very smoothly.

## Synopsis

Flight crew reported a cargo fire during cruise and a subsequent diversion to a nearby airport.

## Time / Day

Date : 202212

Local Time Of Day : 1801-2400

## Environment

Flight Conditions : VMC

Light : Night

## 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

Route In Use : Vectors

## Component : 1

Aircraft Component : Autopilot

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : PFD

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1955646

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Diverted  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

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

## Narrative: 1

We were scheduled to fly from ZZZ to ZZZ1. With approximately 20 minutes left in the flight the Pilots lost function of some of their indicators as well as the Autopilot. In trying to communicate with ATC they accidentally spoke over the PA which raised concern with all of the passengers. Once the Captain had further information he announced that we would be diverting to ZZZ2 and would be landing in approximately 45 minutes. At this time I started a second beverage service and answered questions / eased concerns as best as possible. Approximately 20 minutes after this the Captain made another announcement stating we would now be diverting to ZZZ3 in order to have an easier time trying to get them to ZZZ1, but that we would most likely be deplaning. Once we got to ZZZ3 and a Supervisor came on board, we deplaned the passengers and asked them to remain in the boarding area until further information was available. Both the Captain and the First Officer were taken off the flight and I operated the flight from ZZZ3 to ZZZ1 with two new Pilots on a new aircraft.

## Synopsis

Flight Attendant reported flight crew transmitted on the PA System instead of the radio discussing a diversion due to loss of PFD/ND and Auto Pilot. The Flight Attendant reported Passengers were apprehensive and required reassurance. A diversion and precautionary landing were made.

## Time / Day

Date : 202212

Local Time Of Day : 0601-1200

## 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

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person

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 : 1954893

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

There was an odor of dirty socks and a sick smell on Aircraft X from ZZZ to ZZZ1 and Aircraft Y from ZZZ1 to ZZZ. I experienced a light headache, and the back of my throat was itching. The smell of the odor was strongest near the lavatory in the middle of the aircraft and seemed to travel toward the rear of the aircraft.

## Synopsis

A321 Flight Attendant reported a "dirty socks" odor that emanated the strongest from the middle of the aircraft and extended to the rear during the flight. Flight Attendant reported experiencing physiological symptoms.

## Time / Day

Date : 202211

## 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 : Cruise

## Person

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 : 1954832  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

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 : Security  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
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

Passenger was advised not [to] use his electronic cigarette and to put it away during the flight. The safety demo also states this. [The passenger] would not comply. He also went to the forward lavatory and vaped. He vaped at his seat as well. I didn't want to confront him any further because he already seemed agitated.

## Synopsis

B737-700 Flight Attendant reported a passenger would not comply with safety regulations and used an electronic cigarette during the flight, despite being notified not to do so.



## Time / Day

Date : 202211

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Light : Night

## 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

Cabin Lighting : Off

## Component

Aircraft Component : Toilet Smoke, Overheat, Fire Detectors & Warning

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1951684

## Events

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Police / Security Involved

Result.Flight Crew : Overcame Equipment Problem

## Assessments

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

## Narrative: 1

I was the B-FA (Flight Attendant) and while setting up my galley cart the FWD Lav smoke alarm went off. Captain called FAs to confirm FWD Lav smoke alarm indicators are going off. A few moments after Captain called I saw a passenger walk out of the Lav and I saw A FA confront the woman as she walked out of the Lav and the FWD smoke alarm deactivated. I went up to FWD lav when I saw the passenger sit down. It smelled like hard chemicals or like a burning rubber smell. The smell gave me a headache of smelling it as well my eyes started watering after staying there for longer than a few minutes. Captain called up to confirm since the alarm deactivated there was no need to divert and to continue to ZZZ1 where authorities would be meeting us at the gate. Once landed passenger was escorted by authorities off the airplane.

## Synopsis

Air Carrier Flight Attendant reported a passenger deactivated the forward lav smoke detector while she was apparently smoking or vaping. Airport authorities escorted passenger off the aircraft at the arrival gate.

## Time / Day

Date : 202211

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 : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person.Aircraft : X

Location In Aircraft.Other

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1951122

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Detector.Person : Gate Agent / CSR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We arrived in ZZZ and Agent met the flight. I saw her hesitate and take a picture. Upon opening of door the Agent showed me the picture and told me she had seen this multiple times. The fuselage door handle was NOT perpendicular and flush. It was out and horizontal. Looked like the door never locked. I informed the pilots and they took a picture of the picture I had taken off of the Agents' phone. I submitted this safety report. I am very concerned and a little afraid. Especially after the Agent told me she sees the 737 has arrived with the door handle like this, on other occasions.

## Synopsis

Air Carrier Flight Attendant reported after arrival at the gate, the gate agent informed the FA the main door handle was not properly stowed for flight.

## Time / Day

Date : 202211

## 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  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1949120  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
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 : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain called me said smelled unusual odor please check cabin. Immediately made announcements is anyone vaping CA (Captain) smells a sweet odor. Then I check cabin quietly asking passengers no one in trouble be honest if vaping. Checking both bathrooms pulling out trash cans checking. Walk[ed through cabin]. Passenger A [had device] under her coat had some kind of medical device that was fogging up the cabin with a sweet smell passenger refuse to hand it over to me. I kept my voice low firm told her for safety of the cabin. The Captain wants you to hand it over to isolate where this is coming from. After I did receive the device put it in the galley. Passenger A came to the galley demanded I give it back to her calling me stupid uneducated I kept my composure which

other passengers relayed to the captain on deplaning. I did my job. Ban passenger from airline.

## Synopsis

Air Carrier Flight Attendant reported passenger device emitted odor in passenger cabin. Flight Attendant confiscated the device as requested by Captain.

## Time / Day

Date : 202211

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 : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Landing

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person

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 : 1948160

Human Factors : Workload

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

During landing the number 2 and 4 [flight attendants] smelled burning rubber. After we landed the smell dissolved from the back end engulfed the front cabin and smelled like dirty socks. Suggestion - Do routine maintenance as required.

## Synopsis

A319 Flight Attendant reported a "burning rubber/dirty socks" odor during landing that shifted from the aft to the forward cabin.

## Time / Day

Date : 202211

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

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

Flight Phase : Descent

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

## Person

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 : 1948127

Human Factors : Workload

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

When Detected : In-flight

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

After we cleared the cabin for landing, FA2 (Flight Attendant) and I (FA3) smelt a strong burning rubber smell in the aft galley and cabin. I walked through the cabin and asked FA4 if he smelt the odor as well. He walked through the cabin with me and we could smell it all throughout the cabin. FA2 notified FA1 and she could smell it in the forward galley as well. The Captain was notified, he then turned off the air. We could no longer smell the odor after that. Captain told us it was the air pack that over heated. When we arrived at the gate in ZZZ, Maintenance met the plane and removed the aircraft from operations and took it to the hangar. We were then informed we were in a fume event.

## Synopsis

A321 Flight Attendant reported a "burning rubber odor" in the cabin to the Captain during descent. The odor dissipated when the Captain turned off an " Air Conditioning Pack."

## Time / Day

Date : 202210

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 : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

## Component

Aircraft Component : Flap/Slat Control System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

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 : 1946388

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Diverted

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

When landing into ZZZ, there was bad weather which caused bad turbulence. My Captain advised me of the turbulence. As we were landing, I heard the 100 ft. and then was expecting to land, but suddenly felt the airplane shift and fly back up. I then received a call from my Captain notifying me that we had a maintenance issue and was asked if I was ready to receive a safety briefing. My Captain advised me of the time we had left before landing - no bracing signals or cabin preparation, just prepare the cabin for a fast, hard braking landing. I remained calm with a smile, and informed the passengers that we were delayed and could not land because of weather and that we will be landing within 10 minutes. I tried my best to keep everyone calm and kept reassuring the passengers as they were starting to worry and get upset. I informed all passengers to remain seated with their seat belts fastened and what to expect of landing. The pilots did a great job of communicating and updating me while dealing with the situation. They kept me very informed. We were diverted to ZZZ1 because the runway was longer for landing. When we landed, it was a very hard brake. We then parked at a gate and deplaned. I was then notified that the flaps on the plane were broken as to why we couldn't land. During this experience, my pilots handled the situation amazing.

## Synopsis

EMB-145 Flight Attendant reported a diversion due to weather at the destination and a flap malfunction. The aircraft safely landed at the diversion airport.

## Time / Day

Date : 202210

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Pressurization System

Aircraft Reference : X

Problem : Failed

## 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 : 1946352

Human Factors : Time Pressure

Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Diverted

Result.Flight Crew : Overcame Equipment Problem

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

PIC (Pilot in Command) contacted FA (Flight Attendant) stating issues with pressurization and necessity of diversion to nearest airport.

## Synopsis

A Flight Attendant reported the aircraft had a pressurization failure and diverted to a nearby airport.

## Time / Day

Date : 202210

Local Time Of Day : 0601-1200

## 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 : Climb

## Component

Aircraft Component : Unknown

## 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 : 1945741

Human Factors : Physiological - Other

Human Factors : Fatigue

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

Upon ascend I got a whiff of a strong chemical smell that lasted around a minute. Immediately after the smell my head started hurting, eyes itching, fatigued and my cheeks felt numb. We were on the A321 and I was FA (Flight Attendant) 2 so I was the only one sitting in the aft galley. Once we reached sterile, I asked the other FAs to come to the back to smell the area but they didn't smell anything. I thought I was crazy and

never thought this could happen to me so it wasn't until my headache and fatigue wouldn't go away when I came to terms with the fact that I indeed probably just had a fume event. I then notified the Captain.

## Synopsis

Air Carrier Flight Attendant reported a temporary "strong chemical" odor during climb. Flight Attendant experienced persistent physiological symptoms which they reported to the Captain.

## Time / Day

Date : 202210

Local Time Of Day : 1201-1800

## 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 : Taxi

Flight Phase : Cruise

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

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 : 1945485

Human Factors : Physiological - Other

Human Factors : Other / Unknown

## Person : 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)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1945465

Human Factors : Physiological - Other

Human Factors : Fatigue

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Flying on Aircraft X the B and C FAs (Flight Attendants) (working in the aft of cabin) noticed an odor, they both began to feel ill and therefore knew the odor to be that of a fume event. The D and I (A) noticed less effect from the fume event in the FWD cabin. We carefully observed and monitored the guests on the aircraft, especially those in the aft, to see if they felt ill. No guests described being ill. While not feeling great, B and C said they could land the aircraft. We kept the flightdeck alerted to the situation and Operations on the ground was also alerted. We landed the aircraft at XA:03 and were placed in a traffic jam of aircraft waiting to get to gate. And the gate chosen for us had a Company plane occupying it so our wait was quite long - arriving at the gate at XA:38. When a flight has reported to Operations a crew member is feeling ill, the aircraft once landed should immediately be directed to a gate - a 35 minute wait further risks a crews health. This aircraft was boarding and flying again in less than two hours - I question whether a complete safety inspection could have been accomplished in that limited amount of time.

## Narrative: 2

Upon arrival on the aircraft we noticed a disturbing smell. The B and C FAs (Flight Attendants) noticed it and cracked both aft doors. they described the smell as dirty gym sock. Then about half way through the flight, after spending the majority of the time in the aft due to turbulence, the B and C started complaining of headaches and brain fog. The A and I sat back there for about 45-60 minutes to relieve them and let them sit in the forward part of the aircraft. After being back there for that long, I started to feel symptoms of a heavy chest. Our C had gone into the flight deck to use oxygen. When she came out she described feeling as if she couldn't even remember the first half of the flight, but did feel much better after receiving oxygen. Upon landing in ZZZ, we were NOT put straight into a gate to deplane quickly, but we're stuck behind a long line of larger planes with exhaust headed straight into our cabin. As a result of this, I began to feel dizzy sitting in my jump seat. This went on for 30 minutes. I called the flight deck to see if there was an update and they informed me that we would have to "declare an emergency" in order to get straight to the gate. Which in turn is making me believe that one of the crew would have to feel That bad that it would be an emergency as if what we were already feeling wasn't bad enough. This was unacceptable since we already had crew members that were feeling unwell and symptoms exacerbated by a long line of planes in front of us. After the crew debrief with the Captain and Maintenance, this plane continued to fly to a 100% full flight to ZZZ1, potentially putting more crew and passengers in danger. We should have gone straight to the gate in ZZZ, [they] should have made a gate available instead of sitting on the taxiway for an additional 30 minutes. The plane should have been taken off the line for the problem to be solved, instead of continuing to ZZZ1 harming more crew and passengers.

## Synopsis

B737-900 Flight Attendants reported a fume event during cruise which they described as "dirty socks". Three flight attendants experienced physiological symptoms and stated the flight crew should have been more proactive in handling the event.

## 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.