ASRS Database Report Set

Flight Attendant Reports

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

Update Number...........................................36

Date of Update..........................................August 3, 2023

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

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

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
<table>
<thead>
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**ACN: 1974967 (7 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 (8 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 (9 of 50)**

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

**ACN: 1973737 (10 of 50)**

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

**ACN: 1963403 (11 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 (12 of 50)**

**Synopsis**
EMB 170 Flight Attendant reported the aircraft landed with a malfunctioning parking brake.
**ACN: 1958758 (13 of 50)**

**Synopsis**

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

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**ACN: 1958283 (14 of 50)**

**Synopsis**

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

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**ACN: 1958273 (15 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.

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**ACN: 1957476 (16 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.

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**ACN: 1957471 (17 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.

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**ACN: 1956616 (18 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 (19 of 50)**

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

**ACN: 1955646 (20 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 (21 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 (22 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 (23 of 50)**

**Synopsis**
Air Carrier Flight Attendant reported a passenger deactivated the forward lav smoke detector while she was apparently smoking or vaping. Airport security escorted passenger off the aircraft at the arrival gate.
ACN: 1951122 (24 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 (25 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 (26 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 (27 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 (28 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 (29 of 50)

Synopsis
A Flight Attendant reported the aircraft had a pressurization failure and diverted to a nearby airport.
ACN: 1945741 (30 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 (31 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 (32 of 50)

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

ACN: 1944768 (33 of 50)

Synopsis
A320 Flight Attendant reported an air quality event from takeoff through 10,000 ft. which caused multiple physiological symptoms. Flight Attendant has experienced the same symptoms previously on other Airbus aircraft.

ACN: 1944306 (34 of 50)

Synopsis
Air Carrier Flight Attendant reported a fumes event during descent described as "sour milk/gym socks". The Captain was notified and the flight continued to a safe landing at destination airport.

ACN: 1944302 (35 of 50)
Synopsis
A Flight Attendant reported their flight had an engine failure and diverted to a nearby airport.

ACN: 1943492 (36 of 50)

Synopsis
Air Carrier Flight Attendant reported a tail strike and aggressive runway skidding. Once the passengers deplaned the Captain departed without a debrief to the Flight Attendant who informed the new Captain, who refused the aircraft.

ACN: 1942898 (37 of 50)

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

ACN: 1941612 (38 of 50)

Synopsis
Air Carrier Flight Attendants reported a strong odor of gasoline while taxiing into the gate. After deplaning, maintenance assigned an aircraft swap.

ACN: 1940831 (39 of 50)

Synopsis
A321 Flight Attendants reported a fumes event from boarding throughout ascent and again during descent through taxi. Flight deck crew was notified.

ACN: 1940812 (40 of 50)

Synopsis
A319 Flight Attendant crew reported a fumes event during cruise which initially subsided and resumed during descent. At destination Maintenance serviced the aircraft and flight attendants were treated for physiological symptoms.
**ACN: 1939782 (41 of 50)**

**Synopsis**

Air Carrier Flight Attendant reported a prohibited Hover Board was mistakenly allowed to be transported on flight. The error was discovered after the flight.

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**ACN: 1937685 (42 of 50)**

**Synopsis**

Air Carrier Flight Attendant reported a pressurization leak with the main cabin door inflight. Flight returned to departure airport, flight crew received different aircraft and continued to destination.

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**ACN: 1937380 (43 of 50)**

**Synopsis**

Air Carrier Flight Attendant reported notifying the Captain of a passenger's carry on box with a dangerous goods UN3481 label. The Captain deemed the box was safe to be transported in cabin.

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**ACN: 1936854 (44 of 50)**

**Synopsis**

Commercial fixed wing Flight Attendant reported, while deplaning passengers, lingering fumes and odors caused deteriorating health issue. Flight Attendant stated the flight supervisors expressed lack of concern for attendants' deteriorating health concerns.

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**ACN: 1935784 (45 of 50)**

**Synopsis**

B737 MAX Flight Attendant reported a fume event during flight which resulted in the forward FAs experiencing physiological symptoms. At destination the aircraft was deemed "unsafe" and the crew did not take it on next flight.

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**ACN: 1935416 (46 of 50)**

**Synopsis**
B737-800 Flight Attendant reported disagreement over the airworthiness of an aircraft with an unrepaird armrest in the Over Wing Emergency Exit row.

ACN: 1933525 (47 of 50)

Synopsis
EMB-XRJ Flight Attendant reported a loss of pressurization resulted in an emergency descent to the destination airport.

ACN: 1933510 (48 of 50)

Synopsis
Flight Attendant reported the left wing came into contact with a building during push back from the gate.

ACN: 1931367 (49 of 50)

Synopsis
Air Carrier Flight Attendant reported the smell of electrical and burning plastic filling the cabin right after takeoff. The flight diverted with the assistance from ATC. The aircraft landed safely and proceeded to the gate followed by the ARFF.

ACN: 1930288 (50 of 50)

Synopsis
EMB-175 Flight Attendant reported a passenger boarded aircraft with a prohibited "Hover Board". After verifying that the device was prohibited the device was refused, enabling the flight to depart safely.
Report Narratives
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
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.
ACN: 1988962 (2 of 50)

**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
- 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
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.
ACN: 1981241  (4 of 50)

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
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 : 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  
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.
ACN: 1974967 (7 of 50)

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. Party 1: Flight Attendant
Communication Breakdown. Party 2: Other

Events
Anomaly. Flight Deck / Cabin / Aircraft Event: Passenger Electronic Device
Anomaly. Flight Deck / Cabin / Aircraft Event: Passenger Misconduct
Anomaly. Deviation / Discrepancy - Procedural: FAR
Anomaly. Deviation / Discrepancy - Procedural: Published Material / Policy
Detector. Person: Flight Attendant
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.
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.
ACN: 1973779

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
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
  - 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
  - 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
  - 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.
**ACN: 1960602** (12 of 50)

### **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

### **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
  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
- 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.
**ACN: 1958273** (15 of 50)

**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 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.
ACN: 1957476

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.Acquisition 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
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.
ACN: 1956616 (18 of 50)

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 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
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 fight 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.
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
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
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
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.
ACN: 1954832 (22 of 50)

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
- 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: 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.
ACN: 1951684 (23 of 50)

**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
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 police would be meeting us at the gate. Once landed passenger was escorted by police 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 security escorted passenger off the aircraft at the arrival gate.
ACN: 1951122 (24 of 50)

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
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.
**Narrative: 1**

Captain called me and 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. Walked 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 firmed 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.
ACN: 1948160 (26 of 50)

**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.
ACN: 1948127 (27 of 50)

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
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."
ACN: 1946388 (28 of 50)

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 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
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.
ACN: 1946352

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
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.
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.
**ACN: 1945485 (31 of 50)**

**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
- **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**: 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**: 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 and 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.
ACN: 1945147 (32 of 50)

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: 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 CSA 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.
From takeoff to 8/10,000 ft. I was in my jumpseat. I fumbled with shaking, tingling hands to undo my seat belt as a wave of nausea [and] dizziness hit me. I struggled to stand and get myself to the front of the plane. The FA (Flight Attendant) A, who has an emergency medical background, assessed that my pulse was racing. My fingers were cold and tingly,
as were my lips. I was sweating and still dizzy, nauseous, and starting a headache. The exact same symptoms the 2 other times I have had an air quality event as the FA B on the Airbus. Both other times I went to the hospital. A 3rd event did not send me to the hospital. After maintenance was performed, all 3 events were deemed to have been caused by a faulty APU. I have experienced and heard of too many air quality problems on the Airbus. What is going on?

**Synopsis**

A320 Flight Attendant reported an air quality event from takeoff through 10,000 ft. which caused multiple physiological symptoms. Flight Attendant has experienced the same symptoms previously on other Airbus aircraft.
Time / Day
Date: 202210

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: Descent

Component
Aircraft Component: Coalescer Bag
Aircraft Reference: X
Problem: Malfunctioning

Person
Location Of Person. Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Function. Flight Attendant: Flight Attendant In Charge
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1944306
Human Factors: Troubleshooting
Human Factors: Workload
Human Factors: Time Pressure

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
Detector. Person: Passenger
When Detected: In-flight
Result. General: None Reported / Taken

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1
During descend, FA (Flight Attendant) 2 and FA 4 smelled scents that were aligned with a fume event. The aft galley was filled with smells of sour milk, locker room/gym socks. There was a passenger in the back row who wasn't feeling well that I asked if she
was okay. She stated she was fine but had to cover her nose due to the smell. Also, onboard the DH (deadheading) flight attended stated she smelled the same. The smell came from the aft galley to rows 21. FA 4 informed FA 1 and the Captain. We exited the aircraft after all parties were informed.

**Synopsis**

Air Carrier Flight Attendant reported a fumes event during descent described as "sour milk/gym socks". The Captain was notified and the flight continued to a safe landing at destination airport.
ACN: 1944302

Time / Day
Date : 202210

Place
Locale Reference.Airport : ZZZ.Airport
State Reference : US

Aircraft
Reference : X
ATC / Advisory.Center : ZZZ
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
Airspace.Class A : ZZZ

Component
Aircraft Component : Engine

Person
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1944302
Human Factors : Time Pressure
Human Factors : Workload

Events
Anomaly.Aircraft Equipment Problem : Critical
Detector.Person : Flight Attendant
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Diverted
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Issued New Clearance

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft
**Narrative: 1**

Flight began normal, nothing out of the ordinary. In cruise, after service, I heard a noise I did not recognize. The plane moved in a way that did not seem normal from my experience, and then got more quiet than usual. I gathered something was not quite right. I got mentally ready to accept a briefing from the Captain. A few moments later I got the emergency call from the Captain and he’s asked if I was ready to copy a briefing. He told me that we had an engine failure and that we would be diverting to ZZZ. He told me to prepare for a normal landing in approximately 20 minutes and asked me to report back when the cabin was ready. He also told me he would advise the passengers which he did. I then also reiterated what the Captain had said to the passengers and prepared the cabin for landing. All passengers remained calm. And we landed normally. Passengers deplaned without further incident. I believe the entire crew handled this potentially very serious situation with great calm and confidence. The entire crew worked well together; we were very competent in handling the plane and passengers. Passengers were happy to be on the ground safely and thanked us as they deplaned.

**Synopsis**

A Flight Attendant reported their flight had an engine failure and diverted to a nearby airport.
ACN: 1943492

Time / Day
Date: 202210

Place
Altitude.AGL.Single Value: 0

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

Component
Aircraft Component: Tail Boom
Aircraft Reference: X
Problem: Improperly Operated

Person
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1943492
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Flight Crew

Events
Anomaly.Aircraft Equipment Problem: Critical
Anomaly.Deviation / Discrepancy - Procedural: FAR
Anomaly.Deviation / Discrepancy - Procedural: Published Material / Policy
Anomaly.Ground Event / Encounter: Loss Of Aircraft Control
Anomaly.Ground Event / Encounter: Ground Strike - Aircraft
Detector.Person: Flight Crew
Detector.Person: Passenger
Detector.Person: Flight Attendant
When Detected: In-flight
Result.General: Work Refused
Result.General: Maintenance Action
Result.General: Flight Cancelled / Delayed
Result.Aircraft: Aircraft Damaged

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

Narrative: 1

There was an initial hard landing and second contact with the runway which was the tail strike. The plane then proceeded to skid from side to side in an aggressive manner before coming to a halt. I heard an audible gasp of relief from the passengers in the back of the plane. Once the passengers deplaned, the pilots left the aircraft without a debriefing. We had to inform the incoming pilots about what had just occurred. The new Captain informed us there was now a leak where the tail strike was. Maintenance was contacted and attempted to repair the leak. Maintenance wanted to defer the aircraft to have it flown to ZZZ. The Captain ultimately didn't feel safe with this decision and made the call for a new aircraft.

Synopsis

Air Carrier Flight Attendant reported a tail strike and aggressive runway skidding. Once the passengers deplaned the Captain departed without a debrief to the Flight Attendant who informed the new Captain, who refused the aircraft.
Agents in ZZZ for Aircraft X, did not know how to check a passenger's portable oxygen concentrator (POC). They allowed a passenger to board using their POC and did not check it or put a cabin approved tag on it. We asked them to do so and they said they didn't
know what to check for. We had to show them our manual. Agents need to make sure they know what they are doing with cabin approved carry ons.

**Synopsis**

Air Carrier Flight Attendant reported the Ticket Agent failed to follow the company protocol regarding tagging a passenger portable oxygen concentrator for transport in cabin.
ACN: 1941612 (38 of 50)

Time / Day
Date: 202210
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: Ferry / Re-Positioning
Flight Phase: Taxi
Flight Phase: Parked

Person: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Deplaning
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1941612
Human Factors: Time Pressure

Person: 2
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Deplaning
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1941614
Human Factors: Time Pressure

Person: 3
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Deplaning
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1941611
Human Factors : Time Pressure

Person : 4
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Deplaning
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1941604
Human Factors : Time Pressure

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 : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1
Pulling to the gate the crew smelled a strong odor of gasoline as soon as the fwd door opened the entire crew got off the aircraft. The smell never dissipated.

Narrative: 2
All working crew and our coordinator for this charter flight were involved no passengers were involved as this was a ferry flight for us to position the aircraft at ZZZ. The fumes were so strong when we arrived at the gate we all evacuated the aircraft as quickly as possible and exited the jetbridge when the fumes started to travel into the jetbridge initially.

Narrative: 3
On our arrival to the gate, we had an overwhelming odor of gasoline permeated throughout the entire cabin. All crew and charter coordinator were overwhelmed by the odor. As soon as the gate agent opened the 1L door, we all ran out. The gate agents smelled it as well. Aircraft was replaced.

Narrative: 4
This was a ferry flight in preparation for the next leg, ZZZ-ZZZ1. On taxi into arrival gate in ZZZ, a rush of strong odor resembling unburned fuel permeated cabin and was immediately detected by all members of crew and coordinator. Odor was extremely strong. Attempted to filter air being breathed in/exposure to membranes. We quickly
exited aircraft as soon as parked and door was opened. Odor was also identified by agents meeting aircraft at gate. Odor remained extremely strong and did not dissipate. Replacement aircraft was flown in from ZZZ2.

**Synopsis**

Air Carrier Flight Attendants reported a strong odor of gasoline while taxiing into the gate. After deplaning, maintenance assigned an aircraft swap.
**ACN: 1940831 (39 of 50)**

**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: Initial Climb
- Flight Phase: Cruise
- Flight Phase: Descent
- Flight Phase: Parked

**Person**
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Boarding
- Cabin Activity: Service
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1940831

**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**
Fumes/odor strong in cabin from boarding throughout ascent. And again from descent through taxi. Noted by Flight Attendant #1 (FA), FA #4 & FA #2 and passengers. Flight deck notified.

**Synopsis**
A321 Flight Attendants reported a fumes event from boarding throughout ascent and again during descent through taxi. Flight deck crew was notified.
ACN: 1940812 (40 of 50)

**Time / Day**
- Date: 202210
- 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: Cruise
- Flight Phase: Descent

**Person**
- Location Of Person: Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Safety Related Duties
- Cabin Activity: Service
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1940812
- Human Factors: Troubleshooting
- 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: Passenger
- 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 Flight Attendant #2 (FA) was on the back of serving cart, when FA #4 asked me if I felt the engine aircraft left humming harder than usual and if I smelled a sweet smell like rum. Yes, I did notice. #4 went forward to communicate this info. I began to check the overheads and area. I noticed the area of smell covered forward and rows 8-14. When FA #4 came back some passengers complained to her about the smell and humming noise. We had XXX passengers on board. The smell subsided. We monitored. We had a different chemical smell appear on descent in front and back galleys and in cockpit. We had the ZZZ [Airport] Firemen check our blood pressure and oxygen levels. We all had some effects from the fumes. My blood pressure was 132/82 which is usually 120/80. I had a metal taste and a little croup. The flight was delayed until XA:00 the next morning. Three maintenance guys worked all night on the aircraft. We flew the same aircraft with a new captain. On landing both galleys, and cockpit had slight chemical smell reoccur. I followed up with the nurse after the trip ended.

Synopsis

A319 Flight Attendant crew reported a fumes event during cruise which initially subsided and resumed during descent. At destination Maintenance serviced the aircraft and flight attendants were treated for physiological symptoms.
Time / Day
Date: 202210
Local Time Of Day: 0601-1200

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: B737-900
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: Boarding
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1939782
Human Factors: Confusion

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
Anomaly.Deviation / Discrepancy - Procedural: Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural: FAR
Detector.Person: Flight Attendant
When Detected.Other
Result.General: None Reported / Taken

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

Narrative: 1
Passenger came on with a hover board. We looked into our manual and the D FA (Flight Attendant) found a part that said if the battery was under a certain amount it was OK. TSA and the CSA (Customer Service Agent) said it was OK so we allowed it. Upon further investigation we found (after the flight) section X.X page XX said no hover boards. I'm still
confused how it got past TSA and CSA as it wasn't hidden and she was screen with it multiple times. Hover board was allowed on when shouldn't have been. I think we need more clear instructions on these.

Synopsis

Air Carrier Flight Attendant reported a prohibited Hover Board was mistakenly allowed to be transported on flight. The error was discovered after the flight.
ACN: 1937685 (42 of 50)

Time / Day
Date: 202209
Local Time Of Day: 1201-1800

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US

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
Mission: Passenger
Flight Phase: Initial Climb

Component
Aircraft Component: Exterior Pax/Crew Door
Aircraft Reference: X
Problem: Malfunctioning

Person
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1937685
Human Factors: Confusion
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.Aircraft Equipment Problem: Critical
Anomaly.Deviation / Discrepancy - Procedural: FAR
Anomaly.Deviation / Discrepancy - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
When Detected: In-flight
Result.Flight Crew: Diverted
Result.Flight Crew: Landed As Precaution
Result.Flight Crew: Returned To Departure Airport

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

Narrative: 1
When I arrived at the gate prior to my report time, the agent asked if I was ready to board on time. I stated I would let her know in the chat after my safety checks were complete. When I got to the aircraft, there was no power. The captain stated there was no GPU and the APU was inoperable. The only ramp agent in the vicinity of the aircraft stated there was no functioning GPU near the aircraft as the closest units were tagged out and her supervisor was in a meeting and unreachable. I communicated in the chat asking the agent to get her lead involved so that it could be communicated to the correct agents that the aircraft needed ground power. I stated I could not board until safety checks were complete. The gate agent still asked when to board. She then came to the aircraft ramp and began yelling at me on the bridge. She was upset about boarding and told me she couldn’t talk to the ramp. I could not understand why she appeared angry or why she was yelling at me. I told her to speak to the Captain. The zone lead put in the chat the aircraft was hooked up to ground power as soon as the cart arrived and prior to the aircraft actually having power. As I began my safety checks that require power, a different customer service lead came onto the aircraft and was blocking my access to the equipment I needed to test. I asked him to please move so I could complete my checks, I completed my checks, and communicated that boarding could begin. Passengers boarded, flight departed. After takeoff I heard what sounded like rushing air in the main cabin door area. I continued to listen as it was extremely loud and I tried to determine if it was a faulty air vent or the main cabin door. As soon as the sterile light was off I called the captain and told him about the sound of rushing air coming from the main cabin door. I walked through the cabin and passengers expressed their concern about the extremely loud noise in the cabin. I did not know at the time, but was informed by multiple passengers during deplaning that the gate agent had told them there was an electrical problem with the aircraft while they were waiting to board. I was calmly reassuring passengers when the Captain called me with special procedures. I grabbed the emergency evacuation cards in case the situation changed while the Captain made an announcement informing all passengers we were returning to ZZZ out of an abundance of caution due to an irregularity with the pressurization. I made an announcement to prepare the cabin for a regular landing. I walked throughout the cabin and made sure all passengers were awake and aware we were returning to ZZZ. It was so loud I had to make announcements from the aisle at four locations. Passengers became increasingly panicked. Again, I did not know that they had been told there was an electrical problem by the gate agent prior to landing. I continued listening to the aircraft and walking the aisle calmly, clearly, and confidently telling passengers that like the Captain said we were having a normal landing and were returning out of an abundance of caution, the aircraft was mechanically sound. One person was crying and her breathing had visibly increased. I first told her to look at my eyes and I promised her everything would be ok. I reassured her that her feelings were normal but she needed to remain calm with me because our airplane was just fine and we were landing very soon in ZZZ. Her breathing rate slowed and I got her a box of tissues. I offered to move her seat closer to mine but she declined. I continued to check in with her until we landed in ZZZ. I heard the wheels drop what seemed to be early. The noise in the cabin increased. I heard the PA but had no idea what the Captain had said. From four points in the aisle I announced to passengers the Captain was reassuring us the wheels were down, it was the reason for the increase in noise, this was normal, and we would be landing very soon. I later confirmed with the Captain. As soon as we landed in ZZZ I walked through the cabin making sure all passengers were ok and the cabin appeared as expected. I provided the new gate information as it became available. As passengers deplaned multiple passengers told me the gate agent for the original departure told them there was an electrical problem with the plane, too. Once we landed we switched airplanes and completed the flight to ZZZ1. As passengers deplaned they commented that the gate agent had told them prior to the first departure the gate agent had told them there was an
electrical problem with the aircraft, which was untrue. XG19 was my end of duty for the day. XA29 was our scheduled departure, XA38 was the actual out time.

Synopsis

Air Carrier Flight Attendant reported a pressurization leak with the main cabin door inflight. Flight returned to departure airport, flight crew received different aircraft and continued to destination.
Passenger board with a box that had a Dangerous goods label "UN 3481". Asked pax what was in the box and they said it was a new PlayStation 5, after asking the passenger I made my way to the front of the aircraft. I informed the A FA (Flight Attendant) and the Captain, the Captain then looked at the picture I took of the dangerous goods label and called someone to ask about specifics for transporting that item. The Captain determined
we need to know the watt hours for the battery in the device. Had the passenger and the dangerous goods in question step off the aircraft, the Captain deemed that the device was safe to fly in the cabin. Suspected dangerous goods brought on as carry on.

Synopsis

Air Carrier Flight Attendant reported notifying the Captain of a passenger's carry on box with a dangerous goods UN3481 label. The Captain deemed the box was safe to be transported in cabin.
ACN: 1936854 (44 of 50)

**Time / Day**
Date: 202209

**Place**
Locale Reference.Airport: ZZZ.Airport
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
Flight Phase: Parked

**Component**
Aircraft Component: Turbine Engine
Aircraft Reference: X
Problem: Malfunctioning

**Person**
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1936854
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: 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
Were Passengers Involved In Event: Y
When Detected: In-flight
When Detected: Aircraft In Service At Gate
Result.General: Maintenance Action
Result.Flight Crew: Returned To Departure Airport
Result.Flight Crew: Landed in Emergency Condition

**Assessments**
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Procedure
Primary Problem : Company Policy

Narrative: 1

Shortly after take-off (below 10,000 ft.), the Purser initiated an all-call indicating that the Captain had received a message from ATC that sparks were seen shooting from the aircraft upon take-off and climb out. The Purser informed us that the Captain did not want us to begin our services and to await further instructions. Approximately 10 minutes later, we received another all-call from the Purser informing us that we would be returning to ZZZ Airport. This return flight would take approximately 45 minutes to one hour as we were too heavy with to land with the fuel amounts we had on board and would need to dump fuel. We were instructed to do a water service during this time. We were also told by the Purser that the Captain would make the initial announcement to the customers explaining the reason for our return to ZZZ. All necessary announcement (subsequent to the Captain announcement ) were made by the in-flight crew including what some passengers may or may not see (for example, the actually fuel dumping process, fire trucks upon landing, etc.). About 30 minutes into the flight, there was an electrical/burning odor detected in the lavatory near door XL and to a lesser extent in the lavatory near door XR. We were informed as well by the Purser that there were no special instructions and there would be no need for a cabin prep. We landed normally. The deplaning door was opened at XA:08. Concurrent with the door being opened, a pronounced toxic fume odor emanated throughout the entire cabin. Passengers deplaned however we did have XX wheelchair assistance customers. Due to our unexpected return and the late hour, the deplaning of those customers took from XA:08- XC:00. My concern (from a health standpoint) is that during these two hours, I started to experience an irritated, slight burning sensation in my eyes, a slight sore throat and a headache that even now as I write this a day later can still be discerned. I also experienced a slight nauseous feeling in my stomach. When in-flight Supervisors inquired as to how the crew was doing; I believe the exact question was "are you all okay"? That question was asked when the door was first opened at XA:08. No one from Management made any further inquiries as to our state of well-being. I think that after two hours of remaining on the aircraft with the presence of the aforementioned fumes and odors that this is what led to the deterioration of my health and well-being.

Synopsis

Commercial fixed wing Flight Attendant reported, while deplaning passengers, lingering fumes and odors caused deteriorating health issue. Flight Attendant stated the flight supervisors expressed lack of concern for attendants’ deteriorating health concerns.
ACN: 1935784 (45 of 50)

Time / Day
Date: 202209
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 MAX Series Undifferentiated
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Climb

Component
Aircraft Component: Galley Furnishing
Aircraft Reference: X
Problem: Improperly Operated
Problem: Design

Person
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1935784
Human Factors: Troubleshooting
Human Factors: Physiological - Other

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 Attendant
When Detected: In-flight
When Detected: Aircraft In Service At Gate
Result General: Maintenance Action
Result General: Flight Cancelled / Delayed
Result Flight Crew: Overcame Equipment Problem
Assessments
Contributing Factors / Situations: Aircraft
Contributing Factors / Situations: Human Factors
Primary Problem: Aircraft

Narrative: 1
Boarded aircraft in ZZZ and noticed an odor. Informed FA-D (Flight Attendant) and asked them if they smelled it too. We both thought it was a balsamic vinegar smell but chalked it up to just the groomers garbage bag being in the forward galley. After 10,000 got up to do drink and food orders, to which I started feeling light headed and disoriented. Not sure what it was but noticed I was off. CA (Captain) made an announcement regarding possible turbulence at which point my D came towards the front. I asked her if she felt weird. Described that I had been feeling off and she then stated having the same issues. Pushed through my First Class service but noticed feeling dizzy and faint when bending down and coming up grabbing trays for service. FA-B came up and checked out the situation and noticed the smell up front also. Stated it reminded her of floor glue/cleaner (or something along those lines) and that was an issue. I sat down after service and tried to get myself together. My head still hurt and dizziness was still there. The D noticed the same problems for herself. We notified the C and she decided to come up and check. Once she got up to the forward galley, she noticed she started getting light headed and dizzy too. Started getting a headache as well. So this is when I notified the CA of the situation. We then gave the pilots a break so they could check out the situation. During the first break, I went into the flight deck. The CA gave me oxygen from one of the mask. Discussed the problem and then let the FO (First Officer) back in. The next break, per CAs orders, I stood guard and my D went into the flight deck. She got oxygen while the CA and I tried to figure out what was wrong. He didn't smell anything so couldn't determine a source or problem. I decided to head to the aft galley and hopefully recoup. It helped a lot and I felt better back there. Ended up wearing a mask for descent and informed inflight Supervisors, CSAs (Customer Service Agents), Maintenance, and Pilots of the situation during deplaning. We were to take this same aircraft out to ZZZ1 however we deemed it unsafe. We believe it ultimately is a major issue with the garbage and a moldy smell or issue there. Since this only affected the First Class Galley. My recommendation is to change the MAX galley garbage can and configuration. The MAX new garbage location has caused some issues. The hole on the counter is now towards the back corner making it harder to use when throwing garbage away or scraping plates off. Then it has a recess bin creating space from where the bin is and the lid opening on top. Then when you pull the garbage bin out to scrape plates off, any garbage that was on top of the bin that didn't make it in, now gets pushed to the back of the cubby and no one notices or cleans back there. Thus creating a mold situation and an area that begins looking like it's a garbage dump. Very unsanitary and not safe at all. No one looks back there or ever really handles this situation. That's my suggestion.

Synopsis
B737 MAX Flight Attendant reported a fume event during flight which resulted in the forward FAs experiencing physiological symptoms. At destination the aircraft was deemed "unsafe" and the crew did not take it on next flight.
Time / Day
Date: 202209
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: B737-800
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked
Maintenance Status.Maintenance Deferred: Y
Maintenance Status.Records Complete: Y
Maintenance Status.Released For Service: Y
Maintenance Status.Required / Correct Doc On Board: Y
Cabin Lighting: High

Component: 1
Aircraft Component: Pax Seat
Aircraft Reference: X
Problem: Malfunctioning

Component: 2
Aircraft Component: Minimum Equipment List (MEL)
Aircraft Reference: X
Problem: Improperly Operated

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 In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1935416
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Communication Breakdown. Party 1: Flight Attendant
Communication Breakdown. Party 2: Flight Attendant

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 Attendant
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
Contributing Factors / Situations: MEL
Contributing Factors / Situations: Procedure
Primary Problem: MEL

Narrative: 1
When taking the plane over, the Flight Attendant (FA) told us that the Over Wing Emergency Exit row had an armrest that was taped into the upright position, and that the back, or elbow joint of the armrest was protruding into row 16 preventing the ability of a safe egress if we had to evacuate the aircraft, therefore creating an unusable exit. The Captain had already flown the plane knowing that the exit was unstable and not safe. We again brought it to The Captain's attention, he called the Mechanics, who arrived with speed tape. When I pointed out the problem he said "if I fix it, it will take 5-6 hours and will have to be taken out of service, is that what you want.". I said "Yes fix it.". He then went and spoke to The Captain who was or had spoken to Operations Control, and they all felt it was safe. We called for someone from inflight base leadership to come witness this since 6 Flight Attendants were all saying the same thing, that the plane was not safe in the event of an evacuation. Supervisor Person A came. I was speaking to her, letting her know how unsafe it was. All she was trying to do was "hush" me so Passengers would not hear that Company was willing to put their safety in question. Person A, along with The Captain and allegedly Operations Control ultimately decided that the plane was fit for flying, however they asked us to 'block' the exit row from Passengers sitting there, which if the exit row is blocked then in the event of an evacuation there may have been an issue. We said "if we block that row the plane has to come out of service" to which The Captain and decided to just have us "not use row".

Synopsis
B737-800 Flight Attendant reported disagreement over the airworthiness of an aircraft with an unrepai red armrest in the Over Wing Emergency Exit row.
**ACN: 1933525** (47 of 50)

**Time / Day**
- Date: 202209
- Local Time Of Day: 1201-1800

**Place**
- Locale Reference: ATC Facility: ZZZ.ARTCC
- State Reference: US

**Aircraft**
- Reference: X
- ATC / Advisory.Center: ZZZ
- 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
- Airspace.Class A: ZZZ

**Component**
- Aircraft Component: Pressurization System
- Aircraft Reference: X
- Problem: Failed

**Person**
- Location Of Person.Aircraft: X
- Location In Aircraft: Cabin Jumpseat
- Reporter Organization: Air Carrier
- ASRS Report Number.Accession Number: 1933525
- Human Factors: Confusion

**Events**
- Anomaly.Aircraft Equipment Problem: Critical
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness / Injury
- Anomaly.Deviation / Discrepancy - Procedural: Published Material / Policy
- Detector.Person: Flight Attendant
- When Detected: In-flight
- Result.Flight Crew: Diverted
- Result.Flight Crew: Overcame Equipment Problem

**Assessments**
- Contributing Factors / Situations: Aircraft
- Primary Problem: Aircraft

**Narrative: 1**
I was flying from ZZZ1-ZZZ2 and everything was fine - I was done with my service and sitting in the jump seat when my ears started to pop. I didn't think anything of it at first. My ears started to pop again and I felt like I was going to pass out. I called my Captain immediately to see what was going on. Then I realized we were in a rapid decompression and we were descending extremely fast. I could tell their oxygen was on because I could hear everything. Was told me to prepare the cabin for a decompression and that we would be on the ground in 17 minutes. I heard the gear drop right away so I strapped in my jump seat and made the announcement. Ladies and gentleman, if oxygen pops, fasten seat belts grab mask cover your nose and mouth with mask. Everyone was extremely calm. I had a great group of passengers. The oxygen did not pop. Once he called me again he told me I could get up and check on everyone. The Captain called me multiple times to check in on us. I know they were so busy up front but I appreciate both pilots for doing that. Everyone was fine and we landed safety in ZZZ2. Both pilots got out when we landed and greeted everyone off the plane to make sure everyone was ok. Suggestions to make are ZZZ2 gate had no idea there was an priority situation. We actually had to wait for ramp personnel to park us. ZZZ2 operations needs to pass along important details so the gate is informed.

Synopsis

EMB-XRJ Flight Attendant reported a loss of pressurization resulted in an emergency descent to the destination airport.
ACN: 1933510

Time / Day
Date: 202209

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

Aircraft
Reference: X
ATC / Advisory. Ramp: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Taxi
Cabin Lighting: High

Person
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
ASRS Report Number. Accession Number: 1933510

Events
Anomaly. Conflict: Ground Conflict, Critical
Anomaly. Deviation / Discrepancy - Procedural: Published Material / Policy
Anomaly. Ground Event / Encounter: Object
Detector. Person: Flight Crew
When Detected: Taxi
Result. General: Maintenance Action
Result. General: Flight Cancelled / Delayed
Result. Flight Crew: Returned To Gate

Assessments
Contributing Factors / Situations: Airport
Primary Problem: Airport

Narrative: 1
During pushback I heard a loud noise then the plane stopped. I looked out the aft door window from my jump seat to see that the left wing had hit a building. The wingtip was damaged and a piece on the ground. No passengers or crew were hurt. The Captain announced what happened and that he would provide more info once he knew more. After several minutes we returned to the gate and deplaned passengers. We were given a new gate and plane and eventually took off for ZZZ1.
Synopsis

Flight Attendant reported the left wing came into contact with a building during push back from the gate.
**ACN: 1931367** (49 of 50)

**Time / Day**

- Date: 202209
- Local Time Of Day: 0601-1200

**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
- Nav In Use: FMS Or FMC
- Nav In Use: GPS
- Flight Phase: Takeoff / Launch
- Flight Phase: Initial Climb
- Route In Use: Direct
- Airspace.Class B: ZZZ
- Cabin Lighting: Off

**Component**

- Aircraft Component: Air Conditioning and Pressurization Pack
- 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 In Charge
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1931367
- Human Factors: Fatigue
- Human Factors: Time Pressure
- Human Factors: Troubleshooting
- Human Factors: Workload
- Human Factors: Distraction

**Person: 2**
Narrative: 1

During takeoff, I was alerted by the strong smell of fumes that smelled like burning plastic/wiring, which caused me to immediately visual access my galley and the cabin from my jumpseat. As we climbed, I called the A FA (Flight Attendant) on the inter phone, to question if they also smelled the fumes. She told me that she did and thought that it was the smell of smoke from perhaps the pacs or jet fuel burn off but was worried since I also smelled it. I told her "it smells as if somethings burning and we should alert the CA (Captain)". We called the pilots on the inter phone and told them that there is a smell of something burning and was told that the fumes had also spread to the cockpit. Me and the other FA, got out of our jump seats and began to physically and visually access the Lavs, galleys, and cabin, including the panels that run across the ceiling and overhead bins with the backs of our hands to check for a possible heat source since there was no appearance of smoke. As we climbed further that smell began to dissipate. The Flightdeck notified us that they had [advised ATC] and we would be landing in the nearest airport. An announcement was made that we would be making a landing back in ZZZ due to the smell of fumes in the aircraft, with instructions to remain seated, and that we would be met by firetrucks. After landing in ZZZ, the fire department accessed us and then marshaled us into a gate, where we deplaned, and waited for the Fire Fighters and Maintenance. Management called and I explained to them the events. I said that "I am currently okay but I am currently mentally exhausted!" The crew decided once adrenaline began to decline that it would be safer if the internal and external passengers if we called in fatigued. We coordinated with Crew Scheduling and was removed from the trip.

Narrative: 2

Our flight took off from ZZZ1 and immediately diverted to ZZZ. I was not ACARsed or notified about this, of course the Pilot probably had no time to message me about it dealing with the situation. After he landed and he called me and let me know that there
was a smoke was smell in the cockpit. So they [advised ATC] and told me that fire and rescue was present and that they saw no smoke. Everyone was okay and they got to their gate and took the aircraft out of service. Since landing it has been put out of service. Maintenance has a note of "HAS HISTORY OF SMELL IN CABIN/COCKPIT ON TAKEOFF." Basically, this has happened with this aircraft before with other people from what I am told. Even Maintenance has said there is a history of if happening in that aircraft. Something needs to be done about that.

Synopsis

Air Carrier Flight Attendant reported the smell of electrical and burning plastic filling the cabin right after takeoff. The flight diverted with the assistance from ATC. The aircraft landed safely and proceeded to the gate followed by the ARFF.
Passenger boarded with a hover craft. I did not think it was allowed and told him. He said he had it on his last flight and no one said anything. I wasn't sure so allowed him to board. I informed the Captain and he called Dispatch. They said it was not allowed. I went and told him and he gave me the hover board and said to take it. He has to go home. I let him
know they would have it in baggage lost and found if he wanted to try and get ground transportation for it. If it is not allowed maybe have it restricted from getting through TSA.

**Synopsis**

EMB-175 Flight Attendant reported a passenger boarded aircraft with a prohibited "Hover Board". After verifying that the device was prohibited the device was refused, enabling the flight to depart safely.