

**ASRS Database Report Set**

**Passenger Electronic Devices**

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

Update Number.....31

Date of Update .....March 30, 2022

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

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

National Aeronautics and  
Space Administration

**Ames Research Center**  
Moffett Field, CA 94035-1000



TH: 262-7

**MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data**

**SUBJECT: Data Derived from ASRS Reports**

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

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

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

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

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

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

Becky L. Hooey, Director  
NASA Aviation Safety Reporting System

## CAVEAT REGARDING USE OF ASRS DATA

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

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

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

# Report Synopses

ACN: 1862215 *(1 of 50)*

### Synopsis

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

ACN: 1835014 *(2 of 50)*

### Synopsis

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

ACN: 1815360 *(3 of 50)*

### Synopsis

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

ACN: 1813959 *(4 of 50)*

### Synopsis

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

ACN: 1812109 *(5 of 50)*

### Synopsis

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

ACN: 1811016 *(6 of 50)*

### Synopsis

B737-800 flight crew reported a fume event during boarding due to a Lithium Ion battery thermal fire from a passenger's iPhone.

ACN: 1806099 *(7 of 50)*

### Synopsis

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

ACN: 1796297 *(8 of 50)*

### Synopsis

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

ACN: 1791615 *(9 of 50)*

### Synopsis

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

ACN: 1780356 *(10 of 50)*

### Synopsis

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

ACN: 1716918 *(11 of 50)*

### Synopsis

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

ACN: 1695676 *(12 of 50)*

### Synopsis

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

ACN: 1689822 *(13 of 50)*

### Synopsis

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

ACN: 1688615 *(14 of 50)*

### Synopsis

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

ACN: 1683772 *(15 of 50)*

### Synopsis

Flight Attendant reported passenger using electronic device in prohibited mode.

ACN: 1683768 *(16 of 50)*

### Synopsis

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

ACN: 1681356 *(17 of 50)*

### Synopsis

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

ACN: 1681119 *(18 of 50)*

### Synopsis

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

ACN: 1673904 *(19 of 50)*

### Synopsis

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

ACN: 1672981 *(20 of 50)*

### Synopsis

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

ACN: 1666323 *(21 of 50)*

### Synopsis

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

ACN: 1665970 *(22 of 50)*

### Synopsis

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

ACN: 1662984 *(23 of 50)*

### Synopsis

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

ACN: 1660940 *(24 of 50)*

### Synopsis



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

ACN: 1634871 *(25 of 50)*

### Synopsis

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

ACN: 1629428 *(26 of 50)*

### Synopsis

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

ACN: 1608882 *(27 of 50)*

### Synopsis

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

ACN: 1608013 *(28 of 50)*

### Synopsis

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

ACN: 1605947 *(29 of 50)*

### Synopsis

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

ACN: 1582351 *(30 of 50)*

## Synopsis

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

ACN: 1578689 *(31 of 50)*

## Synopsis

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

ACN: 1572985 *(32 of 50)*

## Synopsis

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

ACN: 1550888 *(33 of 50)*

## Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

ACN: 1544239 *(34 of 50)*

## Synopsis

A320 Captain reported a passenger had a smoking battery charger in their possession, requiring a return to the gate.

ACN: 1539068 *(35 of 50)*

## Synopsis

Customer Service Representative reported communication breakdown with Supervisor regarding the removal of a Lithium Ion battery from a suitcase.

ACN: 1533347 *(36 of 50)*

## Synopsis

Flight crew reported an in-flight battery smoke and fumes in the main cabin from a passenger iPad's; they contained the device, and continued to the destination.

ACN: 1532527 *(37 of 50)*

## Synopsis

B737-700 Captain reported a laptop in the cabin that was sparking and smoldering was placed in a containment bag by a Flight Attendant.

ACN: 1516706 *(38 of 50)*

## Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.

ACN: 1516516 *(39 of 50)*

## Synopsis

A320 flight crew reported a cell phone fire in the cabin led to a diversion and landing.

ACN: 1512544 *(40 of 50)*

## Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

ACN: 1438580 *(41 of 50)*

## Synopsis

EMB-175 First Officer reported radio static interference which was suspected to be from Flight Attendant or passenger electronic device use.

ACN: 1433099 *(42 of 50)*

## Synopsis

EMB-175 flight crew reported a passenger's portable battery overheated so the Flight Attendant placed the battery in a water container as per company procedure.

ACN: 1408483 *(43 of 50)*

## Synopsis

B737 flight crew reported diverting after a passenger's charger overheated resulting in smoke and an odor in the cabin. The flight crew expressed concern over the number and tone of communications from Operations.

ACN: 1398160 *(44 of 50)*

## Synopsis

An air carrier Captain reported that a Flight Attendant identified a banned electronic device on board the aircraft after engine start. When the unit could not be located, the aircraft returned to the gate.

ACN: 1398031 *(45 of 50)*

## Synopsis

B737 flight crew reported confusion in company policy related to a passenger who brought a Samsung Galaxy Note 7 phone on board.

ACN: 1394414 *(46 of 50)*

## Synopsis

EMB-145 Captain reported being dispatched with the single FMS deferred inoperative and using VORs for navigation. The navigation became less reliable and the crew descended early on the arrival. PCT intervened and the crew received vectors and altitudes to the airport.

ACN: 1372671 *(47 of 50)*

## Synopsis

Air carrier Flight Attendant reported being concerned about passenger use of electronic devices during safety checks and would like to see the policy changed to not allow their use at those times.

ACN: 1372295 *(48 of 50)*

### Synopsis

B737-800 flight crew reported being informed by the lead Flight Attendant of an overheated battery charger. Fifteen minutes later he was informed that some of the flight attendants were experiencing headaches and nausea and the Captain elected to divert to a suitable airport.

ACN: 1340157 *(49 of 50)*

### Synopsis

A B777 Flight Attendant reported the entertainment system being shut down in flight, reportedly in response to smoke and fire at a passenger's power port.

ACN: 1323952 *(50 of 50)*

### Synopsis

An air carrier flight crew was advised by a Flight Attendant of smoke in the cabin associated with a passenger's personal computer. The computer was removed to a safe area and an uneventful landing was accomplished at the destination airport.

# Report Narratives

## Time / Day

Date : 202111

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1862215

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1861538

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

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

## Assessments

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

## Narrative: 1

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

## Narrative: 2

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

## Synopsis

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



## Time / Day

Date : 202108

## Place

Altitude.AGL.Single Value : 0

## Aircraft

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

## Person

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

## Events

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

## Assessments

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

## Narrative: 1

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

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

## Synopsis

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

## Time / Day

Date : 202106

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1815360

Human Factors : Troubleshooting

Human Factors : Other / Unknown

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1815614

Human Factors : Other / Unknown

Human Factors : Troubleshooting

## Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1815612  
Human Factors : Other / Unknown  
Human Factors : Troubleshooting

## Events

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

## Assessments

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

## Narrative: 1

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

## Narrative: 2

[Report narrative contained no additional information]. Duplicate report of Person 1.

## Narrative: 3

After being notified by ground service agents and flight attendants that one of the passengers has in his/her possession a smart bag, both Captain and I reviewed the FOM regarding the smart bag policy (FOM page #), and the Captain called the supervisor. We all agreed after reviewing the FOM that the bag may stay with the passenger in the cabin,

because FOM stated that battery from the bag shall be removed prior to the storage in the cargo compartment. It did not state that battery needs to be removed prior to the storage in the cabin. FOM should be clarified to state that smart bag batteries shall be removed prior to the storage in the cargo compartment and in the cabin, or more simply, anywhere on the aircraft.

## Synopsis

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

## Time / Day

Date : 202106  
Local Time Of Day : 0601-1200

## Place

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

## Aircraft

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

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1813959

## Events

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

## Assessments

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

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 202106

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1812109

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1812117

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck



Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1812411  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

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

## Assessments

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

## Narrative: 1

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

## Narrative: 2

[Report narrative contained no additional information]. Duplicate report by person 1.

## Narrative: 3

Prior to reaching the ETOPS Entry Point and Oceanic Airspace, we received a message from Dispatch informing us of a safety of flight issue regarding some luggage onboard. A

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

## Synopsis

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

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1811016

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1811522

## Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

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

## Person : 4

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

## Events

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

## Assessments

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

## Narrative: 1

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

## Narrative: 2

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

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

### Narrative: 3

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

### Narrative: 4

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

## Synopsis

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

## Time / Day

Date : 202105  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

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

## Component

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

## Person

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

## Events

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

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

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

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

## Synopsis

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



## Time / Day

Date : 202103

## Place

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Other

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1796297

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 9929

Experience.Flight Crew.Last 90 Days : 91

Experience.Flight Crew.Type : 91

ASRS Report Number.Accession Number : 1791615

Human Factors : Time Pressure

## Events

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

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

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

Detector.Person : Passenger

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

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

### Synopsis

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

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780356

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

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

Detector.Person : Flight Crew

When Detected : Pre-flight

When Detected : Routine Inspection

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 201912

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1716918

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1716911

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Person : Passenger

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

### Narrative: 1

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

### Narrative: 2

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

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

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

## Synopsis

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



## Time / Day

Date : 201910

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1695676

Human Factors : Situational Awareness

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

Detector.Person : Flight Crew

Detector.Person : Gate Agent / CSR

When Detected : Pre-flight

Result.General : Work Refused

Result.General : Maintenance Action

## Assessments

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

### Narrative: 1

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

### Synopsis

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

## Time / Day

Date : 201910

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1689822

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

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

Anomaly.Deviation / Discrepancy - Procedural : Security

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

Detector.Person : Flight Attendant

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Manuals

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

#### Narrative: 1

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

#### Synopsis

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

## Time / Day

Date : 201909

## Place

Locale Reference.Airport : BNA.Airport

State Reference : TN

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Taxi

Cabin Lighting : High

Crew Size Flight Attendant.Number Of Crew : 4

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1688615

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

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

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

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

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

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

## Synopsis

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

## Time / Day

Date : 201908  
Local Time Of Day : 1201-1800

## Place

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

## Aircraft

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

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1683772  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant

## Events

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

## Assessments

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

## Narrative: 1

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

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

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

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

## Synopsis

Flight Attendant reported passenger using electronic device in prohibited mode.



## Time / Day

Date : 201908

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1683768

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

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

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

### Synopsis

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

## Time / Day

Date : 201909

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 440

Experience.Flight Crew.Type : 20000

ASRS Report Number.Accession Number : 1681356

Human Factors : Situational Awareness

## Events

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

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

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

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 201908  
Local Time Of Day : 1801-2400

## Place

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

## Aircraft

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

## Person

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

## Events

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

## Assessments

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

## Narrative: 1

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

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

## Synopsis

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

## Time / Day

Date : 201908

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1673904

Human Factors : Situational Awareness

## Events

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

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

## Narrative: 1

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

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

## Synopsis

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



## Time / Day

Date : 201908

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

## Component

Aircraft Component : Cabin Furnishing

Aircraft Reference : X

Problem : Design

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1672981

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

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

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Passenger

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 201907

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6147

Experience.Flight Crew.Last 90 Days : 178

Experience.Flight Crew.Type : 924

ASRS Report Number.Accession Number : 1666323

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Flight Crew

When Detected : Pre-flight

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

## Assessments

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

## Narrative: 1

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Synopsis

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

## Time / Day

Date : 201907

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 27000

Experience.Flight Crew.Last 90 Days : 208

Experience.Flight Crew.Type : 9302

ASRS Report Number.Accession Number : 1665970

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 143

Experience.Flight Crew.Type : 266

ASRS Report Number.Accession Number : 1665960

## Events

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

## Assessments

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

## Narrative: 1

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

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

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

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

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



## Time / Day

Date : 201906  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

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

## Person

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

## Events

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

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

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

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

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

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

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

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

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

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

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

## Synopsis

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

## Time / Day

Date : 201906

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1660940

Human Factors : Situational Awareness

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Physical Injury / Incapacitation

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

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

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

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

## Synopsis

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

## Time / Day

Date : 201904

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 211

Experience.Flight Crew.Type : 6000

ASRS Report Number.Accession Number : 1634871

## Events

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

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

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 201903

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

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

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1629428

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Ground Personnel

Detector.Person : Gate Agent / CSR

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure



## Narrative: 1

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

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

## Synopsis

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

## Time / Day

Date : 201901

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Mission : Passenger

Flight Phase : Cruise

Cabin Lighting : High

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1608882

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1608896

## Events

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

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Person : Flight Attendant

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

## Assessments

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

## Narrative: 1

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

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

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

## Narrative: 2

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

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

## Synopsis

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

## Time / Day

Date : 201901

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 16000

ASRS Report Number.Accession Number : 1608013

## Events

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

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

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

## Synopsis

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

## Time / Day

Date : 201812  
Local Time Of Day : 1801-2400

## Place

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

## Environment

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

## Aircraft

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

## Component

Aircraft Component : Integrated Audio System  
Aircraft Reference : X

## Person

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

## Events

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

## Assessments

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

## Narrative: 1

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

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

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

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



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

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

## Synopsis

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

## Time / Day

Date : 201810

## Place

Altitude.AGL.Single Value : 0

## Aircraft

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

## Person

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

## Events

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

## Assessments

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

## Narrative: 1

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

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

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

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

## Synopsis

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

## Time / Day

Date : 201809

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 39000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 20094

Experience.Flight Crew.Last 90 Days : 188

Experience.Flight Crew.Type : 9778

ASRS Report Number.Accession Number : 1578689

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

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

## Events

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

## Assessments

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

## Narrative: 1

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

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

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

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

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

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

#### Narrative: 2

[Report narrative contained no additional information.]

#### Synopsis

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

## Time / Day

Date : 201808  
Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : CA  
Altitude.MSL.Single Value : 36000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : B777 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 36300  
Experience.Flight Crew.Last 90 Days : 130  
Experience.Flight Crew.Type : 4965  
ASRS Report Number.Accession Number : 1572985

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Diverted

## Assessments

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

## Narrative: 1

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

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

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

## Synopsis

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



## Time / Day

Date : 201806  
Local Time Of Day : 1201-1800

## Place

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

## Environment

Light : Daylight

## Aircraft

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

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1550888  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : Flight Cancelled / Delayed

## Assessments

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

## Narrative: 1

Prior to departure the number one flight attendant informed me that she had a passenger who requested to put her carryon in the first class closet and insisted that it could not go in the overhead and must go in the closet. The passenger then went on to tell the flight attendant that it contained medical equipment and that her husband who she was traveling with had a heart blood pump to pump his blood should his heart stop. She gave the flight attendant the attached letter from his physician. The flight attendant was very concerned about this passenger and brought the letter to me.

After reading the letter, I approached the lead agent and asked if they had any further information on this equipment. They did not and could not access any information as to whether it was approved for carriage onboard Company aircraft and they called a Customer Service Manager (CSM). I had never heard of this device and accessed the referenced advisory circular. I found out that there may be more than one type of battery used to power this pump and one type needed to [have a] Technical Service Order. I also found out that the passenger had seven such batteries with him. I was unable to ascertain if the batteries were safe and approved to carry. The CSM called the duty CSM who could find no information about the batteries. The CSM got a diagram of the equipment and showed me how it pumped the passenger's blood. He then called Medlink, who could tell me the passenger was okay medically to fly but knew nothing of the batteries and equipment and whether they could fly on our aircraft. He tried everything he could think of but could not get the needed information.

I contacted the Dispatch chief on duty and let him know of the situation. He indicated that he would research the batteries in an effort to ascertain if they were approved for us to carry. I spoke with the passenger, saw the contents of the carryon, which was just too heavy for the passenger to lift up to, place in the overhead and examined the batteries. I gave the size, type, volts, etc. to the Dispatch chief. He assured me that he was giving the situation his full attention and would get back to me.

Time is passing and one of the passengers began acting out. Although I was trying to keep the passengers up to date, I unfortunately could give them nothing concrete as to the reason and length of the delay. I asked the CSM if there was another flight after ours and if the two passengers with the medical equipment could be accommodated on the next flight, [thus] allowing Dispatch more time to research the batteries and heart pump. He went to handle the unruly passenger who was going down the aisle stirring up the other passengers, cornering one of the flight attendants in the aft of the aircraft and harassing the number one flight attendant for letting the cockpit jump-seater put his crew roll-aboard bag in the overhead when hers was taken away before boarding.

The unruly passenger was removed and the CSM assured me the passengers with the heart pump would be accommodated on the next flight allowing us to leave and giving Dispatch more time to make a determination. The passengers in question were okay with that. The advisory circular (attached) did not reference the RTCA/DO-160E stipulated in the letter. The AC referenced RTCA/DO-160D. Is that the same? I still had no information about carrying the seven batteries. I believe at this point, they were lithium ion. Flight Manual has battery guidance but I still could not determine the amount of lithium in each battery.

The passengers with the seven batteries and heart pump, I learned later were accommodated on the next flight, batteries were found to be acceptable for carriage. I was delayed trying to get that information. It is not my intention to deny anyone boarding. I just could not determine on my own with the references I had if we could carry the equipment and seven batteries. Apparently, that information was not readily available. I am sure new medical equipment will continue to be presented for carriage. Please publish information about this heart pump and batteries so the next crew encountering it will be able to research it quicker and easier. There was no information about equipment and batteries carried aboard by passengers. Please have information regarding this device and batteries available to crew.

## Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

## Time / Day

Date : 201805

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Type : 526

ASRS Report Number.Accession Number : 1544239

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

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

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

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

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Returned To Gate

Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Provided Assistance

## Assessments

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

## Narrative: 1

Upon taxi out Purser called from back and informed First Officer that we had a "smoking cell phone" in the back of the cabin. I instructed the First Officer to call back to the Purser and commanded him to put the cell phone into a TCB (Thermal Containment Bag). I stopped the airplane and set parking brake, called Ground and requested them to roll CFR (Crash Fire Rescue) equipment. We were by this time able to smell an acrid smoke smell in the cockpit. In the meantime, Purser had put the device in forward galley sink and doused it with water. He then put the phone in the TCB and then into an aft lavatory.

When crash fire rescue services arrived at the airplane, they contacted me on discrete frequency provided by Ground and asked what my requests were. I instructed them to board the airplane and remove the cell phone in TCB. CFR brought air-stairs to the airplane, boarded and removed the device. I later found out that the device in question was not a cell phone but a portable battery charger which the passenger had plugged into outlet in between seats. From reports from the flight attendants later, the way the incident transpired was that multiple passengers started ringing flight attendant call buttons smelling smoke. Passenger realized it was her device, unplugged it and walked forward through the cabin and handed it to the Purser. The charger was described as "smoking and hissing from all four corners."

After the incident was under control, [the] Fire Chief asked my intentions. I replied that the device was off the aircraft, there was no damage to the aircraft and no injuries associated with the incident and my intention was to continue. At this point, I attempted to contact [Chief Pilot] to validate the decisions I made but I was unsuccessful. I got a recording to leave a message. I called Dispatcher [who] also tried to contact [Chief Pilot] by phone and he was also unsuccessful. He then said that he would walk over to the [Chief Pilot] and inform him of our situation and have [him] call me on my cell phone.

During this time, Police also came to and boarded the aircraft to assess the situation. After I am guessing 10 to 15 minutes of no response from [Chief Pilot], I called Dispatch back and asked if he had made contact with [Chief Pilot]. His response "hasn't he called you?" The Dispatcher was eventually able to transfer the call to [Chief Pilot], we conferred and agreed the situation had been properly mediated and that continuation was appropriate. During the intervening time, however, one passenger had decided they wanted to get off the flight which required a return to the gate. We returned to the gate. Eleven passengers in total deplaned and we continued.

I would like to commend the Purser and other two flight attendants and my First Officer for exemplary response to this incident. Crew coordination and communication is always difficult in these types of situations however, I am very proud of the response of all involved on the aircraft and on the ground.

## Synopsis

A320 Captain reported a passenger had a smoking battery charger in their possession, requiring a return to the gate.

## Time / Day

Date : 201805

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1539068

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Ground Personnel

## Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Had a passenger advise she had a smart bag and a battery that was attached to the inside of the bag by screws. I called the Supervisor to assist passenger in removing the battery from the bag per our briefing items. Supervisor showed up and had a conversation with

the passenger. I never saw the bag open and any battery removed from the bag. When I asked the Supervisor after how they got the battery out without tools I was told that it didn't need to come out because it was a carry-on bag and not a checked bag. This is against what we have been briefed. When I said I needed to [report the incident] because this is a safety issue, it was only at that time did the Supervisor change the story and now say that the battery was removed. I believe the Supervisor allowed the passenger to take the bag onto the flight with the battery still screwed in place inside the bag, based on what I was first told when I asked the question.

## Synopsis

Customer Service Representative reported communication breakdown with Supervisor regarding the removal of a Lithium Ion battery from a suitcase.

## Time / Day

Date : 201804

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 35000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Widebody, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 16150

Experience.Flight Crew.Last 90 Days : 140

ASRS Report Number.Accession Number : 1533347

Human Factors : Time Pressure

Human Factors : Troubleshooting

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)



Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 12300  
Experience.Flight Crew.Type : 3029  
ASRS Report Number.Accession Number : 1533357

## Events

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

## Assessments

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

## Narrative: 1

I received a cabin call from a Flight Attendant on the flight deck, whose urgency in her voice stressed that there is a lot of smoke in the cabin. I handed the phone to the Captain, and told him what was just said. Since I was already leaving the flight deck to go on my scheduled break, the Captain asked me to go and investigate what was going on and report to him. Once I entered the cabin, I could smell a strong smell of something burning and could see the smoke throughout the plane. I immediately called the Captain and told him we have smoke, so he could prepare for this emergency.

As I got closer to seat people were standing and the smoke was at its worse. The Flight Attendant who was working the emergency and a passenger said that they believed an iPad might be on fire under the reclined flatbed seat. I asked the Flight Attendants to turn on the cabin lights and for the Flight Attendant working the emergency to get me a flashlight. I started to pull the seat cushions off and was looking for a way to access below the reclined flatbed seat. No visible flames but a sizzling sound could be heard. I wasn't sure if it was the chair components or the claimed iPad. I couldn't see anything because it's extremely difficult to get under the flat seat. I was debating asking for the crash axe, but first decided to move the seat up. That's when I saw the top part of a crushed iPad smoking on the backside of the seat against the inner wall and track. I asked the Flight Attendant to get me the Portable Electronic Devices (PED) Fire Bag. She returned quickly with the bag and fire gloves. A passenger held the flashlight for me as I retrieved the iPad. With the assistance of the Flight Attendant, we put it into the fire bag and secured it. We went back and examined the chair to see if anything else was burning. We saw no evidence and put the seat back together for the passenger. I called the Captain and told him what happened, and that the situation was stable and that I will come up to the deck soon. The Flight Attendant used the Fire Bag from the flight deck, so she gave me the main cabin Fire Bag to use as a replacement. I informed the Captain that there is still smoke in the cabin, and people are concerned about breathing. He said he will run the smoke removal procedures. With the situation stabilized, the Captain told me to go on my break. When I returned from my rest, I found out that the Captain went back to seat to

examine the situation and to verify all was well.

I am very concerned about these lie flat seats and the ability to get beneath them for this kind of emergency. This happened because the passenger fell asleep and her iPad fell between the wall and her now bed. Not knowing this, she wakes up, started to incline her seat, and ran over the iPad battery. I am unaware of any method to get below those seats nor did the Flight Attendant. I was barely able to get my arm down and below the chair. I received minor cuts and scratches on my arm, and was able to pull it out with three fingers while wearing the fire glove. I actually didn't think I could fit my hand with the glove on, so I initially tried it without them. The iPad was extremely hot and I couldn't do it. I believe not knowing or having access below the lie flat seat could be a serious problem. This needs to be reviewed and information provided to the crews. We were very lucky this didn't turn into a major cabin fire. After seeing how dangerous a burning iPad can be and the amount of smoke it creates, I would like to recommend more PED Fire Bags in the cabin and crew rest areas. With all the devices on board, I see this being the next major incident in aviation history.

After reviewing the event with the Captain, he brought up a very good question. Did anyone have an extinguisher on the ready? To my knowledge, no one did, and I didn't even think of it. Luckily, it wasn't needed.

## Narrative: 2

I received a cabin call from a Flight Attendant on the flight deck, whose urgency in her voice stressed that there is a lot of smoke in the cabin. I handed the phone to the Captain, and told him what was just said. Since I was already leaving the flight deck to go on my scheduled break, the Captain asked me to go and investigate what was going on and report to him. Once I entered the cabin, I could smell a strong smell of something burning and could see the smoke throughout the plane. I immediately called the Captain and told him we have smoke, so he could prepare for this emergency.

As I got closer to seat people were standing and the smoke was at its worse. The Flight Attendant who was working the emergency and a passenger said that they believed an iPad might be on fire under the reclined flatbed seat. I asked the Flight Attendants to turn on the cabin lights and for the Flight Attendant working the emergency to get me a flashlight. I started to pull the seat cushions off and was looking for a way to access below the reclined flatbed seat. No visible flames but a sizzling sound could be heard. I wasn't sure if it was the chair components or the claimed iPad. I couldn't see anything because it's extremely difficult to get under the flat seat. I was debating asking for the crash axe, but first decided to move the seat up. That's when I saw the top part of a crushed iPad smoking on the backside of the seat against the inner wall and track. I asked the Flight Attendant to get me the Portable Electronic Devices (PED) Fire Bag. She returned quickly with the bag and fire gloves. A passenger held the flashlight for me as I retrieved the iPad. With the assistance of the Flight Attendant, we put it into the fire bag and secured it. We went back and examined the chair to see if anything else was burning. We saw no evidence and put the seat back together for the passenger. I called the Captain and told him what happened, and that the situation was stable and that I will come up to the deck soon. The Flight Attendant used the Fire Bag from the flight deck, so she gave me the main cabin Fire Bag to use as a replacement. I informed the Captain that there is still smoke in the cabin, and people are concerned about breathing. He said he will run the smoke removal procedures. With the situation stabilized, the Captain told me to go on my break. When I returned from my rest, I found out that the Captain went back to seat to examine the situation and to verify all was well.

I am very concerned about these lie flat seats and the ability to get beneath them for this kind of emergency. This happened because the passenger fell asleep and her iPad fell between the wall and her now bed. Not knowing this, she wakes up, started to incline her seat, and ran over the iPad battery. I am unaware of any method to get below those seats nor did the Flight Attendant. I was barely able to get my arm down and below the chair. I received minor cuts and scratches on my arm, and was able to pull it out with three fingers while wearing the fire glove. I actually didn't think I could fit my hand with the glove on, so I initially tried it without them. The iPad was extremely hot and I couldn't do it. I believe not knowing or having access below the lie flat seat could be a serious problem. This needs to be reviewed and information provided to the crews. We were very lucky this didn't turn into a major cabin fire. After seeing how dangerous a burning iPad can be and the amount of smoke it creates, I would like to recommend more PED Fire Bags in the cabin and crew rest areas. With all the devices on board, I see this being the next major incident in aviation history.

After reviewing the event with the Captain, he brought up a very good question. Did anyone have an extinguisher on the ready? To my knowledge, no one did, and I didn't even think of it. Luckily, it wasn't needed.

## Synopsis

Flight crew reported an in-flight battery smoke and fumes in the main cabin from a passenger iPad's; they contained the device, and continued to the destination.

## Time / Day

Date : 201804

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1532527

## Events

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

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

#### Narrative: 1

Passenger laptop battery sparked and was smoldering. Flight Attendants put it in container bag and cooled it. We notified Dispatch and [destination company contact]. We landed [and] Station Manager took the bag with the computer and gave us a new bag. We called Dispatch and Chief Pilot. Complied with instruction. Great job by all involved. As long as lithium batteries are onboard, this may continue [to] happen.

#### Synopsis

B737-700 Captain reported a laptop in the cabin that was sparking and smoldering was placed in a containment bag by a Flight Attendant.

## Time / Day

Date : 201802

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1516706

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

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

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Approximately two hours following our departure, the Flight Attendants (FA) notified me of smoke emanating from the aft lavatory (aircraft right) immediately following its use by a passenger. Additionally the passenger reported he saw smoke emanating from the overhead panel in the lavatory. Uncharacteristic of him simply smoking in the lavatory, but possibly something much more serious and potentially life-threatening, an actual aircraft fire.

The smoke alarm was activated and projecting an extremely loud and piercing tone throughout the cabin. This caused distress among passengers as well as the FA's. Communicating with the FA's over the interphone was very difficult due to the combined chaotic nature of the alarm and the chaos surrounding its activation. The FA's were having difficulty extinguishing the alarm. I did not know if this was due to continued smoke, or some delay in extinguishing the alarm. Our collective belief was the situation could be much more serious.

The FA's asked me for assistance in evaluating the situation. I knew my assistance in the aft of the aircraft would be a departure from our standard protocol. However, based on the information we received at the time, I concluded my assistance might very well mitigate a further degradation in the cabin and secure a safe condition as quickly as possible. The First Officer had demonstrated confidence and technical competence, thus I had no reason to doubt her ability to navigate and control the aircraft, as well as communicate with outside agencies while I assisted the FA's with what appeared and sounded to be a rapidly deteriorating situation.

In the interest of time and consequently safety, I elected to personally inspect and evaluate the severity of the incident.

I did this in order to determine the most expeditious course of action regarding continuing to [our destination] or turning back.

As we were mere minutes from the critical point on our flight plan there was only one FA present in the forward part of the aircraft during the time I exited the flight deck. I shut the flight deck door before the forward FA could enter the flight deck. After working with the FA's to silence the alarm and after inspecting the lavatory and it's overhead panel, I determined there was no immediate threat of an actual aircraft fire, as there was no evidence of heat, burning, or residual smoke. I instructed the FA's to lock the lavatory, and reassess every few minutes.

After I returned to the front of the aircraft, I established communication with the First Officer via interphone, and advised her I was ready to return to the flight deck, (after approximately 4-5 minutes). The smoke did not continue, so I opted to continue to [our destination], as long as the condition didn't reappear. For reasons unknown to me, the First Officer left her seat to open the door rather than pushing the unlock button. About twenty minutes later, the FA's found an electronic cigarette in the toilet that was discarded in what appears to be an attempt to conceal its presence and cause for the smoke.

After the passenger (who reported the smoke emanating from the overhead portion of the lavatory) was asked about the device, he did admit it was the cause for the smoke and activation of the smoke detector.

I felt in the interest of safety, it was best to leave the flight deck and assess the situation

personally, and that would be the most expeditious way to evaluate an overall course of action.

At no time during the above events did I intentionally disregard standard procedure, rather I utilized my authority as the Captain to bring the situation to safe conclusion while being mindful of [Company policies].

## Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.



## Time / Day

Date : 201802

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 32000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1516516

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1516774

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : Landed in Emergency Condition  
Result.Flight Crew : Diverted  
Result.Air Traffic Control : Provided Assistance

## Assessments

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

## Narrative: 1

During the climb at approximately FL320 we received a cabin call from the flight attendants that there was smoke in the cabin. We immediately [advised] center and were given direct routing to ZZZ which was 66 miles ahead after turning back to the east.

Flight attendants called back shortly to report that a passenger's cell phone was on fire. Shortly after that another call was made to the flight deck reporting that the fire was extinguished by placing it in the FWD lav sink and running water over it continuously. Another call was made subsequent to that advising us that the smoke had dissipated in the cabin. We continued on to ZZZ and landed without any further incident.

After landing I stopped the aircraft on the taxiway and called the flight attendants to make sure everything was still under control. It was, and NO evacuation was warranted and we proceeded the gate and was met by ZZZ fire department who quickly boarded the Aircraft and removed the faulty cell phone and its associated defective charger which was now in a galley ice drawer filled with ice and water and completely extinguished.

3 passengers suffered minor hand burns while handling the overheated phone to get it to the FWD lav sink. After talking with several of the flight attendants afterward, I don't believe the phone was ever actually on fire, but overheating [to] the extent that it was burning the plastic casing and if it had not been immersed in water and ice may have eventually caught fire.

## Narrative: 2

During climb at approximately FL320 a FA called the cockpit. The Captain took the call and I overheard the part of the conversation on the speaker regarding smoke/fire. At that time we had the overhead light on but did not see any smoke in the cockpit. I asked if he wanted an [immediate] divert and he said yes. I informed ATC of the [situation] and asked for vectors to nearest airport. They gave us a left turn to the southeast and a descent.

I told the Captain that I was taking control and initiated the turn and expedited descent. After we got headed that way, the Captain said he was back on and took the controls back. I changed the FMS to new destination of ZZZ. ATC suggested runway 1L and I loaded that. I had time to run the landing numbers for 1L. It was already the longest runway available. I referenced the overweight landing checklist and briefed the captain on the touchdown limitations.

It was visual conditions, we had just enough time for a quick brief and approach checklist. We were informed that the PED's (Personal Electronic Device) smoke/fire was out and contained in the forward lav. I got a quick call out to ops and told them to start working on a gate. Once we were told the fire/smoke was out, the Captain and I discussed the exit/taxi plan.

The landing was uneventful and the Captain greased it on the runway at about -200 fpm descent rate at touchdown. We taxied clear and stopped in order to verify with the FA's that the cabin situation was still contained. We were told the situation was unchanged so we taxied to the gate. The Captain asked me to talk to the passengers.

I made a PA to the passengers that the aircraft was in a safe state and to remain seated once we parked to allow for firefighters to remove the device. AARF followed us to the gate. Once parked I opened the cockpit door and the FA asked if paramedics were meeting the aircraft.

This was the first time that we were informed of any injuries. I returned to the cockpit and asked ATC Ground control to call the Medics if not done so already. However it later appeared that the Medics were already included in the initial response.

I believe that 3 passengers were treated for burn related injuries. After we parked, I sent a quick ACARS text to Dispatch with a few words summary. Later I called maintenance control and let them know that landed overweight and that the Captain put it in the logbook.

Why doesn't the cabin have fire gloves? Why don't we have a PED fire bag like other airlines? It would be helpful, from a situational awareness perspective, if when the FA's call with information, they say who they are and where they are in the aircraft or say the location of the event. "We have smoke/fire" is a good start, but could be better. "This is [name] in back and we have fire." Or, "there smoke near the forward lav." Or maybe it would be better to just talk to the same FA as an event liaison so that the communicators know the history of the information. Along the lines of an FA event liaison, perhaps a checklist attached to the inter-phone cord could be a good reminder of information to give the flight deck during an emergency, such as passenger injury information. Kudos to airport ops for answering the company frequency; they provided an immediate response each time I called in, which was a big help.

## Synopsis

A320 flight crew reported a cell phone fire in the cabin led to a diversion and landing.

## Time / Day

Date : 201801

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : C90.TRACON

State Reference : IL

Altitude.MSL.Single Value : 16000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : C90

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 700 ER/LR (CRJ700)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Airspace.Class E : C90

## Component : 1

Aircraft Component : Flight Director

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : PFD

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1512544

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1512543  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Air Traffic Control : Provided Assistance

## Assessments

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

## Narrative: 1

During turn after takeoff, flight director disagreed with heading bug. Subsequently primary flight directors began to disagree and ATC was queried for heading and winds aloft. Primary displays indicated winds from north at approximately 140 knots. ATC queried another aircraft near us and was told winds from the west at approximately 50 knots. Heading assistance was requested from ATC and flight director indicated a turn in opposite direction of heading bug selection. Passengers were told to stop using and turn off electronic devices. Shortly after that, we were able to navigate normally backed up by ATC assistance. Flight continued to destination. Cause: Suspect extreme electronic device interference from one or more devices in cabin. Suggestions: Better compliance from passengers with electronic devices.

## Narrative: 2

Suspected severe electronic interference. Probable passenger noncompliance issue.

## Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

## Time / Day

Date : 201704

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

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

Airspace.Class A : ZZZ

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1438580

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

## Assessments

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

## Narrative: 1

Radio static interference was experienced during cruise phase of flight due to a probable cause of a Portable Electronic Device (PED) not set in airplane mode. The forward flight attendant was instructed to check the cabin and verify if any first class passenger was using a PED that may have been the cause of radio static interference. The forward flight attendant refused and failed to comply with flight deck instructions.

A PED was not set in airplane mode and the contributing factors are the forward flight attendant may have had her PED not set to airplane mode or a first class passenger may have been using a PED not set to airplane mode. It is unknown, yet highly suspected that this was the probable cause a radio static interference. Ensuring the compliance of flight attendants following policy and procedures regarding the use of PEDs while on duty.

## Synopsis

EMB-175 First Officer reported radio static interference which was suspected to be from Flight Attendant or passenger electronic device use.

## Time / Day

Date : 201703

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

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 : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Type : 1620

ASRS Report Number.Accession Number : 1433099

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1433101

## Events



Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Passenger  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Took Evasive Action

## Assessments

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

## Narrative: 1

FA reported that a first class passenger reported to them that his portable battery was heating up and smelled like burning plastic. FA put the battery in a container with water as per their procedure and notified us that they had done that and there was no irregularities at this time. We advised them to carry on with their procedures and monitor the battery. Advised dispatch of the situation as well.

Looking into if this particular type of battery pack is good for flight.  
Make: Uniden  
Model: WM4807

## Narrative: 2

While cruising at FL350, we got a call from a flight attendant. Flight attendant informed us that a passenger handed a phone charging battery pack that smelled like "burnt plastic." Flight attendant said that the pack was not hot to the touch when the passenger handed it to her, but it did have a smoky smell. The FAs followed the FAM procedure for Lithium battery fires that say to submerge the device in water. When we got the call they already completed this procedure and there was no further sign of smoke or fire. Therefore, I decided that declaring an emergency would not be needed in this case. Instead, we continued the flight with caution, monitoring the condition of the battery pack.

We verified that the flight attendant's manual procedures were complied with, notified dispatch and asked the FAs to keep monitoring the condition of the battery pack.

The passenger was charging his phone with the device while this happened. It was not connected to the PC outlet.

## Synopsis

EMB-175 flight crew reported a passenger's portable battery overheated so the Flight Attendant placed the battery in a water container as per company procedure.

## Time / Day

Date : 201612  
Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 36000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : B737 Next Generation Undifferentiated  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 97  
ASRS Report Number.Accession Number : 1408483

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 194  
Experience.Flight Crew.Type : 800  
ASRS Report Number.Accession Number : 1408481  
Human Factors : Other / Unknown

## Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Diverted

## Assessments

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

## Narrative: 1

During cruise at FL360, we were notified by the A FA that a battery charger, which a passenger in the front row was using to listen to music on her mini iPod, had overheated (which had produced smoke) and was now contained and no longer producing smoke. The FAs said the smoke had produced an odor throughout the cabin. We referenced the QRH and the Aircraft Operations Manual (AOM). Per the AOM "if the source of the smoke can be positively identified and easily contained a mutual decision made by the Flight Deck Crew and Cabin Crew to continue to destination might be a sound one."

Dispatch was contacted and made aware of the situation. After discussing the situation once more with the FAs, the decision to divert was made. Dispatch and ATC were made aware of the decision and the Divert Checklist was completed with consideration being given to the overweight landing. Due to the divert being a precautionary measure an emergency was not declared. During the descent, the FAs requested Paramedics meet the aircraft due to an ill Passenger. The flight concluded safely at the gate with Paramedics and Maintenance meeting the aircraft. The battery charger remained at the [diversion airport].

The divert was a non-event. It was only after all checklists were complete that the event became stressful due to the excessive number of phone calls! STOP calling the Flight Crew! Have one contact point for us to contact after we have taken care of our passengers! I want to help Dispatch, Maintenance, Operations, Chief Pilot on Call, Scheduling etc., but let us call you when our duties on the ground have been completed. We will give you a detailed description of the event ASAP!

## Narrative: 2

While coordinating to continue the flight to the flight's original destination we were seemingly bombarded by multiple questions from multiple agencies in [Operations].

While the questions were not likely intended as accusations or threatening, the repetitive and probing method of questioning on a recorded line seemed very threatening to the Flight Crew and elevated the stress level of an already resolved event, exponentially and unnecessarily. Upon return the Flight Crew requested to be removed from the remainder of the pairing due to the elevated stress caused by the conversations with the [Operations personnel] in conjunction with the seemingly routine divert.

## Synopsis

B737 flight crew reported diverting after a passenger's charger overheated resulting in smoke and an odor in the cabin. The flight crew expressed concern over the number and tone of communications from Operations.

## Time / Day

Date : 201610  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : LAX.Airport  
State Reference : CA  
Altitude.AGL.Single Value : 0

## Aircraft

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

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1398160  
Human Factors : Situational Awareness

## 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 : Aircraft In Service At Gate  
Result.Flight Crew : Returned To Gate

## Assessments

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

## Narrative: 1

After starting engines I got a call from the purser/number 1 that she believed she had an FAA banned Samsung Galaxy 7 phone on the flight. She said her phone was receiving a WIFI signal from the phone and showed me a picture. Ramp requested that we move off

the ramp as we were blocking traffic. I requested that ground put us on another ramp which they said they didn't have. Ground kept moving us around the airfield. A couple of PAs were made by the number 1 requesting the person with the FAA banned device identify themselves by ringing their Flight Attendant (FA) call button. The flight attendants got no response. I read the pilot alert messages to the number 1 FA stating, "if a NOTE 7 is discovered after gate departure the FAs will instruct the passenger to disconnect the device from any charging source, turn the device off, and keep it in a place where constant visual monitoring can be accomplished." There is no requirement to return to the gate if a NOTE 7 is discovered on board as long as the passenger complies with instructions. The passenger would not identify themselves even after I made a PA.

I notified dispatch as I could not determine if the phone was in the cabin or cargo. Dispatch told me to return to the gate to get the issue resolved. I also needed fuel after the delay back up to release fuel. I told the passengers we were returning to the gate to have the aircraft searched for the Samsung phone. As I approached the gate, the number one called me and stated a passenger had turned in a Samsung Galaxy S7 phone. I met the Chief Pilot on the jet bridge with the passenger who turned the phone over to the Chief Pilot. The aircraft was refueled. The passenger was reseated saying he didn't know he had a banned phone, as it was a gift. The flight departed with a total 5+13 delay.

## Synopsis

An air carrier Captain reported that a Flight Attendant identified a banned electronic device on board the aircraft after engine start. When the unit could not be located, the aircraft returned to the gate.

## Time / Day

Date : 201610

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 : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 159

ASRS Report Number.Accession Number : 1398031

Human Factors : Time Pressure

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 183

ASRS Report Number.Accession Number : 1398051

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.Flight Crew : Became Reoriented

## Assessments

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

## Narrative: 1

Shortly before closing the front entry door and beginning our flight, I, the Captain, was notified that there was a Passenger with a Samsung Galaxy Note 7 phone onboard. Our Flight Attendant came forward and told us the phone could not be onboard, and I agreed, but the Agent told us that was not correct and the phone just needed to be off and on the person. The FO and I quickly referenced [the pertinent bulletin]. I quickly read the "PILOT ACTION" section that stated "...the Crew Member must instruct the Passenger to power off the device, not to use or charge the device, and to keep in on their person..." I then showed the Agent and "A" Flight Attendant. The two of them instructed the Passenger what to do and complied.

After we arrived, the FO and I had ground time before connecting to our next flight and that's when I read the entire bulletin beginning with the "EVENT" section. That is when I knew we were initially correct but referenced the wrong section of the bulletin. I notified our Chief Pilot the next morning and explained our issue and was instructed to submit a report.

I am totally at fault and responsible for this error in non-compliance. However, I rely on the "PILOT ACTION" and use it as a flow chart/risk matrix. The PILOT ACTION talks about what the Crew is to do and then how to react to Passengers with the Galaxy Note 7. I believe that the section pertaining to before flight in the EVENT section should be in the PILOT ACTION section. The EVENT tells me what the topic is, but the PILOT ACTION tells me how to handle the EVENT. In the future, I will read the entire bulletin when referencing to make sure I don't miss a key piece of explanation. While we were not rushed, it was very close to push time which led to me scanning the bulletin.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

B737 flight crew reported confusion in company policy related to a passenger who brought a Samsung Galaxy Note 7 phone on board.

## Time / Day

Date : 201610  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : DCA.Airport  
State Reference : DC  
Altitude.MSL.Single Value : 13500

## Environment

Flight Conditions : IMC  
Light : Daylight  
Ceiling.Single Value : 11000

## Aircraft

Reference : X  
ATC / Advisory.TRACON : PCT  
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 : Descent  
Airspace.Class E : PCT

## Component

Aircraft Component : ILS/VOR  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1394414  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Track / Heading : All Types



Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance  
Result.Aircraft : Equipment Problem Dissipated

## Assessments

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

## Narrative: 1

We had FMS MELed due to database so we were operating using green needles. My FO was recently out of training (60 hours). We had been given a heading to join the 117 radial to AML since ESL was out of service and descend via starting at DRUZZ. We intercepted what was indicating the 117 radial the HSI needle was jumpy. We crossed DRUZZ at 15000 and continued descent to be at or above WEWIL at 14000. I was what I thought was passed WEWIL according to our indications and I had slowed descent to be at or above 12000 at NEVYR. ATC asked us about our altitude and that we were low for WEWIL (we were at about 13500). They showed us 2 miles SW of WEWIL. I replied that we showed passed WEWIL and immediately asked for vectors since at that point it was evident we were not getting correct indications on our nav. ATC gave us a heading and altitude and direct AML when able. We turned to that heading and went to the assigned altitude, which was lower than our current altitude which to me at least meant while we may have missed a crossing, at least there was no traffic below us. Upon descending to 11000 on the new heading, we then broke out of the clouds and at that point had IAD and AML in sight and knew the new heading given by ATC was indeed getting us to AML. I verified with ATC that we were direct AML and they agreed that we were now heading the right direction. The rest of the STAR and descent went uneventful.

The threats for this event were

- 1) No FMS in single FMS aircraft, leading us to rely on conventional nav, which is known to have errors. The sole source of navigation gave us no means of backup to verify until ATC advised us of the deviation.
- 2) Having a low time FO who was on his first flight ever into DCA which can be overwhelming, and then adding no FMS on top of it which I believe was a first for him in the plane. While he was giving assistance as he could, being new, in a complex environment, with a nonstandard aircraft (MELs)

If in this situation again, I would definitely query ATC to verify that we are indeed where the indications say we are. We had briefed the arrival before descent and both felt we were ready for the arrival. I don't think if I was in this situation I would not accept the aircraft for this flight, but as I said earlier, I would definitely verify with ATC a lot more. Thought about loading flight plan in FMS using expired database, but decided against that because with an out of date database, getting possible inaccurate backup data could lead to far worse situation.

It seems like at altitude when going to a station vs from or abeam a station, the green needles are never very strong. I don't know if this is due to the VOR antenna being on the

tail, and when the station is off the nose, the signal having to pass through the cabin where there is a multitude of possible personal electronics, some which may not be in airplane mode. When we departed DCA, we tracked FROM AML for 130 miles to the west and since the station was behind us, the needle was strong the entire way. Later in the flight we were given a 90 degree turn to BSV VOR, when BSV was off our side, it was strong, but once we were heading at it, it went back to its not as strong ways, If it is determined that passenger electronic interference is an issue, would this possibly be a situation where we may need to inconvenience passengers and at least while in terminal area, have all electronics off and not just airplane mode to account for passengers that may have something on and inadvertently not in airplane mode. This is an issue I have run into before when using conventional nav in the enroute and early terminal area, but luckily this is the first time where there has ever been a deviation due to it.

## Synopsis

EMB-145 Captain reported being dispatched with the single FMS deferred inoperative and using VORs for navigation. The navigation became less reliable and the crew descended early on the arrival. PCT intervened and the crew received vectors and altitudes to the airport.

## Time / Day

Date : 201607

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

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 : 1372671

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

## Assessments

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

## Narrative: 1

The safety demo had completed. I was walking through the cabin from my position at row 31L and saw that the blue light in the aisle was lit, notifying me of electrical outlet use, at 35DEF. I stopped, saying, "I have an indication that the electrical outlet is in use; we need to have all electronic devices unplugged for takeoff and landing." 35D and E looked at me confused. 35F was asleep with headphone on and didn't stir. I repeated it. Still nothing. We determined it was F. I spoke up to get the attention of the passenger, unable to reach him. The FA on the other side was still far away.

The passenger opened his eyes and looked at me. I repeated my line a 3rd time. He said, "What?" I repeated it a 4th time, still loudly. He then took off his head phones and asked me to repeat it a 5th time. By this time I was fairly [irritated] and repeated it louder and more firmly. He complied. I got 2 rows further and found another person with a device plugged in who had not heard me shouting and I had to repeat this request 2 more times.

The use of PEDs during safety checks, the demo, and before landing is a dangerous practice. It puts flight attendants at risk as it takes us longer to ensure compliance with people who are not paying attention and we have to work at getting it. Whether it's for electrical outlets in use, tray tables down or seats back, PED use has made it much more difficult to ensure the safety of other passengers and ensure I'm in my jump seat in a timely manner. PED use should no longer be allowed when passengers should be able to respond quickly to commands and requests from working crew.

## Synopsis

Air carrier Flight Attendant reported being concerned about passenger use of electronic devices during safety checks and would like to see the policy changed to not allow their use at those times.

## Time / Day

Date : 201607

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1372295

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1372472

## Events

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

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

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

Detector.Person : Passenger

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Equipment / Tooling

Contributing Factors / Situations : Human Factors

Primary Problem : Equipment / Tooling

## Narrative: 1

Approximately 1 hour into flight #1 flight attendant (FA) called and alerted me that a passenger had a portable battery charger that was hot to the touch. I asked if they were doing the procedure for a battery/ Personal Electronic Device (PED) fire overheat. He replied in the affirmative. 15 minutes later the #1 called and said he, #2 and #4 FAs were experiencing headaches and nausea. Also the device was emitting a burning plastic electrical smell. At that one I elected to divert to [a nearby suitable airport]. We were met by emergency personnel who removed device. At that time EMS checked out flight attendants and passengers in rear of the cabin. We were cruising at FL260 when this event occurred.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

B737-800 flight crew reported being informed by the lead Flight Attendant of an overheated battery charger. Fifteen minutes later he was informed that some of the flight attendants were experiencing headaches and nausea and the Captain elected to divert to a suitable airport.

## Time / Day

Date : 201603

Local Time Of Day : 1201-1800

## Environment

Weather Elements / Visibility : Cloudy

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777-200

Flight Phase : Descent

Cabin Lighting : Medium

Number Of Seats.Number : 242

Passengers On Board.Number : 161

Crew Size Flight Attendant.Number Of Crew : 11

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Experience.Flight Attendant.Total : 28

Experience.Flight Attendant.Airline Total : 28

Experience.Flight Attendant.Number Of Acft Qualified On : 5

Experience.Flight Attendant.Type : 40

ASRS Report Number.Accession Number : 1340157

## Events

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Approximately 1 hour before landing our purser made an announcement that, due to a malfunction of the entertainment system, all entertainment and power ports will be shut off, and remain off until gate arrival. Note: not unusual, we had issues with the Inflight

Entertainment (IFE) at takeoff.

I was informed by another crew member that there had been an electrical fire/smoke at a [first class] passenger seat, from the power port. [A passenger] said "it was probably because "that guy" had plugged too many things into the power port"

I [did] not directly witness [the event], nor did I know which seat was involved. There was no other indication that there was smoke in the cabin.

## Synopsis

A B777 Flight Attendant reported the entertainment system being shut down in flight, reportedly in response to smoke and fire at a passenger's power port.



## Time / Day

Date : 201601

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Widebody, 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

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1323952

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Events

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

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Approximately one hour after takeoff the number one flight attendant informed me that a passenger's computer started to smoke and get hot. The computer was shut down and the smoking stopped. I directed the flight attendants to run their high energy battery fires checklist. The computer was placed in an empty catering cart and placed in the rear of the aircraft. All checklist items were observed. At approximately 30 mins from landing the number one flight attendant called the cockpit to inform me that the computer was again getting hot. I [advised] ATC and was given traffic priority for an approach into [our destination]. Crash fire rescue was requested but never showed up. After parking at the gate again no fire personnel showed up. I decided to roll the catering cart with the computer off the aircraft and onto the jet bridge. We then deplaned all passengers. Ground personnel removed the computer from the catering cart and returned it to the passenger.

## Synopsis

An air carrier flight crew was advised by a Flight Attendant of smoke in the cabin associated with a passenger's personal computer. The computer was removed to a safe area and an uneventful landing was accomplished at the destination airport.