

ASRS Database Report Set

Passenger Electronic Devices

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

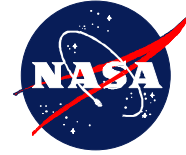
Update Number.....29.0

Date of UpdateJanuary 31, 2017

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

Number of New Records in Report Set5

Type of Records in Report Set.....For each update, new records received at ASRS will displace a like number of the oldest records in the Report Set, with the objective of providing the fifty most recent relevant ASRS Database records. Records within this Report Set have been screened to assure their relevance to the topic.



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. 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 amplified 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.

Linda J. Connell

Linda J. Connell, 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: 1398160 *(1 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 *(2 of 50)*

Synopsis

B737 flight crew reported being informed there was a passenger with a Samsung Galaxy Note 7 phone onboard. The Captain skimmed the pertinent bulletin and followed the "pilot action" procedure. Later the bulletin was read completely and discovered the phones are not allowed aboard aircraft. The procedure referenced was not for phones discovered before flight.

ACN: 1394414 *(3 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 *(4 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 *(5 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 *(6 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 *(7 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. It was noted, however, that requested firefighting equipment on the ground did not respond in a timely manner.

ACN: 1323946 *(8 of 50)*

Synopsis

A pilot reported that while taxiing to the gate he was notified by a Flight Attendant of a fire in the cabin. The aircraft was stopped on the taxiway and the source of the fire was identified as an E-cigarette device. The fire was quickly extinguished and the aircraft proceeded to the gate where the passengers disembarked in an orderly manner.

ACN: 1315633 *(9 of 50)*

Synopsis

The CRJ pilots and flight attendant both noticed a faint burning odor, which was traced to an overheating cell phone charger in the cabin.

ACN: 1309194 *(10 of 50)*

Synopsis

A Flight Attendant reported that a passenger was not compliant in regard to stowing of baggage and electronic device usage.

ACN: 1309168 *(11 of 50)*

Synopsis

A Flight Attendant reported an increase in passengers not complying with regulations and Flight Attendant instructions.

ACN: 1282971 *(12 of 50)*

Synopsis

Air carrier Flight Attendant reported continuing issues with Personal Electronic Devices that the reporter feels pose a danger to the safety of flight.

ACN: 1279697 *(13 of 50)*

Synopsis

A passenger smoking an e-cigarette in the aft lavatory during climb caused the ECAM and AFT LAV Smoke Detector to alert. The flight attendants notified the passenger about the deviation which allowed the alert to cease. The flight attendant cabin passenger briefing does not alert about the e-cigarette prohibition.

ACN: 1263077 *(14 of 50)*

Synopsis

After departing the terminal, a Flight Attendant saw a passenger from the previous flight dump her purse contents on the sidewalk. When asked why, the passenger responded her electronic cigarette's safety was off and it melted some purse contents as she exited the aircraft earlier.

ACN: 1253848 *(15 of 50)*

Synopsis

A Flight Attendant used the aircraft's 120VAC system to charge a passenger's two Portable Oxygen Concentrator batteries inflight. She was uncertain about her company's electrical use policy.

ACN: 1242472 *(16 of 50)*

Synopsis

B737 Captain reported possible interference from cell phones in the cabin that could account for the electronic anomalies they were experiencing during the flight.

ACN: 1242337 *(17 of 50)*

Synopsis

Flight Attendant reported concern that she could be injured by unsecured tablets or other electronic devices used by passengers sitting across from her jumpseat if those passengers lost control of the device during a rejected takeoff or other unusual event.

ACN: 1219051 *(18 of 50)*

Synopsis

B767 flight crew reported deviating from ILS course and altitude on approach to SPIM because of an autopilot error, possibly caused by passenger cell phone use.

ACN: 1159513 *(19 of 50)*

Synopsis

Air Carrier Captain experiences localizer oscillations during approach in VMC that he suspects may have been caused by an electronic device.

ACN: 1128249 *(20 of 50)*

Synopsis

CRJ-200 Captain experiences interference in his Bose X headset possibly caused by a cell phone.

ACN: 973766 (21 of 50)

Synopsis

A passenger's Kindle Reader was crushed when a First Class Sleeper seat was retracted causing a fire and smoke. A Flight Attendant put the fire out while the flight crew accomplished the Smoke and Fire Checklist, including declaring an emergency.

ACN: 950259 (22 of 50)

Synopsis

CRJ200 First Officer reports compass system malfunctions during initial climb. When passengers are asked to verify that all electronic devices are turned off the compass system returns to normal.

ACN: 903581 (23 of 50)

Synopsis

A passenger's small inverter connected to a seat power port and powering a personal DVD player overheated causing an electrical burning smell in the First Class cabin. The smell dissipated when the inverter was disconnected.

ACN: 868920 (24 of 50)

Synopsis

An SF-340 First Officer reported experiencing a compressor stall on initial climb. The engine was successfully stabilized and the flight continued normally.

ACN: 844270 (25 of 50)

Synopsis

An air carrier crew declared an emergency while on approach after the Purser reported an electrical smell in the cabin. After deplaning a passenger reported that his laptop computer was emitting electrical fumes in the airport lobby and may have been doing so in the aircraft.

ACN: 809070 (26 of 50)

Synopsis

A FLIGHT ATTENDANT QUESTIONED WHETHER A SLEEP APNEA DEVICE WAS LEGAL FOR USE IN FLIGHT.

ACN: 786587 (27 of 50)

Synopsis

MD80 CAPTAIN REPORTS FAILURE OF ALL RESPONSIBLE AGENCIES TO ENSURE PROPER AUTHORIZATION FOR A PASSENGER'S OXYGEN CONCENTRATOR. FAILURE OF THE UNIT CAUSES IN-FLT ISSUES.

ACN: 783677 (28 of 50)

Synopsis

B777 FA REPORTS PAX TOSSING MELTING BATTERY TO FLOOR 4.5 HOURS INTO TRANSOCEANIC FLIGHT.

ACN: 755983 (29 of 50)

Synopsis

B777 PLT REPORTED THAT A PAX PURCHASED AN MP3 CHARGER FROM DUTY FREE. WHEN THE CHARGER WAS USED, IT OVERHEATED AND DESTROYED THE MP3 PLAYER.

ACN: 754696 (30 of 50)

Synopsis

IN AN APPARENT PED INTERFERENCE EVENT, A PAX'S PORTABLE GARMIN GPS MODEL NUVI 660 ALLEGEDLY INTERFERED WITH A B737 CLASSIC'S (NO GLASS) DME NAVIGATION UPDATE FUNCTION.

ACN: 740664 (31 of 50)

Synopsis

A PLT REPORTS A PAX 9V BATTERY BECAME TOO HOT TO HOLD AND WAS PUT IN ICE. CREW MEMBER ASKS FOR PUBLISHED GUIDANCE ABOUT HOW TO HANDLE SUCH DEVICES.

ACN: 732079 (32 of 50)

Synopsis

ACR CAPT RPTS A BATTERY EXPLODED IN THE CABIN ON A FLT FROM SOUTH AMERICA RESULTING IN SMOKE IN THE CABIN. FLT CONTINUED TO DEST.

ACN: 731104 (33 of 50)

Synopsis

B737-800 DIVERTS DUE TO CABIN SMOKE AND FUMES. SOURCE IDENTIFIED AFTER LNDG AS A PAX COMPUTER PLUGGED INTO ACFT AC SYSTEM.

ACN: 722561 (34 of 50)

Synopsis

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

ACN: 718753 (35 of 50)

Synopsis

A FLT ATTENDANT RPTS A PAX EXPERIENCES AN OVERHEATING AND SMOKING LAPTOP POWER ADAPTER. FLT ATTENDANT USES A HALON EXTINGUISHER ON THE ADAPTER, BUT THE EXTINGUISHER IS CHARGED WITH LIQUID INSTEAD OF HALON.

ACN: 710996 *(36 of 50)*

Synopsis

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DSCNT AND WAS TALKING ON MOBILE DEVICE BEFORE LNDG.

ACN: 710572 *(37 of 50)*

Synopsis

FLT ATTENDANT ABOARD DC9 RPTS PAX REPEATEDLY USING CELL PHONE AGAINST CREW INSTRUCTIONS.

ACN: 702630 *(38 of 50)*

Synopsis

CAPT OF AN A320 RPTS VHF INTERFERENCE ON ZOB ARTCC FREQ FROM A CELL PHONE ABOARD HIS PLANE.

ACN: 701732 *(39 of 50)*

Synopsis

B767-200 CABIN CREW HAS PAX USE GPS.

ACN: 681689 *(40 of 50)*

Synopsis

A B757-200'S L FUEL GAUGE BLANKED AFTER TKOF AND BECAME OPERABLE PRIOR TO LNDG. CREW SUSPECTS POSSIBLE PED INTERFERENCE.

ACN: 673795 *(41 of 50)*

Synopsis

B737-800 FLT CREW EXPERIENCED SEVERAL TCAS RA'S ALLEGEDLY GENERATED BY A WI-FI ENABLED LAPTOP COMPUTER.

ACN: 661013 *(42 of 50)*

Synopsis

FLT CREW OF CRJ-700 RPTS THAT AURAL INTERFERENCE IN VHF COMS CEASED WHEN PAX WERE ASKED TO ENSURE ALL FORMS OF 2-WAY COMS WERE TURNED OFF.

ACN: 649113 (43 of 50)

Synopsis

A B767 LANDS SHORT OF DEST DUE TO SMOKE AND FUMES CAUSED BY OVERHEATING OF A PAX PROVIDED PWR PORT SPLITTER USED TO OPERATE 2 PERSONAL COMPUTERS.

ACN: 633009 (44 of 50)

Synopsis

A B737 FLT ATTENDANT, ON A FLT TO RNO, RPTED THAT PAX REFUSED TO TURN OFF PED WHEN REQUESTED, AND BECAME VERBALLY ABUSIVE.

ACN: 624747 (45 of 50)

Synopsis

AN MD80 FLT ATTENDANT RPTED THAT A FIRST CLASS PAX REFUSED TO TURN OFF HER PERSONAL ELECTRONIC DEVICE AND STOW HER CARRY-ONS BEFORE ARRIVING AT BOS.

ACN: 619593 (46 of 50)

Synopsis

A B737-700 AUTOPLT GOES INTO CTL WHEEL STEERING MODE DURING AN ILS-LOC COURSE INTERCEPTION. FLT CREW EXPERIENCES A HDG TRACK DEV AND A MISSED APCH FROM SCT CTLR 9 MI W OF BUR, CA.

ACN: 616998 (47 of 50)

Synopsis

AN MD80 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE DURING TAXI AT MSP THAT HE DECIDED TO RETURN TO THE GATE TO OFFLOAD THE PAX.

ACN: 616916 (48 of 50)

Synopsis

A B777-200 CABIN ATTENDANT RPTS THE MID CABIN AREA EXPERIENCED SOME SMOKE AND FUMES WHEN A PAX USED A 15 VOLT SEAT POWER PORT TO CHARGE A 9 VOLT BATTERY FOR A PERSONAL DVD.

ACN: 612657 (49 of 50)

Synopsis

A B757-200 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE THAT HE ARRANGED TO DIVERT. HE CONTINUED TO THE DEST, JFK, ONLY AFTER THE CABIN RPTED THAT THEY HAD THE PAX UNDER CTL.

ACN: 611910 (50 of 50)

Synopsis

DISPLACED LOC AND GS COURSE CREATES A HDG TRACK DEV BY THE FLT CREW OF AN MD80 ON APCH TO RWY 2 VISUAL WITH ILS BACK UP DURING A NIGHT OP AT BNA, TN.

Report Narratives

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 - Procedural : FAR
Anomaly.Deviation - 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 - 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 being informed there was a passenger with a Samsung Galaxy Note 7 phone onboard. The Captain skimmed the pertinent bulletin and followed the "pilot action" procedure. Later the bulletin was read completely and discovered the phones are not allowed aboard aircraft. The procedure referenced was not for phones discovered before flight.

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 - 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 New Clearance
Result.Air Traffic Control : Issued Advisory / Alert
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

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 : 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 : 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

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 : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

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 : Requested ATC Assistance / Clarification

Result.Flight Crew : Landed in Emergency Condition

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 Mexico City. 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. It was noted, however, that requested firefighting equipment on the ground did not respond in a timely manner.

Time / Day

Date : 201601

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1323946

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

Analyst Callback : Attempted

Events

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

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

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Maintenance Action

Result.Aircraft : Aircraft Damaged

Assessments

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

Narrative: 1

During taxi to the arrival gate in ZZZZ, an E-cigarette battery in a passenger's small carry-on bag overheated causing the combustion of the bag's contents. The smoldering bag and burning battery were quickly neutralized using the onboard fire extinguisher. The Flight Attendant involved deserves recognition and commendation for her quick situational assessment and corrective action. No personal injuries or schedule disruptions occurred during this event.

This was the text describing this incident in the required report and I will attempt to describe it more fully here. After a normal flight, we were taxiing in to our new scheduled gate when we heard 8 or 9 chimes from the cabin and was informed by the #1 FA "There's a fire." I quickly ask several questions and got "Inside the airplane, the last several rows in back, there are flames, that's all I know I'll call you right back." I stopped the jet a couple of airplane lengths from the terminal in case we had to evacuate and got more information on what was happening. A very short time later I was informed about the E-cigarette fire, that the fire was extinguished but that there was some smoke left over in the back few rows. I elected to continue to the gate and deplane the passengers in quick but orderly fashion.

No one knew how the E-cigarette caught on fire. The passenger had placed it inside a paper bag with some napkins and then inside his backpack under the seat in front of him. In the process of putting out the fire in the backpack, the [paper] bag was removed and burned up (all paper products) leaving the battery in flames on the aircraft carpet. It took several attempts with the fire extinguisher to stop the battery fire. The descriptions of the battery on fire reminded witnesses of a lit ground firework that throws off sparks and spins around, and sounded to me very similar to the laptop battery fire videos I have seen. The passenger stated that he had not used the E-cigarette in flight and had it "turned off." From the nervous demeanor of the young passenger I do not consider his statement completely reliable. I wrote up in the logbook the possible damage for maintenance inspection and the use of the fire extinguisher for replacement.

I agree that actually using E-cigarettes is a disruptive annoyance to people nearby, especially people trapped in an airplane together. I am unfamiliar with their power source, however, and this quickly extinguished incident might have been very different if the battery was buried deeply in a bag stowed in the overhead bin or in the cargo compartments. Can you turn the battery off/disconnect or is it always ready and charged up for the user to draw upon? Does this "always on" state cause the battery to overheat or was it damaged somehow to self-destruct in such a way? Should these devices be banned on airplanes? This battery was small but burned long enough and hot enough to catch anything nearby on fire. If it were up to me I would ban the batteries and allow the empty E-cigarette device.

Synopsis

A pilot reported that while taxiing to the gate he was notified by a Flight Attendant of a fire in the cabin. The aircraft was stopped on the taxiway and the source of the fire was identified as an E-cigarette device. The fire was quickly extinguished and the aircraft proceeded to the gate where the passengers disembarked in an orderly manner.

Time / Day

Date : 201512

Place

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

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.TRACON : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : Regional Jet 200 ER/LR (CRJ200)
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Descent

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 : 1315633
Human Factors : Distraction
Human Factors : Troubleshooting

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1315645
Human Factors : Troubleshooting

Events

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

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

Assessments

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

Narrative: 1

We were approximately 18-20 min out. I noticed the cabin temperature was a bit cold and I turned the temp controller to about the 3 o'clock position to warm up the cabin. About a minute or two after that, the First Officer (FO) and I noticed a faint smell in the air. It was somewhere between a musty warm smell and an electrical insulation smell. It was not strong at all, and it in no way caused irritation to the eyes or lungs. Just then the Flight Attendant (FA) called forward to report the same thing, as well as it being a bit warm air temp wise for passengers. While the FO was talking to the FA, I turned on the cockpit overhead white light to see if there was any "pooling" of smoke in the top of the ceiling. Just as a hunch as the temp controller was the last thing adjusted, I felt the panel, cold to touch, and turned the control knob to full cold. I talked with the FA and told her what we were experiencing, she said the same and said she was going to look in the cabin and lav. I told her we were going to look into things on our side. The FO and I agreed that while this should be taken as a serious potential threat, that under the current circumstances and being inbound and close to our destination, that we had time to evaluate things further before a need to escalate our action and or needing to [advise ATC]. Within a few minutes of turning the heat knob down, the smell lessened and disappeared entirely. While we were pleased to see a result in our action, we were still vigilant that there could still be a problem unseen. We did not know this yet, but the temp control movement and resulting dissipation were entirely coincidental.

The FA called forward and told us that she had found the problem. As she made her way back in the cabin, a passenger alerted the FA that she had a battery powered cell phone charging unit that had gotten very hot while actively charging her phone and was emitting a smell. The FA took the unplugged unit and removed the AA batteries from the charger and then called us. I told her to hang on to the unit until we deplaned the aircraft. The smell was completely gone and we arrived without any further issue.

Post flight, I looked at the charger unit, and it looked like an EXTREMELY cheaply manufactured charging unit. There was no visible scorching or soot on the unit, but the open unit itself smelled exactly like what all 3 of us had smelled earlier. I talked to the passenger and thanked her profusely for immediately bringing it to the FA attention, and had the unit returned to her. She said she was amazed how hot the unit got while in use, and that it had been a gift item. She said it would never be used again.

I want to thank the passenger for stepping forward and helping us to avoid a potential aircraft smoke emergency situation, and highly praise the professionalism, calmness and excellent communication skills that the FA demonstrated in handling this situation.

Maintenance was notified and agreed it was not an aircraft issue, but a faulty passenger electronic device issue.

Narrative: 2

I smelled plastic burning odor. Informed the Flight Deck. Flight Deck said they smelled the odor and thought it was glycol in the heat ducts because they just turned up the heat.

I immediately searched the cabin and smelled it up near the MCD. I thought it was the heat duct near the MCD.

Went to the back of the plane to inspect. No odor. Came forward. The Passenger approached me and said is this what you are looking for. It was a handheld battery pack for a cellular device and was giving off the distinct odor that I was looking for. It was malfunctioning but no smoke fire or injury occurred. At that point I immediately informed the flight deck. They instructed me to confiscate the device and hold until landing.

Synopsis

The CRJ pilots and flight attendant both noticed a faint burning odor, which was traced to an overheating cell phone charger in the cabin.

Time / Day

Date : 201511
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 : Q400
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
Flight Phase : Parked

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 : 1309194
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 Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
When Detected : In-flight

Assessments

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

Narrative: 1

Final walk through the cabin I noticed passenger had a small backpack on his lap. I asked him to stow it. He became defensive and loudly said to me "NO ONE HAS EVER ASKED ME TO DO THAT." I asked again, and explained it was considered a carry on and therefore needed to go in the overhead, as he had no seat in front of him to stow it underneath. He again stated he had never been told to do that. He opened it and started to remove paperwork and personal items, and the passenger next to him asked me if that was ok. I said, yes he could secure those items in his hand, but not the backpack. I then placed the backpack in the overhead.

As we were on the taxiway same passenger was on his phone. Passenger behind him looked at me to get my attention and pointed, at passenger and his phone and mouthed to me "he is on the internet." I tapped passenger on his shoe to get his attention and asked if he was in airplane mode. He replies, loudly, "YES I AM AND WILL YOU STOP TOUCHING ME?" I answered, "of course." Passenger behind him, then taps him on the shoulder and says, "I would appreciate it if you would do as you are asked, and get off your phone." The father of the disruptive passenger turns around and states the son is using a certain app that isn't on the internet. The passenger who spoke up, looks at me and shakes his head. The disruptive passenger does not comply. When I hear the after takeoff chime, I go to the back galley and explain to [other Flight Attendant] what has been happening. We decide to switch and she will now [takes that part of the cabin]. This switch avoided further conflict between the disruptive passenger and myself.

I don't believe I committed any errors. Passenger was not receptive to following directions, or to any verbal contact with me.

Synopsis

A Flight Attendant reported that a passenger was not compliant in regard to stowing of baggage and electronic device usage.

Time / Day

Date : 201511

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
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi
Flight Phase : Landing
Flight Phase : Takeoff

Component : 1

Aircraft Component : Seatbelt
Aircraft Reference : X
Problem : Improperly Operated

Component : 2

Aircraft Component : Cabin Address System
Aircraft Reference : X

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 : 1309168
Human Factors : Distraction
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 Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : FAR

Detector.Person : Flight Attendant
When Detected : In-flight

Assessments

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

Narrative: 1

This report applies to many flights that I have worked for several months. There seems to be a pattern of passengers not complying with flight attendant instructions. Generally seat belt sign, or getting prepared for takeoff or landing, getting up after the 10,000 feet announcement, arguing general requests regarding safety etc. Some of this I attribute to passengers using their own electronic devices and earphones prior to takeoff and landing and therefore cannot hear our announcements. Some is just a sense of entitlement and their rights to do as they wish regardless of our instructions. On this particular flight, passengers were getting up and using the restrooms on our approach. Passengers were still putting away bags in the overheads after we had completed our checks and passengers were delaying turning off lap tops after several requests for them to do so. I have delayed writing this report to see if this was isolated, but it continues to happen on the majority of my flights.

Synopsis

A Flight Attendant reported an increase in passengers not complying with regulations and Flight Attendant instructions.

Time / Day

Date : 201507

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 : Initial Approach

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 : 1282971
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

I was in the aisle assisting with the preparation for landing. I reached 10F and noted a woman with her seat back. Her tray table was down and her back pack was behind her legs. I asked that she bring her seat forward and she did not react. She had her head forward, pressed against the seat in front and scrolling on her PED with ear buds in her ears. I repeated my request a bit louder, but still, there was no reply. The man seated next to her was asleep, also with headphones on and also seemed to not hear me. Unable to reach the woman, I again requested that she prepare for landing, louder still, but again, there was no response from her. Finally, the man behind her jostled her seat and she looked up at me a bit startled. I again asked that she prepare for landing but she had to remove her ear buds. For the 5th time, I asked this young lady to stow her bag, raise her tray table and return her seat to the upright position. Still, the man next to her remained

silent with his eyes closed. With more seats to check, I found 22A was unable to hear my request that his laptop be turned off and stowed and his tray table returned. I saw that row 26 had their blue light indicating an electronic device was still plugged in. I asked them to unplug their device, but the man in 26E couldn't hear me and I had to wait for him to remove his headphones for him to hear me ask again that he unplug his PED. Upon returning to the first class area to take my seat, I also had to ask twice of 8B and 9E to unplug items from the outlets, as required by the FAA.

These are again examples of why the use of PEDs should not be allowed for approach and landing. Passengers are unaware of our efforts to provide a safe environment and our being in the aisles longer to seek compliance puts us at risk of injury, or worse, if it gets overlooked by flight attendants, puts passengers at risk of injury or not making a safe evacuation in the event of an emergency.

We pride ourselves on situational awareness to be prepared for an emergency and expect our passengers to be able to hear commands and requests for complying with FAA requirements that seats be upright, bags stowed, seat belts fastened and tray tables returned, yet we are not able to do this efficiently because passengers are not situationally aware of their surroundings. Other passengers get frustrated, such as the man shaking her seat and pressing it forward before she was ready to bring it upright. Sometimes, we are not able to go down the aisles in situations where there is turbulence and we ask our passengers to comply over the PA. For those lost in their PEDs with head phones, they cannot hear us.

Synopsis

Air carrier Flight Attendant reported continuing issues with Personal Electronic Devices that the reporter feels pose a danger to the safety of flight.

Time / Day

Date : 201507
Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 12000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : A321
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Climb
Airspace.Class E : 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 Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1279697
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Police / Security Involved

Result.Flight Crew : Took Evasive Action

Result.Flight Crew : FLC complied w / Automation / Advisory

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

Passenger in aft lav with e-cigarette caused Lav Smoke ECAM warning during climb out at about 12,000 ft. Flight attendants quickly took care of the situation. ECAM message cleared after a few seconds. Reported incident to Dispatch and they said GSC (Ground Security Coordinator) agent would meet us at the gate in our filed destination. Passenger didn't know e-cigarettes were not allowed. Possibly mention e-cigarettes not allowed during F/A passenger briefing.

Synopsis

A passenger smoking an e-cigarette in the aft lavatory during climb caused the ECAM and AFT LAV Smoke Detector to alert. The flight attendants notified the passenger about the deviation which allowed the alert to cease. The flight attendant cabin passenger briefing does not alert about the e-cigarette prohibition.

Time / Day

Date : 201505
Local Time Of Day : 0001-0600

Place

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

Environment

Light : Night

Aircraft

Reference : X

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Attendant : Off Duty
ASRS Report Number.Accession Number : 1263077

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

We had landed and the crew was leaving the terminal. I saw one of our pax just outside the terminal door with all the contents of her purse spread all over the sidewalk. As I walked past her I heard her tell someone that her purse was smoldering and smoking. I walked back to her and re-introduced myself as one of her flight attendants on the flight. I asked her what was going on. She said and showed me that her electronic cigarette had melted several items in her purse. As she was leaving the plane and walking through the terminal, she realized that something was wrong and she hurried outside to dump her purse. She discovered that the safety was off on her Electronic cigarette. We did not do anything wrong in this situation, but I felt the need to report this in order to point out the danger of fire. If the timing was even a little different it could have resulted in a fire on board the aircraft.

Synopsis

After departing the terminal, a Flight Attendant saw a passenger from the previous flight dump her purse contents on the sidewalk. When asked why, the passenger responded her

electronic cigarette's safety was off and it melted some purse contents as she exited the aircraft earlier.

Time / Day

Date : 201504

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A321
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger

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)
ASRS Report Number.Accession Number : 1253848
Human Factors : Situational Awareness

Events

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

Assessments

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

Narrative: 1

Passenger's POC (Portable Oxygen Concentrator) low/neg battery level required the use of 2 POBs for duration of flight. Under this circumstance, could exception be made to charge POC battery using onboard 120V outlet?

Synopsis

A Flight Attendant used the aircraft's 120VAC system to charge a passenger's two Portable Oxygen Concentrator batteries inflight. She was uncertain about her company's electrical use policy.

Time / Day

Date : 201502
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : EWR.Airport
State Reference : NJ
Altitude.MSL.Single Value : 10000

Environment

Flight Conditions : VMC
Light : Night

Aircraft

Reference : X
ATC / Advisory.TRACON : PHL
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 : Descent
Route In Use.STAR : PHLBO3
Airspace.Class B : PHL

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)
Experience.Flight Crew.Total : 8783
Experience.Flight Crew.Last 90 Days : 44
Experience.Flight Crew.Type : 7800
ASRS Report Number.Accession Number : 1242472
Human Factors : Other / Unknown
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Over the course of the entire flight, we experienced frequent and multiple ACARS interruptions with "ACARS NO COMM" messages. In most cases, reselecting the ACARS comm frequency did not help - we also had to cycle COMM3 from DATA to voice and back to DATA. On the PHLBO3 STAR into EWR, in VNAV PATH with A/P A engaged, the path was maintained, but the programmed speeds were not (the forecast descent winds were generally accurate). Approaching 10,000, I switched to LEVEL CHANGE in order to slow to 250 knots as the A/P was attempting to descend at 271 knots.

It's possible that both were caused by interference, so I requested a PA to insure that all cell phones were switched off or in the airplane mode. After this announcement, there were no further issues.

Synopsis

B737 Captain reported possible interference from cell phones in the cabin that could account for the electronic anomalies they were experiencing during the flight.

Time / Day

Date : 201502

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 : Takeoff
Flight Phase : Landing
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Cabin Jumpseat
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1242337
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
When Detected : In-flight
When Detected : Pre-flight
When Detected : Taxi
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Passengers sitting directly across from my jumpseat had electronic tablets out during taxi, takeoff and landing. I was uncomfortable with this and afraid for my own safety should we have had an event such as an unplanned evacuation or even an aborted takeoff and these unsecured objects came flying at my head. I also feel that the use of electronic devices by those in the exit row could delay their ability to assist in an emergency due to distraction. During taxi, one of the customers across from me had reclined his seat as we had been on the tarmac for a while. I had to physically get up from my jumpseat and tap him on the shoulder to remind him to put his seatback up, as he was so engrossed in his tablet that he didn't hear or see me try to get his attention. I was sitting literally two feet away from him-directly in front of his seat, and he didn't notice me for about 2 minutes. Our announcement book addresses electronics only by saying that they can be used in airplane safe mode, but must be "secured or held during taxi, takeoff and landing", therefore I could not require these customers to stow the tablets in a seat pocket (on sidewall of

aircraft) or in an overhead (OH) bin, as they were complying with [Airline's] policy of being "held." Also, since use of the devices is allowed, even in exit rows where people are supposed to be "ready, willing and able" to assist, I cannot ask a customer in an exit row to turn off their device. However, our requirement has always been (and still remains) that ALL items must go in OH bin if one is seated at a bulkhead--which the seats across from 2L/2R as well as 3L/3R are. Therefore, customers are being "allowed" to have potentially dangerous items out during critical phases of flight, with the potential to harm the crewmembers sitting directly in front of them- I believe in violation of our own and possibly FAA policies. The safety training that I have received from my company has always emphasized that no carry-on items can be out and "un" stowed during taxi/takeoff/landing due to the potential harm they could cause if the aircraft should stop suddenly. Yet since the implementation of the new electronics policy, these devices, made of metal and glass, cease to be "carry-on items" and seem to have been made exempt from all safety concerns, regardless of their potential ability to harm their owners or others. Customers using electronic devices at exit rows and who are required to be "ready willing and able" to assist in case of emergency, are also distracted by their own electronic devices during critical phases of flight. I am very uncomfortable with the way the electronics policies have been rushed into implementation with seemingly no regard to the safety of other people who could be harmed by flying tablets and phones, as well as the implications of a "plugged in and switched off" person at an exit row who is too distracted to perform their exit row emergency duties in a thorough or timely fashion.

Synopsis

Flight Attendant reported concern that she could be injured by unsecured tablets or other electronic devices used by passengers sitting across from her jumpseat if those passengers lost control of the device during a rejected takeoff or other unusual event.

Time / Day

Date : 201411

Place

Locale Reference.Airport : SPIM.Airport

State Reference : FO

Altitude.MSL.Single Value : 3200

Environment

Flight Conditions : IMC

Aircraft

Reference : X

ATC / Advisory.Tower : SPIM

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 : Final Approach

Component

Aircraft Component : Autopilot

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 : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 31500

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1219051

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

Experience.Flight Crew.Total : 16000

Experience.Flight Crew.Last 90 Days : 250
Experience.Flight Crew.Type : 6000
ASRS Report Number.Accession Number : 1218962

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

Approximately 3 miles outside final approach fix, aircraft descending in FLCH to 2000 MSL, passing 3300-3200 MSL aircraft had LOC engaged and captured, aircraft started a 10-15 degree bank right away from the LOC course. Both pilots verbalized the deviation and as the PFD showed a LOC flag I disconnected the autopilot and transitioned to the standby ADIs which displayed normal course path displays and considered a missed approach nearing 2100 MSL when the First Officer confirmed visual sighting of the runway. I confirmed visual with standby ADI guidance, continued the approach manually meeting the 1000 and 500 foot stabilized approach criteria to an uneventful landing. No airport surface traffic was present to affect the LOC signal and arrival congestion prevented further discussion with the tower. I questioned the purser and he stated many people were on their cellphones even after making multiple announcements. This incident was identical to one I had years ago in a 737 on a simultaneous ILS landing IAH Runway 26L. Can't prove cellphones do this of course, and can't prove they do not. Heads Up Warning.

Narrative: 2

On final apch to 15 (ILS Z) with the autopilot on, descending thru the bottom of the overcast layer, the acft started drifting right of course and was no longer following the glide path (drifting high). The Captain (CA) promptly took over hand-flying the acft below the wx to a visual apch and uneventful landing. Although a little high and right, the CA's prompt, correct actions saved a go-around in proximity to significant terrain, in the dead of night, and with both of us tired. Post-flight query of the F/As evidenced that numerous pax were using their cell-phones just prior to landing (possible causal effect?) Prior to the dramatic, un-alerted, insidious error of the autopilot, it had worked flawlessly leading us to question if frequency meaconing could be the cause of its failure (it simply no longer received the ILS data)? Not sure of cause.

Synopsis

B767 flight crew reported deviating from ILS course and altitude on approach to SPIM because of an autopilot error, possibly caused by passenger cell phone use.

Time / Day

Date : 201403
Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : RDU.TRACON
State Reference : NC
Altitude.MSL.Single Value : 4000

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.Tower : RDU
Aircraft Operator : Air Carrier
Make Model Name : MD-80 Series (DC-9-80) 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
Nav In Use.Localizer/Glideslope/ILS : Runway 5L
Flight Phase : Initial Approach
Airspace.Class C : RDU

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 : Captain
ASRS Report Number.Accession Number : 1159513
Analyst Callback : Attempted

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Inflight Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

While conducting an approach to Runway 5L at RDU we experienced several intermittent full scale localizer fluctuations and a slight map shift as well. These fluctuations began to occur at around 4,000 feet msl. The weather was VFR and I asked the Tower if they had received any reports of problems with the localizer. They said no (from both aircraft preceding and following us) and that the ILS critical area was clear. The localizer fluctuations ended at about the marker. While we were landing in visual conditions, this would have required a missed approach in IFR weather. After arrival at the gate I asked the flight attendants if they noticed passengers using cell phones and other electronic devices. They indicated many were. I believe that it is possible many passengers are not leaving their PED's in airplane mode and this could contribute to the signal interruptions we were getting. A review of the aircraft maintenance log the following day showed no faults and ok for service. Now that regulations have changed with regard to portable electronic devices, I believe we are going to see an increase in these type events. I think in addition to flight attendant announcements regarding our policy it would not hurt to have some random sampling of passenger's devices that are observed in use. They could ask to see the settings page to insure they are in airplane mode.

Synopsis

Air Carrier Captain experiences localizer oscillations during approach in VMC that he suspects may have been caused by an electronic device.

Time / Day

Date : 201311

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

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

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Component

Aircraft Component : Headset

Aircraft Reference : X

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 : 1128249

Analyst Callback : Attempted

Events

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

Anomaly.Ground Event / Encounter : Other / Unknown

Anomaly.Inflight Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

Narrative: 1

I was encouraged by fellow pilots and a Chief Pilot to write a report based on the FAA decision to allow passengers electronic devices powered up during aircraft movement and my headset/electrical interference concern. I have a Bose X headset and I use the power on associated with the headset during critical phases of flight. I encounter electrical interference with my headset anytime someone has left their cell phone on during taxi, takeoff, climb and during arrival, landing, and taxi in to the terminal area. The noise is best described as an electrical radio seeking a source, similar to a cell phone near a car/house radio. It is not loud, but consistent "beeping" as the electrical item seeks a "radio" source. My concern is that with more electrical devices allowed, this could increase the noise and interference in headsets.

My headset recently went through Bose maintenance for non-electrical issues (a bracket broke) and certified TSO worthy and returned to me for service; however, this issue happened prior to and still happens. I do not receive interference inflight after 10,000 feet when the cell phone service can no longer find a source. I would be curious if other Pilots across the aviation spectrum find an issue with cell phones on with noise reduction headset. Note, this Bose X does not receive power source from the aircraft, but provides its own battery pack for noise reduction operation. More study needs to happen to see about electrical interference before fully implementing passenger "open season" on electrical gadgets.

Synopsis

CRJ-200 Captain experiences interference in his Bose X headset possibly caused by a cell phone.

Time / Day

Date : 201110
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC
State Reference : FO
Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Center : ZZZZ
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
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 Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 17000
Experience.Flight Crew.Last 90 Days : 180
Experience.Flight Crew.Type : 230
ASRS Report Number.Accession Number : 973766
Human Factors : Training / Qualification
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
Result.General : Declared Emergency
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passenger in a first class seat dropped a Kindle electronic reader on sleeper seat. At top of descent the seat was retracted crushing the Kindle and setting it on fire. Smoke and fire ensued. A Flight Attendant immediately put out fire with halon fire extinguisher. We declared PAN PAN PAN and ran the SMOKE AND FIRE electronic checklist. We got priority handling to our destination. Landing and taxi in was uneventful. Fire and Security met the plane.

Synopsis

A passenger's Kindle Reader was crushed when a First Class Sleeper seat was retracted causing a fire and smoke. A Flight Attendant put the fire out while the flight crew accomplished the Smoke and Fire Checklist, including declaring an emergency.

Time / Day

Date : 201105
Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 9000

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : Regional Jet 200 ER/LR (CRJ200)
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Climb
Flight Phase : Initial Climb
Route In Use : Direct
Airspace.Class E : ZZZ

Component

Aircraft Component : Compass (HSI/ETC)
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 Not Flying
Qualification.Flight Crew : Commercial
Experience.Flight Crew.Total : 2800
Experience.Flight Crew.Last 90 Days : 25
Experience.Flight Crew.Type : 2300
ASRS Report Number.Accession Number : 950259
Analyst Callback : Attempted

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Clearance
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance
Result.Air Traffic Control : Issued New Clearance
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

After departing, climbing through 9,000 FT we received an EFIS COMP MON caution message. Flight Manual directs pilots to slew compass to reliable side. It was apparent neither side was correct with the Captain's, magnetic compass, and First Officer's headings all different. We were cleared direct to a fix. Multiple attempts were made to match the headings with only temporary results. The Captain elected to hand fly while the headings mismatched. While the FMS was taking us in a direct line, with the wind shift while hand flying the aircraft ended up 4 miles south of the original "direct to" course. ATC called and asked if we were going direct, I told them we are having heading problems and asked how our heading looked. He told us 10 right and direct when able. On this trip we flew this same aircraft for 9 legs and did not have this problem on any other flight. In the past I have had similar events with speculation that cell phones left on may contribute to the heading problems. I made a PA asking our passengers to check their cell phones and make sure that they are off. Short of flying with both headings in DG we attempted to slew the compasses together again, and the EFIS COMP MON was cleared with no further messages. Our Flight Attendant called and asked if that had helped, I said yes, what did you do? He stated he walked through the cabin and spoke to each of the 12 passengers. A passenger in Row 9 had an iPhone in the standby mode, not airplane mode or off. He showed the passenger how to turn the phone off fully. The flight continued to destination with no further problems.

In my opinion and past experience the cell phone being on and trying to reconnect to towers on the ground, along with the location of row 9 to the instrumentation in the wing caused our heading to wander. The timing of the cell phone being turned off coincided with the moment where our heading problem was solved. Eight other flights in the same aircraft in two days span completed without a similar event.

Synopsis

CRJ200 First Officer reports compass system malfunctions during initial climb. When passengers are asked to verify that all electronic devices are turned off the compass system returns to normal.

Time / Day

Date : 201008
Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZOA.ARTCC
State Reference : CA

Aircraft

Reference : X
ATC / Advisory.Center : ZOA
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 : Cruise
Route In Use : Oceanic
Airspace.Class A : ZOA

Component

Aircraft Component : Inverter
Aircraft Reference : X
Problem : Malfunctioning

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 903581
Human Factors : Time Pressure
Human Factors : Situational Awareness
Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Passenger
Detector.Person : Flight Attendant
When Detected : In-flight
Result.Flight Crew : Took Evasive Action
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

Approximately 3.5 hours before landing in HNL, I was walking through the first class aisle when I smelled the odor of something electrical burning. I immediately ran into the first class galley to see if the #3 Flight Attendant was smelling the same odor I was and was going to ask her to assist me in finding the source. The #3 advised me that she had already found the source of the odor. She stated that the passenger seated had a power inverter plugged into the power outlet and was powering the passenger's son's personal DVD player and that the inverter got really hot and started to smoke. Passenger immediately unplugged inverter and smoke stopped. She further advised that she instructed passenger to not use inverter. I immediately went to passenger and reiterated that inverter posed a possible danger and she was not to plug the inverter back in. I further advised that if I saw it plugged in, I would have to confiscate it. Later, another passenger seated nearby stated to me that he thought that the smell was coming from his inverter that he was using to charge his computer with and he unplugged his unit from the power port. Flight continued without further incident. Inverter that passenger used was rated at 15 Watts which is too small. DVD players usually operate at around 35 watts and laptop computers anywhere between 50-75 watts. This means that inverter used could not handle the load and therefore it overheated and could have resulted in a fire.

Synopsis

A passenger's small inverter connected to a seat power port and powering a personal DVD player overheated causing an electrical burning smell in the First Class cabin. The smell dissipated when the inverter was disconnected.

Time / Day

Date : 201001

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ALO.Airport

State Reference : IA

Environment

Flight Conditions : VMC

Light : Dawn

Aircraft

Reference : X

ATC / Advisory.Tower : ALO

Aircraft Operator : Air Carrier

Make Model Name : SF 340B

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class D : ALO

Component

Aircraft Component : Turbine Engine

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 : Commercial

Experience.Flight Crew.Total : 2800

Experience.Flight Crew.Last 90 Days : 11

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 868920

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Shortly after our morning departure we experienced a right engine compressor stall. This occurred at approximately 2500 FT MSL or 1600 FT AGL during the after take-off check. I was pilot flying and the Captain was pilot monitoring. Initially after the compressor stall, the aircraft heading yawed about 25 degrees to the right, which I promptly corrected, also made the expected pitch adjustments to compensate for the temporary loss of right engine thrust. Once stabilized I trimmed away the excess aileron and rudder forces then engaged the autopilot. The Captain advised Tower that we would remain on frequency with them a bit longer and then proceeded with the emergency non normal checklist. Within 5 minutes or less the checklist was complete, both engines were operating normally and we proceeded as usual. We did not declare an emergency. To add additional excitement to the morning, it turned out that a passenger on board must have seen flames from the engine during the stall. He apparently called a friend and told he or she that the aircraft was on fire! That person called Tower to relay the message, who then passed it on to ATC and our Dispatch. The enroute querying from everyone who received the incorrect information was an added distraction to our flight.

We believe the stall occurred due to the extreme temperature inversion that had been present for the past few days. The temperature on the ground prior to take off was about -9C and was about +8C aloft at 1600 FT AGL where the compressor stall occurred. Our passenger may have gotten over excited due to the continuous popping noises and most likely flames coming from the stalled right engine.

I really don't know what can be done to help prevent this from reoccurring. We used the first flight of the day cold weather operating policy of bleed air on for take-off. I believe the Captain was careful in dialing down the CTOT/power. Maybe it's a mechanical issue that makes some engines more stall sensitive than others? I suppose a quicker explanation/announcement to the passengers could have kept them calmer, but it was certainly more important to take care of the problem at hand first. According to our flight attendants, the rest of the passengers were very good throughout!

Synopsis

An SF-340 First Officer reported experiencing a compressor stall on initial climb. The engine was successfully stabilized and the flight continued normally.

Time / Day

Date : 200907
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 13000

Environment

Weather Elements / Visibility.Other
Ceiling : CLR

Aircraft

Reference : X
ATC / Advisory.TRACON : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B737-300
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Descent
Airspace.Class B : 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
Experience.Flight Crew.Total : 17000
Experience.Flight Crew.Last 90 Days : 250
Experience.Flight Crew.Type : 5300
ASRS Report Number.Accession Number : 844270
Human Factors : Distraction
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Situational Awareness

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Experience.Flight Crew.Last 90 Days : 80
ASRS Report Number.Accession Number : 844267
Human Factors : Workload

Human Factors : Time Pressure
Human Factors : Distraction
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Passenger
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Physical Injury / Incapacitation
Result.General : Declared Emergency
Result.Flight Crew : Landed in Emergency Condition

Assessments

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

Narrative: 1

Approaching the airport the ride was approaching moderate chop so I called the flight attendants to have them be seated. When the Purser picked up he informed me that there was an acrid smell like something electrical was smoldering. There were no obvious indications of fire or actual smoke in the cabin. The smell seemed to be isolated between rows 17 thru 20. I declared an emergency, told the flight attendants to review their evacuation procedure just in case but not to prepare the cabin, and notified dispatch via ACARS. We ran the smoke and fumes QRC checklist, including the additional items, and landed without incident. Upon landing the purser informed me the smell no longer was noticeable so we elected to have the fire department follow us to the gate and deplane normally. During the deplaning one passenger complained of difficulty breathing but declined paramedic help because she thought she knew what it was. I was later informed that once in the lobby she did request assistance and her status is unknown to me. The fire department found no evidence of fire during their post emergency inspection. I also was later informed that one of our passengers smelled the smell in flight but later thought he smelled it again in the lobby coming from his laptop computer. I informed maintenance of this and left.

Narrative: 2

Flight attendants notified Captain of smoke smell (no visible smoke) in cabin between rows 17-20. We were about 15NM out on approach at 13,000 FT. Captain declared an emergency and was given a turn on downwind for an approach and started decent. Captain continued approach as I ran SMOKE/FUMES/ODOR checklist. Completed checklist and reference items, final decent checklist. Flight attendants did say the smell seemed to diminish once we were on final (this was also just after the checklist directed the left pack to be placed to off). Landed and continued to gate with fire trucks following.

Synopsis

An air carrier crew declared an emergency while on approach after the Purser reported an electrical smell in the cabin. After deplaning a passenger reported that his laptop computer was emitting electrical fumes in the airport lobby and may have been doing so in the aircraft.

Time / Day

Date : 200810

Place

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

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ.ARTCC
Aircraft Operator : Air Carrier
Make Model Name : B777-200
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Airspace.Class A : ZZZ.A

Person

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 809070

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

WE HAD A CUSTOMER IN SEAT XXF WHO WAS IN POSSESSION OF A 'SLEEP APNEA' BREATHING MACHINE. HE WAS USING IT DURING FLT AND I WAS ASKED BY THE BUSINESS CLASS FLT ATTENDANTS IF HE COULD USE IT. WE ALL KNOW PAX ARE NOT ALLOWED TO USE THEIR OWN OXYGEN TANKS, HOWEVER THIS WAS NOT AN OXYGEN TANK. THE BUSINESS CLASS FLT ATTENDANTS AND MYSELF RESEARCHED THE FLT ATTENDANT MANUAL WHICH DID NOT INDICATE IF THE DEVICE WAS AN APPROVED ELECTRONIC NOR IF IT WAS A DISAPPROVED ELECTRONIC. AS PURSER I MADE THE DECISION THAT SINCE IT DIDN'T SPECIFICALLY STATE HE COULD 'NOT' USE IT AND SINCE TSA ALLOWED HIM THROUGH SECURITY WITH THE MACHINE, WE INDEED WOULD ALLOW HIM TO CONTINUE TO USE IT. I LATER CHKED THE FLT ATTENDANT MANUAL

AGAIN AND THERE IS NOTHING LISTED IF THESE MACHINES ARE APPROVED OR NOT. THIS ISSUE NEEDS TO BE ADDRESSED AS THE DISEASE OF SLEEP APNEA IS BECOMING MORE POPULAR IN TODAY'S SOCIETY. SO WAS THE PAX ALLOWED TO USE HIS OWN BREATHING MACHINE?

Synopsis

A FLIGHT ATTENDANT QUESTIONED WHETHER A SLEEP APNEA DEVICE WAS LEGAL FOR USE IN FLIGHT.

Time / Day

Date : 200805
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Relative Position.Distance.Nautical Miles : 0
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : MD-83
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
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
ASRS Report Number.Accession Number : 786587

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Crew
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

DURING BOARDING IN ZZZ, THE AGENT INFORMED ME THERE WOULD BE A PAX USING AN OXYGEN CONCENTRATOR AND ASKED ME IF THERE WAS ANYTHING SPECIAL THAT WOULD NEED TO BE DONE. I TOLD HER I WOULD LOOK IT UP AND THAT IF SHE HAD ANY OTHER QUESTIONS CUSTOMER SVC WOULD BE A GOOD SOURCE OF INFO. THE MANUAL INDEX LISTS ONLY 1 REF TO OXYGEN CONCENTRATORS, ON PAGE X. TURNING TO PAGE X, I FOUND LOTS OF INFO REGARDING DANGEROUS GOODS FORBIDDEN UNDER ANY CIRCUMSTANCES, TIRES, CONSUMER COMMODITIES, MUNITIONS OF WAR, ETC, BUT

ABSOLUTELY NOTHING ABOUT OXYGEN CONCENTRATORS. I FIGURED THAT THE INDEX WAS WRONG, SO I TURNED BACK 1 PAGE, AND I FOUND A REF TO OXYGEN CONCENTRATORS ON THE PREVIOUS PAGE. THIS REF INDICATES THAT CONCENTRATORS ARE PERMITTED AS CARRY-ONS, BUT ONLY FOR CERTAIN AUTH BRANDS, AND AN ENTRY IS GIVEN WHICH SHOWS THE BRANDS THAT ARE PERMITTED. I ASSUMED THAT THIS WAS THE 1 REF IN MANUAL THAT WAS REFERRED TO WITH THE INCORRECT PAGE IN THE INDEX, SO I CLOSED THE BOOK AND GAVE THE CODE TO THE AGENT WORKING THE FLT. SHE THEN TOLD ME THAT SHE HAD ALREADY CALLED CUSTOMER SVC, AND THAT THEY VERIFIED THAT THE UNIT IN QUESTION WAS AN APPROVED BRAND, AND THAT THERE WERE NO PROBS WITH TRANSPORTING THE PAX. WE DEPARTED, AND THE PAX'S UNIT IMMEDIATELY BECAME FAULTY. MUCH OF THE ONBOARD OXYGEN WAS USED, AND WE VERY NEARLY DIVERTED UNTIL A FLT ATTENDANT FIGURED OUT HOW TO CHANGE THE BATTERIES ON THE PAX'S UNIT. I AGAIN OPENED PART 1 TO GET GUIDANCE ON WHAT SPECIFIC INFO WOULD BE NEEDED BY THE PHYSICIAN-ON-CALL IN DISPATCH, AND WHEN I OPENED MANUAL, I JUST HAPPENED TO OPEN THE BOOK TO PAGE Z, WHICH IS AN ENTIRE PAGE DEVOTED TO PORTABLE OXYGEN CONCENTRATORS. AS IT TURNED OUT, THE PAX WAS REQUIRED TO HAVE A NOTE FROM A PHYSICIAN, WHICH SHE DID NOT. SHE WAS REQUIRED TO DEMONSTRATE AN ABILITY TO OPERATE HER OWN UNIT, WHICH SHE COULD NOT. THE FLT ATTENDANT WAS REQUIRED TO HAVE BEEN PROVIDED WITH PAPERWORK REGARDING THE CUSTOMER'S USE OF THE UNIT, WHICH WE NEVER RECEIVED. THE ONLY THING WE DID ON THE REQUIRED LIST OF ITEMS BEFORE DEP WAS TO VERIFY THAT THE UNIT WAS ON THE APPROVED LIST FOR USE INFLT. I FEEL THAT I WAS MISLED BY THE INDEX IN THE BOOK, WHICH CONTAINED ONLY 1 REF TO OXYGEN CONCENTRATORS, WHEN ACTUALLY THERE ARE 2. ALSO, THE 1 LISTED REF WAS FOR THE WRONG PAGE. WHILE I REALIZE THAT I AM RESPONSIBLE FOR THE ENTIRE CONTENT OF THIS MANUAL, THE INDEX LED ME DOWN THE WRONG PATH. ALSO, CUSTOMER SVC DID NOT SEEM TO KNOW THE PROC FOR CARRIAGE OF A PAX WITH AN OXYGEN CONCENTRATOR, AND URGES CAPTS TO ALWAYS TAKE THE ADVICE OF CUSTOMER SVC.

Synopsis

MD80 CAPTAIN REPORTS FAILURE OF ALL RESPONSIBLE AGENCIES TO ENSURE PROPER AUTHORIZATION FOR A PASSENGER'S OXYGEN CONCENTRATOR. FAILURE OF THE UNIT CAUSES IN-FLT ISSUES.

Time / Day

Date : 200803

Place

Locale Reference.Airport : ZZZZ.Airport
State Reference : FO

Aircraft

Reference : X
ATC / Advisory.Center : ZZZZ.ARTCC
Aircraft Operator : Air Carrier
Make Model Name : B777 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise

Person

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 783677
Analyst Callback : Attempted

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

ABOUT 4 1/2 HRS INTO THE FLT, PAX BATTERY IGNITED. PAX TOSSED BATTERY TO FLOOR. LUCKILY, CAPT WAS RESTING IN PLT SEAT AND BECAME DIRECTLY INVOLVED. COLLECTED MELTED BATTERY AND PROCEEDED FROM THERE TO HANDLE. I ARRIVED AFTER THE INCIDENT AND OBSERVED CAPT PLACING MELTED BATTERY INTO A SACK TO BRING IN FOR HIS RPT.

Synopsis

B777 FA REPORTS PAX TOSSEING MELTING BATTERY TO FLOOR 4.5 HOURS INTO TRANSOCEANIC FLIGHT.

Time / Day

Date : 200709

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : CZQX.ARTCC

State Reference : NF

Altitude.MSL.Single Value : 37000

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft

Reference : X

ATC / Advisory.Center : CZQX.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B777-200

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : CZQX.A

Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 755983

Analyst Callback : Completed

Events

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

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

Detector.Person : Flight Crew

Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

Narrative: 1

A PAX PURCHASED AN MP3 RECHARGER FROM ONBOARD DUTY FREE. WHEN PLUGGED INTO HIS SEAT RECEPTACLE THE IPOD OVERHEATED, SMOKED AND WAS DESTROYED. THIS IS THE 2ND TIME THIS HAS HAPPENED ON ONE OF MY FLTS. THIS DEVICE IS A SEVERE FIRE HAZARD AND SHOULD BE REMOVED FROM DUTY FREE. CALLBACK

CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT THE FIRST INCIDENT WITH THIS CHARGER RESULTED IN AN MP3 PLAYER BECOMING HOT TO THE TOUCH. FOR THE REPORTED INCIDENT, HOWEVER, THE PLAYER OVERHEATED, PRODUCED SMOKE, AND WAS RUINED. THE REPORTER DOES NOT REMEMBER THE MANUFACTURER OR MODEL OF THE CHARGER THAT WAS BEING SOLD. HE HAS FLOWN THE SAME ROUTE SINCE THE REPORT, AND ALTHOUGH THE DEVICE APPEARED IN THE CATALOG, IT WAS NOT ABOARD THE ACFT FOR SALE.

Synopsis

B777 PLT REPORTED THAT A PAX PURCHASED AN MP3 CHARGER FROM DUTY FREE. WHEN THE CHARGER WAS USED, IT OVERHEATED AND DESTROYED THE MP3 PLAYER.

Time / Day

Date : 200708
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 31000

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ.ARTCC
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
Nav In Use : FMS Or FMC
Flight Phase : Climb
Flight Phase : Cruise
Airspace.Class A : ZZZ.A

Component

Aircraft Component : FMS/FMC
Aircraft Reference : X
Problem : Malfunctioning

Person

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Flight Instructor
Qualification.Flight Crew : Flight Engineer
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 16895
Experience.Flight Crew.Last 90 Days : 175
Experience.Flight Crew.Type : 8000
ASRS Report Number.Accession Number : 754696
Analyst Callback : Completed

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Crew
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

I HAD THIS EXACT PROBLEM ABOUT 10 YEARS AGO UNDER THE SAME CIRCUMSTANCES. THIS EVENT OCCURRED IN THE SAME TYPE OF ACFT, A B737 [NON GLASS]. DURING CLBOUT AND INITIAL CRUISE, I NOTICED THE NAV RADIOS WERE IN AUTO UPDATE BUT THEY WERE NOT UPDATING. I THEN CHKED THE FMC STATUS OF THE IRS' AND FMC RADIO UPDATES. IT SHOWED DME UPDATING FAIL. BEFORE I COMPLETED A POSITION SHIFT, I (CAPT) CALLED THE FLT ATTENDANTS AND ASKED THEY DO A WALK THROUGH AND CHK FOR ANY PED'S. THEY FOUND A PAX WITH A HANDHELD GPS, GARMIN NUVI MODEL 660. ONCE THIS WAS TURNED OFF, THE FMC DME UPDATING WENT FROM FAIL TO ON AND THE RADIOS STARTED TO UPDATE AGAIN. THE FLT CONTINUED AND LANDED WITHOUT INCIDENT. THE ACFT WAS A B737 'CLASSIC' MEANING ROUND DIALS AND NOT EFIS. IT HAD TWO IRS' WITH A SINGLE FMC BUT 2 FMC HEADSETS IN THE COCKPIT.

CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT HE WAS CONCERNED THAT BECAUSE HE HAD EXPERIENCED THIS SAME TYPE OF EVENT THREE TIMES IN THE LAST 10 YEARS AND ALL IN THE B737 ACFT WITH THE FMS SYSTEM BUT NO GLASS, THAT THERE MAY BE A COMMON THREAD. ONE PREVIOUS EVENT WAS CONFIRMED AS CAUSED BY PORTABLE GPS AND THE OTHER MAY HAVE BEEN A CELL PHONE CALL MADE JUST PRIOR TO LANDING. IN THE EVENT REPORTED HERE, THE DME FAILING TO UPDATE WAS THE FIRST INDICATION. HE NOW FLIES THE B737 CLASSIC AS WELL AS THE B737 NG'S. THE NG'S APPEAR TO BE MORE ELECTROMAGNETICALLY ROBUST.

Synopsis

IN AN APPARENT PED INTERFERENCE EVENT, A PAX'S PORTABLE GARMIN GPS MODEL NUVI 660 ALLEGEDLY INTEFERED WITH A B737 CLASSIC'S (NO GLASS) DME NAVIGATION UPDATE FUNCTION.

Time / Day

Date : 200706

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Other

Function.Other.Other

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 740664

Events

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

Anomaly.Other

Detector.Person : Flight Crew

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

I WAS TRAVELING ON A PASS. A PAX SEATED NEAR ME IN SEAT XXA PASSED ME A 9V ALKALINE BATTERY WHICH WAS BECOMING INCREASINGLY HOT. I COULD NOT HOLD THE BATTERY IN MY HAND BECAUSE OF THE HEAT INTENSITY. THE HEAT WAS OF AN INTENSITY, WHICH WOULD BLISTER SKIN. I PLACED THE BATTERY ON A MAGAZINE AND CARRIED IT TO THE AFT GALLEY AND PLACED IT IN A CUP OF ICE. I INFORMED THE CAPT BY INTERPHONE FROM THE AFT GALLEY. THE BATTERY RAPIDLY COOLED IN THE ICE. THE PAX WAS TRAVELING WITH 2 CHILDREN IN SEATS XXB AND XXC. QUESTION: IS THERE ADEQUATE FLT CREW GUIDANCE AVAILABLE IN PLT AND FLT ATTENDANT MANUALS OF PROCS TO HANDLE AN OVERHEATING BATTERY IN THE CABIN? IS PLACING THE BATTERY IN ICE THE PROPER PROC? A LARGE LAPTOP OVERHEATING BATTERY COULD PRESENT

INCREASED PROBS. 9V BATTERY HOT. PAX CARRY ON BATTERIES WHICH HAVE OVERHEATED HAVE BECOME A CABIN SAFETY ISSUE.

Synopsis

A PLT REPORTS A PAX 9V BATTERY BECAME TOO HOT TO HOLD AND WAS PUT IN ICE. CREW MEMBER ASKS FOR PUBLISHED GUIDANCE ABOUT HOW TO HANDLE SUCH DEVICES.

Time / Day

Date : 200703

Local Time Of Day : 1801-2400

Place

Locale Reference.Intersection : DELMA

State Reference : FO

Aircraft

Reference : X

ATC / Advisory.Center : SEGU.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : Widebody Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : SEGU.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 732079

Analyst Callback : Completed

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Person : 4

Reference : 4

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Relief Pilot

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Other Person
Result.General : None Reported / Taken
Result.Aircraft : Aircraft Damaged

Assessments

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

Narrative: 1

DURING THE FLT I WAS CALLED BY A FLT ATTENDANT, WHO NOTIFIED ME THAT THERE HAD BEEN AN EXPLOSION IN THE COACH CABIN. I BROUGHT THE RELIEF PLT BACK UP FROM BREAK AND WENT BACK TO CHK ON THE SITUATION. BY THEN THERE WAS NO SMOKE, AND I DETERMINED THAT NO ONE WAS INJURED. IT APPEARS THAT A BATTERY HAD BEEN THE ITEM THAT WENT OFF. WE FOUND PIECES OF IT IN THE AREA. THERE WAS NO DAMAGE TO THE ACFT (WITH THE EXCEPTION OF A SEAT CUSHION) AND NO ONE WAS HURT, SO I DECIDED TO PROCEED TO DEST. THE REMAINDER OF THE FLT WAS UNEVENTFUL.

CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THEY WERE UNABLE TO DETERMINE WHAT KIND OF DEVICE THE BATTERY HAD COME FROM, SINCE NO PAX WOULD TAKE RESPONSIBILITY FOR OWNING THE DEVICE AND/OR BATTERY.

Synopsis

ACR CAPT RPTS A BATTERY EXPLODED IN THE CABIN ON A FLT FROM SOUTH AMERICA RESULTING IN SMOKE IN THE CABIN. FLT CONTINUED TO DEST.

Time / Day

Date : 200703

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 90

Altitude.MSL.Single Value : 38000

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ.ARTCC

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.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

ASRS Report Number.Accession Number : 731104

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Other Person
Result.General : Declared Emergency
Result.Flight Crew : Diverted

Assessments

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

Narrative: 1

FLT ATTENDANT RPTED AT CRUISE THAT THEY, ALONG WITH A GROUP OF PAX, SMELLED ELECTRICAL SMOKE IN THE CABIN NEAR ROW XX. WE WERE AT CRUISE AT FL380 90 MILES FROM ZZZ. THE CAPT AND THE PURSER WERE TRYING TO FIND THE SOURCE WHEN WE DECIDED TO DECLARE AN EMER AND DIVERTED TO ZZZ. SINCE THE SMELL WAS GETTING STRONGER AND ORIGIN UNKNOWN TO THE FLT ATTENDANTS AND PAX, I DECLARED AN EMER PER THE CAPT'S ORDER AND BEGAN A DSCNT FOR ZZZ. I WAS PF, AND THE CAPT RAN THE EMER CHKLIST AND WORKED ON FINDING THE SMOKE SOURCE AND BRIEFING THE PAX AND THE FLT ATTENDANTS. SHORTLY BEFORE LNDG, THE PURSER ADVISED THE SMOKE SMELL WAS GETTING LIGHTER IN THE AIR INDICATING TO US THAT THE EMER CHKLIST MUST HAVE ISOLATED THE SOURCE. AFTER LNDG, FIRE CREWS BOARDED THE ACFT AND WITHIN 30 SECONDS HAD ISOLATED AND LOCATED THE CAUSE OF THE SMOKE. A PAX IN SEAT XD HAD HER LAPTOP COMPUTER PLUGGED INTO A POWER PORT TO CHARGE HER BATTERY AND THE BATTERY ITSELF WAS 'OVERHEATING/SMOKING.' THE FIRE CREW GAVE THE UNIT TO US AND IT WAS HOT TO THE TOUCH AND HAD AN ODOR OF ELECTRICAL SMOKE ABOUT IT. MY REASON FOR THE RPT IS A NEEDED CHANGE TO THE CABIN SMOKE FROM AN UNKNOWN SOURCE CHKLIST(S). WE OBVIOUSLY ISOLATED THE SITUATION BY TURNING OFF THE POWER PORTS AS PART OF THE CHKLIST. MY CONCERN IS IF A LAPTOP IS IN THE OVERHEAD BIN AND SPONTANEOUSLY COMBUSTS, WE WILL NEVER KNOW IT IS NOT THE AIRPLANE. THE FLT ATTENDANTS OR OUR CHKLIST SHOULD HAVE A PLACE TO REQUIRE ALL PAX WITH BATTERY DEVICES OF ANY KIND LOCATE THEM AND INSPECT THEM DURING AN EMER OF THIS TYPE. IF WE COULD ISOLATE A CABIN SMOKE INCIDENT TO A COMPUTER VS. THE ACFT, IT MIGHT MAKE THE EMER MORE MANAGEABLE. IF A BATTERY DEVICE DOES CATCH FIRE, ONCE ISOLATED, IT MIGHT POSSIBLY BE LESS OF A THREAT TO THE ACFT AND PAX INFLT.

Synopsis

B737-800 DIVERTS DUE TO CABIN SMOKE AND FUMES. SOURCE IDENTIFIED AFTER LNDG AS A PAX COMPUTER PLUGGED INTO ACFT AC SYSTEM.

Time / Day

Date : 200612

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : LGA.Airport

State Reference : NY

Environment

Ceiling : CLR

Aircraft : 1

Reference : X

ATC / Advisory.Tower : LGA.Tower

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

Aircraft : 2

Flight Phase : Initial Approach

Airspace.Class B : LGA.B

Cabin Lighting : High

Passengers On Board.Number : 100

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Qualification.Flight Attendant : 7

Experience.Flight Attendant.Total : 9

Experience.Flight Attendant.Airline Total : 7

Experience.Flight Attendant.Type : 25

ASRS Report Number.Accession Number : 722561

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Function.Other

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

PAX WAS ON CELL PHONE DURING DSCNT TO MAKE A CALL. I TOLD HIM TO TURN IT OFF AND HE WAS EXTREMELY DEFENSIVE AND ARGUMENTATIVE. THE ARGUING AND VERBAL ABUSE CONTINUED ON THE GND. THE POLICE WERE CALLED OUT TO ISSUE A CITATION. MAN SEEMED A LITTLE MENTALLY IMPAIRED (NOT DRUNK). I CAN'T THINK OF ANY WAY TO PREVENT THIS TYPE OF INCIDENT HAPPENING AGAIN.

Synopsis

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

Time / Day

Date : 200610

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC
State Reference : FO

Aircraft

Reference : X
ATC / Advisory.Center : ZZZZ.ARTCC
Aircraft Operator : Air Carrier
Make Model Name : B777-200
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Route In Use : Oceanic
Airspace.Class A : ZZZZ.A

Component

Aircraft Component : Portable Extinguisher
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 718753

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 718754

Person : 3

Reference : 3
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Other

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 : Other Person

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

PAX AT SEAT ABC REPORTED TO ME THAT LAPTOP POWER ADAPTER THAT HE HAD JUST PURCHASED FROM ACR'S DUTY FREE HAD OVERHEATED AND IT WAS SMOKING. I TOOK THE ADAPTER TO DOOR 1L WHERE FLT ATTENDANT PLACED IT IN AN EMPTY METAL ICE BUCKET AND PLACED IT ON THE FLOOR. FLT ATTENDANT NOTIFIED THE PURSER AND COCKPIT WHILE I TOOK THE HALON EXTINGUISHER FROM THE STOWAGE LOCATION (101) AT DOOR 1L AND PROCEEDED TO FIGHT THE FIRE. ON DISCHARGING THE HALON 1211, WE WERE SHOCKED TO SEE A CLEAR LIQUID DISCHARGE FROM THE EXTINGUISHER. (NO POWDER.) THE ADAPTER WAS COVERED IN LIQUID AND BUBBLED FOR A WHILE. WE DID NOT FEEL THAT IT WAS NECESSARY TO USE A SECOND EXTINGUISHER AS THE FIRE AND SMOKE HAD CEASED. I AM GREATLY CONCERNED THAT IF IT WAS A COCKPIT FIRE OR A MORE SEVERE FIRE THAT THIS HALON EXTINGUISHER WOULD HAVE CAUSED FURTHER ISSUES, IE, WET LIQUID ON ELECTRICAL FIRE.

Synopsis

A FLT ATTENDANT RPTS A PAX EXPERIENCES AN OVERHEATING AND SMOKING LAPTOP POWER ADAPTER. FLT ATTENDANT USES A HALON EXTINGUISHER ON THE ADAPTER, BUT THE EXTINGUISHER IS CHARGED WITH LIQUID INSTEAD OF HALON.

Time / Day

Date : 200609

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : CLT.Airport

State Reference : NC

Environment

Weather Elements / Visibility.Other

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : CLT.B

Cabin Lighting : Medium

Number Of Seats.Number : 136

Passengers On Board.Number : 136

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Experience.Flight Attendant.Total : 16

Experience.Flight Attendant.Airline Total : 16

Experience.Flight Attendant.Type : 99

ASRS Report Number.Accession Number : 710996

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Other

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

PAX HAD A RED FLASHING LIGHT ON HER LAPTOP AFTER REQUESTING OVER PA ALL ELECTRONICS TO BE TURNED OFF. I APCHED HER AND ADVISED HER THE DEVICE NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I AGAIN SAID THE PWR NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I SAID IF THE DEVICE WAS OFF THERE WOULDN'T BE A RED FLASHING LIGHT. I SAID EVEN COMPUTERS NEEDED TO BE COMPLETELY OFF NOT IN STANDBY MODE. SHE SAID SHE HAD IT AS OFF AS IT WOULD GO. I RECOMMENDED SHE TAKE THE BATTERY OUT TO DISCONNECT THE PWR SOURCE. BEFORE TOUCHDOWN HER DEVICE (PHONE/PDA) WAS LIT UP WHITE AND GREEN LIGHTS AND SHE WAS ON IT. I MADE THE TAXI-IN PA AND THEN ADVISED PAX THAT THEIR CELL PHONES AND PAGERS COULD BE USED. SHE HAD BEEN ON HER PHONE WELL BEFORE BEING ADVISED SHE COULD. AS SOON AS THE SEAT BELT SIGN WAS TURNED OFF SHE RUSHED TO THE FRONT OF THE ACFT (WHERE I WAS) TO CONTINUE TELLING ME THAT I DIDN'T KNOW WHAT I WAS TALKING ABOUT. SHE WAS TRYING TO TELL ME ALL ABOUT HER DEVICE'S FUNCTIONS. I SAID I ONLY HAVE TO VERIFY IT'S OFF OR NOT XMITTING INFLT. SHE SAID I NEEDED TO TAKE THE BATTERY OUT OF MY WATCH BECAUSE IT WAS THE SAME THING. SHE THEN SAID I WAS CRABBY AND SHOVED HERSELF BY ME TO GET OFF THE ACFT.

Synopsis

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DSCNT AND WAS TALKING ON MOBILE DEVICE BEFORE LNDG.

Time / Day

Date : 200609

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : DCA.Airport

State Reference : DC

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility : Thunderstorm

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Tower : DCA.Tower

Aircraft Operator : Air Carrier

Make Model Name : DC-9 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Experience.Flight Attendant.Total : 20

Experience.Flight Attendant.Airline Total : 20

Experience.Flight Attendant.Type : 30

ASRS Report Number.Accession Number : 710572

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Crew
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

PAX IN FIRST CLASS WAS TOLD TO PUT CELL PHONE AWAY FOR TKOF. FIRST CLASS FLT ATTENDANT LEFT FIRST CLASS TO TELL COACH FLT ATTENDANTS TO STAY IN JUMPSEATS AFTER TKOF BECAUSE OF BAD WX. WHEN SHE RETURNED TO FIRST CLASS, PAX WAS ON PHONE. SHE WAS TOLD AGAIN TO TURN OFF PHONE. ON TKOF, THE PAX'S CELL PHONE RANG. SHE ANSWERED IT AND BEGAN TALKING. SHE WAS TOLD TO TURN IT OFF! UPON DSCNT, WHEN ALL FLT ATTENDANTS WERE STRAPPED IN, THE PAX TOOK OUT HER PHONE AND STARTED DIALING. SHE WAS TOLD TO TURN IT OFF! AS SOON AS THE BACK WHEELS TOUCHED DOWN, SHE DIALED HER PHONE. SHE WAS A VERY FREQUENT FLYER.

Synopsis

FLT ATTENDANT ABOARD DC9 RPTS PAX REPEATEDLY USING CELL PHONE AGAINST CREW INSTRUCTIONS.

Time / Day

Date : 200606

Local Time Of Day : 1801-2400

Place

Locale Reference.Intersection : WEEDA

State Reference : OH

Relative Position.Distance.Nautical Miles : 40

Altitude.MSL.Single Value : 30000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZOB.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : WEEDA

Airspace.Class A : ZOB.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 17000

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 7000

ASRS Report Number.Accession Number : 702630

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3
Location Of Person.Facility : ZOB.ARTCC
Reporter Organization : Government
Function.Air Traffic Control : Enroute

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Function.Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Crew

Assessments

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

Narrative: 1

WE WERE ACR X DSNDING VIA THE WEEDA 1 ARR INTO DTW. WE HAD ZOB FREQ BLOCKED AND UNUSABLE BY A PAX CELL PHONE SEARCHING FOR SVC (THE PAX THOUGHT HE HAD IT OFF). THE PAX WAS IN SEAT 22-D WHICH WOULD HAVE BEEN NEAR THE ANTENNA LOCATION. ATC CONFIRMED THAT NO ONE ELSE WAS RECEIVING THE SIGNAL BUT US. THE SIGNAL QUIT ABOUT THE TIME THE CELL PHONE WAS TURNED OFF. DURING THE EVENT, ALL COMS ON THE FREQ TO AND FROM US WERE TOTALLY BLOCKED WHENEVER THE PHONE WOULD SEARCH FOR SVC. THIS OCCURRED ABOUT EVERY 20 SECONDS AND WOULD LAST FOR ABOUT 10 SECONDS DURATION.

Synopsis

CAPT OF AN A320 RPTS VHF INTERFERENCE ON ZOB ARTCC FREQ FROM A CELL PHONE ABOARD HIS PLANE.

Time / Day

Date : 200606
Local Time Of Day : 1201-1800

Place

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

Environment

Light : Daylight
Ceiling : CLR

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ.ARTCC
Aircraft Operator : Air Carrier
Make Model Name : B767-200
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Airspace.Class A : ZZZ.A

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Qualification.Flight Attendant : 5
Experience.Flight Attendant.Total : 17.5
Experience.Flight Attendant.Airline Total : 17.5
ASRS Report Number.Accession Number : 701732

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Crew
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

GPS WAS BEING USED INFLT BY PAX. THE AIR MARSHAL OBSERVED HIM. HE WAS VERY SECRETIVE WHEN ASKED IF HE WAS USING SUCH A DEVICE. HE DENIED USING THIS. I FOLLOWED UP APPROX 15 MINS LATER AND HE DID HAVE A GPS. I ORDERED HIM TO PLACE IT IN HIS CARRYON BAG AND NOT TO REMOVE IT UNTIL HE DEPLANED.

Synopsis

B767-200 CABIN CREW HAS PAX USE GPS.

Time / Day

Date : 200512

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : SAN.Airport

State Reference : CA

Aircraft

Reference : X

ATC / Advisory.TRACON : SCT.TRACON

Aircraft Operator : Air Carrier

Make Model Name : B757-200

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : SCT.E

Component

Aircraft Component : Indicating and Warning - Fuel System

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 681689

Analyst Callback : Completed

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Function.Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Other
Detector.Automation : Aircraft Other Automation
Result.General : Maintenance Action
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

SHORTLY AFTER TKOF, THE L FUEL GAUGE BLANKED FOLLOWED SHORTLY AFTER BY THE TOTAL FUEL GAUGE. WHILE IN CLB, THE GAUGE CAME BACK FOR A FEW SECONDS THEN BLANKED AGAIN. THE L FUEL GAUGE REMAINED THAT WAY UNTIL THE LNDG PA WAS GIVEN, THEN SHORTLY AFTER THAT THE L FUEL GAUGE FUNCTIONED NORMAL. SUSPECT POSSIBLE INTERFERENCE FROM PAX ELECTRONIC DEVICE. UNFORTUNATELY THERE WAS NO TIME BEFORE ARR TO SEE IF THIS WAS THE CASE. SUGGEST THAT FLT CREWS BE MADE AWARE THAT THIS IS A POSSIBILITY IN THE EVENT SEE A BLANKING OF THE L FUEL GAUGE.

CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THAT GAUGE OPERATION/INOP WAS LIKE AN ON/OFF SWITCH AT APPROX 10000 FT COINCIDING WITH THE FLT ATTENDANT CABIN PED ANNOUNCEMENT. RPTR CAN NOT CHK HIS ACR'S ACFT MAINT RECORDS TO DETERMINE IF A MECHANICAL FAILURE WAS DISCOVERED DURING POST FLT MAINT. THE RPTR DID STATE THAT THE FAILURE'S POTENTIAL CAUSE DID NOT DAWN ON HIM UNTIL JUST PRIOR TO LNDG AND THEREFORE RPTR COULD NOT TROUBLESHOOT POSSIBLE DEVICE INTERFERENCE. THE RPTR INDICATED THAT THEY HAVE HEARD OF THIS EVENT OCCURRING ON OTHER B757 ACFT.

Synopsis

A B757-200'S L FUEL GAUGE BLANKED AFTER TKOF AND BECAME OPERABLE PRIOR TO LNDG. CREW SUSPECTS POSSIBLE PED INTERFERENCE.

Time / Day

Date : 200509

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.TRACON : A90.TRACON

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 : Takeoff

Flight Phase : Initial Climb

Airspace.Class B : BOS.B

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 673795

Analyst Callback : Attempted

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Other

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)

Person : 5

Reference : 5
Location Of Person.Facility : A90.TRACON
Reporter Organization : Government
Function.Air Traffic Control : Departure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Automation : Aircraft RA
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Took Evasive Action

Assessments

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

Narrative: 1

FLT XXX, A B737-800 ZZZ-ZZZ1. AFTER TKOF NEAR MAX GROSS WT, PRIOR TO FLAP RETRACTION RECEIVED A RESOLUTION ADVISORY 'MAINTAIN VERT SPD' WITH RED AREA NOT TO DECREASE TO 1500 FPM OR LESS RATE OF CLB. DELAYED THRUST REDUCTION AND FLAP RETRACTION TO COMPLY WITH RA AND SCANNED FOR TFC. TCAS INDICATED A CO-ALT TARGET (RED CIRCLE) LESS THAN .01 BEHIND US. THIS OCCURRED AT 1000 FT MSL, AND CLRED UP APPROX 30 SECONDS LATER. SECOND RA OCCURRED NEAR 12000 FT MSL. SAME TARGET INDICATION, A RED CIRCLE CO-ALT LESS THAN .01 BEHIND US. NOW THE RA ADVISED 'DSND, DSND, DSND.' WE STARTED THE DSCNT, ADVISING ATC OF THE RA AND SCANNING FOR TFC. ATC ADVISED US THERE WAS NOTHING IN OUR VICINITY, AND TCAS WAS CLEAN OF TARGETS FOR NEARLY 10 MILES. BEGAN TO SUSPECT EMI FROM CABIN. STARTED TO CLB AGAIN -- IGNORING THE TCAS RA COMMANDS. THE BOX WAS QUIET. RECYCLED THE XPONDER POWER. AT 14000 FT, WE GOT A THIRD TCAS RA. SAME DISPLAY AND DSND CALLOUTS. WE IGNORED THEM. CALLED CABIN FOR A CHK OF EQUIP THAT MAY HAVE CAUSED INTERFERENCE. FOUND PAX SEATED IN FIRST CLASS WITH LAPTOP ON. MODEL HP 6220 WITH WIRELESS FUNCTION ENABLED. THE PAX CLOSED THE LID WHEN WE WERE BOARDING ON THE GND, PUTTING THE LAPTOP INTO STANDBY/HIBERNATE MODE. ONCE HE DISABLED THE WIRELESS FUNCTION, ALL OK. THE TECH PEOPLE SHOULD GET A HEADS UP ON THIS. GUESS THE WIRELESS FUNCTION WAS TRYING TO ESTABLISH A CONNECTION AND EACH TIME IT DID (OR A FRACTION OF THE ATTEMPTS) WAS INTERPRETED AS A TCAS SIGNAL. (CO-ALT, .01 BEHIND US.) THE DISPLAY WAS A RED CIRCLE, NOT A RED SQUARE. NO YELLOW OR WHITE CIRCLES PRIOR TO ANY RA EVENTS. IS THE TCAS ANTENNA CABLE SHIELDED FROM INTERNAL (CABIN COMPUTERS) EMI? I HAVE NOT SEEN AN EVENT LIKE THIS BEFORE. WHAT MAKES IT HAZARDOUS -- IS THE RATE OF CLB AT DEP, PRIOR TO ACCELERATION AND FLAP RETRACTION AND THE 1500 FPM OR GREATER RATE OF CLB. (TRANSCON NEAR MAX TKOF WT.) WITH THE PROLIFERATION OF WIRELESS COMPUTERS, I AM SURE WE WILL BE SEEING THIS MORE OFTEN.

Synopsis

B737-800 FLT CREW EXPERIENCED SEVERAL TCAS RA'S ALLEGEDLY GENERATED BY A WI-FI ENABLED LAPTOP COMPUTER.

Time / Day

Date : 200506
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : CLT.Airport
State Reference : NC
Altitude.MSL.Single Value : 13000

Environment

Flight Conditions : VMC
Weather Elements / Visibility.Visibility : 10
Light : Daylight
Ceiling : CLR

Aircraft

Reference : X
ATC / Advisory.Center : ZTL.ARTCC
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 : Initial Climb
Route In Use.SID : PAN6.PAN
Airspace.Class B : CLT.B

Component

Aircraft Component : VHF
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Commercial
Qualification.Flight Crew : Flight Instructor
Experience.Flight Crew.Total : 3200
Experience.Flight Crew.Last 90 Days : 160
Experience.Flight Crew.Type : 250
ASRS Report Number.Accession Number : 661013

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Person : 3

Reference : 3
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

ON CLBOUT FROM CLT WE HEARD WHAT SOUNDED SIMILAR TO A FAX MACHINE SOUND OR A MODEM SOUND. WE THOUGHT IT WAS JUST AN ANOMALY, BUT IT HAPPENED AGAIN AND AGAIN IN REPETITIOUS INTERVALS. I ASKED THE CAPT WHAT HE THOUGHT, AND HE SAID IT WAS PROBABLY A 2-WAY PAGER BECAUSE A SIMILAR INCIDENT OCCURRED TO HIM A FEW TRIPS AGO. HE FOUND THAT OUT AFTER ASKING A FLT ATTENDANT TO INVESTIGATE THE SITUATION, AND SHE FOUND SOMEONE WAS TYPING MESSAGES ABOVE 10000 FT MSL SO THAT THEY COULD BE SENT UPON LNDG. WE ASKED OUR FLT ATTENDANTS TO TAKE A WALK THROUGH THE CABIN TO SEE IF ANYONE WAS USING ANYTHING OF THE SORT. NONE WERE FOUND AFTER SHE RPTD BACK TO US. HOWEVER THE ANNOYING NOISES STILL CONTINUED. IT WAS ANNOYING AND LOUD ENOUGH TO ALMOST CAUSE US TO ALMOST MISS RADIO CALLS. SO, AN ANNOUNCEMENT WAS MADE TO PLEASE MAKE SURE CELL PHONES AND 2-WAY PAGERS WERE TURNED OFF BECAUSE IT WAS INTERRUPTING OUR COMS, AND IF THIS WAS NOT DONE WE MAY HAVE TO RETURN TO CLT. AFTER THAT, NEARLY THE ENTIRE PLANE GOT UP TO FIND AND MAKE SURE ALL THE DEVICES WERE TURNED OFF. THE NOISES THEN STOPPED. NO MAKE/MODEL INFO WAS GATHERED BECAUSE: THE FLT ATTENDANTS WERE DOING THEIR SVC, WE WERE STILL CLBING, AND WE ASSUMED NO ONE WAS GOING TO ADMIT GUILT FOR FEAR OF PROSECUTING ACTION. RECOMMENDATION: I WOULD HIGHLY ENCOURAGE MANY MORE IN-DEPTH STUDIES TO BE PERFORMED PRIOR TO ALLOWING CELL PHONES AND OTHER COMS DEVICES TO BE USED ON BOARD ACFT INFLT.

Synopsis

FLT CREW OF CRJ-700 RPTS THAT AURAL INTERFERENCE IN VHF COMS CEASED WHEN PAX WERE ASKED TO ENSURE ALL FORMS OF 2-WAY COMS WERE TURNED OFF.

Time / Day

Date : 200502

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : BOS.Airport

State Reference : MA

Environment

Light : Night

Aircraft

Reference : X

ATC / Advisory.Center : ZBW.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B767-300 and 300 ER

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZBW.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Qualification.Flight Attendant : 8

Experience.Flight Attendant.Total : 29

Experience.Flight Attendant.Airline Total : 14

Experience.Flight Attendant.Type : 80

ASRS Report Number.Accession Number : 649113

Analyst Callback : Completed

Person : 2

Reference : 3

Location Of Person.Aircraft : X

Function.Other

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Human Factors

Narrative: 1

PAX WAS FOUND TO BE USING 2 COMPUTERS OFF 1 ACFT PWR PORT. HE SAID HE BOUGHT THE 'SPLITTER' AT XYZ RETAILER. SMOKE IN CABIN, RECURRING BURNING SMELL, DEVICE HOT TO TOUCH AND SMELLING. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE FUMES WERE THROUGHOUT THE CABIN BEFORE THE CAUSE WAS DISCOVERED. THE DEVICE WAS CONFISCATED AND THE PWR TO THE PWR PORT SYS DISCONNECTED. AFTER A REASONABLE TIME THE FUMES CONTINUED SO DIVERSION WAS MADE BECAUSE OF CONCERN FOR POSSIBLE DAMAGE TO THE ACFT SYS.

Synopsis

A B767 LANDS SHORT OF DEST DUE TO SMOKE AND FUMES CAUSED BY OVERHEATING OF A PAX PROVIDED PWR PORT SPLITTER USED TO OPERATE 2 PERSONAL COMPUTERS.

Time / Day

Date : 200408

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : RNO.Airport

State Reference : NV

Environment

Light : Night

Ceiling : CLR

Aircraft

Reference : X

ATC / Advisory.TRACON : RNO.TRACON

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 : Initial Approach

Airspace.Class C : RNO.C

Number Of Seats.Number : 124

Passengers On Board.Number : 124

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Qualification.Flight Attendant : 5

Experience.Flight Attendant.Total : 19

Experience.Flight Attendant.Airline Total : 19

Experience.Flight Attendant.Type : 80

ASRS Report Number.Accession Number : 633009

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Function.Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

THE CAUSE OF THE PROB IS: PAX DON'T FOLLOW RULES! THEY DID NOT WANT TO TURN OFF THEIR GAME. THEY SAID THEY DON'T HAVE OFF SWITCH. (PUT GAME AWAY THEN.) PAX DON'T WANT TO FOLLOW SEAT BELT/ELECTRONIC/TRASH RULES NOWADAYS. FLT ATTENDANT #2 ASKED PAX TO TURN OFF DEVICE. SHE WENT ON TO FRONT OF PLANE, TURNED AROUND HEADING TO BACK OF ACFT WITH TRASH BAG AS I (FLT ATTENDANT #4) WAS BEHIND HER. SHE MENTIONED THAT SHE HAD NOT SEEN AN ELECTRONIC GAME WITH NO OFF BUTTON. FLT ATTENDANT #2 LEANED IN TO LOOK AT RED ELECTRONIC GAME WHEN MAN ON AISLE SAID 'SHE TOLD YOU THERE'S NO OFF BUTTON.' AT THE SAME TIME HE IS YANKING HER ARM AND SAYING, 'EXPLETIVE,' OR 'QUIT BEING AN EXPLETIVE.'

Synopsis

A B737 FLT ATTENDANT, ON A FLT TO RNO, RPTED THAT PAX REFUSED TO TURN OFF PED WHEN REQUESTED, AND BECAME VERBALLY ABUSIVE.

Time / Day

Date : 200407
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : BOS.Airport
State Reference : MA

Environment

Light : Daylight
Ceiling : CLR

Aircraft

Reference : X
ATC / Advisory.Tower : BOS.Tower
ATC / Advisory.TRACON : A90.TRACON
Aircraft Operator : Air Carrier
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Initial Approach
Airspace.Class B : BOS.B
Cabin Lighting : Medium
Number Of Seats.Number : 129

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Qualification.Flight Attendant : 5
Experience.Flight Attendant.Total : 4
Experience.Flight Attendant.Airline Total : 4
Experience.Flight Attendant.Type : 85
ASRS Report Number.Accession Number : 624747

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Person : 3

Reference : 3
Location Of Person.Aircraft : X
Function.Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : FAR
Detector.Person : Other Person
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

MADE PREPARE FOR LNDG PA. FLT ATTENDANT #4 ASKED FIRST CLASS PAX (2 TIMES) TO TURN OFF ELECTRONIC DEVICE FOR LNDG. I ASKED PAX 2 TIMES, AS WELL, TO TURN OFF ELECTRONIC DEVICE FOR LNDG. PAX KEPT SAYING 'JUST A MIN.' I TOLD PAX SHE NEEDED TO TURN OFF DEVICE RIGHT AWAY BECAUSE I NEEDED TO TAKE MY JUMP SEAT FOR LNDG. IT WAS BUMPY AND THE LNDG GEAR WAS COMING DOWN. PAX THREW HER STUFF DOWN AND REFUSED TO STOW HER CARRY-ONS UNDER HER SEAT FOR LNDG. I QUICKLY TOOK MY JUMP SEAT FOR MY SAFETY. PAX NEEDED TO BE COOPERATIVE AND NOT CAUSE A DISTURBANCE RIGHT AT LNDG.

Synopsis

AN MD80 FLT ATTENDANT RPTED THAT A FIRST CLASS PAX REFUSED TO TURN OFF HER PERSONAL ELECTRONIC DEVICE AND STOW HER CARRY-ONS BEFORE ARRIVING AT BOS.

Time / Day

Date : 200406
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : BUR.Airport
State Reference : CA
Relative Position.Distance.Nautical Miles : 0
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : Mixed
Weather Elements / Visibility : Turbulence
Weather Elements / Visibility.Visibility : 5
Light : Daylight
Ceiling.Single Value : 1400

Aircraft

Reference : X
ATC / Advisory.TRACON : SCT.TRACON
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.Localizer/Glideslope/ILS : Bur 8
Flight Phase : Initial Approach
Flight Phase : Landing
Route In Use : Vectors
Route In Use.Other
Airspace.Class C : BUR.C

Component

Aircraft Component : Autopilot
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : First Officer
Experience.Flight Crew.Total : 5000
Experience.Flight Crew.Last 90 Days : 180
Experience.Flight Crew.Type : 830
ASRS Report Number.Accession Number : 619593

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Experience.Flight Crew.Total : 14000
Experience.Flight Crew.Last 90 Days : 220
Experience.Flight Crew.Type : 7200
ASRS Report Number.Accession Number : 619585

Person : 3

Reference : 3
Location Of Person.Facility : SCT.TRACON
Reporter Organization : Government
Function.Air Traffic Control : Approach

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Anomaly.Inflight Event / Encounter : Unstabilized Approach
Detector.Automation : Aircraft Other Automation
Detector.Person : Air Traffic Control
Detector.Person : Flight Crew
Result.Flight Crew : Executed Go Around / Missed Approach
Result.Air Traffic Control : Issued New Clearance

Assessments

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

Narrative: 1

ON BEING VECTORED FOR ILS RWY 8 AT BUR, WE WERE GIVEN OUR FINAL LOC INTERCEPT HDG, AND CLRED TO INTERCEPT THE LOC. I WAS THE PF AND HAD THE AUTOPLT ENGAGED. THE MCP WAS SET UP IN THE HDG MODE. ONCE I TURNED TO THE INTERCEPT HDG USING THE BUG, I SELECTED VOR/LOC TO CAPTURE THE LOC. BOTH THE PNF AND I OBSERVED LOC CAPTURED AND THE ACFT TURNING TO INTERCEPT. AS THE ACFT APCHED THE INBOUND COURSE, I GLANCED AT THE ALTIMETER TO CALCULATE WHERE MY ALT CALLOUTS WOULD BE MADE. WHEN I LOOKED BACK OVER TO MY

PRIMARY FLT INSTS, I NOTICED WE HAD FLOWN THROUGH OUR INBOUND COURSE, AND THE ACFT WAS IN A 30 DEG L-HAND BANK. I NOTICED IT SHOWED CTL WHEEL STEERING IN THE LATERAL MODE. AT APPROX THE SAME TIME I WAS CALCULATING MY CALLOUTS, THE PNF WAS TUNING IN THE TWR FREQ. WE BOTH LOOKED UP TO NOTICE THE DISCREPANCY AT THE SAME TIME. I IMMEDIATELY INITIATED A 30 DEG BANK R-HAND TURN BACK TOWARD THE INBOUND COURSE. WE WERE APPROX 30 DEGS OFF COURSE. BEFORE WE COULD TELL APCH WE WERE GOING TO MISS THE APCH, THE CTLR IMMEDIATELY ASSIGNED A CLB AND HDG. WE WERE VECTORED BACK AROUND AND EXECUTED AN UNEVENTFUL ILS RWY 8 AND LANDED WITHOUT INCIDENT. I FEEL THE MOST IMPORTANT FACTOR WAS THE FACT THAT I ALLOWED MYSELF TO BECOME DISTR DURING A CRITICAL PHASE OF FLT. WE ALL HAVE SEEN THE AUTOPLT CAPTURE A LOC NUMEROUS TIMES WITHOUT INCIDENT, AND I FEEL THIS LEAD ME TO TAKE IT FOR GRANTED. I SHOULD HAVE DONE ALL MY CALCULATIONS BEFORE BEGINNING THE APCH. I AM NOT SURE WHY THE MCP WENT FROM A VOR/LOC CAPTURE TO CTL WHEEL STEERING MODE. WE LATER TALKED TO THE FLT ATTENDANTS, AND THEY OBSERVED A PAX WHO MAY HAVE BEEN USING THEIR CELL PHONE. I SUPPOSE RADIO INTERFERENCE IS POSSIBLE. I BELIEVE THIS INCIDENT HAS TAUGHT ME TO TAKE MY ALREADY HEIGHTENED SENSE OF AWARENESS TO A HIGHER LEVEL. ESPECIALLY DURING A CRITICAL PHASE OF FLT. SUPPLEMENTAL INFO FROM ACN 619585: I SAW THAT THE ACFT WAS STILL IN A 30 DEG L BANK AND THE HDG HAD GONE THROUGH LOC COURSE AND WAS PASSING 030 DEGS. I NOTICED SOME LOC NEEDLE MODULATIONS ON THE MISSED APCH. IN TALKING WITH THE FLT ATTENDANTS, THEY STATED THAT THEY SUSPECTED A PAX OF HIDING BELOW SEAT LEVEL AND USING HIS CELL PHONE DURING THE APCH. I AM NOT CERTAIN THE CAUSE OF THE EVENT BUT, I SUSPECT THAT AS THE AUTOPLT HAD THE ACFT IN A 30 DEG L BANK TO INTERCEPT THE LOC, CELL PHONE INTERFERENCE CAUSED THE LOC NEEDLE TO DEFLECT FULL SCALE TO THE L. THE AUTOPLT CONTINUED THE TURN, TRYING TO INTERCEPT THE DEFLECTED NEEDLE AND WHEN THE NEEDLE SWUNG BACK TO A FULL R DEFLECTION, THE AUTOPLT REVERTED BACK TO CTL WHEEL STEERING, LEAVING US IN A 30 DEG BANKED L TURN.

Synopsis

A B737-700 AUTOPLT GOES INTO CTL WHEEL STEERING MODE DURING AN ILS-LOC COURSE INTERCEPTION. FLT CREW EXPERIENCES A HDG TRACK DEV AND A MISSED APCH FROM SCT CTLR 9 MI W OF BUR, CA.

Time / Day

Date : 200405

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : MSP.Airport

State Reference : MN

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility : Windshear

Weather Elements / Visibility : Thunderstorm

Light : Night

Aircraft

Reference : X

ATC / Advisory.Tower : MSP.Tower

Aircraft Operator : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person : 1

Reference : 1

Location Of Person.Aircraft : X

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 : 616998

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Function.Other

Person : 5

Reference : 5
Location Of Person.Facility : MSP.Tower
Reporter Organization : Government
Function.Air Traffic Control : Local

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person

Assessments

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

Narrative: 1

DURING TAXI OUT IN MSP, THE #1 FLT ATTENDANT CALLED THE COCKPIT TO TELL US THAT THERE WAS AN UNRULY PAX IN FIRST CLASS. HE WAS BEING CRASS AND MAKING SEXUALLY SUGGESTIVE COMMENTS AND LEWD GESTURES. SHE STATED THAT SHE WENT TO THE BACK OF THE AIRPLANE TO GET AWAY FROM THIS PAX. SINCE WE HAD A MALE FLT ATTENDANT IN THE BACK, I SUGGESTED THAT HE SAY SOMETHING TO THE PAX. APPARENTLY, THE PAX THEN FELL ASLEEP. SINCE WE HAD EXTENSIVE DELAYS ALL DAY AND ESPECIALLY ON THIS FLT, WE WERE TAXIING FOR SOME TIME. THE FLT ATTENDANTS WERE FINE UNTIL THE PAX WOKE UP AND STARTED YELLING VULGARITIES. AT THIS TIME THEY SAID THAT IT WAS POSSIBLE HE MAY BE DRUNK. HE REFUSED TO TURN HIS CELL PHONE OFF WHEN ASKED BY THE FLT ATTENDANTS. I TALKED TO ALL 3 FLT ATTENDANTS AND NONE OF THEM FELT COMFORTABLE TAKING OFF AND FLYING TO ORD WITH HIM ON BOARD. THE CONCERN WAS THAT HE MIGHT POSSIBLY GO CRAZY AND DO SOMETHING STUPID. SINCE IT WAS A BAD WX DAY ANYWAY AND MORE DELAYS WERE LIKELY COMBINED WITH THE FLT ATTENDANTS' DISCOMFORT IN HAVING THIS PAX ABOARD, I DECIDED TO TAXI BACK TO THE GATE AND HAVE THE AUTHS MEET THE ACFT AND REMOVE THE PAX. APPARENTLY THIS PAX HAD A HISTORY IN HIS FILE AS THE AGENT THERE TOLD ME THIS WAS THE SECOND TIME HE HAD BEEN A PROB ON A FLT WITH MY COMPANY.

Synopsis

AN MD80 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE DURING TAXI AT MSP THAT HE DECIDED TO RETURN TO THE GATE TO OFFLOAD THE PAX.

Time / Day

Date : 200405
Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : RJTG.ARTCC
State Reference : FO

Environment

Ceiling : CLR

Aircraft

Reference : X
ATC / Advisory.Center : RJTG.ARTCC
Aircraft Operator : Air Carrier
Make Model Name : B777-200
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
Flight Phase : Initial Approach
Airspace.Class A : RJTG.A
Cabin Lighting : High
Number Of Seats.Number : 223

Component

Aircraft Component : Cabin Entertainment
Aircraft Reference : X
Problem : Improperly Operated

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Cabin Activity : Safety Related Duties
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Qualification.Flight Attendant : 4
Experience.Flight Attendant.Total : 36
Experience.Flight Attendant.Airline Total : 36
Experience.Flight Attendant.Type : 33
ASRS Report Number.Accession Number : 616916
Analyst Callback : Completed

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier

Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Person : 3

Reference : 3
Location Of Person.Aircraft : X
Function.Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Other Person
Result.General : Maintenance Action
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

A PAX HAD DECIDED TO CHARGE HIS 9 VOLT BATTERY TO HIS DVD PLAYER WITH OUR 15 VOLT POWER PORT SYSTEM. HIS BATTERY STARTED TO MELT. OUR OWN DVD PLAYERS WHICH WE GIVE TO OUR PAX ON THE 767 DO NOT HAVE CHARGERS PACKED IN THEM. MY UNDERSTANDING OF OUR POWER PORTS WAS THEY WERE PUT ON BOARD FOR ENTERTAINMENT, I.E. COMPUTERS, DVD PLAYERS. NOT FOR MAINT OF THEIR BATTERIES OF THESE TOYS. 20 PEOPLE DECIDE TO CHARGE AND I THINK WE'D HAVE A FIRE. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THE PAX HAD OPERATED THE PERSONAL DVD AND EXHAUSTED THE BATTERY AND DECIDED TO RECHARGE THE 9 VOLT BATTERY FROM THE 15 VOLT SEAT POWER PORT. THE RPTR SAID THE 9 VOLT BATTERY NOT ONLY MELTED, IT WAS CREMATED ALONG WITH SOME SMOKE AND INTENSE FUMES. THE RPTR STATED THE BATTERY OPERATED DVD WAS OWNED BY THE PAX AND HAD A WIRE HARNESS THAT PLUGGED PERFECTLY INTO THE SEAT POWER PORT. THE RPTR SAID IT WAS NOT DETERMINED IF THE WIRE HARNESS CONNECTED DIRECTLY TO THE BATTERY OR THROUGH CIRCUITRY IN THE DVD. THE RPTR STATED THE POWER PORT WAS ONLY FOR LAPTOP COMPUTERS AND DVD PLAYERS AND NOT FOR BATTERY CHARGING. BUT THIS DVD COULD NOT BE USED IN THE SEAT POWER PORT. THE RPTR SAID IT WAS UNKNOWN IF ANY CIRCUIT BREAKER TRIPPED DURING THIS MELT DOWN BUT OTHER UNITS IN THE AREA CONTINUED TO OPERATE. THE RPTR STATED THIS INCIDENT WAS RPTD TO THE CARRIER AND THE UNION.

Synopsis

A B777-200 CABIN ATTENDANT RPTS THE MID CABIN AREA EXPERIENCED SOME SMOKE AND FUMES WHEN A PAX USED A 15 VOLT SEAT POWER PORT TO CHARGE A 9 VOLT BATTERY FOR A PERSONAL DVD.

Time / Day

Date : 200403

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZAB.ARTCC

State Reference : NM

Aircraft

Reference : X

ATC / Advisory.Center : ZAB.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B757-200

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZAB.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

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 : 612657

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Person : 4

Reference : 4

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Other

Events

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

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

Anomaly.Deviation - Procedural : FAR

Anomaly.Deviation - Procedural : Security

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

APPROX 1 HR INTO FLT, I WAS INFORMED THAT A PAX WAS BEING A 'PROB' AS HE APPEARED INTOXICATED AND WAS CAUSING A DISTURBANCE IN THE CABIN. HE WOULD NOT STOP TRYING TO USE HIS CELL PHONE INFLT UNTIL A FLT ATTENDANT TOOK IT FROM HIM. HE TOOK OUT HIS CIGARETTES AND, WHEN TOLD HE COULD NOT SMOKE, HE TOOK HIS CIGARETTE AND WENT INTO THE LAVATORY. HE SPILLED HIS FOOD TRAY AND 'ORDERED' THE FLT ATTENDANT TO CLEAN IT UP. WHEN NOTIFIED OF THIS BEHAVIOR, I SENT AN ACARS MESSAGE TO DISPATCH THAT I MAY HAVE TO DIVERT IN ORDER TO HAVE THIS PAX REMOVED FROM THE FLT, AS HE WAS USING PROFANITY AND WAS A POTENTIAL SECURITY THREAT. THE FLT ATTENDANTS BELIEVED THAT HE WAS BOARDED IN AN INTOXICATED STATE AND HE WAS TAKING PILLS INFLT. THE FLT ATTENDANTS HAD TO TAKE A BOTTLE OF ALCOHOL FROM HIM AS HE PROCEEDED TO DRINK FROM IT. THE FLT ATTENDANTS WERE EVENTUALLY ABLE TO CTL HIM AND I ELECTED TO CONTINUE TO JFK. EMT'S WERE REQUESTED TO MEET THE FLT, AS THE PAX COULD NOT GET OFF OF THE ACFT UNASSISTED.

Synopsis

A B757-200 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE THAT HE ARRANGED TO DIVERT. HE CONTINUED TO THE DEST, JFK, ONLY AFTER THE CABIN RPTED THAT THEY HAD THE PAX UNDER CTL.

Time / Day

Date : 200403

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : BNA.Airport

State Reference : TN

Relative Position.Distance.Nautical Miles : 9

Altitude.MSL.Single Value : 1800

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.Tower : BNA.Tower

Aircraft Operator : Air Carrier

Make Model Name : MD-82

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use.Localizer/Glideslope/ILS : 2R

Flight Phase : Landing

Flight Phase : Initial Approach

Route In Use : Visual Approach

Route In Use : Vectors

Airspace.Class C : BNA.C

Component : 1

Aircraft Component : ILS/VOR

Aircraft Reference : X

Problem : Malfunctioning

Component : 2

Aircraft Component : AHRS/ND

Aircraft Reference : X

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

ASRS Report Number.Accession Number : 611910
Analyst Callback : Completed

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 610862

Person : 3

Reference : 3
Location Of Person.Facility : BNA.Tower
Reporter Organization : Government
Function.Air Traffic Control : Local

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Function.Other

Person : 5

Reference : 5
Location Of Person.Aircraft : X
Function.Flight Attendant : Flight Attendant (On Duty)

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Air Traffic Control
Detector.Person : Flight Crew
Result.Flight Crew : Executed Go Around / Missed Approach
Result.Air Traffic Control : Issued New Clearance
Result.Air Traffic Control : Issued Advisory / Alert

Assessments

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings
Primary Problem : Human Factors

Narrative: 1

ON DOWNWIND TO BNA, FLT WAS VECTORED TO R BASE FOR VISUAL RWY 2R, BNA. CREW VISUALLY IDENTED BNA RWY 31 ON DOWNWIND. FLT WAS CLRED VISUAL RWY 2R UTILIZING INTERNALLY ILS RWY 2R AS A BACKUP WHILE ON A VECTORED R BASE TO RWY 2R. THE FLT GUIDANCE SYS (MD80, GFMS EQUIPPED, NON-EFIS) CAPTURED AND

TUNED AND IDENTED LOC AND GS FOR RWY 2R BNA. PNF IDENTED PROPER ILS MORSE CODE FOR ILS RWY 2R BNA. PF CALLED RWY NOT IN SIGHT TO PNF WHILE DSNding ON ILS LOC AND GS. DSNding TO 1800 FT AFL, PF CALLS RWY STILL NOT IN SIGHT WHILE BNA TWR CALLS FLT, INQUIRING OUR FLT PATH. ACFT GUIDANCE SYS INTERCEPTED A COURSE AND GS PARALLELING, ILS RWY 2R LOC AND GS. PF EXECUTED A GAR WITH VECTORS TO THE ILS RWY 2R FOR AN UNEVENTFUL APCH AND LNDG. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THIS MODEL OF THE MD80, AN OLDER MODEL, DOES NOT HAVE THE MAP DISPLAY THAT THE LATER MODELS HAVE IN ASSOCIATION WITH A MODERN FMC INSTALLATION. THE FMS DOES NOT ALLOW ANY INPUT TO THE CDI FROM THIS NON EFIS TYPE APCH DISPLAY. THE APCH WAS PROPERLY CONDUCTED WITH THE CREW USING COORD AS REQUIRED FOR IDENT OF THE ILS. ALL 3 PARTICIPANTS REALIZED THAT A PROB EXISTED WITH THE TWR ISSUING HEADINGS FOR AN INTERCEPT OF THE RWY AFTER THE MISSED APCH PROC WAS STARTED. FO RPTR SAID THAT THE PIC AND FLT ATTENDANT DID NOT FOLLOW UP ON THE SUPPOSITION THAT A CELL PHONE WAS TO BLAME. FEEDBACK FROM COMPANY AND UNION REPRESENTATIVES INDICATED THAT BNA TWR HAD NO PREVIOUS EVENTS OF THIS NATURE.

Synopsis

DISPLACED LOC AND GS COURSE CREATES A HDG TRACK DEV BY THE FLT CREW OF AN MD80 ON APCH TO RWY 2 VISUAL WITH ILS BACK UP DURING A NIGHT OP AT BNA, TN.