

ASRS Database Report Set

Cabin Smoke, Fire, Fumes, or Odor Incidents

Report Set Description.....A sampling of air carrier reports concerning cabin smoke, fire, fumes or odor related events.

Update Number.....18

Date of UpdateAugust 7, 2024

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

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

National Aeronautics and
Space Administration

Ames Research Center
Moffett Field, CA 94035-1000



TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

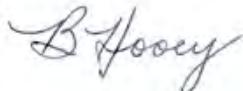
The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded when evaluating these data of the following points.

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

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

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

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Becky L. Hooey, Director
NASA Aviation Safety Reporting System

CAVEAT REGARDING USE OF ASRS DATA

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

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

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

Report Synopses

ACN: 2094307 (1 of 50)

Synopsis

A321 First Officer reported they were advised of smoke and an electrical smell in the cabin during approach. The flight crew donned their oxygen masks and continued their approach and landing.

ACN: 2094216 (2 of 50)

Synopsis

Air carrier cabin crew reported a passenger's laptop was emitting smoke during cruise. The flight attendants secured the device in a thermal containment bag until destination arrival where it was safely turned over to the appropriate personnel.

ACN: 2093887 (3 of 50)

Synopsis

Air carrier Captain reported the cabin crew informed of a burning plastic odor in the aft galley of unknown source. Flight crew completed the odor removal procedures and continued to destination.

ACN: 2090308 (4 of 50)

Synopsis

Air carrier pilot reported a Bleed Fail EICAS indication accompanied with a cabin odor during initial climb. Flight returned to departure airport.

ACN: 2089095 (5 of 50)

Synopsis

Air carrier Captain reported a burning plastic odor during descent with no aircraft indications. The flight crew diverted where a safe landing was completed.

ACN: 2084653 (6 of 50)

Synopsis

Air carrier flight crew reported a lavatory smoke warning message during descent. A flight attendant reported smoke was seen in the forward lavatory. Smoke worsened during descent, therefore after landing a precautionary evacuation was completed.

ACN: 2082029 *(7 of 50)*

Synopsis

Air carrier Captain reported a strong odor upon boarding the aircraft. After further research and conferencing with the appropriate departments it was determined to refuse the aircraft.

ACN: 2081885 *(8 of 50)*

Synopsis

Air carrier Flight Attendant reported a chemical odor in the cabin during preflight which resulted in passenger deplaning and all crew members being assessed for medical treatment. The Captain informed the cabin crew that this aircraft had multiple fume events previously and that the APU was replaced after this event.

ACN: 2081062 *(9 of 50)*

Synopsis

Air carrier flight attendant crew reported a strong and overwhelming odor during boarding resulting in an aircraft swap and rescheduling of the flight. All flight attendants experienced physiological symptoms.

ACN: 2078132 *(10 of 50)*

Synopsis

ERJ-170 flight crew reported a Flight Attendant called the flight deck to state there was a fume event in the cabin during initial approach. The flight crew followed procedures and safely landed at arrival airport.

ACN: 2076233 *(11 of 50)*

Synopsis

Air carrier flight crew reported a flight entertainment monitor began to emit smoke during cruise then eventually stopped. Flight crew completed a diversion and safe landing.

ACN: 2075712 (12 of 50)

Synopsis

Air carrier flight attendant crew reported a thermal runaway from a vape battery charger during boarding. The flight attendant crew notified the Captain, extinguished the fire and placed the battery charger and associated items in the thermal containment bag until the fire fighters arrived and took custody of the bag.

ACN: 2071173 (13 of 50)

Synopsis

Air carrier Captain reported a fumes event during destination arrival. Flight crew secured Pack 1 which dissipated the fumes and continued to destination.

ACN: 2063521 (14 of 50)

Synopsis

Air carrier flight attendants reported a fumes event during departure taxi. The flight returned to the departure gate where all passengers deplaned.

ACN: 2059473 (15 of 50)

Synopsis

Air carrier flight attendants reported a fume event during initial descent in which the flight crew and passengers experienced physiological symptoms. Upon arrival the aircraft was removed from service and after an extensive delay the flight attendants were attended by a medical doctor.

ACN: 2058897 (16 of 50)

Synopsis

Air carrier Captain reported a fumes event described as a "dirty socks" odor after disconnecting from the ground pushback crew. After an extensive delay in which passengers and flight attendants experienced physiological symptoms, a parking spot was assigned and all passengers and flight attendants deplaned safely.

ACN: 2057354 *(17 of 50)*

Synopsis

Flight crew flying EMB-145 aircraft reported smoke in the cabin during departure climb. Flight crew returned to departure airport and landed uneventfully.

ACN: 2055989 *(18 of 50)*

Synopsis

B757 flight crew reported smoke was detected in the cabin and a lavatory smoke caution illuminated shortly after takeoff. One of the packs were then turned off, which dissipated the smoke. The flight crew proceeded to perform an overweight landing and air turnback.

ACN: 2055384 *(19 of 50)*

Synopsis

After several unsuccessful start attempts in a CRJ-700, fuel fumes were reported in the cabin. After gate return fuel leak reported on ramp.

ACN: 2052803 *(20 of 50)*

Synopsis

Air carrier flight crew reported an "acetone" type odor during cruise in the passenger cabin which resulted in multiple reports of physiological symptoms. With no definitive source of the odor the flight crew requested special handling to a diversion airport where a safe landing was executed.

ACN: 2047525 *(21 of 50)*

Synopsis

Air carrier Captain reported a fumes event during gate pushback. Captain directed tow crew to return to gate and requested First Officer to notify the ramp and request CFR (Crash Fire Rescue) for an orderly deplaning.

ACN: 2044984 *(22 of 50)*

Synopsis

Air carrier Flight Attendant reported an electrical burning odor in the cockpit and forward cabin that was corroborated by the Captain. The Captain completed a diversion and landing.

ACN: 2043691 *(23 of 50)*

Synopsis

Air carrier Flight Attendant reported a fumes event during departure taxi which was described as fuel burn off fumes and odor. At the same time the Captain communicated with the cabin crew and decided to return to departure gate for maintenance.

ACN: 2038292 *(24 of 50)*

Synopsis

Air carrier Flight Attendant reported the Captain notified the cabin crew that the flight was returning to departure airport due to a fume event of unknown source.

ACN: 2038207 *(25 of 50)*

Synopsis

Air carrier flight crew reported a smoke event with associated air conditioning pack EICAS message while parked at the gate and preparing for push back. The Captain ordered an evacuation through the main cabin door onto the ramp, with no injuries reported.

ACN: 2037917 *(26 of 50)*

Synopsis

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

ACN: 2033140 *(27 of 50)*

Synopsis

Air carrier flight crew reported an intermittent burning odor during initial approach. The flight crew continued to a safe landing and evacuation.

ACN: 2032399 (28 of 50)

Synopsis

MD-11 First Officer reported receiving messages indicating possible fire in cargo hold during cruise. Flight crew diverted and performed a normal landing. Postflight temperature readings done by airport responders were normal.

ACN: 2031952 (29 of 50)

Synopsis

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

ACN: 2031865 (30 of 50)

Synopsis

B-737 pilot reported receiving a report from ATC during taxi of smoke from the aft part of the aircraft after APU had been shutdown. The flight returned to the gate with no fire indication in cockpit or from the airport fire department, ARFF.

ACN: 2031778 (31 of 50)

Synopsis

MD-11 Captain reported a warning annunciation for a potential fire in lower forward cargo area went off and the flight crew opted to divert.

ACN: 2031624 (32 of 50)

Synopsis

B737-800 First Officer reported compressor stall sounds from the #2 engine and the smell of burning rubber and smoke in the cabin when they were about to level off at cruise altitude. Crew ran compressor stall and smoke/fumes checklist prior to returning to departure airport for landing.

ACN: 2031193 (33 of 50)

Synopsis

B-777 Captain reported a burning odor while taxiing into the gate after starting the APU. Upon parking and shutdown maintenance discovered burned electrical components in the lower electrical compartment.

ACN: 2029352 *(34 of 50)*

Synopsis

Air carrier flight crew reported a number 2 engine fire warning message during arrival taxi. Flight crew completed the QRH procedures and requested Airport Rescue and Fire Fighting assistance who followed aircraft to parking since fire message had extinguished.

ACN: 2028783 *(35 of 50)*

Synopsis

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

ACN: 2027741 *(36 of 50)*

Synopsis

Challenger 300 flight crew reported an APU fire warning inflight. After performing the appropriate checklist procedures, the fire warning stopped. Once on the ground no fire was discovered.

ACN: 2027154 *(37 of 50)*

Synopsis

Air carrier crew reported an APU fire while loading at the parked position on the ramp. The crew observed smoke at the tail of the aircraft without cockpit warning, activated fire bottles, then evacuated safely by airstairs.

ACN: 2025594 *(38 of 50)*

Synopsis

B767 First Officer reported a strong electrical burning smell during climb in the cabin. After troubleshooting and conferring with Maintenance and Dispatch the flight crew requested priority handling to a suitable airport where a safe landing was executed.

ACN: 2023658 *(39 of 50)*

Synopsis

Air carrier Captain reported a sharp acrid odor during cruise. After conferring with Dispatch the odor was determined to be caused by a volcanic ash event which was remedied by climbing to a higher altitude.

ACN: 2023593 *(40 of 50)*

Synopsis

B767 air carrier flight crew reported fumes in the cabin. Captain decided to divert and landed uneventfully.

ACN: 2022715 *(41 of 50)*

Synopsis

Air carrier pilot reported during descent there was a spark and electrical popping sounds from panels in the flight deck accompanied by a burning electrical odor. Flight crew landed safely at destination airport where airport responders found no presence of smoke in the aircraft.

ACN: 2021961 *(42 of 50)*

Synopsis

A300 flight crew reported being notified by the cabin jumpseaters of a fume/smoke event during departure taxi. The flight crew requested airport assistance, completed the QRH procedures and took action with no injuries or damage.

ACN: 2021299 *(43 of 50)*

Synopsis

B777 Captain reported a fuel odor and EICAS fuel valve message after engine shutdown at the gate, then was notified to motor the engine by ground maintenance. After dry motoring the engine, the odor dissipated and the Fire Department personnel reported no fire or fuel spill to Captain.

ACN: 2020522 (44 of 50)

Synopsis

Air Carrier flight crew reported a recurring fume event during pre-flight. As Maintenance was formulating a plan to defer the APU and/or Pack 1, the flight crew timed out resulting in the flight being rescheduled.

ACN: 2019880 (45 of 50)

Synopsis

Air carrier A320 Captain reported being notified at destination arrival of a fume event in the cabin. Maintenance was requested and medical attention provided for the cabin crew.

ACN: 2019080 (46 of 50)

Synopsis

Airbus A320 air carrier pilot reported electrical problems while climbing to cruise altitude. The crew coordinated with the cabin crew to troubleshoot the problem, diverted, and landed safely.

ACN: 2018709 (47 of 50)

Synopsis

Air carrier Dispatcher reported a flight diverted to a nearest suitable airport due to electrical fumes in the cockpit and the aircraft was turned over to Maintenance.

ACN: 2018441 (48 of 50)

Synopsis

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

ACN: 2017316 (49 of 50)

Synopsis

Air carrier Captain reported cabin odor and walls in the aft lavatory were extremely hot, as reported by the aft Flight Attendant. After a divert, a missed approach due to arriving too high on final and then an overweight landing, the aircraft arrived safely. The Fire Marshal and maintenance determined the aft water heater was running uncontrolled full power and overheating.

ACN: 2011084 *(50 of 50)*

Synopsis

Air carrier Captain reported a blown pneumatic duct and bleed leak during takeoff which filled the passenger cabin with excessive noise and airborne particulates. Multiple flight attendants calling cockpit during event was distracting and created difficulty communicating with cabin crew on inter-phone to assess situation in cabin and to advise of planned return to field for an overweight landing aircraft.

Report Narratives

ACN: 2094307 (1 of 50)

Time / Day

Date : 202403
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC
State Reference : FO
Altitude.MSL.Single Value : 4000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Center : ZZZZ
Aircraft Operator : Air Carrier
Make Model Name : A321
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Final Approach
Route In Use : Visual Approach

Component

Aircraft Component : Unknown
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 13500
Experience.Flight Crew.Last 90 Days : 200
Experience.Flight Crew.Type : 10000
ASRS Report Number.Accession Number : 2094307

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

At 4,000 feet flight attendants called the cockpit to report smoke in the cabin, eye and throat irritation, smells like electrical and or fuel. Both pilots went on oxygen immediately, and proceeded to land at ZZZZ airport. AARF (Airport Rescue and Firefighting) was notified before landing to meet the aircraft upon landing, which they did and examine the outside of the airplane for any smoke or hotspots none were found so then we proceeded to a hard stand gate where passengers deplaned through air stairs. Everybody was OK, no reported injuries. AARF came on board after the passengers, deplaned and proceeded to examine the inside of the airplane looking for the smoke source the plane was grounded and taken out of service for repairs at ZZZZ airport.

Synopsis

A321 First Officer reported they were advised of smoke and an electrical smell in the cabin during approach. The flight crew donned their oxygen masks and continued their approach and landing.

ACN: 2094216 (2 of 50)

Time / Day

Date : 202403

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2094216

Human Factors : Troubleshooting

Human Factors : Time Pressure

Human Factors : Workload

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2094222

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Passenger

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

As we were doing our main meal service after takeoff, FA working the aisle on aircraft right waved at me to signal for help. Said passenger in [seat] XX, computer was smoking. Immediately FA working the galley called FA B to ask them to have the thermal containment bag ready. I informed the cockpit, of the situation and said that I would call back with more information. All 3 of us worked together to follow Company [priority handling] procedures for computer smoke, being ready in case of potential fire ignition . The computer was placed in the thermal containment bag and store as per manual instructions. The passenger was very cooperative, texting his company IT department to obtain necessary information. We informed him that the computer was to remain in the bag and given to the proper authorities to investigate and he would get it back later. After landing, when the door opened. Authority personnel, a Company inflight supervisor, and a customer service supervisor met the flight. Took care of [the] Passenger and asked us questions about the event.

Narrative: 2

While delivering meal trays in a zone, I noticed smoke coming out of a laptop computer at seat XX customer inform me earlier he spilled champagne on keyboard and he was trying to restart it on successfully when it started to smoke the smoke was white, gray and color and had a strong electrical smell. I immediately notified the person in galley flight and to call flight deck and grab the thermal bag. I informed the customer we needed to place the laptop and a thermal bag to prevent any additional smoke possible fire laptop was not hot, but appeared to be melting. Laptop was placed in bag and stored. There were no injuries during this event.

Synopsis

Air carrier cabin crew reported a passenger's laptop was emitting smoke during cruise. The flight attendants secured the device in a thermal containment bag until destination arrival where it was safely turned over to the appropriate personnel.

ACN: 2093887 (3 of 50)

Time / Day

Date : 202403

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Component

Aircraft Component : Unknown

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 2093887

Human Factors : Workload

Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Inflight Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

During cruise about 1 hour prior to landing cabin Crew informed us of a mild-moderate "burning plastic" smell in the aft galley. They shut off all lights and coffee pots as a precaution, but smell remained. We performed the cabin odor checklist, but odor remained. We continued the flight to destination and after arrival cabin crew informed us that smell had slightly dissipated. Both logbook and appropriate [incident] form completed.

Synopsis

Air carrier Captain reported the cabin crew informed of a burning plastic odor in the aft galley of unknown source. Flight crew completed the odor removal procedures and continued to destination.

ACN: 2090308 (4 of 50)

Time / Day

Date : 202402

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Aircraft

Reference : X

ATC / Advisory. TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Airbus Industrie Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Failed

Person

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)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 2090308

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Returned To Departure Airport

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Shortly after takeoff, prior to finishing the after takeoff Emergency Checklist, we received a left bleed fail EICAS. We continued to clean up the aircraft and ATC issued a clearance to 17000 ft. Around 6,000-7,000 ft. we began running the bleed fail Emergency Checklist. While isolating the bleed for the Emergency Checklist, we immediately received a loud air noise under the floor with "whooshing thuds" and light-moderate vibrations. Within 20 seconds we then noticed an exhaust or burned oil smell. The odor was not overwhelming but definitely noticeable. It was difficult to determine if the vibrations were aircraft or engine induced, but we never received an engine vibe EICAS. We quickly decided we needed to go back to ZZZ. While preparing for the air return, the odor and vibration seemed to oscillate from barely noticeable to noticeable until landing. ATC advised us they [requested priority] for us due to traffic priority. We didn't have the opportunity up to this point, as we were dealing with the malfunction. We notified Dispatch, Company and customers. We gave an ETA and code with the expectation of a normal landing and taxi to the gate. Cabin crew advised us they were experiencing the same vibrations and odor in the cabin. Upon landing roll out, the cabin temperature quickly became very warm. By the time we exited the runway we were both considering turning off the "good" pack. But before we could take any action the right pack failed, showing an "over temp" on the info page. We ran the Emergency Checklist for the right pack failure and taxied to the gate without cabin air and without further incident.

Synopsis

Air carrier pilot reported a Bleed Fail EICAS indication accompanied with a cabin odor during initial climb. Flight returned to departure airport.

ACN: 2089095 (5 of 50)

Time / Day

Date : 202402
Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 24000

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
Flight Phase : Initial Approach

Component

Aircraft Component : Unknown
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2089095
Human Factors : Workload
Human Factors : Troubleshooting
Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Clearance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

A burning plastic odor was detected on the flight deck by the FO and myself as we were crossing ZZZZZ at FL 240 on the ZZZZZ arrival into ZZZ. No ECAM smoke or fire related messages were displayed. The cabin crew immediately called to notify us that customers and themselves were detecting the same burning plastic odor near row XX. It's associated overhead bin was very hot to the touch by two different F/As, but no smoke was visible. Customers were being relocated to other seats, away from the affected row. I [requested priority handling] with ZZZ center and diverted to ZZZ1. The cabin crew was briefed, and provided them an ETE of 10 minutes before landing. The FO and I briefed that he was still the PF; to coordinate with ATC as I would be focused on the cabin; that we will transfer controls prior to turning final; and that we will stop the aircraft on the runway to assess the cabin situation before continuing. The odor intensified. I began reaching for the crew O2 mask and contemplated running the smoke / fume removal QRH. But it quickly stabilized and began to decrease afterwards. The odor was not causing significant irritation to the eyes, nose or throat. We therefore prioritized getting on the ground as soon as possible. The cabin crew reported that the row XX overhead bin was still hot, but the burning plastic odor had decreased. However, they received conflicting reports from customers who claimed that they felt heat coming from underneath. I checked the cargo smoke panel and verified that the smoke lights were not illuminated. ATC cleared us for the visual XXR. The touchdown was normal and under max landing weight. The burnt plastic odor continued to persist during the decent and landing. After touchdown, I applied max manual braking and set the parking brake to ON after coming to a complete stop. The cabin crew reported that the hot overhead bin had cooled off, but the burnt plastic smell persisted. An evacuation was not warranted; therefore we proceeded to taxi to the gate. Nearing the gate, the odor on the flight deck had mostly dissipated. One of the first persons to board the aircraft was a security inspector. She detected the residual burnt plastic odor, starting on the flight deck to row XX. She did not detect the odor beyond row XX. She performed a quick search of the bags in the overhead bin of row XX, but found no indications of fire or heat damage to either bags or bin. The burnt plastic odor discrepancy was documented into the aircraft's maintenance log. The odor was described to assist tech ops in troubleshooting. The FO and I declared ourselves fatigued. During the de-brief with the cabin crew, it appeared that the burning plastic odor decreased after the flight attendant had de-selected the IFE (In-flight entertainment)/ PED (Personal Electronic Device) system.

Synopsis

Air carrier Captain reported a burning plastic odor during descent with no aircraft indications. The flight crew diverted where a safe landing was completed.

ACN: 2084653 (6 of 50)

Time / Day

Date : 202402
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Component

Aircraft Component : Toilet Smoke, Overheat, Fire Detectors & Warning
Aircraft Reference : X
Problem : Improperly Operated

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : First Officer
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Type : 450
ASRS Report Number.Accession Number : 2084653
Human Factors : Workload

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 2084954
Human Factors : Workload
Human Factors : Confusion

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Type : 575
ASRS Report Number.Accession Number : 2085414

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Evacuated
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Landed in Emergency Condition
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Precautionary evacuation due to "SMOKE FWD LAV" warning and Flight Attendant information. While descending well into the arrival, we received a "SMOKE FWD LAV" warning message. We also heard the beeping from the smoke detector in the main cabin. The Captain initiated me to run "SMOKE FWD LAV QRH." Shortly after turning to the QRH Checklist page, ATC gave us instructions preparing us for final vectors to land. It was at this time we let ATC know we had an issue and relayed the message we received. The Captain instructed me to [request priority handling] with ATC. ATC responded and asked how many souls and pounds of fuel onboard. I let them know that information, and the Captain got a call from the Flight Attendant believing they could smell a slight burning smell from the front lavatory area. In addition, the "SMOKE FWD LAV" warning message extinguished. After he gathered this information from them, I returned to the QRH. However, both the Captain and I agreed due to our low altitude and workload management getting the aircraft ready for landing, it would be best to both focus on configuring the aircraft safely. He transferred controls to me while he made maybe one or two more calls to the flight attendants, and coordinated with ATC for response. Landing was uneventful. ATC asked if we would like to taxi off or if the trucks should come to us. ATC said it is no problem for the trucks to come to us, and we said to standby while we checked in with the Flight Attendant on the situation. The forward Flight Attendant said, "The smell is getting stronger." I relayed this to the Captain and he said we will be evacuating here. He instructed me to begin the Evacuation Checklist which then triggered the evacuation. Evacuation happened without incident or injuries.

Narrative: 2

On approach for landing, Passenger A used the forward lavatory. While in the lavatory the smoke detector went off for about 15 seconds. Passenger A did not come out right away - maybe XX-XY seconds after smoke detector stopped. When they came out, there was a cloud of smoke that followed the Passenger. I even noticed it coming from their hair as they sat down. I immediately questioned if they were smoking. They said, "No." I explained that the only time the smoke detector goes off is because there is smoke. They asked if it was a malfunction - I said no. I asked them if they could see any smoke coming from anywhere in the lavatory or smell smoke. They said, no. I asked aft FA (Flight Attendant) to check for any signs of smoke or fire in the lavatory and to check the halon to see if it went off/activated. I asked Passenger A if they were vaping. They said no. I could smell smoke - not cigarette smoke, but smoke from something burning. The aft FA said that the halon is still in normal mode; she checked for fire and hotspots and didn't find anything. But she said she could smell smoke too. I also checked for hotspots, smoke and fire in the lavatory and in the galley service area. Within minutes of the smoke detector sound stopping, the Flight Deck, FD, called and told aft FA we have a priority situation. Aft FA told me that the Captain was unclear in his description. I called to verify/confirm. Captain said that, "We have a priority situation - we got an alert indicator of smoke in forward lavatory and that emergency personnel will meet us upon landing on tarmac. Prepare for normal landing. Standby for further instructions." I said that I believed a passenger was smoking in the forward lavatory. Aft FA and I were in process of putting service items away when all of this happening. So we quickly secured the galley and then I made the preparation PA. Right before touching down, the smell of smoke became stronger, but no visible smoke. We landed and stopped on tarmac. I waited for direction from Captain. He called and said emergency personnel are on their way and to wait to open the door. I said that the smell of smoke got stronger. He then said we're going to evacuate. After what seem like a long 1 - 2 minutes he made PA "Evacuate!" The power was off, so I began to yell at the passengers to "come this way - evacuate now!" Passengers began grabbing their belongings, so I yelled, "LEAVE EVERYTHING, EVACUATE, COME THIS WAY!" Passengers were evacuated within XX -XY minutes. I went to Passenger A and asked them if they were using any kind of spray. They said no. Everyone was accounted for with no injuries.

Narrative: 3

Aircraft X was evacuated due to smoke warning in the forward lavatory. At approximately 9500 - 10000 ft. descending with ZZZZ Approach into ZZZZ, SMOKE FWD LAV Master Warning chime and aural alarm was heard. I was pilot flying, my First Officer was monitoring. I directed him to run the checklist. I then handed over and transferred controls to my First Officer, who was pilot flying for the remainder of the flight. I chimed the flight attendants. I was told, "A passenger has been going into the forward lavatory smoking. The smoke is getting worse." At this time, I smelled the smoke in the cockpit. We [requested priority handling]. Prior to landing, ZZZZ Tower told us to stop on the runway and let the fire trucks approach our aircraft. We had a normal landing and set the parking brake on Runway XXR. The Flight Attendant told us the smoke is now in the forward galley area. At this time my FO (First Officer) and I agreed it's time to evacuate. The fire department confirmed their trucks are stopped and are ready to receive the passengers on the left side of the runway. I called for and ran the Evacuation Checklist. The evacuation went quick, melodic, and smooth, except for a handful of passengers who brought their carry-on bags with them. After the fire department boarded the aircraft and gave us an all clear, we taxied the aircraft to a remote parking area. No injuries were occurred from my knowledge and the aircraft was never placed in an undesired state and was operated very safely. Allegedly, a passenger had been smoking in the forward lavatory according to the Flight Attendant. This was evident with the smell of smoke that can be smelled from the cockpit. This is an event out of crew control when a passenger

deliberately breaks the rules and causes aircraft fire alarms to go off. However, my suggestion is that training should use this event to talk about in training because thanks to the training's evacuation training and the company's mentality of take a breath and do not rush evacuation, things went as smooth as they could have gone. I have to compliment training and of course my flight crew for their swift and professional actions and thanks to that, as far as I am aware, no injuries or damage to the aircraft was done.

Synopsis

Air carrier flight crew reported a lavatory smoke warning message during descent. A flight attendant reported smoke was seen in the forward lavatory. Smoke worsened during descent, therefore after landing a precautionary evacuation was completed.

ACN: 2082029 (7 of 50)

Time / Day

Date : 202402

Place

Altitude.AGL.Single Value : 0

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

Component

Aircraft Component : Unknown

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 215.53

Experience.Flight Crew.Type : 761.37

ASRS Report Number.Accession Number : 2082029

Human Factors : Troubleshooting

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.General : Release Refused / Aircraft Not Accepted

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

Upon boarding, the aircraft, a strong fume was noticeable. I called the Chief Pilot, and noted that the previous crew had refused the aircraft due to the fumes. The Chief Pilot recommended running the APU with the bleed on for about 10 minutes to see if the smell would go away but it only got worse. The Flight Attendants had come up to asked what the smell was, and as a crew we talked about it, and decided that we could not operate the aircraft. A conference call was set up with Chief Pilot, Maintenance Control and Dispatch for aircraft refusal.

Synopsis

Air carrier Captain reported a strong odor upon boarding the aircraft. After further research and conferencing with the appropriate departments it was determined to refuse the aircraft.

ACN: 2081885 (8 of 50)

Time / Day

Date : 202401
Local Time Of Day : 0601-1200

Place

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

Environment

Light : Daylight
Ceiling : CLR

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A319
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked
Cabin Lighting : High
Number Of Seats.Number : 126
Passengers On Board.Number : 120
Crew Size Flight Attendant.Number Of Crew : 5

Component

Aircraft Component : APU
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Experience.Flight Attendant.Total : 27
Experience.Flight Attendant.Airline Total : 27
Experience.Flight Attendant.Number Of Acft Qualified On : 4
ASRS Report Number.Accession Number : 2081885
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Routine Inspection
When Detected : Aircraft In Service At Gate
Result.General : Evacuated
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

At the end of boarding, the #1 Flight Attendant requested water pressure to use the coffee pot in his galley. The Captain turned on the APU and immediately chemical odors permeated the aircraft. I immediately walked to the back of the aircraft to assess the situation. Passengers seated in XX row noticed the odor and stopped me to inquire about it. The fumes were worse in the aft galley of the aircraft and the #2 Flight Attendant was coughing profusely. I instructed her to go to the front door to get fresh air. I called the Captain and informed him of the odor, he said he noticed it too, and was in the process of starting an evacuation of passengers. I made sure the galley was secured and moved as far away from the aft galley as I could without leaving the doors unattended. The #2 and I took turns trading places on the aircraft so we could each get fresh air until the aircraft was free of all passengers, approximately XX minutes, and the required checks were finished. All 5 crew members went to the ER for treatment, this is my second major cabin fumes event in four months. The Captain informed us this particular aircraft was written up for similar fumes events on DATE, DATE1, and DATE2 in all phases of flights and marked that maintenance could not find the source so they marked it as a NFF (No Fault Found) and put it back in service. Our event was treated differently as they changed the filters, which are not designed to remove chemical toxins from the air. Seven days later on DATE3, after many concerned emails, regarding, the aircraft had a full APU change and was returned to service on DATE4.

Synopsis

Air carrier Flight Attendant reported a chemical odor in the cabin during preflight which resulted in passenger deplaning and all crew members being assessed for medical treatment. The Captain informed the cabin crew that this aircraft had multiple fume events previously and that the APU was replaced after this event.

ACN: 2081062 (9 of 50)

Time / Day

Date : 202401
Local Time Of Day : 1801-2400

Place

Altitude.AGL.Single Value : 0

Aircraft

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

Component

Aircraft Component : Unknown
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081062
Human Factors : Troubleshooting
Human Factors : Physiological - Other
Human Factors : Other / Unknown
Human Factors : Communication Breakdown
Human Factors : Workload
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Ground Personnel

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081073
Human Factors : Other / Unknown

Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081077
Human Factors : Other / Unknown
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 4

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081081
Human Factors : Physiological - Other
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Other / Unknown

Person : 5

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081086
Human Factors : Other / Unknown
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 6

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding

Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081088
Human Factors : Other / Unknown
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 7

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081101
Human Factors : Other / Unknown
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 8

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 : 2081112
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Other / Unknown
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Routine Inspection
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed
Result.General : Release Refused / Aircraft Not Accepted
Result.General : Work Refused

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

Upon boarding the aircraft at approximately XA30 hours I noticed a foul unusual odor. I was unable to determine the cause or what the odor was. The other flight attendants also commented about the odor. I began to do my pre-flight safety checks when I started to feel a burning sensation in my throat and a lightheaded/foggy sensation. During the crew briefing, many of the flight attendants commented about the bad smell and the adverse physical reactions they were feeling. The Captain ended up refusing the plane due to the smell/fumes and the physical reactions being caused by them. We were instructed to go to [Gate] XX to board another plane. While briefing in the gate area at XX the Captain asked the flight attendants how many were still feeling the adverse effects from the fumes on the previous aircraft. The large majority of the flight attendants informed the Captain that the feelings of headaches, foginess, burning sensation in the breathing canals (nose/throat), etc. had not subsided. The Captain then asked all of us if we were to have to evacuate the aircraft that night would we be at 100% with the symptoms we were feeling. Most of the FA's (Flight Attendant) responded with a resounding, "No". The Captain then decided to cancel the flight for safety reasons. The on-duty in-flight Supervisor, Person A, who was present during this briefing said she was going to call scheduling and have everyone removed from the flight. We were not removed from the flight but instead rescheduled to work the flight the next morning. Supervisor Person A then advised all of the FA's not feeling well to call in sick which would later be changed into an OJI (on the job injury) since the ailments were caused by an aircraft failure.

Narrative: 2

I checked in for Flight as normal. Some of crew were already on board the aircraft except a Purser. I boarded as normal did my safety checks and waited for Scheduling to assign a Purser so we could do a briefing. During that time I could smell a slight chemical odor but at that time wasn't very strong. Reserve finally showed up to do the Purser position and decided to take over as Purser. We had to assist the Reserve in her duties since she was assigned last minute with no Supervisor to assist her even though the position had been open for hours. Captain had a briefing and at that time said the odor was very strong in the cockpit and they had called for Maintenance. After Captain briefed us Purser did her briefing and then we continued to prep the aircraft for passengers. I assisted Reserve on how to take meal orders in first class and how to do the service. Maintenance came on board and said they had to burn off the fumes and turned the heat up. At that point the odor was stronger and the whole crew was still on board organizing galleys, aisles and equipment before boarding. We stayed on board because Maintenance said fumes would burn off. They then turned the heat off and turned the AC colder and the smell seemed to dissipate a little but the odor was still coming from the vents. I could smell the odor through the aisles and in the galleys. After being on the aircraft for over an hour they decided to change aircraft. I could feel a little lighthead and small headache on my left side and really dry eyes. We all gathered our bags and I walked from Gate X to XX. At that time I could feel my breathing become shallower because I have asthma. When we got to Gate XX Captain gathered everyone to ask how we felt. We expressed our concerns and all had some of the symptoms, lighthead, dizzy, headaches, lethargic and Captain decided not to fly and discussed having us removed with Supervisor. Supervisor stated that she would have us all taken off the flight and we would not have to work but would have to call and get our sick call turned to an OJI. As we were all leaving Reserve received a call from Scheduling stating that we were working the flight at XN:00. I called Supervisor

immediately at XA:48 and asked why we were still working the flight. She said she would call Scheduling and have us removed. We continued to walk to the crew bus but we're still showing working so we called Scheduling again and they said they hadn't talked to any Supervisor. I called Supervisor again at XA:59 and she again stated she would call them. At XB:01 she called me back stating that they were working on it. A group of us went downstairs to see if we could find a Supervisor to talk to but there was nobody in the crew room. So we called Supervisor again and at that time she stated she talked to her Assistant Manager and we all needed to call in individually as a sick call. The whole cabin crew team should have been removed for possible fumes or chemical exposure. What happened to safety first?

Narrative: 3

Plane had fumes that made flight attendants sick. Had to change planes and delay flight due to Flight Attendants' dizziness, headaches, nausea and asthma.

Narrative: 4

I was the first one to board the plane around XA30 and noticed when I approached the aircraft that there was a strange smell. The closer I got it smelled electrical and somewhat like deicing fluid. I was forward galley so I stowed my stuff, checked my equipment and started setting up the galley. Gradually everyone else boarded. Avionics was on board trying to fix XX-BB entertainment. Eventually Reserve was pulled from the couch and sent down to be Purser. After a quick chat with Flight Attendant A and checking with Reserve, I took Purser, Flight Attendant A was to do forward galley and Flight Attendant B did aisle aircraft right. At some point Flight Attendant C came forward asking if I was OK? She said she had a headache but at the time I was fine. The Captain boarded and I introduced myself to him. We had a quick discussion on the smell which was stronger in the cockpit. He said we were holding off on boarding to try to fix it. It was then decided that they were going to try and burn off the smell, which then only made it worse. At that point the Captain refused the aircraft. The Captain handed me a sheet to fill out regarding the smell and I gave it back to him. We waited on the plane for a bit before they found us another plane. We were on board for about an hour inhaling this smell. While I was gathering my stuff I saw Maintenance board. They checked a couple ovens in the foward galley and then I saw them walk off. They were on the jetway along with the two First Officers. I stepped off to find the Captain, but also asked if we needed to get off now so they can take the plane to the hangar. At this point one Maintenance person said no need because they were signing off on the aircraft. I thought this sounded odd. Eventually We headed over to [Gate] XX from X and when we arrived several more flight attendants expressed how they were feeling. We had burning nose, sore throat, headaches, dizziness and nauseous. I mentioned it to the Captain who then decided that this was a safety issue and called the Chief Pilot. I also informed Person A who was there with us. She made a couple of phone calls and then told us we were all on a sick call and to go home, file a report and go to clinic. Next thing we knew was that our pairing was adjusted to a XP:00 departure on Day 0 and we were all still scheduled. After lots of confusion, those who felt they needed to were to call out sick (which Scheduling handled with many different codes depending on who you spoke with) and follow up with the report. I was going to wait to see how I felt but by the time I got home I had a slight headache which only worsened through the night causing me to be nauseous. The nausea subsided by morning but my entire head was still hurting and my sinuses were sore. I also started to notice that my throat was a little scratchy. After chatting with the union we were instructed to do a report and go to clinic and follow up with supervisor.

Narrative: 5

Chemical burnt smell all over the aircraft which resulted to crew members feeling dizzy, headache, & lightheaded.

Narrative: 6

I arrived at check-in time as normal, but once I got on-board I noticed a strange and strong chemical smell on the plane. Ground staff was pushing for boarding but we still had Maintenance on-board addressing an issue, we were missing Purser. The Captain delayed boarding while addressing the fumes in the cabin. They turned up the heat to max to try to burn off the fumes, which made it all worse, the smell became stronger and the cabin was really hot. At the point we were on the plane for about an hour, when he finally decided to refuse that aircraft for safety concerns. Some flight attendants, myself included started to feel symptoms of headaches, dizziness, some lethargic and light headed and nauseous. When we finally got to the second aircraft, we voiced our symptoms concerns to the Captain who then decided it wasn't safe for the crew exposed to the fumes to fly that evening. The flight was delayed until next morning. A decision was made by the whole group, and the on duty Supervisor was going to call Scheduling and remove everyone from the flight, put us on a sick call that would be reverse into an OJI because everything happened due to a work related situation. After we were all dismissed, we notice we had been pushed to continue the pairing the next morning. We called the Supervisor she then advised all FA's (Flight Attendant) not feeling well to call in sick individually and follow up with OJI in the morning and going to the clinic to be seen by a doctor.

Narrative: 7

Upon boarding I smelled a strong and overwhelming odor. At briefing we all complained about the smell, and could not board the plane, my eyes and throat was burning. We remained onboard for over an hour, waiting to start boarding, when the Captain refused plane. During this time many flight attendants started to feel sick, light headed, dizzy, headaches, nausea. My eyes and throat were burning, very sore and dry throat. The Captain asked us if we were able to evacuate and perform safety related issues if we worked the flight that night with a new aircraft, and many said they were not feeling safe enough to fly due the ongoing condition related to the fume we inhaled. Because several said NO, the Captain said he wouldn't take the flight with this crew. So, the flight was delayed until the next morning. The Supervisor was present at the scene, and also smelled the fumes when she boarded. 3 of us decided to continue working to the next day, while 7 went on sick list.

Narrative: 8

When we first got on board we noticed a strong chemical fume smell on the aircraft. Ground staff were pushing to board like normal. Maintenance was on board and addressing the issue so we did our preflights and crew briefings like normal. The Captain delayed the boarding and ultimately refused the aircraft because of safety concerns over the fumes. We were on board for around an hour. At one point they turned up the heat to burn off the fumes and it made the situation worse. The crew all began experiencing various symptoms from headaches to dizziness. I had a headache from being on board with the fumes for that time. When we voiced our issues to the Captain he decided it wasn't safe for a crew that was exposed to fumes and experiencing symptoms to fly that evening. The flight was delayed until the next morning and we were told that if we wanted to be removed from the trip we would have to call in sick down line because they had made it a continuous pairing.

Synopsis

Air carrier flight attendant crew reported a strong and overwhelming odor during boarding resulting in an aircraft swap and rescheduling of the flight. All flight attendants experienced physiological symptoms.

ACN: 2078132 (10 of 50)

Time / Day

Date : 202401
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 5000

Aircraft

Reference : X
ATC / Advisory.TRACON : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : EMB ERJ 170/175 ER/LR
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Initial Approach
Airspace.Class B : ZZZ

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 2078132

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Cabin Jumpseat
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2081827

Person : 3

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

ASRS Report Number.Accession Number : 2078433

Human Factors : Communication Breakdown

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Inflight Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Descending around 5,000 ft. to 3,000 we get an emergency call from flight attendants they have fumes in the cabin. We asked if there was smoke and they said no. Additionally, we had two crew members sitting on the flight in the cabin agree upon the fumes. I called for smoke fire fumes QRC as we donned the oxygen masks and did memory items. After reading the QRC we [requested priority handling] which Approach gave us priority in front of one other aircraft. We notified Approach souls on board, 6.6 fuel on board, and that we had fumes. We continued to run the QRH vectored outside of the FAF at 1,600 ft. We pushed out the recirculation fan, bleed 1, and bleed 2. We accomplished both regular Landing Checklist, and Smoke, Fire, Fumes Landing Checklist. We taxi off Runway XXR on Taxiway 1 where fire trucks are standing by. We call the flight attendants, and get notified the smell is still there and no smoke. We elect to continue with the fire trucks following to the gate. As we taxi we notify Dispatch. Once the parking checklist was accomplished I removed my mask and opened my vent and smelled what I would describe as burnt plastic. I make a PA to the passengers to deplane calmly.

Narrative: 2

We were on final descent sterile cockpit was in effect, I was in my jump seat when I smelled a strong odor of burning or melting hot plastic. Two deadheading mainline crew members also told me they could smell it. I got up and smelled around trying to find the source before I called my B-FA (Flight Attendant) and explained what was going on and asked her to come up and see if she's smelled it and she confirmed she could smell it. We felt the fumes were strong and concerning enough that I called the flight deck on the emergency line and explained what was going on and after that felt the plane start to descend quickly. While I was talking to the flight deck she began to assist by assessing the galley for the source of the fumes and signs of a potential fire. She thought that maybe the coffee maker could've been the source and thought maybe there was some debris on the plate that could've been an issue but when we checked we were unable to find anything unusual. After checking she returned to her jump seat and I told her I would continue to monitor and update if anything changed. After I sat down I asked if the two mainline crew were willing and able to assist should we have to evacuate the aircraft which they answered yes. I then called my B-FA to inform her we had two ABPs (Able-Bodied Passenger). I then assumed my brace position and did my silent review. We landed quickly and after we pulled off the runway, was informed by the Captain we we would be taxiing

as normal to the gate and deplaning as normal. Me and the B-FA were in contact in case the situation changed. We pulled into the gate. The Captain made an announcement we could deplane normally. When the Captain opened the cockpit he had also explained that he had smelled something and when the FO (First Officer) stepped into the galley they could also faintly smell it. When we had deplaned we both assessed the galley again and agreed it had dissipated. However, we could still smell it faintly. We spoke to the Captain and were told we would be switching aircraft.

Narrative: 3

Flight ZZZ to ZZZ1. I was pilot monitoring. We were on descent below 10,000 ft. being vectored for the ILS into ZZZ1. IMC, IFR weather, gusty winds, rain, day 4 of the trip, and it was the first leg of four for the day. Received emergency call from cabin with FAs (Flight Attendant) stating that they had fumes in the cabin. We were in a descent down to 3,000 ft., maybe around 5,000 ft. when called. Captain called for Smoke Fire Fumes QRC. We ran it with oxygen masks on and [requested priority handling] to ZZZ Approach while on about a base leg for the ILS, then began running the QRH procedure referenced on the QRC with the little time we had left. Approach asked for the nature of the [event], I said fumes in the cabin. They asked for FOB, souls, and if we were under oxygen, to which I gave them the numbers and said yes. We intercepted the ILS, configured within stable approach criteria and remained in contact with Approach and Tower while still running QRH. We were informed emergency personnel would be on the ground waiting for us if we needed them. All still while IMC. I made sure to be heads up prior to 1000 ft. The QRH-specific Smoke Fire Fumes Landing Checklist did get completed. We broke out approximately 400 - 500 ft. AGL and landed. After taxiing clear of the runway, we looked back at the QRH to see if there were any post-landing procedures. There were not. We communicated with the FAs to get an update on the situation in the back to see if it was necessary to evacuate. Unanimously, we agreed that it would be safer to continue to the gate as the situation had not escalated and there were no new findings. Once arrived at gate, we shut down, removed the oxygen masks, Captain made a PA, and we deplaned as normal. I asked the Captain what I can do to help and was told to help make sure everyone deplanes okay. We opened the flight deck door and then smelled the fumes. That was the first time I smelled it. It could be best described as a burning plastic smell. There were 2 other crew members deadheading/commuting sitting in row XX. It was one FA and one pilot who both said that they smelled the fumes and it was "really strong" at one point in flight. Before anyone got off of the aircraft, a man who appeared to be an emergency response guy asked if anyone had requested or required medical assistance. I said no along with the A-FA. Right after that, another man on the jet bridge came up to the door asking how we knew it was monoxide. I told him we never said monoxide, I strictly said fumes to ATC as that is what the FAs said when they called us. Everyone got off the aircraft just fine. No illness/injuries. I then did the walkaround and the Captain said to check both cargo compartments. The walkaround was normal, no findings and the cargo compartments appeared normal and empty.

Synopsis

ERJ-170 flight crew reported a Flight Attendant called the flight deck to state there was a fume event in the cabin during initial approach. The flight crew followed procedures and safely landed at arrival airport.

ACN: 2076233 (11 of 50)

Time / Day

Date : 202401
Local Time Of Day : 0001-0600

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 37000

Environment

Flight Conditions : VMC

Aircraft

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

Component

Aircraft Component : Cabin Entertainment
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : First Officer
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Last 90 Days : 166.73
Experience.Flight Crew.Type : 2388.30
ASRS Report Number.Accession Number : 2076233
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 93.98
Experience.Flight Crew.Type : 431.63
ASRS Report Number.Accession Number : 2076274
Human Factors : Troubleshooting
Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Landed As Precaution
Result.Flight Crew : Diverted

Assessments

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

Narrative: 1

Flight ZZZ-ZZZZ, Day 0, Approx XA00z, FL370, 100nm north of and enroute to ZZZ [VOR]. CA (Captain) answered cabin call; FAs (Flight Attendants) notified him an IFE (In-flight Entertainment) screen smoking. Multiple pax smelled smoke, FAs retrieved fire extinguisher. CA relayed FA's message to me and CA selected IFE/PASS seats power switch off and we ran smoke, fire, fume memory items (mask not necessary and the cabin and crew communications were established). CA assigned PF (Pilot Flying) duties and ATC to me, he continued to talk to FAs about status of smoke while calling via SATCOM to dispatch and asking for a maintenance control patch. I called up and began accomplishing the smoke, fire, fumes Electronic checklist. Shortly after CA selected the IFE/PASS seats power off, the FAs reported to him that the smoke had stopped and dissipated from cabin. They did not need to use the extinguisher and they moved the passenger from the seat. We had accomplished the smoke, fire, fumes electronic checklist up to the step of Turing off the APU bleed when the call with Dispatch and maintenance control connected. CA relayed actions to stop smoke and fumes with maintenance control, and queried about turning equipment back on/ leaving equipment on that did not cause smoke as the smoke clearly came from the IFE screen, was now powered off, and was no longer smoking (gasper fan, recirc fans, APU bleed were items electronic checklist called to be turned off). Maintenance Control noted that as IFE/PASS seats power switch remained off, CA discretion / okay to turn items not related to smoke back on - also a step in checklist provided that option ("Restore unpowered items at the Captain's discretion")- we completed electronic checklist. After accomplishing the electronic checklist, I listened to the SATCOM call with low volume to build situational awareness from dispatch while focusing on flying the aircraft and listening to ATC. I did not hear any of the FA to captain communication and relied on the CA to relay relevant info from the FAs. After the

electronic checklist was complete, and while CA was talking to dispatch and maintenance control, I also sent for METAR and TAF weather at ZZZ1 [airport] via ACARS and checked the weather when the reports returned to the aircraft ACARS COMM. While working the satcom call and getting updates from the FAs via the handset, the CA asked my thoughts on continuing / diverting. I recommended we consult with dispatch and strongly consider a divert to ZZZ1 [airport] and relayed the weather I just checked at ZZZ1 [airport]. He agreed and said let's not go past ZZZ [VOR] (about 80 miles to the south of our position at that time). As CA resumed talking to dispatch about diverting to ZZZ1 [airport] via SATCOM, I turned SATCOM volume down and remained focused on flying and ATC communication. While CA was talking to dispatch, I called ZZZ1 Center ATC and advised them that we were working an issue in the cabin and would likely not proceed past ZZZ [VOR]. ATC asked if we were diverting and I replied that we were still gathering info and making the decision but that we were looking at ZZZ1 [airport] for a divert option. ATC asked nature of the issue and I explained we had a flight entertainment monitor that was smoking but all indications were that the smoke source had stopped, we removed electric power to the screen, and smoke had dissipated. As CA made decision to divert to ZZZ1 [airport] with dispatch I coordinated with ATC for diversion and flew the aircraft (left turn back to heading and then direct to ZZZZ on ZZZZ1 STAR). I entered ZZZ1 [airport] into the RTE page as the destination. ATC Asked if we were [requesting priority handling] and I started to tell them "yes" when the CA (internally to our flight deck and not on ATC) stopped me from finishing "yes" and advised me NOT to. CA had better situational awareness of the smoke status in the cabin as he spoke directly to FAs and I only heard what he relayed. He assured me the smoke stopped and dissipated. So I confirmed with ATC that we were not [requesting priority handling] and that the smoke stopped and had dissipated, but we desired a diversion to ZZZ1 [airport]. CA Notified FAs and made PA to pax about the situation and the diversion to ZZZ1 [airport]. CA continued to advise FAs to remain in communication and report any changes to the status of the smoke and temperature of the IFE screen. On the arrival while CA was making calls to FAs and pax PA, I asked ATC for a heads up on a expected runway and approach as the ATIS listed multiple approach and runway options (XXL, XXR, XY). ATC stated they would relay my request. After not getting an answer after several more minutes I requested the RNAV Y XXR. ATC then replied we could expect the ILS XY. I loaded the ILS XY approach. I was trying to prevent having to go heads down at a lower altitude so that I could remain more focused on backing up the CA with the flight path. CA took ATC/PM (pilot monitoring) role back, briefed arrival and approach, ran descent checklist, and was asked by ATC for SOB (souls on board) and fuel remaining. CA then took control of aircraft back and I resumed PM duties. We discussed and agreed that the diversion QRC could wait until after we landed and parked. CA Flew arrival, approach, and Landed at ZZZ1 [airport] uneventfully. ATC approach and tower both asked if we were [requesting priority handling] and both times I replied that we were NOT (in accordance with CA direction). Despite these replies, the fire trucks were waiting near runway XY and after we cleared the runway the fire crash rescue reported to ATC they would still follow us to the gate. After initial call from FAs, there was no recurrence of smoke, and while monitor initially was hot it was later described as warm. CA relayed this info but I never heard any of the reports directly from the FAs as I acted as PF and handled ATC and the QRH. The CA did a great job of keeping me informed of the cabin status and words from maintenance control and dispatch. I also felt very much included in the process and could not have asked for better CRM with a CA. ATC (ZZZ1 center, approach, tower) were very helpful and professional. Completed smoke event paperwork with maintenance after parking. Debriefed flight with CA. Flight felt very much like a training scenario - glad to have had the training we do for this type of event. In hindsight, during preflight prep, CA and I discussed that ZZZ2 [airport] was a dispatch alternate, ZZZ2 [airport] forecast weather was not the best (storms, wind and rain) but would work - and that ZZZ1 [airport] was a more practical flight divert versus the dispatch

flight planning alternate. I would have preferred to [request priority handling] in this scenario but I did not feel that it was unsafe not to do so and I did not feel that it was worth the time in pushing back on the CA's call to NOT [request priority handling]. It would have added talk - discussion time without much added value. If at any time the smoke returned I would have pushed to [request priority handling]. The timing / location of the event made for a very busy arrival, but manageable with the CAs assignment of duties and very efficient for getting on the ground relatively quickly after the initial event.

Narrative: 2

We were 20 mins north of ZZZ [VOR] @ FL 350. ZZZ1 [airport] was approximately 200 nm east with bad weather en route and in their local area. After ZZZ [VOR] we were planned to transition to be overwater for the next 90 minutes. We received a cabin call from a FA (flight attendant) who stated there was "smoke in the cabin. We are getting the fire extinguisher. We will get back to you." FAs established a point of contact with the flight deck, designated a FA to handle the smoke issue, and provided us with updates as able - later reported as coming from a video monitor. I was PF (pilot flying), transferred the aircraft and radios to the FO (First Officer) as I coordinated with the FAs and tried to filter the incoming details. As the situation developed, we concurrently ran the smoke, fumes, or fire checklist and contacted Dispatch/maintenance control. FAs did a nice job following their procedures: they kept in good contact, eventually reseated pax (passengers), and recruited [a] pilot to monitor the problematic seat and entertainment equipment. As time progressed I felt the situation in the cabin was safe and under control. Initially we set ZZZ [VOR] as a limit/ decision point to resolve the cabin issue as I did not want to be troubleshooting a checklist with unclear resolution and dealing with international ATC communications, potential overwater divert procedures, route reversal in international airspace, lack of overwater alternates, and intermittent SATCOM communications. Filtering information from the cabin took some effort as the FA tasked with communicating with the flightdeck was not initially involved with the smoke, she was presenting second or third hand information so understandably she lacked a lot of details (I felt she did a good job, she let me know what she did and did not know, she was consistently easy to reach, and she followed through on getting answers to my questions.) As I later gained access to first hand info from those on the scene, I reevaluated the situation. This was the most difficult part of the scenario - integrating details from 2 or 3 different cabin perspectives from FAs that had varying degrees of involvement at different times; and the information was presented to me out of sequence (again understandable given the situation). It was definitely not a linear flow, nor could that be expected. It now appeared that the smoke was more extensive than a wisp or two and that more equipment was involved than the originally reported video monitor. FAs reported that non-colocated entertainment equipment beneath the seat was very hot. The equipment later cooled to just "warm". Still felt the situation was stable in the back, checklists had fixed the problems. Since we were approaching ZZZ [VOR] at this point, I decided diverting to ZZZ1 [airport] was the safest option. Thanks to Dispatch/maintenance control for the help. FO did an excellent job with managing ATC comm and workload management. At each change of the route/ altitude, as I cleaned up details in the back and coordinated the divert, he made sure I was aware of the changes so I could back him up to prevent pilot induced errors. Strong descent, ATC, workload, and CRM management skills on his part. Workload was high as the divert progressed, we transitioned from irregular workflows back to normal workflows with FO still flying as I cleaned up details for the divert and arrival. I transitioned back to PF (pilot flying). We discussed the divert guide and tasks, but did not have time to reference it until after landing due to arrival severe weather and turbulence. All divert items were accomplished. No [priority handling requested]. Fire extinguisher was not used. No ATC or SOP violations occurred that I am aware of.

Synopsis

Air carrier flight crew reported a flight entertainment monitor began to emit smoke during cruise then eventually stopped. Flight crew completed a diversion and safe landing.

ACN: 2075712 (12 of 50)

Time / Day

Date : 202401

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2075712

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2075743

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2075738
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Person : 4

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2075733
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Person : 5

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2075731
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Person : 6

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2075734
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Routine Inspection
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Became Reoriented
Result.Aircraft : Aircraft Damaged

Assessments

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

Narrative: 1

We were still in process of boarding customers and collecting tagged bags at the boarding door XL. I was doing my galley duties (counting meals) as well assisting [another] Flight Attendant (FA) with a customer who wasn't happy that her flying companion's bag was being gate checked. I heard four chimes throughout the aircraft and then saw the FA speaking on the inter-phone. I then saw him walking down to the aft of the aircraft. I then learned that there was a fire on one the customers seat due to a faulty vape charger in a backpack. I did not see exactly how the fire was extinguished but did hear an announcement from the Captain confirming there was a fire and there would be firemen, maintenance and inflight superiors that would be visiting the aircraft.

Narrative: 2

I was in the forward galley with Flight Attendant (FA) finalizing meal counts for the premium cabin when 4 chimes alarmed and the FA call alarm sounded. The FA was closest to the inter-phone, so he picked up. He immediately stated that there was a fire in the aft cabin and went directly there as I went to inform the purser. I opened the Overhead Bins above seat rows with the fire safety equipment in case we needed quick access to it. I stayed in the mid galley area near the boarding door, awaiting additional information and continually monitoring the cabin, and customers. Firefighters boarded followed by others which including supervisors, management, mechanics, and cleaners. The event was managed and we departed approximately XX hours and XX minutes later than scheduled.

Narrative: 3

While I was performing boarding duties, a Flight Attendant (FA) approached me to communicate that there was smoke/fire in aft cabin due to something in customer carry on. Immediately, I assumed equipment runner duties and proceeded to grab the containment bag, fire extinguisher, and locate Protective Breathing Equipment. I quickly went to aft cabin with the equipment. FA had doused the smoke/fire. I opened the containment bag and had FA don gloves. With gloves on, FA gathered the items and we placed them in the containment bag. The customer backpack was also placed in [the] containment bag along with battery charger, vape, etc. We then placed the containment bag in the aft lav. We remained vigilant and near the containment bag with fire extinguishers until the firefighters arrived. I maintained situational awareness in case further action was needed and in case it became necessary to quickly deplane customers. I checked on FA and customers to make sure everyone was okay. We waited for Captain, Firefighters, Fire Marshall and others to complete their processes. From my perspective, the Captain and FA's maintained good communication throughout the situation. The customer with the carry on that was the issue stated that he never had an issue traveling

with his batteries and vape. Passenger was seated in X row of cabin. In flight Supervisors took pictures of the items related to the incident.

Narrative: 4

I was in the aisle assisting passengers with their seats. A passenger came from the back of the Aircraft (AC) stating they saw something spark in the back. I calmed [the] pax down. I saw people crowding the back of the AC. The purser came and said there was a fire in the back and to have people sit down. I got passengers seated and went to the back galley. I saw water all over the floor. I was told of the situation and that the fire department, police, and supervisors would be coming. The required people came to the AC to deal with the situation. I gave the pax whose vape exploded in their bag water and more sanitizing wipes to wipe their hands. Pax was spoken to as well as the crew member who fought the fire.

Narrative: 5

During boarding, Flight Attendant (FA) called up to the front to tell us that there was a fire in the aft of the aircraft, that someone's backpack had caught fire and he was using the Thermal Containment Bag. FA immediately went to the back of the aircraft to help and I called the captain to let him know of the situation so that he could call for the fire department. The fire department did come and remove the Thermal Containment Bag along with the backpack that was burned. XX seats in the aircraft were also burned and maintenance replaced them.

Narrative: 6

Passenger device caught flame during boarding.

Synopsis

Air carrier flight attendant crew reported a thermal runaway from a vape battery charger during boarding. The flight attendant crew notified the Captain, extinguished the fire and placed the battery charger and associated items in the thermal containment bag until the fire fighters arrived and took custody of the bag.

ACN: 2071173 (13 of 50)

Time / Day

Date : 202401

Place

Locale Reference.ATC Facility : ZZZ.TRACON
State Reference : US
Altitude.MSL.Single Value : 8000

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Initial Approach

Component

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2071173

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Inflight Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Flight from ZZZ to ZZZ1. Moderate fume event on arrival into ZZZ1 passing through 8000 feet. Both pilots on oxygen. Flight attendants called cockpit and advised of vomit smell throughout the cabin. Pack one was selected off. Fumes dissolved shortly. Landed at destination approximately 12 minutes after event. Logbook write up and required paperwork filled out.

Synopsis

Air carrier Captain reported a fumes event during destination arrival. Flight crew secured Pack 1 which dissipated the fumes and continued to destination.

ACN: 2063521 (14 of 50)

Time / Day

Date : 202312
Local Time Of Day : 0001-0600

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A319
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Component

Aircraft Component : Air Cycle Machine
Aircraft Reference : X
Problem : Malfunctioning

Person : 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
ASRS Report Number.Accession Number : 2063521
Human Factors : Troubleshooting
Human Factors : Physiological - Other

Person : 2

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
ASRS Report Number.Accession Number : 2063524
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew
Detector.Person : Passenger
Detector.Person : Flight Attendant
When Detected : Taxi
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Gate
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

FA4 (Flight Attendant 4) and FA1 were in front cabin. Notice strong fume odor. Saw passengers covering their mouths with clothing, blankets. Called Captain he stated he smelled it too and was very strong. Stated it's a byproduct of engine oil pyrolysis. The odor lingered and my eyes started burning and I became dizzy. The Captain stated he shut off the 2nd engine (which is when the odor in the cabin started) and went back to a gate to deplane all passengers.

Narrative: 2

During push-back as the Captain initiated engine #2 severe jet fuel and burnt oil fumes entered the cabin and cockpit. All members of the flight were involved: Captain, FO (First Officer), F/A's (flight attendants) 1,2, and 4.

Synopsis

Air carrier flight attendants reported a fumes event during departure taxi. The flight returned to the departure gate where all passengers deplaned.

ACN: 2059473 (15 of 50)

Time / Day

Date : 202311
Local Time Of Day : 0601-1200

Environment

Light : Daylight
Ceiling : CLR

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
Number Of Seats.Number : 162
Crew Size Flight Attendant.Number Of Crew : 4

Person : 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
Experience.Flight Attendant.Total : 8
ASRS Report Number.Accession Number : 2059473
Human Factors : Physiological - Other
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Experience.Flight Attendant.Total : 7.5
Experience.Flight Attendant.Airline Total : 7.5
Experience.Flight Attendant.Number Of Acft Qualified On : 5
Experience.Flight Attendant.Type : 30
ASRS Report Number.Accession Number : 2059474
Human Factors : Time Pressure
Human Factors : Workload

Human Factors : Troubleshooting
Human Factors : Physiological - Other

Events

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

Assessments

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

Narrative: 1

During final descent, we started to smell a strong continuous toxic fume odor that did not dissipate. Before, we could call flight deck, they already called to alert us and to ask if we were alright. In the moment, I started to become light headed and continued out for final compliance. The DH (Dead Head) pilots let us know we needed to put masks on for protection from the scent and advised us it was really bad and unsafe. Shortly after, I took my jump seat for landing. Once we landed, let the crew and pilots know how I was feeling. After we deplaned, I still felt light headed and my throat started to burn. I then decided to take a walk to see if I would feel better during the security check. Once I returned, I felt extremely hot and removed part of my clothing and the crew provided ice packs to cool down all while they also were not in the best conditions and didn't feel well. The pilots including DHs made the decision to call medical services on our behalf's because they saw how bad we all looked. While maintenance did an initial test, he told us he did smell what we experience. After several test, they continued to smell it, and concluded that the toxic fumes were indeed unsafe and advised the flight deck not to operate and took it out of service and ferried to ZZZ. I continued to follow the appropriate steps and spoke to medical services and shared my symptoms. They told me my symptoms were minor and to drink lots of fluids, take pain medication and to get fresh air. They recorded that I was not fit to fly. Also I was unsure what that meant, I proceeded to get direction from a duty lead and she advised us that we needed to be seen by a doctor. I was finally seen by a doctor that made sure I was fit to fly after several hours. Weeks later, my crew and I are being bullied and intimidated by our company. We have been reprimanded and penalized for reporting this event.

Narrative: 2

Upon Final Decent, I (was picking up trash. As I approached row XX, I turned to see if I could locate the funky smell; I was smelling. At the same time, the Captain was calling Inflight. I continued, picking up trash. I finished trash in the Aft, were my fellow crewmembers advised me that we experienced a fume event, they (the pilots) put on their oxygen mask and advised us to put on a mask and take our Jump-seat. Upon deplaning, maintenance boarded and upon initial test and subsequent test the odor/fumes persisted.

Synopsis

Air carrier flight attendants reported a fume event during initial descent in which the flight crew and passengers experienced physiological symptoms. Upon arrival the aircraft was removed from service and after an extensive delay the flight attendants were attended by a medical doctor.

ACN: 2058897 (16 of 50)

Time / Day

Date : 202311
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZZ.Airport
State Reference : FO
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Component

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2058897
Human Factors : Physiological - Other
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant

When Detected : Taxi
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Returned To Gate

Assessments

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

Narrative: 1

This was the second odor event for the day in Aircraft X. APU was deferred. We were parked at a hard stand at ZZZZ. Engine #2 was started per external air procedures. We pushed back and disconnected from ground crew. Engine #1 was started per crossbleed start procedures. Dirty sock and chemical odor was detected by the flight crew after turning on bleeds and packs. Seconds later, the inflight crew notified us of strong odor in the cabin, especially in the aft cabin. The First Officer and I decided to return to a gate immediately to deplane the customers and crew. We referenced the airport company pages for an OPS frequency, but unfortunately there is none. We immediately asked Ground Control for a gate and to taxi to terminal. He said he would return shortly and asked us the nature of our situation. We answered that we had odor in the aircraft and needed to deplane immediately. While we waited, we referenced and performed the Fumes/Smoke Removal checklist in the QRH. I referenced the A320/321 odor guidance in the operations manual. Customers and inflight complained of the odor and were uncomfortable. I asked Ground Control several times for a gate, but was denied. They responded that I must park at the hard stand and that ground crew was returning. It took XX minutes for ground crew to finally waves us into the parking spot. I repeatedly stated that I needed immediate assistance. Upon shutdown of the engines, I went to the back to check on the inflight crew and customers. Some of the crew were showing signs of discomfort (headache and dizziness) and some customers were covering their faces due to the odor. I also witnessed some of those customers coughing. The air stairs arrived rather quickly and I helped deplane customers and opened the forward right door for ventilation.

Synopsis

Air carrier Captain reported a fumes event described as a "dirty socks" odor after disconnecting from the ground pushback crew. After an extensive delay in which passengers and flight attendants experienced physiological symptoms, a parking spot was assigned and all passengers and flight attendants deplaned safely.

ACN: 2057354 (17 of 50)

Time / Day

Date : 202311

Local Time Of Day : 1201-1800

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Initial Climb

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 2057354

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 2057573

Person : 3

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 2057355

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight
Result.Flight Crew : Diverted
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Returned To Departure Airport

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

During the initial climb out after we raised the landing gear. The Flight Attendant called us and told us there was smoke rising from the floor boards in the center cabin. At this point we were below 1000 ft. AGL. We contacted departure and requested to return to the field immediately. We did not [request priority handling], air traffic control did it for us. The FO (First Officer) flew to airplane and I got set up for the return. I did the landing once we got set up. We landed over weight due to return to the field. It was a normal landing. The smoke stopped coming up through the floor boards on final approach. We landed and there was still no new smoke. We elected to return to the Gate to deplane passengers normal. The smoke had stopped coming up at this point for a few minutes. We returned to the Gate and deplaned the passengers.

Narrative: 2

Immediately after we took off. I noticed smoke coming from the floor in the middle of the cabin. I notified the Captain and was instructed to give the passengers a briefing about our abnormal situation and the need to return to the airport. It was a normal landing and Passengers deplaned normally carrying their belonging.

Narrative: 3

Flight Attendant called during our initial climb out below 1000 ft. to report smoke in the cabin coming from the floor boards below. Crew returned to field and did an overweight landing. FO [First Officer] was PF [Pilot Flying] until final, CA [Captain] landed.

Synopsis

Flight crew flying EMB-145 aircraft reported smoke in the cabin during departure climb. Flight crew returned to departure airport and landed uneventfully.

ACN: 2055989 (18 of 50)

Time / Day

Date : 202311
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : VMC

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B757 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Climb

Component

Aircraft Component : Oil Cooler
Aircraft Reference : X
Problem : Failed

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 11500
Experience.Flight Crew.Last 90 Days : 161
Experience.Flight Crew.Type : 1885
ASRS Report Number.Accession Number : 2055989

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Last 90 Days : 155
Experience.Flight Crew.Type : 155
ASRS Report Number.Accession Number : 2055213

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Returned To Departure Airport

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Shortly after takeoff from ZZZ pilots began to smell smoke or the exhaust from aircraft that departed immediately in front of us. At about 3,000 ft. the LAV SMOKE EICAS CAUTION illuminated. The FO (First Officer) continued to fly while the Captain called the flight attendants. They verified the LAV SMOKE indication and said that smoke was visible in the ceiling at the aft end of the cabin. They could not identify the source of the smoke nor find any warm panels or other indications of fire. On the flight deck the smell was increasing. The Captain turned on the flight deck overhead light, and the pilots observed a thin layer of white smoke above the cockpit door. Pilots donned oxygen masks and smoke goggles as a precaution. Pilots then noticed the high oil temperature, in red, on the left engine and ran the non-normal procedure. Reducing the thrust on the left engine to mid-position restored oil temperature to normal. The pilots agreed that level-off and delay vectors were the best course of action and coordinated such with ATC. FO suggested turning left PACK off to isolate the smoke, and Captain agreed. Dispatch and Maintenance Control were consulted via SATCOM and agreed a return to ZZZ was appropriate. Dispatch sent performance data via ACARS for an overweight landing to Runway XXR. Maintenance Control relayed our situation to ZZZ Maintenance. Flight attendants reported that the smoke rapidly dissipated from the cabin following the completion of the Flight Manual non-normal procedure. Pilots briefly discussed declaring an emergency but elected not to do so, because all aircraft indications had returned to normal. The Captain was confident in his ability to perform an overweight landing on a long runway in VMC, without advancing the left throttle above mid-position. The threat of go-around with possible lack of thrust from the left engine was mitigated by briefing the special engine out procedure for Runway XXR. Because the FO was in his first year at the airline, the Captain decided to fly the aircraft on approach and landing. A normal stabilized approach was flown to a smooth landing. At the gate, maintenance personnel examined the left engine and discovered the fuel oil cooler had failed. They sampled the engine oil and it smelled of fuel contamination. Apparently, this mechanical failure was the source of both the high oil temperature indication and the smoke in the cabin. Pilots and flight attendants filled out the required

documents and returned them to maintenance personnel. High oil temperature and an overweight landing were reported to ZZZ Maintenance. The Chief Pilot was debriefed by Captain via phone.

Narrative: 2

Preflight duties were uneventful. We departed from [Runway] XYR at ZZZ. Immediately after takeoff, the Captain and I noted an unidentifiable smell. We focused on deconfiguring the aircraft and then received a LAV SMOKE EICAS shortly after getting the flaps up. By then, the smell was strong, and I could see a slight haze in the cockpit. I coupled the autopilot, and we donned oxygen and goggles. At this point the Captain noted the left engine oil temperature was high in the red range. We both were on the same page that the engine was the likeliest source of smoke and the greatest threat. He accomplished the appropriate items for the high oil temperature while I flew. With his concurrence, I turned off the L PACK while he worked the engine issue in an attempt to isolate the smoke. We also got a level-off at 16,000 ft. At this point, either from reducing the engine thrust or turning off the left pack, the smoke dissipated. The engine oil indications also returned to normal, so we left the engine running. After reviewing the smoke and fumes non-normal, we determined dealing with the engine malfunction and turning the pack off had isolated the source. We then called Dispatch and Maintenance Control and determined an overweight landing was the best course of action. We briefed and the Captain flew an uneventful approach to [Runway] XXR at ZZZ.

Synopsis

B757 flight crew reported smoke was detected in the cabin and a lavatory smoke caution illuminated shortly after takeoff. One of the packs were then turned off, which dissipated the smoke. The flight crew proceeded to perform an overweight landing and air turnback.

ACN: 2055384 (19 of 50)

Time / Day

Date : 202311
Local Time Of Day : 0601-1200

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Regional Jet 700 ER/LR (CRJ700)
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Taxi

Component

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Type : 1700
ASRS Report Number.Accession Number : 2055384

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Fuel Issue
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Gate

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Operating flight from ZZZ to ZZZ1 a potential exposure to noxious fumes occurred. In addition, a substantial delay was incurred because of a related mechanical issue. Upon push-back, first flight on the day, engine 1 was started. Fuel valve test was completed. Upon engine 2 start, the engine failed to light. N2 was approximately 50%, Interstate Turbine Temperature (ITT) was normal, N1 failed to indicate any movement. After the 90 second limitation was reached, the engine start was aborted. After a cool-down period, a second engine start attempt was made. After 3 sequential engine starts to no success, the forward Flight Attendant called the flight deck and notified the flight deck that a very strong odor of jet fuel existed inside the passenger cabin. After receiving the notification from the flight attendants, the aircraft was taxied back into the gate area under own power with engine number 1. Passengers were then asked to deplane and gather their belongings. After speaking with Maintenance Control and having contract Maintenance inspect the aircraft, no solution was found. Also noteworthy, no persons on board the aircraft exhibited adverse effects from the fumes. Ground control notified the flight crew via radio on ground frequency that the right (number 2) engine had fuel leaking from the engine cowling. Simultaneously, a flight crew heard the conversation on frequency and said they also could smell fuel in their aircraft supposedly coming from our plane. Airport Fire and Rescue was dispatched to contain any potential fire and to also clean up the fuel that was expelled onto the ramp area. Unknown mechanical failure.

Synopsis

After several unsuccessful start attempts in a CRJ-700, fuel fumes were reported in the cabin. After gate return fuel leak reported on ramp.

ACN: 2052803 (20 of 50)

Time / Day

Date : 202311
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Relative Position.Distance.Nautical Miles : 50
Altitude.MSL.Single Value : 38000

Environment

Light : Night

Aircraft

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

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 70
Experience.Flight Crew.Type : 8000
ASRS Report Number.Accession Number : 2052803
Human Factors : Troubleshooting
Human Factors : Workload

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 60
Experience.Flight Crew.Type : 60

ASRS Report Number.Accession Number : 2053251

Human Factors : Troubleshooting

Human Factors : Workload

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

Very light chemical smell detected on the ground, prior to departure. Apparent alcohol or hand sanitizer type. After discussion with Crew, we agreed to proceed with flight, as it seemed to fade and present no concern. There was a NOTAC for HAZMAT for battery transport, but this didn't seem to fit with the smell detected. During cruise, Flight Attendants noted a much stronger "acetone" type of smell, mid cabin to aft. A passenger became ill, complaining of headache and dizziness. A phone patch with medical services was initiated. During this time the C Flight Attendant also began to experience symptoms of headache and nausea. After consulting with medical services, we were told that due to multiple persons being affected, a diversion was advisable. We elected to divert. After an initial turn towards ZZZ, Dispatch advised that ZZZ1 would be a better divert location for manning and EMT capabilities. We initiated a turn towards ZZZ1 and coordinated with Dispatch for Medical Personnel to meet the aircraft. We [requested priority handling] as well. As the divert continued, we were informed by the Flight Attendants that the C F/A was vomiting in the Lavatory. We relayed all of the above info to Dispatch and coordinated for a gate. No smell was noted on the flight deck so no Emergency Checklists were deemed necessary. This may have been an error, and perhaps the smoke or fumes checklist would have been advisable, under an abundance of caution. Arrival to ZZZ1 was uneventful. EMT met the Aircraft at the gate and serviced the ill Passenger and Flight Attendants. O2 bottles were used during the flight for the Passenger and F/A.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Air carrier flight crew reported an "acetone" type odor during cruise in the passenger cabin which resulted in multiple reports of physiological symptoms. With no definitive source of the odor the flight crew requested special handling to a diversion airport where a safe landing was executed.

ACN: 2047525 (21 of 50)

Time / Day

Date : 202307

Local Time Of Day : 1801-2400

Place

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility.Other

Aircraft

Reference : X

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 : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 2047525

Human Factors : Workload

Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.General : Evacuated

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

After push from gate the right engine was started and I advised push crew to disconnect. At this time the FO (First Officer) and myself noticed an acrid smell in cockpit. I advised push crew to stay connected and the FO to notify ramp we would be returning to gate. I shut down number 2 engine and the packs to facilitate door opening if necessary. Immediately after this FA (Flight Attendant) called to advise smoke in the cabin. I verified smoke and not odor and advised her we would be exiting main cabin door. Directed FO to advise ramp we would be deplaning and to call for CFR (Crash Fire Rescue). Immediate action items for deplaning were completed and I ordered exiting main cabin door via PA. All passengers and crew were deplaned without injuries. I notified dispatch of the event via phone and Maintenance subsequently assumed responsibility for the aircraft.

Synopsis

Air carrier Captain reported a fumes event during gate pushback. Captain directed tow crew to return to gate and requested First Officer to notify the ramp and request CFR (Crash Fire Rescue) for an orderly deplaning.

ACN: 2044984 (22 of 50)

Time / Day

Date : 202310

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Component

Aircraft Component : Unknown

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 2044984

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Diverted

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

At cruising altitude about 30 minutes in the flight. Captain asked what we are burning. Lead Flight Attendant responded we were not cooking anything. There was an electrical burning smell in the cockpit and forward cabin. They both searched for the source of the smell. When they couldn't find it FA3 (Flight Attendant) searched. FA3 couldn't locate it. I searched and couldn't locate it. When I stepped back in the forward galley I heard a whining sound and then heard something shut down. Then the Captain said take your seats I am declaring a [priority] landing. We prepared for landing. We did land safely without out incident. We did not evacuate. We pulled to the gate safely. Unfortunately the airport was not equipped for our aircraft. So we deplaned by baggage belt. That was scary as well. Once off the plane and inside the airport and adrenaline was gone. I was not okay mentally to continue on with the rest of my trip. I was pulled from my trip and put in a hotel to go home the next day. The crew was informed that we had to take the plane back. Because maintenance MEL the issue. I was not okay with that. But when I called to ask crew service if I could get a car home. Instead of the plane because I didn't feel comfortable until it was completely fix. They said I can deviate from what is on my schedule but. I would have to find my on way home and follow the proper company procedure. After speaking to the Captain about my concerns. He stated that he would not take this plane it he was not comfortable. I was not okay with that. But if I didn't want to be stuck in ZZZ, another night I had no other choice but to ride on the plane I was not comfortable with. We did make it back without incident the next day. When we as crew go through an [unexpected issue] we should not be expected to continue on. We should be pulled from the trip. And make sure we are okay physically and mentally. We should not be in fear of losing our jobs and or being reprimanded for not wanting to continue on from a [priority] event.

Synopsis

Air carrier Flight Attendant reported an electrical burning odor in the cockpit and forward cabin that was corroborated by the Captain. The Captain completed a diversion and landing.

ACN: 2043691 (23 of 50)

Time / Day

Date : 202310
Local Time Of Day : 0601-1200

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A319
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Component

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

Person

Location Of Person.Aircraft : X
Cabin Activity : Safety Related Duties
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2043691
Human Factors : Physiological - Other
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Clearance
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Taxi
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Returned To Gate
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

During taxi out the cabin filled with fuel burn off fumes and odor. I could smell it from my jumpseat at 1L/R and the captain called to ask if I could smell fumes because him and the FO could smell it strongly as well. He told us he was turning on the APU to help with the odor and that we would be returning to the gate. I notified my 2/4 Flight Attendants (FAs) and they also let me know they were smelling it strong in the aft. I experienced some eye discomfort and nausea until we were on APU power and when the door was opened I did begin to feel better. I went to seek medical treatment and did not continue on the trip. My lab results showed abnormal percent carbon monoxide. Suggestion: Better maintenance on these aircraft with known fume events. We felt pressured by mgmt when we were returned to the gate to continue to fly or to make a choice quickly on whether we would continue or not and I am glad I took care of myself instead of the operation but I think it would have been safer to have it be policy that the crew is taken off and checked out. What if we all continued to fly and we were exposed again on the next AC? I wouldn't want to fly with pilots who had just been exposed to carbon monoxide.

Synopsis

Air carrier Flight Attendant reported a fumes event during departure taxi which was described as fuel burn off fumes and odor. At the same time the Captain communicated with the cabin crew and decided to return to departure gate for maintenance.

ACN: 2038292 (24 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2038292
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Clearance
When Detected : In-flight
Result.Flight Crew : Returned To Departure Airport

Assessments

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

Narrative: 1

Shortly after take-off, the entire crew smelled an odor. The Captain called us, and said we would be returning to the airport. Paramedics came, and checked us out after the passengers deplaned. We were taken to the emergency room at the hospital for blood tests, and our vitals. Hours later, we were released. The aircraft needs an overhaul. There

was obviously a serious problem, as it was taken to the hanger. This cannot continue to keep happening for the safety of the crews, and the passengers.

Synopsis

Air carrier Flight Attendant reported the Captain notified the cabin crew that the flight was returning to departure airport due to a fume event of unknown source.

ACN: 2038207 (25 of 50)

Time / Day

Date : 202309

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 2038207

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2038196
Human Factors : Situational Awareness
Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Pre-flight
Result.General : Evacuated
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Smoke and fumes noted at completion of engine start checklist. Associated with pack two overheat message on EICAS. Smoke visible in flight deck immediately and also the cabin when I walked through the plane before evacuating myself. Communication established immediately with the Flight Attendant and she also said she smelled it. Advised her to standby for an evacuation. I ordered an evacuation of the aircraft onto the ramp which we had signaled to be re-connected to the plane. Donned masks, [requested priority handling] and completed smoke evacuation onto the ramp.

Narrative: 2

Crew observed smoke in the flight deck shortly after running the engine start checklist. FO (First Officer) noted PACK2 OVHT on EICAS. Flight Attendant was called via cabin [priority] and she noted smoke smell in the cabin. She was told to standby for evacuation. Donned oxygen masks and CA (Captain) called for QRH procedure. [Priority handling was requested] and Airport Rescue and Firefighting services requested. Shortly after, evacuation was commenced through the main cabin door onto the ramp and away from aircraft. All passengers and crew evacuated without further incident.

Synopsis

Air carrier flight crew reported a smoke event with associated air conditioning pack EICAS message while parked at the gate and preparing for push back. The Captain ordered an evacuation through the main cabin door onto the ramp, with no injuries reported.

ACN: 2037917 (26 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Component

Aircraft Component : Unknown
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2037917
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
Result.General : Maintenance Action
Result.General : Release Refused / Aircraft Not Accepted
Result.General : Work Refused

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

We had a fume event after we boarded the aircraft before boarding passengers.

Maintenance was called and aircraft was removed . I went to ER as i experienced watery eyes, sore throat and felt light headed and got removed from the trip

Synopsis

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

ACN: 2033140 (27 of 50)

Time / Day

Date : 202309

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

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

Nav In Use : FMS Or FMC

Flight Phase : Parked

Flight Phase : Initial Approach

Component

Aircraft Component : Emergency Equipment

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 2033140

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Troubleshooting

Person : 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 : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 2033143

Human Factors : Troubleshooting

Human Factors : Time Pressure

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Evacuated

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

We were operating flt XXXX; ZZZ-ZZZ1. we were cleared the ZZZZZ arrival to land ILSXXL. Approaching the ZZZZZ intersection we smelled a faint burning odor that went away quickly, there was no visible smoke with the odor. Perhaps a minute later the odor returned, but much stronger, at which time we donned our O2 masks and [requested priority handling]. Conditions were vmc and we were on an extended base for XXL. We consulted the smoke and fumes ck list, configured, and landed uneventfully. We cleared the rwy and it was decided to evacuate the aircraft. We evacuated using the inertial reels and met up with personnel on the ground away from the airplane. The [incident] occurred very close to the airport in vmc conditions so after [advising ATC] the landing came quickly so in a lot of respects there wasn't much time to ascertain the what and where of what was burning. The only indication we recvd in flight of anything out of the ordinary in addition to the strong odor in the cockpit was a brief status message which appeared and went away in a few seconds...I was unable to read it and it occurred somewhere around 1500 ft AGL on final during configuration. The surprises!? The inertial reels do not arrest your fall as much as one would expect or anticipate. If I ever use it again I will land with knees bent and perform a military roll to avoid injury. Fortunately I had the privilege to watch the Captain land and did exactly that.....the other thing I will again carry is a flashlight around my neck for immediate use, once the aircraft is secured and shutdown its rather dark in the cockpit and the [lighting] is dim.

Narrative: 2

We were operating flight XXXX ZZZ-ZZZ1. We were cleared to descend via the ZZZZZ RNAV XXL arrival. Approaching the ZZZZZ1 intersection we smelled a faint burning odor that dissipated quickly. A few minutes later the odor came back and then became stronger. At that point, we donned our O2 masks, [requested priority handling] and consulted the smoke and fumes checklist. We set up for an autoland ILS approach to RW XXL. We landed uneventfully and cleared the runway. We stopped on the taxiway accessed the situation and evacuated the aircraft through the main entry door with the inertial reels. There was a no indication of the source of the odor except for a momentary status message that quickly went away. Several take aways from this experience are that the inertial reels don't arrest your fall as fast as you anticipate. After the evacuation checklist is preformed it would have been nice to have a small flashlight handy. Lastly, I am thankful for all the years of training this [incident] in training. I felt that our level of training and urgency to perform our duties and land the airplane ASAP was handled very well.

Synopsis

Air carrier flight crew reported an intermittent burning odor during initial approach. The flight crew continued to a safe landing and evacuation.

ACN: 2032399 (28 of 50)

Time / Day

Date : 202308

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : MD-11

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Cruise

Component

Aircraft Component : Cargo Compartment Fire/Overheat Warning

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 2032399

Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Automation : Aircraft Other Automation

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Operating from ZZZ1-ZZZ, past our ETP. We received a CARGO FLO FORWARD DISAG LEVEL 1, the Captain and I reviewed that alert by referencing the QRH and noted no action was required. Just a few minutes after that indication we received a LEVEL 3 CRG FIRE LWR, at this time the Captain took the controls and I read this QRH for both of us to hear and confirm the actions required. Once the checklist was completed and not knowing the severity of the fire we [requested priority handling] with ATC via CPDLC, changed destination, to the closest airport to our present position ZZZ confirming it had suitable weather, then contacted company via SatCom to inform them of the situation and to get information of cargo being hauled. Once all checklist and notifications were made I got up to get the jump seater from the bunk to come upfront to provide another pilots prospective. At this point we still had about 90 mins remaining in flight, the Captain lead discussions about ditching, evacuating, system review of cargo fire indications, location of emergency equipment. We continued to monitor the time of fire bottle activation and knew the second bottle would need to be activated while on approach. We loaded an ILS CATIII for our approach into ZZZ. Once on VHF frequency we talked to ATC about our situation and our plans of stopping to have AARF (Airport Rescue and Firefighting) evaluate the aircraft prior to taxiing into the ramp. We were receiving vectors for the approach the DISCH CARGO AGENT displayed on the EAD (Engine and Alert Display), as briefed I activated the second bottle. We auto landed the aircraft and felt it safe to clear the runway before getting AARF to get a temperature reading. Once we get clearance that the temp was in dating normal and all personnel were clear we taxied to the ramp. Performed a normal shutdown and exited the aircraft via the stairs. Ending my report I would like to add that this abnormal situation went smoothly thanks to the Captain "setting the tone" at the beginning of the trip and each flight, she made sure everyone knew to speak up including jumpseaters, made us part of the decision process, took input and explained her decision process. There were no questions on what the game plan was thanks to her leadership. Fire? Smoke? Faulty smoke/fire detection? Faulty MSC (Miscellaneous System Controller)? Not sure, we didn't get a detector fault so it leads me to believe that it was an actual smoke event. These type of events can't be prevented. Unless this was a maintenance issue by not cleaning sensors or monitoring faults in the system that don't show to the crew.

Synopsis

MD-11 First Officer reported receiving messages indicating possible fire in cargo hold during cruise. Flight crew diverted and performed a normal landing. Postflight temperature readings done by airport responders were normal.

ACN: 2031952 (29 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Component

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

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Galley
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2031952
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Physiological - Other

Person : 2

Cabin Activity : Boarding
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 2031941
Human Factors : Physiological - Other

Person : 3

Cabin Activity : Boarding
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 2031947
Human Factors : Physiological - Other

Events

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

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

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

Narrative: 2

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

Narrative: 3

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

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

Synopsis

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

ACN: 2031865 (30 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0601-1200

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Tower : ZZZ
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

Component

Aircraft Component : APU
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Commercial
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 10806.70
Experience.Flight Crew.Last 90 Days : 147.8
Experience.Flight Crew.Type : 10806.70
ASRS Report Number.Accession Number : 2031865
Human Factors : Communication Breakdown
Human Factors : Troubleshooting
Human Factors : Situational Awareness
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : ATC

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Automation : Air Traffic Control
Detector.Person : Air Traffic Control
When Detected : Taxi
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Gate

Assessments

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

Narrative: 1

Tower reported aircraft was on fire with smoke. Started both engines, turned off the APU and taxied out of ZZZ. Tower reported fire/smoke coming from aircraft very shortly later. With no cockpit indications, we asked for clarification of where the smoke was coming from. The tower replied, "aft aircraft." We called for ARFF. The ARFF scanned aircraft and only found heat from the running engines. We opted not to start APU, gate return and asked for a MX inspection. Gate returned and had both engines running because the station was not setup with a GPU or air cart and the OAT (Outside Air Temperature) was 32f. The station required 15 minutes to locate and hook up air, electrics and stairs to the aircraft all the while one or both engines were running.

Synopsis

B-737 pilot reported receiving a report from ATC during taxi of smoke from the aft part of the aircraft after APU had been shutdown. The flight returned to the gate with no fire indication in cockpit or from the airport fire department, ARFF.

ACN: 2031778 (31 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0001-0600

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : VMC
Weather Elements / Visibility.Other

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : MD-11
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Cargo / Freight / Delivery
Nav In Use : FMS Or FMC
Nav In Use : GPS
Flight Phase : Cruise
Route In Use : Oceanic
Airspace.Class A : ZZZ

Component

Aircraft Component : Fire/Overheat Warning
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2031778
Human Factors : Workload
Human Factors : Time Pressure
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Diverted
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : FLC complied w / Automation / Advisory
Result.Flight Crew : Landed in Emergency Condition
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Approximately 3 hours into our flight from ZZZ1 to ZZZ2, just past our ETP, we received a LVL 1 CRG FLO FWD DISAG. Interesting enough, prior to the ETP, I just had a discussion with my FO (First Officer) on what specifically the ETP represented in a tri-jet. We reviewed the FOM together on this subject, to include a refresher on the nearest airports page in the FMS. We discussed the rules and various scenarios in oceanic emergency decision-making. The FO was the pilot flying when the LVL 1 alert appeared, and I pulled the QRH. No action was required. While discussing the system and observing the yellow triangle in the upper FWD LWR CRG compartment on the AIR Synoptic Display, along with the DISAG light in the associated FLOW switch on the overhead panel, and approximately 3 - 5 minutes after the initial alert, we received a LVL 3 CRG FIRE LWR with tri-tone and flashing master warning. The yellow triangle also changed to RED. At this time I directed the FO to pull his QRH RED tab FIRE and SMOKE. He quickly found the CARGO FIRE LWR page and started reading out loud with his finger under each line on the procedure visible to me. We concurred with the notes and steps of the decision tree. I executed the procedure - i.e., pushed the flashing CARGO FIRE AGENT DISCH Switch, turned off the associated CARGO FLOW Switch, and turned off the associated CARGO TEMP Selector per the QRH. We estimate within 60 seconds of discharging the fire agent, the fire warning stopped. This brought some relief. We discussed diversion as I pulled up the nearest airports page on MCDU (Multi-Purpose Control Display Unit) 1. ZZZ was the closest. We discussed our options including pulling the weather and agreed ZZZ was the best course of action. I took over as pilot flying and selected direct to ZZZ on MCDU 1, and the FO self-initiated pulling up the CPDLC page on MCDU 2 to [request priority handling] and diversion with ZZZ, whom we were logged onto. He asked me if he should select [priority], I said yes. Inflight fire constitutes this level of urgency. ATC sent us CPDLC routing direct ZZZZZ ZZZZ1 which he confirmed with me, accepted, and loaded into the secondary. I selected heading on the FCP (Flight Control Panel), activated the secondary flight plan, and reengaged navigation. This cleaned up the FMS for accurate ETA predictions. The FMS was now showing 1:40 to ZZZ. The FO asked if he should wake the Jumpseat Pilot sleeping in the crew rest. I said absolutely. The FO jumped up, woke the Jumpseat Pilot, directed him to stow the crew rest compartment, not to worry about the cushions to just throw them in the courier area if you needed, and then returned to his seat. I quickly briefed the Jumpseat Pilot once he was on the flight deck, and my FO asked if I wanted to call the company. My FO immediately provided me with the telephone number, whereby I loaded it into the SATCOM on MCDU 3. I initially forgot to dial the 001 wondering why the call would not go through, then I fumbled through the directory and selected the [priority handling] number. No one answered. I really wished I preloaded the number in ZZZ1. Realizing now,

having seen the directory, I forgot the 001, I entered 001 and asked the FO to read me the Dispatch number again - which he still had the release feed up on his iPad open to the page. I established contact with Dispatch to inform them of our situation and inquire as to the contents of the lower forward cargo. I asked the Dispatcher to please call ZZZ1 Ramp and let us know what we had in the belly. It was reported back empty cans. In discussion amongst the crew, we were still concerned the fire was real due to the escalating warnings and the extinguishing of the fire warning following discharge of the fire suppression bottle. Bleed 3 warms this compartment and that was a concern. Next we discussed altitude. Consensus was high altitude, cold air and less oxygen, was best to prevent reignition and I chose to remain at FL390. The cockpit was a little quiet at this point as I stared at a 1:30 ETA, when I realized I was still SPEED EDIT MACH .82 for the crossing. I announced the problem, bow tied Mach .85, then decided to change the cost index to 300 and reengage prof. This gave us an equivalent Mach.85 and better predictions for our arrival and descent. Searching for ways to trim down time to destination, this also reminded me that I needed new winds after the divert and activate the secondary flight plan ATC sent. About that time my FO asked to re-initialize altitude as I had FL400 and FL410 for our predicted flight planned step-climbs. I said yes. Good idea. I then loaded, and briefed the arrival and approach. Initially set up for ILS XXL Flaps 50 AUTOLAND. The Jumpseat Pilot asked about our familiarity with ZZZ. I haven't been in there in a while and neither had my FO. It was a frequent route for the company pilot, and he gave us a briefing overview for landing [Runway] XXs. I was very appreciative. Now became a waiting game. I took the opportunity to discuss emergency egress, and when we expected the 90 minutes to expire to discharge the second fire suppression bottle. Predicted on approach before landing. I briefed door slides, window ropes, and potential issues to prevent injury if I called for an emergency egress. The Jumpseat Pilot asked for the location of our firefighting hood, which I advised him on the compartment above the coat closet, and I pointed out the walk around bottles in the cockpit. I told him the quick donning mask in his seat had attached smoke goggles and was his first choice. He was willing to help fight any fire, but I let him know we had no access to that lower cargo compartment. I briefed my intentions on landing, that if the fire reignited, and there was an active fire warning on approach to landing, I would stop on the runway. Otherwise, we would clear the runway and stop immediately on the taxiway to allow ARFF (Airport Rescue and Firefighting) to evaluate with their heat guns. I discussed with my FO to be very clear, concise, and specific as to the location of the potential fire, once he was on frequency with the firefighters on the ground. I then had the FO flip to the back of the ORH and read out loud for all of our review and discussion the emergency evacuation checklist. When he got to the line item about pulling the engine and APU fire handles, twist, I said we would not twist. The engines were fine and there was no need to blow the bottles unless we had an engine fire warning. We reviewed what those fire handles cut off. I felt we were thoroughly briefed on everything, except the possibility of having to ditch, which has been active in my mind through the entire emergency. I stated if the fire reignited, and we had visible signs of smoke, fire, or heat that was uncontrollable, we would perform a controlled ditch in the ocean versus burning up inflight. Aside from the slides detaching as a raft, I pointed out the location of the raft just outside the cockpit door. "That was all I had to say about that." As we approached coast in and established VHF contact with ZZZ, my FO was excellent on the radios. He used call sign Aircraft X, [priority] aircraft. I started to feel better about the situation but was not going to let down my guard. I briefed that with no active fire warning, I was going to slow to 250 below 10,000 ft. and keep the approach and landing as close to normal as possible on how we operate. We had a runway change to XXR, which I welcomed as a longer CAT 3 runway. Winds were changing as ATIS updated, and at one point the FO reported winds exceeded the 15-kt. max crosswind for autoland. I said if I had to land, I was going to land the plane. If we were within limits, I would allow it to autoland. Keep me posted. The winds

died down and the fog started to roll in. We had our flaps 50, medium autobrakes, AUTOLAND distance, and I briefed the taxiway exit point. On vectors for approach, 90 minutes after discharge of the first fire suppression bottle expired, the yellow discharge light started flashing at us, and the FO pushed the button and discharged the second bottle as planned and briefed. We touched down without any further fire warning. I remembered to hit the autopilot disconnect on the yoke so I could steer, cleared the runway, and came to a complete stop. The FO switched to the directed frequency to communicate with ARFF. His radio communication was perfect. He surprised me and included the location of the forward lower cargo compartment door, on the right side of the aircraft. Rescue determined no heat or ongoing fire. ARFF reported no active fire or heat. I called for the after landing checklist and asked him to advise Fire Rescue that we would be retracting the flaps to ensure personnel were clear. We switched back to Ground Control to request taxi to the Ramp. I wasn't sure if the Ramp would be ready for us so I instructed the FO to start the APU, and once it was up and stable, to shut down engine number two as we were extremely light. We pulled into parking and I shut down engines three and one. We were told ARFF would be opening the lower forward cargo compartment and inspecting. I had the First Officer disarm the doors and we conducted our normal shutdown procedures as the stairs pulled up to the jet and Fire Rescue inspected the compartment. After the flight deck was secure and we exited the aircraft, I spoke with Maintenance, Security, the Lead Fire Rescue-Man, and our Ramp Agent. Then I called the Supervisor to brief the event. Supervisor was a much appreciated warm and welcoming voice on the other end of the phone. She reminded me to write it up in the aircraft release, encouraged me to write down as many details as possible while the event was still fresh in my mind. I have [to] give credit to the exceptional performance by my First Officer. He demonstrated leadership, quick thinking, had ideas ahead of me, was constantly feeding me information so I could make good decisions, and remained engaged at the highest level performance throughout. I couldn't have asked for a stronger First Officer. We worked together in lock step like a marching band. Regardless, this trip was the first we had flown together and ever met. The engagement of our Jumpseat Pilot also deserves recognition for his upstanding professionalism and support throughout the ordeal. In debrief, some things I could've performed better on like speeding up sooner to Mach .85 and taking the time to pre-load our Dispatcher's phone number in the SATCOM before pushing, did not prove distracting and I believe were overcome by the strength of the team on the flight deck. Building the team was the best thing I did as a Captain before I ever released the parking brake. It set the tone for the synchronicity I experienced, and the empowerment of both my First Officer and Jumpseat Pilot to perform at their highest levels, thinking, communicating effectively, and freely sharing ideas. I made it clear to our Jumpseat Pilot we recognize he's a professional airline pilot even though he doesn't fly the MD-11. I let him know on preflight brief he is a part of the crew and that if he sees something, to please share it with us. He has local familiarity with ZZZ1 and our destination. Never in a million years did I think I would need that guy like I did that night. Cause - false fire warning.

Synopsis

MD-11 Captain reported a warning annunciation for a potential fire in lower forward cargo area went off and the flight crew opted to divert.

ACN: 2031624 (32 of 50)

Time / Day

Date : 202309
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 32000

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 : Climb
Airspace.Class E : ZZZ

Component

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2031624

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Returned To Departure Airport
Result.Air Traffic Control : Issued New Clearance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

I was the pilot monitoring. Just prior to our level off at our cruising altitude of FL320 I noticed an abnormal noise in the #2 engine. In a matter of seconds the noise became multiple very loud bangs characteristic of a compressor stall, while also smelling something like burning rubber. The Captain immediately reduced power and lowered the aircraft's nose. While he did this, I advised center that we were leveling off at FL310 as I wasn't entirely sure if we were a [priority handling] aircraft at this point. The Captain called for the QRC for an engine compressor stall, and while I was looking for the checklist we were receiving a call from our flight attendants. At this point the engine appeared stable at a reduced thrust setting, so I answered the FA (Flight Attendant) call while the Captain advised air traffic control and got us a lower altitude. The flight attendant advised that they had smoke in the cabin, to which I responded we were working on the situation and would get back to them with more information. I informed the captain of the flight attendant's report and we decided to run the smoke and fumes QRH while diverting back to ZZZ. As there was no visible smoke in the flight deck, we both concurred that oxygen masks were not necessary. The Captain continued flying and working the radios while I ran the QRH. Once that was complete, the passengers, dispatch, and flight attendants were all advised we would be returning to ZZZ. Once we landed ARFF (Airport Rescue and Firefighting) visually inspected our aircraft for damage and reported that there was none. The captain requested that one or two of the safety vehicles follow us back to the gate, where we parked with no further incident. The causal factor was a maintenance issue with the #2 engine.

Synopsis

B737-800 First Officer reported compressor stall sounds from the #2 engine and the smell of burning rubber and smoke in the cabin when they were about to level off at cruise altitude. Crew ran compressor stall and smoke/fumes checklist prior to returning to departure airport for landing.

ACN: 2031193 (33 of 50)

Time / Day

Date : 202308
Local Time Of Day : 0601-1200

Place

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

Environment

Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Ground : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B777 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Flight Phase : Taxi

Component

Aircraft Component : Electrical Power
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 7759.80
Experience.Flight Crew.Last 90 Days : 194.55
Experience.Flight Crew.Type : 1158.72
ASRS Report Number.Accession Number : 2031193
Human Factors : Troubleshooting
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
When Detected : Taxi
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

Narrative: 1

Upon taxi into the gate, and selection of the APU switch to On and Start, a burning odor was detected by both the First Officer and myself. The electric page showed all normal indications and the APU started normally. The Status page was referenced and it showed two Status messages: Main Battery Status and Main Battery Charger Status. The First Officer contacted station maintenance on taxi in and maintenance met the aircraft at the gate. Upon parking and the gate and deplaning the passengers a maintenance write up was accomplished and, maintenance accessed the compartment. They discovered soot and charring on the battery box and connector. Smoke was observed as well. The battery was disconnected and the airplane de-powered.

Synopsis

B-777 Captain reported a burning odor while taxiing into the gate after starting the APU. Upon parking and shutdown maintenance discovered burned electrical components in the lower electrical compartment.

ACN: 2029352 (34 of 50)

Time / Day

Date : 202308

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B747-800 Advanced

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Taxi

Component

Aircraft Component : Engine

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 2029352

Human Factors : Workload

Human Factors : Troubleshooting

Human Factors : Time Pressure

Person : 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 : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 2029356

Human Factors : Troubleshooting

Human Factors : Time Pressure

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

After landing in ZZZ while on the taxi to parking we got a fire warning for engine 2 with the accompanying fire bell/lights. I was PM and advised the ATC of the fire warning and requested the fire department respond. The first officer PF (Pilot Flying) brought the aircraft to a stop in the intersection of taxiway 1 and 2. We completed the immediate action items/emergency checklist for the engine fire warning. The fire warning stopped sometime after firing the first bottle as the time was approaching for firing the second bottle. During this process I asked ATC if they could observe anything, and they asked the aircraft behind us who reported no fire observed. Fire Department responded and I was in communication with them on VHF. I advised the fire department of which engine had the fire warning and that engines 1 and 4 were still running before they made an inspection. The fire department reported no fire observed but reported vapor/smoke was coming from the #2 engine tail pipe. I assumed this to be from the fire bottle or the normal vapor that can be seen after shutdown. I could detect a slight odor in the air. The fire department advised ATC they would follow us to parking. ATC cleared us to taxi to parking after we restarted engine #3 which had been shutdown for the long taxi in. The first officer asked if I wanted to taxi in given the issues. At that point we switched PF/PM duties and I taxied the airplane to parking. I asked our 3rd seat first officer to advise dispatch and then while taxying to advise company. Once parked I advised the fire department when the engines were shut down so they could inspect further. I spoke with the fire department in person and maintenance before leaving the flight deck. Maintenance stated it was a false warning. After finishing paperwork and exiting the aircraft I went to observe as maintenance opened the cowl. The fire department stated they saw more heat on the thermal camera at the top near an area that was blackened with some type of dirt. At this point I double checked with maintenance and the fire department to see if they needed any additional information from us before we left.

Narrative: 2

After landing on RWY XX at ZZZ we vacated the runway and the PF (Pilot Flying) and PM completed their after-landing duties normally. Once the engines had reached their recommended cool-down time, engine #3 was shut down. This was to manage our brake temperatures in addition to our speed as ZZZ has a taxi speed limit. After taxiing for approximately 20 minutes we received a FIRE ENG 2 warning message. The PF brought the aircraft to a stop, the PM notified ground of an engine fire, and began running the

associated FIRE ENG 2 electronic checklist. As soon as the PM notified ground of the engine fire they immediately let us know that fire services would be on their way. The checklist was run normally and the PM discharged bottle A into the #2 engine, however, the fire warning was not immediately extinguished. At this point in the checklist, we were directed to determine if an evacuation was needed or not. The PM asked ground if they saw any signs of fire from the #2 engine; both ground and a nearby aircraft reported seeing no signs of fire and it was decided at that point that evacuation was not needed. Shortly after this decision, the FIRE ENG 2 warning was extinguished and airport fire services arrived at the aircraft. In our communications with the fire services, they reported seeing no signs of fire other than smoke or possibly halon coming from the #2 engine tailpipe. After discussion with ground and the airport fire services we elected to restart the #3 engine and that the CA (Captain) would taxi us to parking. Dispatch, in addition to company ramp control, were notified as soon as practical of our situation to ensure a safe arrival at our parking stand. There were no further abnormalities.

Synopsis

Air carrier flight crew reported a number 2 engine fire warning message during arrival taxi. Flight crew completed the QRH procedures and requested Airport Rescue and Fire Fighting assistance who followed aircraft to parking since fire message had extinguished.

ACN: 2028783 (35 of 50)

Time / Day

Date : 202305

Place

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

Environment

Light : Night

Aircraft

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

Component

Aircraft Component : External Power
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Deplaning
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2028783
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Human Factors : Troubleshooting
Human Factors : Workload
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

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

Assessments

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

Narrative: 1

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

Synopsis

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

ACN: 2027741 (36 of 50)

Time / Day

Date : 202308
Local Time Of Day : 1201-1800

Place

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

Environment

Flight Conditions : VMC
Weather Elements / Visibility : Turbulence
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.TRACON : ZZZ
Aircraft Operator : Air Taxi
Make Model Name : Challenger 300
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 135
Flight Plan : IFR
Mission : Ferry / Re-Positioning
Flight Phase : Climb
Airspace.Class D : ZZZ

Component

Aircraft Component : APU Fire/Overheat Warning
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X
Reporter Organization : Air Taxi
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
ASRS Report Number.Accession Number : 2027741
Human Factors : Workload
Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Taxi
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2027740

Human Factors : Time Pressure

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Automation : Aircraft Other Automation

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Requested ATC Assistance / Clarification

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

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

On climb out in turbulence Master Warning System activated and APU Fire CAS message as well as aural "APU Fire" annunciated. Memory items were completed. When the APU Fire switch was pressed Fire indication extinguished immediately. I asked for and received the APU Fire checklist. We completed the APU Fire checklist and elected to continue to ZZZ1 as we were already prepared for a landing there. Also the distance and more importantly the time was equal to either continue or return to ZZZ. Also important to our decision to continue was our familiarity with ZZZ1. We have both had countless operations in and out of ZZZ1.

Narrative: 2

On a ferry leg ZZZ to ZZZ1 during climb out in light to moderate turbulence at roughly 15000 feet we received a APU FIRE CAS message. We performed the Memory Action items (APU FIRE button press then FIRE ARM BOTTLE #2 press). Once this was accomplished the APU FIRE message had extinguished. The Captain then directed me to find and perform the appropriate checklist. Once completed we discussed continuing to ZZZ1 or turning back to ZZZ. Since we were about the same time away from landing at both we continued to ZZZ1 like originally planned without any further incident. Once on the ground we preformed a visual check both inside and in the aft compartment and no visual signs of a fire could be seen. We then informed Dispatch and Maintenance.

Synopsis

Challenger 300 flight crew reported an APU fire warning inflight. After performing the appropriate checklist procedures, the fire warning stopped. Once on the ground no fire was discovered.

ACN: 2027154 (37 of 50)

Time / Day

Date : 202308
Local Time Of Day : 0601-1200

Place

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

Environment

Light : Daylight

Aircraft

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

Component

Aircraft Component : APU
Aircraft Reference : X
Problem : Failed

Person : 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)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 12000
Experience.Flight Crew.Last 90 Days : 90
ASRS Report Number.Accession Number : 2027154
Human Factors : Confusion
Human Factors : Situational Awareness
Human Factors : Troubleshooting
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Person : 2

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)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 11000
ASRS Report Number.Accession Number : 2027156
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : Pre-flight
Result.General : Evacuated

Assessments

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

Narrative: 1

During the end of preflight after weight balance verification and face to face with mechanic, we were waiting for the last few containers to be loaded, our NOTOC and doing our last briefings. The aircraft was on APU power and APU air with the ground external power disconnected. At approximately XA:33Z the aircraft went down to battery power abruptly as well as emergency power. It was the same looking scenario as if a GPU had dropped off line or an APU had auto shutdown. We had no indications in the cockpit of an APU fire. As we were trouble shooting the situation with the loss of APU generator power we started to hear yelling of a possible fire. My First Officer (FO) said that he thought he heard someone say fire from outside the airplane (possibly loaders from the K-loader or cargo compartment area). I asked our jump seater to see if she saw anything outside the airplane or could confirm any type of fire. She said yes. I went back and looked out the L1 door and the tail was smoking. I ran back into the cockpit and said APU Fire checklist as I pulled the APU fire handle. We performed the APU Fire checklist and discharged all 3 bottles. We had no indication of whether any of the bottles were extinguishing the fire (because we had no indication of fire to begin with) so we discharged all the bottles in the interest of safety. I called ZZZ ground at the same time and told them we had an APU fire on spot and send Airport Rescue and Firefighting (ARFF) immediately. I then directed everyone off of the airplane, myself, the FO and our jump seater. I turned off the emergency power and battery switch and egress the airplane via the crew stairs with the rest of the crew on board and met down in front of the nose.

Narrative: 2

While sitting at parking spot in ZZZ on the ramp, our APU did an auto shutdown. Shortly after this happened we heard people yelling fire and then we heard someone say APU fire.

We asked our jump seater to step outside and check what was happening. She came back and informed us that the APU was on fire. We ran received no indication but ran the APU fire QRH procedure. We discharged the APU fire bottle, called the fire department on ground, shut down the aircraft, and evacuated using the stairs. When we exited the aircraft we could see the smoke coming from the tail. Once fire and rescue arrived they sprayed fire extinguishing agent on the tail and the temp lowered.

Synopsis

Air carrier crew reported an APU fire while loading at the parked position on the ramp. The crew observed smoke at the tail of the aircraft without cockpit warning, activated fire bottles, then evacuated safely by airstairs.

ACN: 2025594 (38 of 50)

Time / Day

Date : 202308

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B767 Undifferentiated or Other Model
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Climb

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Relief Pilot
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 1147
Experience.Flight Crew.Last 90 Days : 218
Experience.Flight Crew.Type : 1147
ASRS Report Number.Accession Number : 2025594
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Clearance
Anomaly.Inflight Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Plane had electrical issues from the beginning. Cargo doors couldn't open. Maintenance advised us to reset the utility busses. Didn't finished downloading ZZZ-ZZZ1 until we were almost fully loaded with Passengers. No one told us this at this moment. Eventually all sorted out. We get going. IFE (In-Flight Entertainment) kept tripping out and restarting on the Flight Attendant (FA). Didn't think much of it. Because there was a previous write up about it that screens went out toward the back of the plane. We start climbing out. I head back for my break. As soon as I stepped out of the cockpit I got hit with a strong electrical burning smell. First thought it was the galley and something was burnt. Go to the lav. Set up the curtain. Sit down for a second. Smell only getting worse. The purser comes up to me asking me if I smell it too. I was like yeah. I was trying to process the info if it was really something to be concerned about. I call up to the front, let them know we got a strong electrical smell. In the mean time looking everywhere for where it's coming from, no actual smoke. But the smell is very very present. Get back up in the cockpit. Help with the checklist. Still cannot isolate the location. Get Maintenance Control and Dispatch in the loop and decide to divert to ZZZ2 since we were just north of ZZZ2 at the time. 15 minutes to ZZZ2. Runway XX to ZZZ1. If we knew where the odor was coming from exactly. Maybe would have went back to ZZZ1. But since we had no idea and it was still present and unknown we went for nearest suitable airport. Requested Priority. Fire trucks followed us to the gate. Landed overweight by about 6K. We get to the gate, lights start flickering on the PSU's and in the cockpit. Fire department said there is no presence of a fire from thermal imaging.

Synopsis

B767 First Officer reported a strong electrical burning smell during climb in the cabin. After troubleshooting and conferring with Maintenance and Dispatch the flight crew requested priority handling to a suitable airport where a safe landing was executed.

ACN: 2023658 (39 of 50)

Time / Day

Date : 202308

Place

Altitude.MSL.Single Value : 39000

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B747 Undifferentiated or Other Model

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Cruise

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 2023658

Human Factors : Workload

Human Factors : Troubleshooting

Human Factors : Time Pressure

Events

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

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

Narrative: 1

At FL390 near waypoint ZZZ we encountered what looked like high cirrus clouds. Shortly after entering the IMC conditions we had a sharp acrid smell and suspected Volcanic ash as dispatch gave us a VA warning for FL 240 and below. We immediately made a left turn

15 miles off course and a climb to FL410. Once we reached FL 410 we were in the clear and the smell went away. Notified ATC and dispatch of the encounter and wrote up airplane for VA encounter... Not much we could have done differently in my opinion there was a large Thunderstorm tomorrow right that was probably picking up the VA cloud and bringing it to altitude. We couldn't see the cloud/ ash to avoid it until we were in it. Again Dispatch did amazing job keeping us informed of the ash cloud that was well to our south and below us. We planned our descent to remain higher to avoid ash cloud on the arrival. Just can't predict mother nature.

Synopsis

Air carrier Captain reported a sharp acrid odor during cruise. After conferring with Dispatch the odor was determined to be caused by a volcanic ash event which was remedied by climbing to a higher altitude.

ACN: 2023593 (40 of 50)

Time / Day

Date : 202308

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 20000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

Component

Aircraft Component : Unknown

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3270

Experience.Flight Crew.Last 90 Days : 108

Experience.Flight Crew.Type : 435

ASRS Report Number.Accession Number : 2023593

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Diverted

Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Approximately 15 minutes into the flight, during climb through approximately 20,000 feet, the Relief Pilot reported a burning electrical smell in the area between the flight deck and the rest seat. I transferred flying duties to the FO (First Officer) and began running the smoke, fire, or fumes checklist. The Relief Pilot returned to the flight deck and we continued the smoke, fire, or fumes checklist. The fumes were not increasing but were still noticeable and we could not identify the source, there was no smoke at any time. I contacted Dispatch and discussed the situation with the dispatcher and Maintenance Control. In consultation I decided to [request priority handling] and divert to ZZZ. The FAs (flight attendants) and passengers were informed of the situation and diversion. The FO performed an uneventful overweight landing. Firefighting services followed us to the gate and came on board. Their equipment sensed no hot spots. The passengers were deplaned.

Synopsis

B767 air carrier flight crew reported fumes in the cabin. Captain decided to divert and landed uneventfully.

ACN: 2022715 (41 of 50)

Time / Day

Date : 202307
Local Time Of Day : 0001-0600

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : MD-11
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Cargo / Freight / Delivery
Nav In Use : FMS Or FMC
Flight Phase : Descent

Component

Aircraft Component : Electrical Wiring & Connectors
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Experience.Flight Crew.Total : 12000
Experience.Flight Crew.Last 90 Days : 70
ASRS Report Number.Accession Number : 2022715
Human Factors : Troubleshooting
Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

During descent there was a spark and electrical, popping / crackling sounds from panels behind and to the right of the FO. The overhead panel back lighting also went dark. We immediately smelled a burning electrical odor. O2 masks were donned and crew communication was established. The FO continued as flying pilot. I [requested priority handling] with ZZZ Center for fumes and smoke in the cockpit and that we were proceeding direct to ZZZ, ZZZZZ intersection. The non-alert, smoke/fire/fumes [checklist] was completed to the landing section. I positioned my Emergency Vision Assurance System (EVAS) on the top of the glare shield but didn't inflate because smoke was not a visibility issue at that time. Approach briefing was completed for XXR. We elected to autoland due to wearing O2 masks. Landing was normal and vacated XXR at taxiway 1, stopping between taxiways 2 & 3 where airport CFR was standing by. Cockpit windows were opened to vent fumes. After CFR found nothing abnormal on the outside of the aircraft we taxied to the area between [taxiway] 4 and spot XX on ramp XX. I elected to shutdown the aircraft down without APU or EXT power because the original problem was electrical. We also determined that an emergency evacuation via slides was not necessary as there was no presence of smoke. Emergency slides were disarmed and the left side door was opened with the emergency pneumatic bottle. Crew stairs were brought to the aircraft. CFR entered and said their scanners were showing no smoke.

Synopsis

Air carrier pilot reported during descent there was a spark and electrical popping sounds from panels in the flight deck accompanied by a burning electrical odor. Flight crew landed safely at destination airport where airport responders found no presence of smoke in the aircraft.

ACN: 2021961 (42 of 50)

Time / Day

Date : 202307
Local Time Of Day : 0601-1200

Place

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

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.Ground : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : A300
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2021961
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Distraction
Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : First Officer
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2021964
Human Factors : Troubleshooting

Human Factors : Time Pressure

Human Factors : Workload

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Attendant

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : Evacuated

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Took Evasive Action

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

APU inoperative. Conducted huffer start on #2 in the chocks. Normal pushback, normal crossbleed start on #1. Taxiing for takeoff at ZZZ on Taxiway 1 approaching [Runway] XXR, received call from 3 jumpseaters indicating smoke in the courier area. No indications or warnings of smoke in the cockpit at this time. Stopped the aircraft on Taxiway 1, and notified Tower. FO (First Officer) opened cockpit door and confirmed presence of smoke, and returned to the cockpit. Smell of smoke now obvious in the cockpit. We opened both cockpit windows to ventilate. Informed Tower that we had smoke in the aircraft and request that they "roll the trucks". Conducted evacuation, shutdown the aircraft and egressed via L1 slide on Taxiway 1. Mustered five souls away from the aircraft. No injuries. Upon observation of the aircraft after egress, no evidence of fire or smoke. Met CFR (Crash Fire Rescue) upon their arrival at the aircraft. Jump seaters indicated they initially thought the "smoke" was condensation, coming from overhead vents above L1 and R1 main cabin doors. No evidence of smoke/fire discovered by CFR. Aircraft turned over to maintenance. Unknown, suspected air conditioning and/or issue with pack(s).

Narrative: 2

Normal "huffer" start of Engine #2 due to APU inoperative MEL. Normal crossbreed start of Engine #1. Normal taxi. Approaching hold short for Rwy XXR at Taxiway 1/Taxiway 2 intersection. Tower asked if we were "ready to go." We were still performing the before takeoff checklist so I replied "30 seconds." At approximately that same instant the Cockpit Call annunciation/audible alarm came on. CA (Captain) got on intercom and asked jumpseaters (3 aboard) "What's up?" I heard some garbled comms but clearly heard the word "smoke." I transmitted to Tower words to the effect, "We've got smoke indications, we're going to hold our position." I went back to investigate. On opening the cockpit door I immediately saw and smelled a significant amount of acrid smoke and all three jumpseaters wearing their O2 masks. The smoke was not so thick as to impair visibility so I turned on the cargo bay and courier area lights with the intention of looking through the smoke barrier windows for fire indications, but by that time I was starting to feel nasal and chest burning so I just returned to the cockpit, which was still relatively smoke-free. I told CA words to the effect, "yeah this is for real." We opened our cockpit windows and CA

called for the evacuation checklist. We ran the checklist and then CA went back and opened L1, deploying the slide. All 5 of us evacuated via the slide. ZZZ CFR (Crash Fire Rescue) arrived on scene shortly thereafter. Provided them with the DG manifest (NO DG ON BOARD). They inspected for indications of fire and found none. Cause, as yet unknown but suspect AC system. Jumpseaters debriefed us that the smoke started after the second engine (engine #1) was started and at first looked like condensation, but was staying near the ceiling and was getting thicker. They reported it was coming "out of the walls" and especially near the L and R emergency exit light fairings, which corresponds with AC vents. Would not have prevented this event, but noteworthy: ZZZ CFR crew did not have readily available means to access the aircraft. They had a "Little Giant" folding ladder but couldn't reach the R1 outside access handle and couldn't climb up through the avionics access door due to their bulky gear. They had to wait until crew stairs arrived.

Synopsis

A300 flight crew reported being notified by the cabin jumpseaters of a fume/smoke event during departure taxi. The flight crew requested airport assistance, completed the QRH procedures and took action with no injuries or damage.

ACN: 2021299 (43 of 50)

Time / Day

Date : 202307
Local Time Of Day : 1201-1800

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Ramp : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B777 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Component

Aircraft Component : Powerplant Fuel Valve
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 422
Experience.Flight Crew.Last 90 Days : 138
Experience.Flight Crew.Type : 422
ASRS Report Number.Accession Number : 2021299
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Confusion
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Maintenance
Detector.Person : Ground Personnel
When Detected : Aircraft In Service At Gate
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

After engine shutdown, received status message "ENG FUEL VALVE L" and had a very distinct fuel odor in the cockpit. Ground personnel alerted me to an issue on the left side of the aircraft, but the issue wasn't decipherable via hand signals. I opened the cockpit window and a mechanic instructed us to dry motor the left engine - which we did for approximately 2 minutes. During that time, a "fireball of approx. 20 feet" exited out the rear of the left engine and the fuel smell dissipated. My FO (First Officer) requested Crash, Fire and Rescue - who were dispatched onto the scene. While the fuel situation was indeed a safety issue, the purpose of my report revolves around jetbridge movement and potential threat to passengers and ground personnel. During the unfolding events, a CS agent (who was obviously unaware of the fuel issue) moved the jetbridge into position and opened door 2L per normal procedures. Passengers began to deplane (and continued to deplane throughout). My concern is a conflicted one, and I'm not quite sure if the situation was handled appropriately (by me, the ground personnel, or the CS agent). By connecting the jetbridge and opening 2L, it provided an expeditious exit route for passengers should it have been needed - however, due to limited space in the arrivals hallway, it would have filled up quickly, trapping passengers on the jetbridge in the event of expanding fire in the left engine. Choosing to keep the jetbridge clear of the aircraft would have limited escape route to the right side of the aircraft where ground personnel were already approaching the jet. In addition, doors had already been disarmed by flight attendants, complicating any evacuation. As I play the events back, I think we were just plain lucky that the fuel didn't ignite any more than it did and nobody was injured. The ZZZ Crash Fire and Rescue squad arrived at the jet and the lead fire fighter made his way to the cockpit - reporting that no fuel existed on the tarmac and he saw no indication of fire or any other concern.

Synopsis

B777 Captain reported a fuel odor and EICAS fuel valve message after engine shutdown at the gate, then was notified to motor the engine by ground maintenance. After dry motoring the engine, the odor dissipated and the Fire Department personnel reported no fire or fuel spill to Captain.

ACN: 2020522 (44 of 50)

Time / Day

Date : 202307

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Component : 1

Aircraft Component : APU
Aircraft Reference : X
Problem : Malfunctioning

Component : 2

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

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 2020522
Human Factors : Workload
Human Factors : Troubleshooting
Human Factors : Time Pressure

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 2020824
Human Factors : Troubleshooting
Human Factors : Time Pressure
Human Factors : Workload

Events

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

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

On my way to the airport, I got a call from another ZZZ1 CA (Captain). He was being tail swapped out of an aircraft that had a fume event. Neither of us knew that I was about to be swapped into that very aircraft. Upon checking in, I noticed a gate change and tail swap. When I got to the aircraft, there was a lot of confusion. Incorrect FLT RLS (Release), unknown status of security search, FA's (Flight Attendant) had just been tail swapped. Because of this, I didn't thoroughly review the logbook for some time. Upon review, I noticed that the aircraft had JUST been written up for a fume event, with a perfunctory, "APU OPS check ok," as the corrective action, and I saw that the entry was made by this other ZZZ1 CA. At the same time, the Lead FA asked if I was aware that the aircraft had had a fume event and the prior crew tail swapped. I called for MX (Maintenance) and made a call to the previous CA. Maintenance indicated that they had, "run the APU full hot and full cold," and that it was, "fine." I spoke with the previous CA and he described the nature of the fume event and that it hadn't actually occurred to him, the aircraft still smelled like one. I spoke with a Chief Pilot. The Chief Pilot, MX, my FO (First Officer), and I all concluded that without any actual present indications of a problem, it was safe to make the flight with extra vigilance for a potential fume event. We flew to ZZZ uneventfully. Upon arrival in ZZZ, the FO and I went to get some food. Upon returning to the aircraft, I was hit with a wall of noxious, acrid fumes that were immediately irritating and obviously the classic presentation of a fume event. The APU was shut down and no external air was connected. I exited the aircraft and advised the FA contingent to do the same. We contacted Maintenance Control, Contract Maintenance came out and began troubleshooting. Maintenance Control asked me to perform an engine run and I declined. There was already a presence of noxious fumes of unknown origin and I was disinclined to continue to expose myself, my FO, or anyone else to them. Contract Maintenance said that he perceived the fumes on PACK 1 while running the APU, so the decision was made to defer the APU. I was generally OK with that, but was immediately confronted with even worse, persistent fumes after APU shutdown. I consulted with Maintenance Control and alerted them that the problem was not at all solved by deferring the APU. The FO, Contract Maintenance, Maintenance Control, a Chief Pilot, and I all consulted and agreed that based

on the information we had, contamination in PACK 1 was the next logical culprit. We discussed the logic of that decision, contingencies for any further problems, and evaluated it as reasonable and safe. We all eventually timed out and were rescheduled.

Narrative: 2

I was on Aircraft X and experienced a fume event. I got on Aircraft X in ZZZ1. The Captain noticed that the aircraft had just been written up for a fume event, but that it had been cleared by Maintenance without any deferral as they were not able to duplicate it. He called Maintenance and asked why nothing had been deferred, and they told him the previous crew said that only ground air was hooked up when the fumes occurred. Maintenance disconnected ground air and had run the APU and there were no fumes they could detect. The Captain also called a Chief [Pilot] to ask how that could happen if just on ground air and to get a second opinion on accepting the aircraft. Ultimately he accepted the aircraft. We operated flight from ZZZ1 to ZZZ in that aircraft without incident. After landing, we turned on the APU and let it run its required three minutes before utilizing the bleed air. We utilized bleed air while parked at the gate while the passengers were deplaning. The ground air was not hooked up to the aircraft because the ground crew believed it to be inoperative. After the parking checklist and after all passengers had deplaned, the Captain shut down the APU. The Captain and I left the airplane to find lunch in the airport. We had a fairly tight turn around, and the Captain went back to the airplane to prepare it while I waited for the fast food. I went down the jet bridge a short time later and found the Captain at the bottom of the jet bridge along with all the Flight Attendants. He said he smelled fumes on the aircraft and told me not to board. He called Maintenance Control for a fume event. Maintenance Control asked if he would do an engine run to isolate the PACK, but the Captain did not want to do that and wanted to wait for Maintenance. Once Maintenance showed up, they ran the APU, but could not isolate a smell. The Maintenance personnel then asked if we wanted to board and check for ourselves. The Captain declined. I felt like we were at an impasse because Maintenance personnel couldn't reproduce the smell and the Captain didn't seem to want to get on the aircraft to do a "sniff test." I did stick my head in the aircraft cabin and I couldn't smell anything either, which I reported to the Captain. Maintenance then said they would keep trying for a little while longer to see if they could reproduce the smell. I think the Captain felt like he was in an awkward position because he felt like he was going to potentially have to board an aircraft with passengers and he was afraid we would then get a fume event. He had the idea to call Medical to see if it was advisable to board the aircraft with the potential for fumes. He did speak to Medical and reported that he was exposed. I told Medical that I had not been exposed at that time. While he was on the phone, Maintenance personnel came back out of the aircraft and said he did get a slight fume smell. The mechanic talked to Maintenance Control and they decided to defer the APU. The Captain agreed to that plan. While Maintenance was shutting down and deferring the APU, we all (the flight crew) walked up to the gate area. I had to talk to crew scheduling about getting an extension to my flight duty period, and talk to the gate agent about organizing an air start cart, while the Captain updated the passengers. All that took about 10 to 15 minutes. We thought it would be safe for the flight crew to get back on the aircraft and resume our duties after APU deferral, so we headed back down the jet bridge. Maintenance was already off the aircraft. I was the first one on the aircraft and I immediately noticed a very strong acrid smell right as I entered. [I was in the Army and had to do the CS gas chamber (tear gas) for training. The best way I can describe the smell is that it was almost the exact same smell as tear gas]. I did a quick assessment that it was strongest in the cockpit and cabin rows 1 through 4. I relayed that info to the Captain, who was just about to board. He also came on and confirmed that. We grabbed the Maintenance can and it showed the APU deferral had already been signed off. It must have been after APU shutdown again that the fumes returned. We again left the aircraft;

there was no way to board the aircraft in that condition. Ramp crew got the external air working and hooked it up. The flight attendants then opened all the aircraft doors, and the Captain opened the cockpit windows. We left the aircraft, getting back on every so often to see if the smell had gone away, but it was intermittently persistent. The Captain got back on the phone with Maintenance Control to discuss further options such as deferring PACK 1. My FDP (Flight Duty Period) expired before Maintenance personnel could return to our aircraft.

Synopsis

Air Carrier flight crew reported a recurring fume event during pre-flight. As Maintenance was formulating a plan to defer the APU and/or Pack 1, the flight crew timed out resulting in the flight being rescheduled.

ACN: 2019880 (45 of 50)

Time / Day

Date : 202307
Local Time Of Day : 0001-0600

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Initial Approach
Flight Phase : Final Approach
Flight Phase : Descent

Component

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2019880
Human Factors : Troubleshooting
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Detector.Person : Flight Attendant
Detector.Person : Passenger
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Upon landing in ZZZ and taxiing clear of the runway, my lead FA (Flight Attendant) called and notified me that they were experiencing a fume event in the cabin. Multiple passengers and all of the flight attendants were feeling the effects of it. Flight Attendant B felt ill enough that she vomited. I immediately shut off PACK 2 and we initiated the Procedure for removal of odor/fumes. The Lead Flight Attendant reported that she had experienced symptoms as early as 30 minutes prior to landing. As this was during descent and arrival, there were multiple power changes throughout the time period. After blocking in at the gate, I shut down engines and kept all bleeds and PACKS turned off. We notified Maintenance Control, completed the safety form, notified the Chief Pilot, and assisted the cabin crew in obtaining medical assistance. I worked with the Maintenance crew to explain what had happened. After several cycles of the APU Bleed, I got back onboard to help Maintenance identify whether the odor was cleared out. It was not and I helped them identify the specific smell that indicates a TCP (tricresyl phosphate) generated fume event. At that point, I left the aircraft and helped coordinate for the cabin crew to receive medical attention. Neither myself nor my First Officer felt any ill effects during this event.

Synopsis

Air carrier A320 Captain reported being notified at destination arrival of a fume event in the cabin. Maintenance was requested and medical attention provided for the cabin crew.

ACN: 2019080 (46 of 50)

Time / Day

Date : 202307
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 17000

Environment

Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Climb

Component : 1

Aircraft Component : Electrical Power
Aircraft Reference : X
Problem : Failed

Component : 2

Aircraft Component : Electrical Distribution Relay
Aircraft Reference : X
Problem : Failed

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 2019080
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Confusion
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Landed in Emergency Condition
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Climbing through about 17000ft - FL190, we heard multiple clicking/banging sounds coming from the main BUS circuit board (Relays). At the same time, we quickly saw multiple amber Xs and screens flicker, but was too quick to see which ones. Shortly after we saw it again and it was clear that multiple relays seem to be malfunctioning, but more this time. I was able to see over the next couple occurrences that the TAT (Total Air Temperature) and SAT (Static Air Temperature) indicators, CA (Captain) outlet, FMGS1, ND1 (Navigation Display 1), VHF1 on FO (First Officer) side also went out temporarily. I called back to ask the FAs (Flight Attendants) if they noticed anything, and they hadn't yet, but on the third occurrence, they reported the WIFI and the lights were flickering. About the 3rd or 4th occurrence (they happened quickly in a fairly short span of time) that my FMGS1 was now out as well as the Fuel Used numbers were reset and Fuel used for engine 2 indicators also ambered out. At this point I had asked the lead FA to do a sweep of the cabin to see if they see or smell smoke or hear anything suspicious. I had remembered that a pattern of electrical anomalies can be a possible sign of electrical fire, so I had begun to plan for that. Shortly after the lead FA said that there was a strange buzzing sound over row XX (where the Wi-Fi is) and a strange smell of possible smoke. At this point while still on the line with the FA, I gave him a briefing, and as I had seen ZZZ as the closest airport, fortunately with maintenance as well, telling him that is where we are going, [advising ATC] (while coordinating with the FO who was the flying pilot). At this point, I had decided to prepare for a possible electrical fire, and we rapidly descended from our cruise altitude of FL370. We were about 10 min away and did our duties preparing for the landing, calling the fire trucks as a precautionary method. As electrical fire is a dire situation, I was not going to hesitate, as dispatch and Maintenance Control was not fully aware of what was going on, although I did briefly send a few ACARS messages explaining it. They had suggested ZZZ1, but it was about 30 min away. I called for ZZZ while dispatch/Maintenance Control coordinated well to prepare for the landing in ZZZ. We landed safely with a full stop on the runway, completing all SOPs. Fire trucks pulled the infrared sensors and noted no heat anomalies, and we were cleared to the gate. On arrival Maintenance Control stated they received a message from our aircraft that the ENG1 IDG (Integrated Drive Generator) had failed. We had not seen that message, and while it may have popped up briefly, I did hit the recall button multiple times showing normal during the events on the flight. We had deplaned immediately on gate arrival; fire fighters did a full infrared/temperature screening twice of the interior and exterior and found no heat anomalies. It was concluded that the ENG1 IDG had or was failing, so we did an engine run to confirm and deactivate the IDG.

Synopsis

Airbus A320 air carrier pilot reported electrical problems while climbing to cruise altitude. The crew coordinated with the cabin crew to troubleshoot the problem, diverted, and landed safely.

ACN: 2018709 (47 of 50)

Time / Day

Date : 202307
Local Time Of Day : 0001-0600

Place

Locale Reference.ATC Facility : ZZZ.TRACON
State Reference : US

Aircraft

Reference : X
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

Component

Aircraft Component : Unknown
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person : Hangar / Base
Reporter Organization : Air Carrier
Function.Dispatch : Dispatcher
Qualification.Dispatch : Dispatcher
ASRS Report Number.Accession Number : 2018709

Events

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

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Aircraft X [requested priority] due to fumes in the cockpit. Diverted nearest suitable alternate, ZZZ. Crew on the ground and in the blocks safely. No hard haz on the aircraft, only some dry ice. Crew said the fumes had an electrical smell to it. Maintenance Control looking into it at this time. Cause - maintenance problem

Synopsis

Air carrier Dispatcher reported a flight diverted to a nearest suitable airport due to electrical fumes in the cockpit and the aircraft was turned over to Maintenance.

ACN: 2018441 (48 of 50)

Time / Day

Date : 202307
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 2018441
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Time Pressure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

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

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

Synopsis

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

ACN: 2017316 (49 of 50)

Time / Day

Date : 202307

Place

Locale Reference.ATC Facility : ZZZ.Tower
State Reference : US

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
ATC / Advisory.Tower : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : GPS
Nav In Use : FMS Or FMC
Flight Phase : Cruise
Route In Use : Direct
Airspace.Class C : ZZZ

Component

Aircraft Component : Cabin Furnishing
Aircraft Reference : X
Problem : Malfunctioning

Person

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 : Flight Instructor
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 2017316
Human Factors : Time Pressure
Human Factors : Workload
Human Factors : Distraction
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Inflight Event / Encounter : Unstabilized Approach
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Executed Go Around / Missed Approach
Result.Flight Crew : Diverted
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

After departure the lead FA (Flight Attendant) called up and said they had a very strong electrical smoke smell and the walls of the center aft lav was extremely hot to the touch. I asked if there was any smoke or fire. They said there wasn't but the smell was very strong and not dissipating at all. At this point I made the decision to request priority handling and divert to ZZZ. We turned around and started down and ran all of our checklist including the overweight landing checklist. Then I reached out again to the FAs and said I needed to know if any smoke started appearing at all. They said they would. They were given a priority code and we prepped for landing. Unfortunately with all that was going on I failed to notice they turned us in about 5 miles closer than I expected. Due to this we ended up being much too high for the landing. Since we didn't have an actual fire at this point I felt it was safer to go around instead of forcing a bad landing. We went around and then came back for a smooth overweight landing. After landing we stopped on the high speed and I had the fire trucks position behind us and look for any signs. I had the aft FA go back into the lav to check again. The strong electrical smell and the heat continued with no reduction in intensity. I told the Airport Rescue and Firefighting to stay close and follow us in as I felt it was safer at this point to deplane normally. I told them if we got any indication of smoke we would immediately stop and evacuate. We got to the gate and again I felt it safer to remove all passengers thru the Jetway and then have the firemen inspect the lav. Upon inspection they found the water heater to be at fault and basically running away as hot as it would go. It was so hot that the hot water coming out was 130 degrees and even the cold water was 108 degrees. For reference the other lav showed 80 hot water. The end result was a safe landing with no evacuation needed. I did make the mistake of not realizing we were as close as we were so ultimately the only thing I would have done different would have been to verify how far out we were being vectored. In the future I will attempt to look at that more closely. However a very strong mitigating factor was the possibility of this turning into a fire. Ultimately it did not luckily.

Synopsis

Air carrier Captain reported cabin odor and walls in the aft lavatory were extremely hot, as reported by the aft Flight Attendant. After a divert, a missed approach due to arriving too high on final and then an overweight landing, the aircraft arrived safely. The Fire Marshal and maintenance determined the aft water heater was running uncontrolled full power and overheating.

ACN: 2011084 (50 of 50)

Time / Day

Date : 202306
Local Time Of Day : 0601-1200

Place

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

Environment

Flight Conditions : VMC

Aircraft

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

Component : 1

Aircraft Component : Air Conditioning Distribution Ducting, Clamps, Connectors
Aircraft Reference : X
Problem : Failed

Component : 2

Aircraft Component : Engine Air Pneumatic Ducting
Aircraft Reference : X
Problem : Malfunctioning

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 625
Experience.Flight Crew.Last 90 Days : 194
Experience.Flight Crew.Type : 625
ASRS Report Number.Accession Number : 2011084
Human Factors : Distraction

Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Returned To Departure Airport
Result.Air Traffic Control : Issued New Clearance
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Normal taxi and operations to XXR, takeoff roll normal but at 120 kts we got an EICAS message, caution bleed leak body. I verified and continued as we were well into high speed regime at this point. Once airborne we were alerted by multiple Flight Attendants (FAs) that we had potential smoke/fumes in aft cabin. This issue of multiple FAs calling the cockpit during the high speed regime was distracting and created a subsequent problem that the intercom was effectively blocked by multiple users so we could not communicate at a time when I needed specific information on the nature of the smoke etc. I circumvented this by doing a FA check in call and was able to speak to our purser. They did an admirable job as they had to walk to the aft cabin to speak to their cohorts and calm the passengers down, many were standing up trying to get away from the source of the noise and smoke (dust). We [requested priority handling]. Asked to level off at 5000 ft. and took vectors around for a downwind whilst the (FO) ran the multiple bleed EICAS messages and did an awesome job coordinating with ATC and flying the jet as I juggled Maintenance Control and Dispatch plus the very concerned Flight Attendants. Once we were complete with these, I spoke with Dispatch and asked them to run weights for overweight landing at 509000 lbs. Dispatch did and verified our performance limit was 578000 lbs. We ran the overweight landing checklist, coordinated Brief with FAs and made a PA to passengers. By that time the smoke/dust had dissipated and the noise from the duct had stopped. We flew an ILS XXL flaps 30 approach, smooth landing. Crash rescue were there to meet, inspected the aircraft and cleared us to taxi back to the gate. At same time we coordinated with FAs to make sure there were no further issues in back. We taxied back to gate x. I made a PA to passengers to try and alleviate any stress, especially in the aft section of the aircraft. The gate agents and FAs did a nice job deplaning the aircraft. Mechanics came on and informed us that it was a blown duct and Assistant Chief Pilot Person A came up and asked us some questions flowed by the Chief Pilot. It was only after deplaning and debriefing with our FAs that the extent of the noise and particulates in the air was apparent. The passengers in rear rows XX/XY in the vicinity of the duct were very shaken, O2 was administered to some passengers as they were having trouble breathing. FO did an outstanding job, running checklists, highlighting relevant information,

coordinating with ATC, pulling up the overweight checklist and once on ground having situational awareness to pull up tire synoptics for the overweight landing. Couple of small points, having the Chief Pilots office in the cockpit too fast after an event is not helpful, adrenaline is too high and my bad for just not kicking them out. We answered a bunch of questions which in hindsight should have waited until a reasonable time after the event. The mechanics were also very fast to want to get forms filled out but again hindsight should have told them to wait. I should have been with the FAs who needed my attention. I got to them eventually but should have been quicker.

Synopsis

Air carrier Captain reported a blown pneumatic duct and bleed leak during takeoff which filled the passenger cabin with excessive noise and airborne particulates. Multiple flight attendants calling cockpit during event was distracting and created difficulty communicating with cabin crew on inter-phone to assess situation in cabin and to advise of planned return to field for an overweight landing aircraft.