



AVIATION



HIGHWAY



MARINE



RAILROAD



PIPELINE

Aviation Investigation Final Report

Location:	Nashville, Tennessee	Accident Number:	DCA19CA005
Date & Time:	October 9, 2018, 23:00 Local	Registration:	N287WN
Aircraft:	Boeing 737	Aircraft Damage:	None
Defining Event:	Cabin safety event	Injuries:	1 Serious, 1 Minor, 91 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

On October 9, 2018, about 2300 EDT, Southwest Airlines 2235, a Boeing 737-700, N287WN, was enroute to Charlotte-Douglas International Airport (KCLT), Charlotte, North Carolina, when a flight attendant was burned with hot liquid. Of the 93 passengers and crew onboard, one flight attendant received a serious injury. The regularly scheduled domestic passenger flight was operating under 14 Code of Federal Regulations Part 121 from Nashville International Airport (KBNA), Nashville, Tennessee, to KCLT.

As the flight attendant (FA) was conducting cabin service, she tripped over a passenger's knee, causing her to spill her beverage tray. One of the beverages was a hot tea, and it splashed on her left forearm and on the passenger's shoulder and arm. After landing, paramedics treated both the passenger and flight attendant at the gate, however, both declined to be transported to a local hospital for further examination. The following day the FA was still in pain and went to a local medical clinic where she was diagnosed with a 2nd degree burn to her forearm.

Probable Cause and Findings

The National Transportation Safety Board determines the probable cause(s) of this accident to be:

flight attendant tripping over a passenger's knee that resulted in hot liquid splashing on the flight attendant.

Findings

Personnel issues

(general) - Cabin crew

Factual Information

History of Flight

Enroute	Cabin safety event (Defining event)
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Pilot Information

Certificate:	Airline transport; Flight instructor	Age:	57, Male
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	Lap only
Instrument Rating(s):	Airplane	Second Pilot Present:	Yes
Instructor Rating(s):	Airplane multi-engine; Airplane single-engine; Instrument airplane	Toxicology Performed:	No
Medical Certification:	Class 1 With waivers/limitations	Last FAA Medical Exam:	April 17, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	December 5, 2017
Flight Time:	12000 hours (Total, all aircraft), 9000 hours (Total, this make and model), 6000 hours (Pilot In Command, all aircraft), 56 hours (Last 90 days, all aircraft), 49.3 hours (Last 30 days, all aircraft), 0 hours (Last 24 hours, all aircraft)		

Co-pilot Information

Certificate:	Airline transport; Flight instructor; Private	Age:	39
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Right
Other Aircraft Rating(s):		Restraint Used:	Lap only
Instrument Rating(s):	Airplane	Second Pilot Present:	Yes
Instructor Rating(s):	None	Toxicology Performed:	No
Medical Certification:	Class 1 Without waivers/limitations	Last FAA Medical Exam:	February 1, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	January 15, 2018
Flight Time:	12000 hours (Total, all aircraft), 5000 hours (Total, this make and model), 8500 hours (Pilot In Command, all aircraft), 230 hours (Last 90 days, all aircraft), 160 hours (Last 30 days, all aircraft), 6 hours (Last 24 hours, all aircraft)		

Cabin crew Information

Certificate:	Age:	
Airplane Rating(s):	Seat Occupied:	None
Other Aircraft Rating(s):	Restraint Used:	None
Instrument Rating(s):	Second Pilot Present:	Yes
Instructor Rating(s):	Toxicology Performed:	No
Medical Certification:	Last FAA Medical Exam:	
Occupational Pilot:	Last Flight Review or Equivalent:	
Flight Time:	0 hours (Total, all aircraft), 0 hours (Total, this make and model)	

Cabin crew Information

Certificate:	Age:	
Airplane Rating(s):	Seat Occupied:	None
Other Aircraft Rating(s):	Restraint Used:	None
Instrument Rating(s):	Second Pilot Present:	Yes
Instructor Rating(s):	Toxicology Performed:	No
Medical Certification:	Last FAA Medical Exam:	
Occupational Pilot:	Last Flight Review or Equivalent:	
Flight Time:	0 hours (Total, all aircraft), 0 hours (Total, this make and model)	

Cabin crew Information

Certificate:	Age:	
Airplane Rating(s):	Seat Occupied:	None
Other Aircraft Rating(s):	Restraint Used:	None
Instrument Rating(s):	Second Pilot Present:	Yes
Instructor Rating(s):	Toxicology Performed:	No
Medical Certification:	Last FAA Medical Exam:	
Occupational Pilot:	Last Flight Review or Equivalent:	
Flight Time:	0 hours (Total, all aircraft), 0 hours (Total, this make and model)	

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N287WN
Model/Series:	737 7H4	Aircraft Category:	Airplane
Year of Manufacture:	2007	Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	32537
Landing Gear Type:	Retractable - Tricycle	Seats:	151
Date/Type of Last Inspection:	August 16, 2018	Certified Max Gross Wt.:	154500 lbs
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:	39495 Hrs at time of accident	Engine Manufacturer:	Cfm Intl
ELT:	C126 installed, not activated	Engine Model/Series:	CFM56-7B24
Registered Owner:		Rated Power:	10142 Horsepower
Operator:		Operating Certificate(s) Held:	Flag carrier (121)
Operator Does Business As:		Operator Designator Code:	SWAA

Meteorological Information and Flight Plan

Conditions at Accident Site:	Unknown	Condition of Light:	Night
Observation Facility, Elevation:	KBNA	Distance from Accident Site:	
Observation Time:	02:53 Local	Direction from Accident Site:	
Lowest Cloud Condition:		Visibility	10 miles
Lowest Ceiling:	Broken / 15000 ft AGL	Visibility (RVR):	
Wind Speed/Gusts:	6 knots /	Turbulence Type Forecast/Actual:	/
Wind Direction:	130°	Turbulence Severity Forecast/Actual:	/
Altimeter Setting:	29.95 inches Hg	Temperature/Dew Point:	23°C / 18°C
Precipitation and Obscuration:			
Departure Point:	Nashville, TN (KBNA)	Type of Flight Plan Filed:	IFR
Destination:	Charlotte, NC (KCLT)	Type of Clearance:	Cruise
Departure Time:	22:45 Local	Type of Airspace:	Class A

Wreckage and Impact Information

Crew Injuries:	1 Serious, 4 None	Aircraft Damage:	None
Passenger Injuries:	1 Minor, 87 None	Aircraft Fire:	None
Ground Injuries:		Aircraft Explosion:	None
Total Injuries:	1 Serious, 1 Minor, 91 None	Latitude, Longitude:	36.072776,-86.404167

Administrative Information

Investigator In Charge (IIC):	Ward, Effie Lorenda		
Additional Participating Persons:			
Original Publish Date:	January 6, 2022	Investigation Class:	4
Note:	This accident report documents the factual circumstances of this accident as described to the NTSB.		
Investigation Docket:	https://data.nts.gov/Docket?ProjectID=98459		

The National Transportation Safety Board (NTSB), established in 1967, is an independent federal agency mandated by Congress through the Independent Safety Board Act of 1974 to investigate transportation accidents, determine the probable causes of the accidents, issue safety recommendations, study transportation safety issues, and evaluate the safety effectiveness of government agencies involved in transportation. The NTSB makes public its actions and decisions through accident reports, safety studies, special investigation reports, safety recommendations, and statistical reviews.

The Independent Safety Board Act, as codified at 49 U.S.C. Section 1154(b), precludes the admission into evidence or use of any part of an NTSB report related to an incident or accident in a civil action for damages resulting from a matter mentioned in the report. A factual report that may be admissible under 49 U.S.C. § 1154(b) is available [here](#).