



AVIATION



HIGHWAY



MARINE



RAILROAD



PIPELINE

Aviation Investigation Final Report

Location:	San Jose, California	Accident Number:	DCA19CA006
Date & Time:	October 11, 2018, 11:00 Local	Registration:	N734SA
Aircraft:	Boeing 737	Aircraft Damage:	None
Defining Event:	Cabin safety event	Injuries:	1 Serious, 121 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

On October 11, 2018, about 1100 pacific daylight time, Southwest Airlines flight 2134, a Boeing B737-700, N734SA, was on final decent into Norman Y. Mineta San José International Airport (KSJC), San Jose, California, when a passenger fell returning to her seat. Of the 122 passengers and crew onboard, one passenger received serious injuries. The regularly scheduled domestic passenger flight was operating under 14 Code of Federal Regulations Part 121 from John Wayne Airport (KSNA), Santa Ana, California, to KSJC.

According to the flight attendants, as they were completing their final walkthrough of the cabin, a passenger exited the lavatory and tripped as she was returning to her seat. The seatbelt sign was illuminated, and the airplane was below 10,000 feet. The passenger immediately complained of hip pain and a flight attendant remained on the floor with the injured passenger for landing. Emergency medical personnel met the airplane at the gate and transported the passenger to a local hospital where she was diagnosed with a fractured left hip.

Probable Cause and Findings

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

A passenger falling while returning to her seat which resulted in a serious injury.

Findings

Personnel issues	(general) - Passenger
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Factual Information

History of Flight

Enroute-descent	Cabin safety event (Defining event)
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Pilot Information

Certificate:	Airline transport; Commercial	Age:	49
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	5-point
Instrument Rating(s):	Airplane	Second Pilot Present:	Yes
Instructor Rating(s):	None	Toxicology Performed:	No
Medical Certification:	Class 1 With waivers/limitations	Last FAA Medical Exam:	April 13, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	December 30, 2017
Flight Time:	14231 hours (Total, all aircraft), 9590 hours (Total, this make and model), 5496 hours (Pilot In Command, all aircraft), 147 hours (Last 90 days, all aircraft), 27 hours (Last 30 days, all aircraft), 0 hours (Last 24 hours, all aircraft)		

Co-pilot Information

Certificate:	Airline transport; Flight instructor	Age:	40
Airplane Rating(s):	Single-engine land; Single-engine sea; Multi-engine land	Seat Occupied:	Right
Other Aircraft Rating(s):		Restraint Used:	
Instrument Rating(s):	Airplane	Second Pilot Present:	Yes
Instructor Rating(s):	Airplane multi-engine; Airplane single-engine	Toxicology Performed:	No
Medical Certification:	Class 2 Without waivers/limitations	Last FAA Medical Exam:	April 16, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	December 6, 2017
Flight Time:	4695 hours (Total, all aircraft), 1185 hours (Total, this make and model), 2500 hours (Pilot In Command, all aircraft), 171 hours (Last 90 days, all aircraft), 53 hours (Last 30 days, all aircraft), 2 hours (Last 24 hours, all aircraft)		

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N734SA
Model/Series:	737 7H4	Aircraft Category:	Airplane
Year of Manufacture:	1999	Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	27866
Landing Gear Type:	Retractable - Tricycle	Seats:	
Date/Type of Last Inspection:		Certified Max Gross Wt.:	154500 lbs
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:		Engine Manufacturer:	Cfm Intl.
ELT:		Engine Model/Series:	CFM56 SERIES
Registered Owner:		Rated Power:	
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:	Visual (VMC)	Condition of Light:	Day
Observation Facility, Elevation:	SJC	Distance from Accident Site:	
Observation Time:	17:53 Local	Direction from Accident Site:	
Lowest Cloud Condition:	Few / 600 ft AGL	Visibility	10 miles
Lowest Ceiling:		Visibility (RVR):	
Wind Speed/Gusts:	4 knots /	Turbulence Type Forecast/Actual:	/
Wind Direction:	250°	Turbulence Severity Forecast/Actual:	/
Altimeter Setting:	29.88 inches Hg	Temperature/Dew Point:	18°C / 10°C
Precipitation and Obscuration:			
Departure Point:	Santa Ana, CA (KSNA)	Type of Flight Plan Filed:	IFR
Destination:	San Jose, CA (KSJC)	Type of Clearance:	Unknown
Departure Time:	10:49 Local	Type of Airspace:	Class B

Wreckage and Impact Information

Crew Injuries:	5 None	Aircraft Damage:	None
Passenger Injuries:	1 Serious, 116 None	Aircraft Fire:	None
Ground Injuries:	N/A	Aircraft Explosion:	None
Total Injuries:	1 Serious, 121 None	Latitude, Longitude:	37.333332,-121.900001(est)

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=98460		

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](#).