



Aviation Investigation Final Report

Location:	Fort Meyers, Florida	Accident Number:	DCA19CA137
Date & Time:	April 11, 2019, 23:16 Local	Registration:	N31412
Aircraft:	Boeing 737	Aircraft Damage:	None
Defining Event:	Cabin safety event	Injuries:	1 Serious, 107 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

On April 11, 2019, about 2316 eastern daylight time, United Airlines flight 2260, a Boeing 737-924, N31412, the aft galley oven dislodged during landing at Southwest Florida International Airport(KRSW), Fort Myers, Florida. Of the 107 passengers and crew onboard, one flight attendant sustained serious injuries. The airplane was not damaged. The flight was operating under the provisions of 14 *Code of Federal Regulations* (CFR) Part 121 as a regularly scheduled passenger flight from the George Bush Intercontinental Airport (KIAH), Houston, Texas, to KRSW.

After touchdown on runway 24, the aft galley oven became dislodged, and the aft galley flight attendant attempted to restrain it causing her injury. After taxiing to the gate and deplaning, the flight attendant was treated by emergency medical personnel and transported to the hospital where she was diagnosed with a fractured left forearm.

Post flight examination found multiple attach screws on the bottom of the oven were missing, which allowed the oven to slide out of its compartment during the landing. Subsequent to the accident, the operator conducted a fleet inspection of the oven housing attach screws.

Probable Cause and Findings

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

missing attach screws on the aft galley oven, which allowed it to become dislodged landing, injuring a flight attendant.

Findings

Personnel issues	(general) - Maintenance personnel
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Factual Information

History of Flight

Landing-landing roll	Cabin safety event (Defining event)
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Pilot Information

Certificate:	Airline transport; Private	Age:	46,Male
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	3-point
Instrument Rating(s):	Airplane	Second Pilot Present:	
Instructor Rating(s):	Airplane multi-engine; Airplane single-engine	Toxicology Performed:	
Medical Certification:	Class 1 Without waivers/limitations	Last FAA Medical Exam:	January 2, 2019
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	September 20, 2019
Flight Time:	18706 hours (Total, all aircraft), 6687 hours (Total, this make and model), 6956 hours (Pilot In Command, all aircraft), 156 hours (Last 90 days, all aircraft), 61 hours (Last 30 days, all aircraft), 11 hours (Last 24 hours, all aircraft)		

Pilot Information

Certificate:	Airline transport; Private	Age:	53,Male
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Right
Other Aircraft Rating(s):	None	Restraint Used:	3-point
Instrument Rating(s):	Airplane	Second Pilot Present:	
Instructor Rating(s):	None	Toxicology Performed:	
Medical Certification:	Class 1 Without waivers/limitations	Last FAA Medical Exam:	December 5, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	November 11, 2018
Flight Time:	10499 hours (Total, all aircraft), 6737 hours (Total, this make and model), 2079 hours (Pilot In Command, all aircraft), 211 hours (Last 90 days, all aircraft), 68 hours (Last 30 days, all aircraft), 9 hours (Last 24 hours, all aircraft)		

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N31412
Model/Series:	737 924	Aircraft Category:	Airplane
Year of Manufacture:	2002	Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	30129
Landing Gear Type:	Retractable - Tricycle	Seats:	179
Date/Type of Last Inspection:	May 4, 2019 Continuous airworthiness	Certified Max Gross Wt.:	174198 lbs
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:	52524 Hrs as of last inspection	Engine Manufacturer:	Cfm Intl.
ELT:	Installed	Engine Model/Series:	CFM56 SERIES
Registered Owner:		Rated Power:	26000 Lbs thrust
Operator:		Operating Certificate(s) Held:	Flag carrier (121)

Meteorological Information and Flight Plan

Conditions at Accident Site:	Visual (VMC)	Condition of Light:	Night
Observation Facility, Elevation:	Fort Meyers	Distance from Accident Site:	
Observation Time:	23:15 Local	Direction from Accident Site:	
Lowest Cloud Condition:	Clear	Visibility	
Lowest Ceiling:	None	Visibility (RVR):	
Wind Speed/Gusts:	8 knots /	Turbulence Type Forecast/Actual:	None /
Wind Direction:	250°	Turbulence Severity Forecast/Actual:	/
Altimeter Setting:		Temperature/Dew Point:	26°C / 16°C
Precipitation and Obscuration:			
Departure Point:	Houston, TX (KIAH)	Type of Flight Plan Filed:	
Destination:	Fort Meyers, FL	Type of Clearance:	VFR
Departure Time:	20:18 Local	Type of Airspace:	Class A

Airport Information

Airport:	Southwest Florida Intl RSW	Runway Surface Type:	Asphalt
Airport Elevation:	29 ft msl	Runway Surface Condition:	Dry
Runway Used:	24	IFR Approach:	None
Runway Length/Width:	12000 ft / 150 ft	VFR Approach/Landing:	Traffic pattern

Wreckage and Impact Information

Crew Injuries:	1 Serious, 6 None	Aircraft Damage:	None
Passenger Injuries:	101 None	Aircraft Fire:	None
Ground Injuries:		Aircraft Explosion:	None
Total Injuries:	1 Serious, 107 None	Latitude, Longitude:	26.531665,-81.761665

Administrative Information

Investigator In Charge (IIC):	Bower, Daniel		
Additional Participating Persons:			
Original Publish Date:	February 24, 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=99249		

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](#).