



Aviation Investigation Final Report

Location:	Phoenix, Arizona	Accident Number:	DCA18CA209
Date & Time:	June 12, 2018, 11:44 Local	Registration:	N8693A
Aircraft:	Boeing 737-8H4	Aircraft Damage:	None
Defining Event:	Cabin safety event	Injuries:	1 Serious, 5 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

On June 12, 2018, at about 1144 MST, Southwest Airlines 2344, Boeing 737-800, N8693A, the "B" position flight attendant was seriously injured when a pot of hot water she was holding splashed on her chest and face after a passenger exiting the lavatory bumped into her during boarding at Phoenix Sky Harbor International Airport (KPHX), Phoenix, Arizona. There were two flight crew, 4 flight attendants, and unknown passengers on board at the time. The flight was operating under 14 Code of Federal Regulations Part 121 as a regularly scheduled passenger flight from KPHX to Buffalo Niagara International Airport (KBUF), Buffalo, New York.

The injured flight attendant was unable to perform duties and was replaced. The injured flight attendant was transported to the hospital where she was diagnosed with second degree burns and released.

Probable Cause and Findings

The National Transportation Safety Board determines the probable cause(s) of this accident to be: a passenger bumping into a flight attendant who was holding a hot liquid.

Findings

Personnel issues	(general) - Cabin crew
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Factual Information

History of Flight

Prior to flight	Cabin safety event (Defining event)
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Pilot Information

Certificate:	Airline transport	Age:	45
Airplane Rating(s):	Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	None
Instrument Rating(s):	Airplane	Second Pilot Present:	No
Instructor Rating(s):	None	Toxicology Performed:	No
Medical Certification:	Class 1 With waivers/limitations	Last FAA Medical Exam:	February 9, 2018
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	February 28, 2018
Flight Time:	16000 hours (Total, all aircraft), 9000 hours (Total, this make and model), 11700 hours (Pilot In Command, all aircraft), 150 hours (Last 90 days, all aircraft), 50 hours (Last 30 days, all aircraft), 5 hours (Last 24 hours, all aircraft)		

Co-pilot Information

Certificate:	Airline transport	Age:	45
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Right
Other Aircraft Rating(s):		Restraint Used:	None
Instrument Rating(s):	Airplane	Second Pilot Present:	No
Instructor Rating(s):	Airplane single-engine	Toxicology Performed:	No
Medical Certification:	Class 2 With waivers/limitations	Last FAA Medical Exam:	November 9, 2017
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	March 14, 2018
Flight Time:	18000 hours (Total, all aircraft), 3723 hours (Total, this make and model), 8000 hours (Pilot In Command, all aircraft), 136 hours (Last 90 days, all aircraft), 23 hours (Last 30 days, all aircraft), 0 hours (Last 24 hours, all aircraft)		

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N8693A
Model/Series:	737-8H4 NO SERIES	Aircraft Category:	Airplane
Year of Manufacture:	2016	Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	36921
Landing Gear Type:	Retractable - Tricycle	Seats:	185
Date/Type of Last Inspection:	June 7, 2018	Certified Max Gross Wt.:	
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:	6714 Hrs at time of accident	Engine Manufacturer:	CFM International
ELT:	Installed, not activated	Engine Model/Series:	CFM56-7BE/F
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:	Unknown	Condition of Light:	Not reported
Observation Facility, Elevation:		Distance from Accident Site:	
Observation Time:		Direction from Accident Site:	
Lowest Cloud Condition:		Visibility	
Lowest Ceiling:		Visibility (RVR):	
Wind Speed/Gusts:	/	Turbulence Type Forecast/Actual:	/
Wind Direction:		Turbulence Severity Forecast/Actual:	/
Altimeter Setting:		Temperature/Dew Point:	
Precipitation and Obscuration:			
Departure Point:	Phoenix, AZ (KPHX)	Type of Flight Plan Filed:	IFR
Destination:	Buffalo, NY (KBUF)	Type of Clearance:	Unknown
Departure Time:	11:15 Local	Type of Airspace:	

Airport Information

Airport:	Phoenix Sky Harbor Internation KPHX	Runway Surface Type:	
Airport Elevation:	1135 ft msl	Runway Surface Condition:	
Runway Used:		IFR Approach:	None
Runway Length/Width:		VFR Approach/Landing:	None

Wreckage and Impact Information

Crew Injuries:	1 Serious, 5 None	Aircraft Damage:	None
Passenger Injuries:		Aircraft Fire:	None
Ground Injuries:	N/A	Aircraft Explosion:	None
Total Injuries:	1 Serious, 5 None	Latitude, Longitude:	33.260276,-112.004165(est)

Administrative Information

Investigator In Charge (IIC):	Ward, Effie Lorenda
Additional Participating Persons:	
Original Publish Date:	July 8, 2020
Note:	This accident report documents the factual circumstances of this accident as described to the NTSB.
Investigation Docket:	https://data.nts.gov/Docket?ProjectID=97469

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](#).