

**ASRS Database Report Set**

**Passenger Electronic Devices**

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Report Set Description.....A sampling of reports referencing passenger electronic devices incidents.

Update Number.....20.0

Date of Update .....July 27, 2012

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

Number of New Records in Report Set .....0

Type of Records in Report Set.....For each update, new records received at ASRS will displace a like number of the oldest records in the Report Set, with the objective of providing the fifty most recent relevant ASRS Database records. 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. 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 amplified 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.

The National Aeronautics and Space Administration and its ASRS current contractor, Booz Allen Hamilton, specifically disclaim any responsibility for any interpretation which may be made by others of any material or data furnished by NASA in response to queries of the ASRS database and related materials.

*Linda J. Connell*

Linda J. Connell, 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: 973766** (1 of 50)

**Synopsis**

A passenger's Kindle Reader was crushed when a First Class Sleeper seat was retracted causing a fire and smoke. A Flight Attendant put the fire out while the flight crew accomplished the Smoke and Fire Checklist, including declaring an emergency.

**ACN: 950259** (2 of 50)

**Synopsis**

CRJ200 First Officer reports compass system malfunctions during initial climb. When passengers are asked to verify that all electronic devices are turned off the compass system returns to normal.

**ACN: 903581** (3 of 50)

**Synopsis**

A passenger's small inverter connected to a seat power port and powering a personal DVD player overheated causing an electrical burning smell in the First Class cabin. The smell dissipated when the inverter was disconnected.

**ACN: 868920** (4 of 50)

**Synopsis**

An SF-340 First Officer reported experiencing a compressor stall on initial climb. The engine was successfully stabilized and the flight continued normally.

**ACN: 844270** (5 of 50)

**Synopsis**

An air carrier crew declared an emergency while on approach after the Purser reported an electrical smell in the cabin. After deplaning a passenger reported that his laptop computer was emitting electrical fumes in the airport lobby and may have been doing so in the aircraft.

**ACN: 809070** (6 of 50)

**Synopsis**

A FLIGHT ATTENDANT QUESTIONED WHETHER A SLEEP APNEA DEVICE WAS LEGAL FOR USE IN FLIGHT.

**ACN: 786587** (7 of 50)

**Synopsis**

MD80 CAPTAIN REPORTS FAILURE OF ALL RESPONSIBLE AGENCIES TO ENSURE PROPER AUTHORIZATION FOR A PASSENGER'S OXYGEN CONCENTRATOR. FAILURE OF THE UNIT CAUSES IN-FLT ISSUES.

**ACN: 783677** (8 of 50)

**Synopsis**

B777 FA REPORTS PAX TOSSING MELTING BATTERY TO FLOOR 4.5 HOURS INTO TRANSOCEANIC FLIGHT.

**ACN: 755983** (9 of 50)

**Synopsis**

B777 PLT REPORTED THAT A PAX PURCHASED AN MP3 CHARGER FROM DUTY FREE. WHEN THE CHARGER WAS USED, IT OVERHEATED AND DESTROYED THE MP3 PLAYER.

**ACN: 754696** (10 of 50)

**Synopsis**

IN AN APPARENT PED INTERFERENCE EVENT, A PAX'S PORTABLE GARMIN GPS MODEL NUVI 660 ALLEGEDLY INTERFERED WITH A B737 CLASSIC'S (NO GLASS) DME NAVIGATION UPDATE FUNCTION.

**ACN: 740664** (11 of 50)

**Synopsis**

A PLT REPORTS A PAX 9V BATTERY BECAME TOO HOT TO HOLD AND WAS PUT IN ICE. CREW MEMBER ASKS FOR PUBLISHED GUIDANCE ABOUT HOW TO HANDLE SUCH DEVICES.

**ACN: 732079** (12 of 50)

**Synopsis**

ACR CAPT RPTS A BATTERY EXPLODED IN THE CABIN ON A FLT FROM SOUTH AMERICA RESULTING IN SMOKE IN THE CABIN. FLT CONTINUED TO DEST.

**ACN: 731104** (13 of 50)

**Synopsis**

B737-800 DIVERTS DUE TO CABIN SMOKE AND FUMES. SOURCE IDENTIFIED AFTER LNDG AS A PAX COMPUTER PLUGGED INTO ACFT AC SYSTEM.

**ACN: 722561** (14 of 50)

**Synopsis**

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

**ACN: 718753** (15 of 50)

**Synopsis**

A FLT ATTENDANT RPTS A PAX EXPERIENCES AN OVERHEATING AND SMOKING LAPTOP POWER ADAPTER. FLT ATTENDANT USES A HALON EXTINGUISHER ON THE ADAPTER, BUT THE EXTINGUISHER IS CHARGED WITH LIQUID INSTEAD OF HALON.

**ACN: 710996** (16 of 50)

**Synopsis**

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DSCNT AND WAS TALKING ON MOBILE DEVICE BEFORE LNDG.

**ACN: 710572** (17 of 50)

**Synopsis**

FLT ATTENDANT ABOARD DC9 RPTS PAX REPEATEDLY USING CELL PHONE AGAINST CREW INSTRUCTIONS.

**ACN: 702630** (18 of 50)

**Synopsis**

CAPT OF AN A320 RPTS VHF INTERFERENCE ON ZOB ARTCC FREQ FROM A CELL PHONE ABOARD HIS PLANE.

**ACN: 701732** (19 of 50)

**Synopsis**

B767-200 CABIN CREW HAS PAX USE GPS.

**ACN: 681689** (20 of 50)

**Synopsis**

A B757-200'S L FUEL GAUGE BLANKED AFTER TKOF AND BECAME OPERABLE PRIOR TO LNDG. CREW SUSPECTS POSSIBLE PED INTERFERENCE.

**ACN: 673795** (21 of 50)

**Synopsis**

B737-800 FLT CREW EXPERIENCED SEVERAL TCAS RA'S ALLEGEDLY GENERATED BY A WI-FI ENABLED LAPTOP COMPUTER.

**ACN: 661013** (22 of 50)

**Synopsis**

FLT CREW OF CRJ-700 RPTS THAT AURAL INTERFERENCE IN VHF COMS CEASED WHEN PAX WERE ASKED TO ENSURE ALL FORMS OF 2-WAY COMS WERE TURNED OFF.

**ACN: 649113** (23 of 50)

**Synopsis**

A B767 LANDS SHORT OF DEST DUE TO SMOKE AND FUMES CAUSED BY OVERHEATING OF A PAX PROVIDED PWR PORT SPLITTER USED TO OPERATE 2 PERSONAL COMPUTERS.

**ACN: 633009** (24 of 50)

**Synopsis**

A B737 FLT ATTENDANT, ON A FLT TO RNO, RPTED THAT PAX REFUSED TO TURN OFF PED WHEN REQUESTED, AND BECAME VERBALLY ABUSIVE.

**ACN: 624747** (25 of 50)

**Synopsis**

AN MD80 FLT ATTENDANT RPTED THAT A FIRST CLASS PAX REFUSED TO TURN OFF HER PERSONAL ELECTRONIC DEVICE AND STOW HER CARRY-ONS BEFORE ARRIVING AT BOS.

**ACN: 619593** (26 of 50)

**Synopsis**

A B737-700 AUTOPLT GOES INTO CTL WHEEL STEERING MODE DURING AN ILS-LOC COURSE INTERCEPTION. FLT CREW EXPERIENCES A HDG TRACK DEV AND A MISSED APCH FROM SCT CTLR 9 MI W OF BUR, CA.

**ACN: 616998** (27 of 50)

**Synopsis**

AN MD80 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE DURING TAXI AT MSP THAT HE DECIDED TO RETURN TO THE GATE TO OFFLOAD THE PAX.

**ACN: 616916** (28 of 50)

**Synopsis**

A B777-200 CABIN ATTENDANT RPTS THE MID CABIN AREA EXPERIENCED SOME SMOKE AND FUMES WHEN A PAX USED A 15 VOLT SEAT POWER PORT TO CHARGE A 9 VOLT BATTERY FOR A PERSONAL DVD.



**ACN: 612657** (29 of 50)

**Synopsis**

A B757-200 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE THAT HE ARRANGED TO DIVERT. HE CONTINUED TO THE DEST, JFK, ONLY AFTER THE CABIN RPTED THAT THEY HAD THE PAX UNDER CTL.

**ACN: 611910** (30 of 50)

**Synopsis**

DISPLACED LOC AND GS COURSE CREATES A HDG TRACK DEV BY THE FLT CREW OF AN MD80 ON APCH TO RWY 2 VISUAL WITH ILS BACK UP DURING A NIGHT OP AT BNA, TN.

**ACN: 609264** (31 of 50)

**Synopsis**

B737-300 CREW HAD ERRATIC LOC SIGNALS ON ILS RWY 13 AND RWY 7 AT JAX. A PAX WAS USING A 'PALM PILOT' AT THE TIME.

**ACN: 607842** (32 of 50)

**Synopsis**

B737-400 DISPATCHER WAS INFORMED THAT A PAX FOUND AN ALARM CLOCK IN HER CARRY ON BAG THAT WAS NOT HERS. COMPANY REPRESENTATIVES AND THE DISPATCHER SUGGESTED CONTINUING TO THE ORIGINAL DEST.

**ACN: 606834** (33 of 50)

**Synopsis**

A DC9 FLT ATTENDANT IN CHARGE NOTICED PAX BEHAVIOR WHO DID NOT SEEM TO BE AWARE HIS CELL PHONE ALARM WAS GOING OFF. CELL PHONE CONFISCATED BY FLT ATTENDANT.

**ACN: 600964** (34 of 50)

**Synopsis**

FLT CREW OF MD80 EXPERIENCE MISALIGNED HEADING INFO ON FMS DISPLAY. SUSPECT PAX OPERATED ELECTRONIC DEVICES.

**ACN: 600209** (35 of 50)

**Synopsis**

A B777-200 FO RPTED THAT, WHILE IN THE FIRST CLASS REST AREA, HE DISCOVERED THAT THERE WAS AN ELECTRICAL PROB WITH A PWR OUTLET WHICH CAUSED SMOKE OF A PED.

**ACN: 597486** (36 of 50)

**Synopsis**

A FALSE TCASII RA SENDS A DC9 FLT INTO A CLB TO AVOID A POTENTIAL TARGET 5 MI SE OF BUNTS INTXN, PA.

**ACN: 595002** (37 of 50)

**Synopsis**

AN MD80 FLT ATTENDANT RPTED THAT AN INTOXICATED PAX USED HIS CELL PHONE SEVERAL TIMES DURING CRUISE AND HARASSED A FEMALE PAX.

**ACN: 582269** (38 of 50)

**Synopsis**

A FLT ATTENDANT CONFRONTED A FIRST CLASS PAX ABOUT TURNING OFF HIS PHONE ON AN MD80 AND THE PAX RESPONDED WITH VERBAL HOSTILITY.

**ACN: 582078** (39 of 50)

**Synopsis**

B757-200 FLT ATTENDANT FOUND A PAX USING A CELL PHONE INFLT GOING INTO ATL.

**ACN: 579608** (40 of 50)

**Synopsis**

DC-9 FLT CREW RECEIVED A FALSE TCAS RA DURING DEP CLIMB AND INCREASED THEIR RATE OF CLB TO AVOID A FALSE TARGET APPARENTLY GENERATED BY A PAX LAPTOP COMPUTER.

**ACN: 576709** (41 of 50)

**Synopsis**

AN ACR B737-700 CREW, ON APCH TO BWI RWY 10, ATTRIBUTES BEING OFF COURSE TO POSSIBLE UNAUTH USE OF CELL PHONES PROMPTED BY A CABIN ANNOUNCEMENT. THE INABILITY OF THE CREW TO BOTH BE ON THE ILS FREQ BECAUSE OF THE APCH DESIGN, ALSO MAYBE A CONTRIBUTING FACTOR.

**ACN: 576147** (42 of 50)

**Synopsis**

MD88 CREW HAS STATIC ON THE #1 VHF COM RADIO. THE STATIC STOPPED WHEN THE PAX WERE DIRECTED TO TURN OFF THEIR ELECTRONIC DEVICES.

**ACN: 572789** (43 of 50)

### **Synopsis**

MD80 FLC SMELLED HOT PLASTIC BURNING, AND THEY DONNED THEIR OXYGEN MASKS. TURNED OUT TO BE A PAX'S CD PLAYER THAT SHORTED OUT. NO FURTHER PROB.

**ACN: 569453** (44 of 50)

### **Synopsis**

B757-200. DURING A CHARTER FLT, THE ACR IGNORED FAR'S APPLYING TO PAX CONDUCT AND OP OF PAX ELECTRONIC DEVICES.

**ACN: 558577** (45 of 50)

### **Synopsis**

AN UNRULY PAX IS MET AT DEST BY LAW ENFORCEMENT.

**ACN: 557959** (46 of 50)

### **Synopsis**

A B727-200 CREW, ON INTERCEPT HDG FOR AN ILS TO ATL, EXPERIENCED IRREGULAR LOC DEFLECTIONS ON THE CAPT'S CDI, RESULTING IN A CORRECTIVE VECTOR FROM ATC.

**ACN: 555344** (47 of 50)

### **Synopsis**

A B767 HAS MULTIPLE ELECTRICAL SYSTEM MALFUNCTIONS INCLUDING LOSS OF ENG AND FLT INSTRUMENTS AS WELL AS CTL OF AUTO FLT SYSTEMS FOR A SHORT PERIOD OF TIME DURING CRUISE FLT.

**ACN: 549870** (48 of 50)

### **Synopsis**

A PAX INSISTS ON STANDING UP TO GET HIS CARRY ON BAG AND USING THE CELL PHONE WHILE ACFT IS STILL TAXIING AFTER LNDG AT MIA, FL.

**ACN: 548186** (49 of 50)

### **Synopsis**

THE CREW OF AN S80 HAS A PROB WITH A PAX ATTEMPTING TO USE HER CELL PHONE IN SPITE OF REPEATED WARNINGS FROM THE FLT ATTENDANTS AND PIC PRIOR TO DEP FROM MIA, FL.

**ACN: 538688** (50 of 50)

### **Synopsis**

PAX REMOVED FROM FLT AFTER GND CELL PHONE USAGE IN LAVATORY DURING TAXI OUT AND WHEN HE LATER REFUSED TO SIT DOWN PRIOR TO TKOF AT SVMI, FO.

# Report Narratives

## Time / Day

Date : 201110  
Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC  
State Reference : FO  
Altitude.MSL.Single Value : 39000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Flight Phase : Cruise

## Person

Reference : 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)  
Experience.Flight Crew.Total : 17000  
Experience.Flight Crew.Last 90 Days : 180  
Experience.Flight Crew.Type : 230  
ASRS Report Number.Accession Number : 973766  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Training / Qualification  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Attendant

Result.General : Declared Emergency  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Landed in Emergency Condition

## **Assessments**

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

## **Narrative: 1**

Passenger in a first class seat dropped a Kindle electronic reader on sleeper seat. At top of decent the seat was retracted seat crushing the Kindle and setting it on fire. Smoke and fire ensued. A Flight Attendant immediately put out fire with halon fire extinguisher. We declared PAN PAN PAN and ran the SMOKE AND FIRE electronic checklist. We got priority handling to our destination. Landing and taxi in was uneventful. Fire and Security met the plane.

## **Synopsis**

A passenger's Kindle Reader was crushed when a First Class Sleeper seat was retracted causing a fire and smoke. A Flight Attendant put the fire out while the flight crew accomplished the Smoke and Fire Checklist, including declaring an emergency.

## Time / Day

Date : 201105  
Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 9000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Regional Jet 200 ER/LR (CRJ200)  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Climb  
Flight Phase : Initial Climb  
Route In Use : Direct  
Airspace.Class E : ZZZ

## Component

Aircraft Component : Compass (HSI/ETC)  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
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 : Commercial  
Experience.Flight Crew.Total : 2800  
Experience.Flight Crew.Last 90 Days : 25  
Experience.Flight Crew.Type : 2300  
ASRS Report Number.Accession Number : 950259  
Analyst Callback : Attempted

## Events



Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation - Procedural : Clearance  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance  
Result.Aircraft : Equipment Problem Dissipated

## **Assessments**

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

## **Narrative: 1**

After departing, climbing through ~ 9,000 feet we received an EFIS COMP MON caution msg. Flight Manual directs pilots to slew compass to reliable side. It was apparent neither side was correct with the Captain's, Mag Compass, and First Officer's headings all different. We were cleared direct to a fix. Multiple attempts were made to match the headings with only temporary results. The Captain elected to hand fly while the headings mismatched. While the FMS was taking us in a direct line, with the wind shift while hand flying the aircraft ended up 4 miles south of the original "direct to" course. ATC called and asked if we were going direct, I told them we are having heading problems and asked how our heading looked. He told us 10 right and direct when able. On this trip we flew this same aircraft for 9 legs and did not have this problem on any other flight. In the past I have had similar events with speculation that cellphones left on may contribute to the heading problems. I made a PA asking our passengers to check their cellphones and make sure that they are off. Short of flying with both headings in DG we attempted to slew the compasses together again, and the EFIS COMP MON was cleared with no further messages. Our Flight Attendant called and asked if that had helped, I said yes, what did you do? He stated he walked through the cabin and spoke to each of the 12 passengers. A passenger in Row 9 had an iPhone in the standby mode, not airplane mode or off. He showed the passenger how to turn the phone off fully. The flight continued to destination with no further problems. In my opinion and past experience the cellphone being on and trying to reconnect to towers on the ground, along with the location of row 9 to the instrumentation in the wing caused our heading to wander. The timing of the cellphone being turned off coincided with the moment where our heading problem was solved. Eight other flights in the same aircraft in two days span completed without a similar event.

## **Synopsis**

CRJ200 First Officer reports compass system malfunctions during initial climb. When passengers are asked to verify that all electronic devices are turned off the compass system returns to normal.

## Time / Day

Date : 201008  
Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZOA.ARTCC  
State Reference : CA

## Aircraft

Reference : X  
ATC / Advisory.Center : ZOA  
Aircraft Operator : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Route In Use : Oceanic  
Airspace.Class A : ZOA

## Component

Aircraft Component : Inverter  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 903581  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Passenger  
Detector.Person : Flight Attendant  
When Detected : In-flight

Result.Flight Crew : Took Evasive Action  
Result.Aircraft : Equipment Problem Dissipated

## **Assessments**

Contributing Factors / Situations : Equipment / Tooling  
Primary Problem : Equipment / Tooling

## **Narrative: 1**

Approximately 3.5 hours before landing in HNL, I was walking through the first class aisle when I smelled the odor of something electrical burning. I immediately ran into the first class galley to see if the #3 Flight Attendant was smelling the same odor I was and was going to ask her to assist me in finding the source. The #3 advised me that she had already found the source of the odor. She stated that the passenger seated had a power inverter plugged into the power outlet and was powering the passenger's son's personal DVD player and that the inverter got really hot and started to smoke. Passenger immediately unplugged inverter and smoke stopped. She further advised that she instructed passenger to not use inverter. I immediately went to passenger and reiterated that inverter posed a possible danger and she was not to plug the inverter back in. I further advised that if I saw it plugged in, I would have to confiscate it. Later, another passenger seated nearby stated to me that he thought that the smell was coming from his inverter that he was using to charge his computer with and he unplugged his unit from the power port. Flight continued without further incident. Inverter that passenger used was rated at 15 Watts which is too small. DVD players usually operate at around 35 watts and laptop computers anywhere between 50-75 watts. This means that inverter used could not handle the load and therefore it overheated and could have resulted in a fire.

## **Synopsis**

A passenger's small inverter connected to a seat power port and powering a personal DVD player overheated causing an electrical burning smell in the First Class cabin. The smell dissipated when the inverter was disconnected.

## Time / Day

Date : 201001  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ALO.Airport  
State Reference : IA

## Environment

Flight Conditions : VMC  
Light : Dawn

## Aircraft

Reference : X  
ATC / Advisory.Tower : ALO  
Aircraft Operator : Air Carrier  
Make Model Name : SF 340B  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Climb  
Flight Phase : Initial Climb  
Airspace.Class D : ALO

## Component

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

## Person

Reference : 1  
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 : Commercial  
Experience.Flight Crew.Total : 2800  
Experience.Flight Crew.Last 90 Days : 11  
Experience.Flight Crew.Type : 1400  
ASRS Report Number.Accession Number : 868920

## Events

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

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Shortly after our morning departure we experienced a right engine compressor stall. This occurred at approximately 2500 FT MSL or 1600 FT AGL during the after take-off check. I was pilot flying and the Captain was pilot monitoring. Initially after the compressor stall, the aircraft heading yawed about 25 degrees to the right, which I promptly corrected, also made the expected pitch adjustments to compensate for the temporary loss of right engine thrust. Once stabilized I trimmed away the excess aileron and rudder forces then engaged the autopilot. The Captain advised Tower that we would remain on frequency with them a bit longer and then proceeded with the emergency non normal checklist. Within 5 minutes or less the checklist was complete, both engines were operating normally and we proceeded as usual. We did not declare an emergency. To add additional excitement to the morning, it turned out that a passenger on board must have seen flames from the engine during the stall. He apparently called a friend and told he or she that the aircraft was on fire! That person called Tower to relay the message, who then passed it on to ATC and our Dispatch. The enroute querying from everyone who received the incorrect information was an added distraction to our flight. We believe the stall occurred due to the extreme temperature inversion that had been present for the past few days. The temperature on the ground prior to take off was about -9C and was about +8C aloft at 1600 FT AGL where the compressor stall occurred. Our passenger may have gotten over excited due to the continuous popping noises and most likely flames coming from the stalled right engine. I really don't know what can be done to help prevent this from reoccurring. We used the first flight of the day cold weather operating policy of bleed air on for take-off. I believe the Captain was careful in dialing down the CTOT/power. Maybe it's a mechanical issue that makes some engines more stall sensitive than others? I suppose a quicker explanation/announcement to the passengers could have kept them calmer, but it was certainly more important to take care of the problem at hand first. According to our flight attendants, the rest of the passengers were very good throughout!

## Synopsis

An SF-340 First Officer reported experiencing a compressor stall on initial climb. The engine was successfully stabilized and the flight continued normally.

## Time / Day

Date : 200907  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Altitude.MSL.Single Value : 13000

## Environment

Weather Elements / Visibility.Other  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : B737-300  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class B : ZZZ

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Experience.Flight Crew.Total : 17000  
Experience.Flight Crew.Last 90 Days : 250  
Experience.Flight Crew.Type : 5300  
ASRS Report Number.Accession Number : 844270  
Human Factors : Troubleshooting  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

Experience.Flight Crew.Last 90 Days : 80  
ASRS Report Number.Accession Number : 844267  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Passenger  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation  
Result.General : Declared Emergency  
Result.Flight Crew : Landed in Emergency Condition

## Assessments

Contributing Factors / Situations : Equipment / Tooling  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

Approaching the airport the ride was approaching moderate chop so I called the flight attendants to have them be seated. When the Purser picked up he informed me that there was an acrid smell like something electrical was smoldering. There were no obvious indications of fire or actual smoke in the cabin. The smell seemed to be isolated between rows 17 thru 20. I declared an emergency, told the flight attendants to review their evacuation procedure just in case but not to prepare the cabin, and notified dispatch via ACARS. We ran the smoke and fumes QRC checklist, including the additional items, and landed without incident. Upon landing the purser informed me the smell no longer was noticeable so we elected to have the fire department follow us to the gate and deplane normally. During the deplaning one passenger complained of difficulty breathing but declined paramedic help because she thought she knew what it was. I was later informed that once in the lobby she did request assistance and her status is unknown to me. The fire department found no evidence of fire during their post emergency inspection. I also was later informed that one of our passengers smelled the smell in flight but later thought he smelled it again in the lobby coming from his laptop computer. I informed maintenance of this and left.

## Narrative: 2

Flight attendants notified Captain of smoke smell (no visible smoke) in cabin between rows 17-20. We were about 15NM out on approach at 13,000 FT. Captain declared an emergency and was given a turn on downwind for an approach and started decent. Captain continued approach as I ran SMOKE/FUMES/ODOR checklist. Completed checklist and reference items, final decent checklist. Flight attendants did say the smell seemed to diminish once we were on final (this was also just after the checklist directed the left pack to be placed to off). Landed and continued to gate with fire trucks following.

## **Synopsis**

An air carrier crew declared an emergency while on approach after the Purser reported an electrical smell in the cabin. After deplaning a passenger reported that his laptop computer was emitting electrical fumes in the airport lobby and may have been doing so in the aircraft.



## Time / Day

Date : 200810

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B777-200  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ.A

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 809070

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

WE HAD A CUSTOMER IN SEAT XXF WHO WAS IN POSSESSION OF A 'SLEEP APNEA' BREATHING MACHINE. HE WAS USING IT DURING FLT AND I WAS ASKED BY THE BUSINESS CLASS FLT ATTENDANTS IF HE COULD USE IT. WE ALL KNOW PAX ARE NOT ALLOWED TO USE THEIR OWN OXYGEN TANKS, HOWEVER THIS WAS NOT AN OXYGEN TANK. THE BUSINESS CLASS FLT ATTENDANTS AND MYSELF RESEARCHED THE FLT ATTENDANT MANUAL WHICH DID NOT INDICATE IF THE DEVICE WAS AN APPROVED ELECTRONIC NOR IF IT WAS A DISAPPROVED ELECTRONIC. AS PURSER I MADE THE DECISION THAT SINCE IT DIDN'T

SPECIFICALLY STATE HE COULD 'NOT' USE IT AND SINCE TSA ALLOWED HIM THROUGH SECURITY WITH THE MACHINE, WE INDEED WOULD ALLOW HIM TO CONTINUE TO USE IT. I LATER CHKED THE FLT ATTENDANT MANUAL AGAIN AND THERE IS NOTHING LISTED IF THESE MACHINES ARE APPROVED OR NOT. THIS ISSUE NEEDS TO BE ADDRESSED AS THE DISEASE OF SLEEP APNEA IS BECOMING MORE POPULAR IN TODAY'S SOCIETY. SO WAS THE PAX ALLOWED TO USE HIS OWN BREATHING MACHINE?

### **Synopsis**

A FLIGHT ATTENDANT QUESTIONED WHETHER A SLEEP APNEA DEVICE WAS LEGAL FOR USE IN FLIGHT.

## Time / Day

Date : 200805  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : MD-83  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
ASRS Report Number.Accession Number : 786587

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

DURING BOARDING IN ZZZ, THE AGENT INFORMED ME THERE WOULD BE A PAX USING AN OXYGEN CONCENTRATOR AND ASKED ME IF THERE WAS ANYTHING SPECIAL THAT WOULD NEED TO BE DONE. I TOLD HER I WOULD LOOK IT UP AND THAT IF SHE HAD ANY OTHER QUESTIONS CUSTOMER SVC WOULD BE A GOOD SOURCE OF INFO. THE MANUAL INDEX LISTS ONLY 1 REF TO OXYGEN

CONCENTRATORS, ON PAGE X. TURNING TO PAGE X, I FOUND LOTS OF INFO REGARDING DANGEROUS GOODS FORBIDDEN UNDER ANY CIRCUMSTANCES, TIRES, CONSUMER COMMODITIES, MUNITIONS OF WAR, ETC, BUT ABSOLUTELY NOTHING ABOUT OXYGEN CONCENTRATORS. I FIGURED THAT THE INDEX WAS WRONG, SO I TURNED BACK 1 PAGE, AND I FOUND A REF TO OXYGEN CONCENTRATORS ON THE PREVIOUS PAGE. THIS REF INDICATES THAT CONCENTRATORS ARE PERMITTED AS CARRY-ONS, BUT ONLY FOR CERTAIN AUTH BRANDS, AND AN ENTRY IS GIVEN WHICH SHOWS THE BRANDS THAT ARE PERMITTED. I ASSUMED THAT THIS WAS THE 1 REF IN MANUAL THAT WAS REFERRED TO WITH THE INCORRECT PAGE IN THE INDEX, SO I CLOSED THE BOOK AND GAVE THE CODE TO THE AGENT WORKING THE FLT. SHE THEN TOLD ME THAT SHE HAD ALREADY CALLED CUSTOMER SVC, AND THAT THEY VERIFIED THAT THE UNIT IN QUESTION WAS AN APPROVED BRAND, AND THAT THERE WERE NO PROBS WITH TRANSPORTING THE PAX. WE DEPARTED, AND THE PAX'S UNIT IMMEDIATELY BECAME FAULTY. MUCH OF THE ONBOARD OXYGEN WAS USED, AND WE VERY NEARLY DIVERTED UNTIL A FLT ATTENDANT FIGURED OUT HOW TO CHANGE THE BATTERIES ON THE PAX'S UNIT. I AGAIN OPENED PART 1 TO GET GUIDANCE ON WHAT SPECIFIC INFO WOULD BE NEEDED BY THE PHYSICIAN-ON-CALL IN DISPATCH, AND WHEN I OPENED MANUAL, I JUST HAPPENED TO OPEN THE BOOK TO PAGE Z, WHICH IS AN ENTIRE PAGE DEVOTED TO PORTABLE OXYGEN CONCENTRATORS. AS IT TURNED OUT, THE PAX WAS REQUIRED TO HAVE A NOTE FROM A PHYSICIAN, WHICH SHE DID NOT. SHE WAS REQUIRED TO DEMONSTRATE AN ABILITY TO OPERATE HER OWN UNIT, WHICH SHE COULD NOT. THE FLT ATTENDANT WAS REQUIRED TO HAVE BEEN PROVIDED WITH PAPERWORK REGARDING THE CUSTOMER'S USE OF THE UNIT, WHICH WE NEVER RECEIVED. THE ONLY THING WE DID ON THE REQUIRED LIST OF ITEMS BEFORE DEP WAS TO VERIFY THAT THE UNIT WAS ON THE APPROVED LIST FOR USE INFLT. I FEEL THAT I WAS MISLED BY THE INDEX IN THE BOOK, WHICH CONTAINED ONLY 1 REF TO OXYGEN CONCENTRATORS, WHEN ACTUALLY THERE ARE 2. ALSO, THE 1 LISTED REF WAS FOR THE WRONG PAGE. WHILE I REALIZE THAT I AM RESPONSIBLE FOR THE ENTIRE CONTENT OF THIS MANUAL, THE INDEX LED ME DOWN THE WRONG PATH. ALSO, CUSTOMER SVC DID NOT SEEM TO KNOW THE PROC FOR CARRIAGE OF A PAX WITH AN OXYGEN CONCENTRATOR, AND URGES CAPTS TO ALWAYS TAKE THE ADVICE OF CUSTOMER SVC.

## **Synopsis**

MD80 CAPTAIN REPORTS FAILURE OF ALL RESPONSIBLE AGENCIES TO ENSURE PROPER AUTHORIZATION FOR A PASSENGER'S OXYGEN CONCENTRATOR. FAILURE OF THE UNIT CAUSES IN-FLT ISSUES.

## Time / Day

Date : 200803

## Place

Locale Reference.Airport : ZZZZ.Airport  
State Reference : FO

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZZ.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B777 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 783677  
Analyst Callback : Attempted

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

ABOUT 4 1/2 HRS INTO THE FLT, PAX BATTERY IGNITED. PAX TOSSED BATTERY TO FLOOR. LUCKILY, CAPT WAS RESTING IN PLT SEAT AND BECAME DIRECTLY INVOLVED. COLLECTED MELTED BATTERY AND PROCEEDED FROM THERE TO HANDLE. I ARRIVED AFTER THE INCIDENT AND OBSERVED CAPT PLACING MELTED BATTERY INTO A SACK TO BRING IN FOR HIS RPT.

## Synopsis

B777 FA REPORTS PAX TOSsing MELTING BATTERY TO FLOOR 4.5 HOURS INTO TRANSOCEANIC FLIGHT.

## Time / Day

Date : 200709  
Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : CZQX.ARTCC  
State Reference : NF  
Altitude.MSL.Single Value : 37000

## Environment

Flight Conditions : VMC  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.Center : CZQX.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B777-200  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : CZQX.A

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
ASRS Report Number.Accession Number : 755983  
Analyst Callback : Completed

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Crew

## Assessments

Contributing Factors / Situations : Company Policy  
Primary Problem : Company Policy

## Narrative: 1

A PAX PURCHASED AN MP3 RECHARGER FROM ONBOARD DUTY FREE. WHEN PLUGGED INTO HIS SEAT RECEPTACLE THE IPOD OVERHEATED, SMOKED AND

WAS DESTROYED. THIS IS THE 2ND TIME THIS HAS HAPPENED ON ONE OF MY FLTS. THIS DEVICE IS A SEVERE FIRE HAZARD AND SHOULD BE REMOVED FROM DUTY FREE. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT THE FIRST INCIDENT WITH THIS CHARGER RESULTED IN AN MP3 PLAYER BECOMING HOT TO THE TOUCH. FOR THE REPORTED INCIDENT, HOWEVER, THE PLAYER OVERHEATED, PRODUCED SMOKE, AND WAS RUINED. THE REPORTER DOES NOT REMEMBER THE MANUFACTURER OR MODEL OF THE CHARGER THAT WAS BEING SOLD. HE HAS FLOWN THE SAME ROUTE SINCE THE REPORT, AND ALTHOUGH THE DEVICE APPEARED IN THE CATALOG, IT WAS NOT ABOARD THE ACFT FOR SALE.

### **Synopsis**

B777 PLT REPORTED THAT A PAX PURCHASED AN MP3 CHARGER FROM DUTY FREE. WHEN THE CHARGER WAS USED, IT OVERHEATED AND DESTROYED THE MP3 PLAYER.

## Time / Day

Date : 200708  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Altitude.AGL.Single Value : 31000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ.ARTCC  
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  
Nav In Use : FMS Or FMC  
Flight Phase : Climb  
Flight Phase : Cruise  
Airspace.Class A : ZZZ.A

## Component

Aircraft Component : FMS/FMC  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Flight Engineer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 16895  
Experience.Flight Crew.Last 90 Days : 175  
Experience.Flight Crew.Type : 8000  
ASRS Report Number.Accession Number : 754696  
Analyst Callback : Completed

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device



Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.Aircraft : Equipment Problem Dissipated

## **Assessments**

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

## **Narrative: 1**

I HAD THIS EXACT PROBLEM ABOUT 10 YEARS AGO UNDER THE SAME CIRCUMSTANCES. THIS EVENT OCCURRED IN THE SAME TYPE OF ACFT, A B737 [NON GLASS]. DURING CLBOUT AND INITIAL CRUISE, I NOTICED THE NAV RADIOS WERE IN AUTO UPDATE BUT THEY WERE NOT UPDATING. I THEN CHKED THE FMC STATUS OF THE IRS' AND FMC RADIO UPDATES. IT SHOWED DME UPDATING FAIL. BEFORE I COMPLETED A POSITION SHIFT, I (CAPT) CALLED THE FLT ATTENDANTS AND ASKED THEY DO A WALK THROUGH AND CHK FOR ANY PED'S. THEY FOUND A PAX WITH A HANDHELD GPS, GARMIN NUVI MODEL 660. ONCE THIS WAS TURNED OFF, THE FMC DME UPDATING WENT FROM FAIL TO ON AND THE RADIOS STARTED TO UPDATE AGAIN. THE FLT CONTINUED AND LANDED WITHOUT INCIDENT. THE ACFT WAS A B737 'CLASSIC' MEANING ROUND DIALS AND NOT EFIS. IT HAD TWO IRS' WITH A SINGLE FMC BUT 2 FMC HEADSETS IN THE COCKPIT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT HE WAS CONCERNED THAT BECAUSE HE HAD EXPERIENCED THIS SAME TYPE OF EVENT THREE TIMES IN THE LAST 10 YEARS AND ALL IN THE B737 ACFT WITH THE FMS SYSTEM BUT NO GLASS, THAT THERE MAY BE A COMMON THREAD. ONE PREVIOUS EVENT WAS CONFIRMED AS CAUSED BY PORTABLE GPS AND THE OTHER MAY HAVE BEEN A CELL PHONE CALL MADE JUST PRIOR TO LANDING. IN THE EVENT REPORTED HERE, THE DME FAILING TO UPDATE WAS THE FIRST INDICATION. HE NOW FLIES THE B737 CLASSIC AS WELL AS THE B737 NG'S. THE NG'S APPEAR TO BE MORE ELECTROMAGNETICALLY ROBUST.

## **Synopsis**

IN AN APPARENT PED INTERFERENCE EVENT, A PAX'S PORTABLE GARMIN GPS MODEL NUVI 660 ALLEGEDLY INTEFERED WITH A B737 CLASSIC'S (NO GLASS) DME NAVIGATION UPDATE FUNCTION.

## Time / Day

Date : 200706  
Local Time Of Day : 1201-1800

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Other  
Function.Other.Other  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 740664

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Other  
Detector.Person : Flight Crew  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

I WAS TRAVELING ON A PASS. A PAX SEATED NEAR ME IN SEAT XXA PASSED ME A 9V ALKALINE BATTERY WHICH WAS BECOMING INCREASINGLY HOT. I COULD NOT HOLD THE BATTERY IN MY HAND BECAUSE OF THE HEAT INTENSITY. THE HEAT WAS OF AN INTENSITY, WHICH WOULD BLISTER SKIN. I PLACED THE BATTERY ON A MAGAZINE AND CARRIED IT TO THE AFT GALLEY AND PLACED IT IN A CUP OF ICE. I INFORMED THE CAPT BY INTERPHONE FROM THE AFT GALLEY. THE BATTERY RAPIDLY COOLED IN THE ICE. THE PAX WAS TRAVELING WITH 2 CHILDREN IN SEATS XXB AND XXC. QUESTION: IS THERE ADEQUATE FLT CREW GUIDANCE AVAILABLE IN PLT AND FLT ATTENDANT MANUALS OF PROCS TO HANDLE AN

OVERHEATING BATTERY IN THE CABIN? IS PLACING THE BATTERY IN ICE THE PROPER PROC? A LARGE LAPTOP OVERHEATING BATTERY COULD PRESENT INCREASED PROBS. 9V BATTERY HOT. PAX CARRY ON BATTERIES WHICH HAVE OVERHEATED HAVE BECOME A CABIN SAFETY ISSUE.

### **Synopsis**

A PLT REPORTS A PAX 9V BATTERY BECAME TOO HOT TO HOLD AND WAS PUT IN ICE. CREW MEMBER ASKS FOR PUBLISHED GUIDANCE ABOUT HOW TO HANDLE SUCH DEVICES.

## **Time / Day**

Date : 200703  
Local Time Of Day : 1801-2400

## **Place**

Locale Reference.Intersection : DELMA  
State Reference : FO

## **Aircraft**

Reference : X  
ATC / Advisory.Center : SEGU.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : Widebody Transport  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : SEGU.A

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
ASRS Report Number.Accession Number : 732079  
Analyst Callback : Completed

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X

Reporter Organization : Air Carrier  
Function.Flight Crew : Relief Pilot

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Other Person  
Result.General : None Reported / Taken  
Result.Aircraft : Aircraft Damaged

## Assessments

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

## Narrative: 1

DURING THE FLT I WAS CALLED BY A FLT ATTENDANT, WHO NOTIFIED ME THAT THERE HAD BEEN AN EXPLOSION IN THE COACH CABIN. I BROUGHT THE RELIEF PLT BACK UP FROM BREAK AND WENT BACK TO CHK ON THE SITUATION. BY THEN THERE WAS NO SMOKE, AND I DETERMINED THAT NO ONE WAS INJURED. IT APPEARS THAT A BATTERY HAD BEEN THE ITEM THAT WENT OFF. WE FOUND PIECES OF IT IN THE AREA. THERE WAS NO DAMAGE TO THE ACFT (WITH THE EXCEPTION OF A SEAT CUSHION) AND NO ONE WAS HURT, SO I DECIDED TO PROCEED TO DEST. THE REMAINDER OF THE FLT WAS UNEVENTFUL. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THEY WERE UNABLE TO DETERMINE WHAT KIND OF DEVICE THE BATTERY HAD COME FROM, SINCE NO PAX WOULD TAKE RESPONSIBILITY FOR OWNING THE DEVICE AND/OR BATTERY.

## Synopsis

ACR CAPT RPTS A BATTERY EXPLODED IN THE CABIN ON A FLT FROM SOUTH AMERICA RESULTING IN SMOKE IN THE CABIN. FLT CONTINUED TO DEST.

## Time / Day

Date : 200703  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Distance.Nautical Miles : 90  
Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC  
Light : Night

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ.ARTCC  
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  
Airspace.Class A : ZZZ.A

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
ASRS Report Number.Accession Number : 731104

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Other Person  
Result.General : Declared Emergency  
Result.Flight Crew : Diverted

## Assessments

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

## Narrative: 1

FLT ATTENDANT RPTED AT CRUISE THAT THEY, ALONG WITH A GROUP OF PAX, SMELLED ELECTRICAL SMOKE IN THE CABIN NEAR ROW XX. WE WERE AT CRUISE AT FL380 90 MILES FROM ZZZ. THE CAPT AND THE PURSER WERE TRYING TO FIND THE SOURCE WHEN WE DECIDED TO DECLARE AN EMER AND DIVERTED TO ZZZ. SINCE THE SMELL WAS GETTING STRONGER AND ORIGIN UNKNOWN TO THE FLT ATTENDANTS AND PAX, I DECLARED AN EMER PER THE CAPT'S ORDER AND BEGAN A DSCNT FOR ZZZ. I WAS PF, AND THE CAPT RAN THE EMER CHKLIST AND WORKED ON FINDING THE SMOKE SOURCE AND BRIEFING THE PAX AND THE FLT ATTENDANTS. SHORTLY BEFORE LNDG, THE PURSER ADVISED THE SMOKE SMELL WAS GETTING LIGHTER IN THE AIR INDICATING TO US THAT THE EMER CHKLIST MUST HAVE ISOLATED THE SOURCE. AFTER LNDG, FIRE CREWS BOARDED THE ACFT AND WITHIN 30 SECONDS HAD ISOLATED AND LOCATED THE CAUSE OF THE SMOKE. A PAX IN SEAT XD HAD HER LAPTOP COMPUTER PLUGGED INTO A POWER PORT TO CHARGE HER BATTERY AND THE BATTERY ITSELF WAS 'OVERHEATING/SMOKING.' THE FIRE CREW GAVE THE UNIT TO US AND IT WAS HOT TO THE TOUCH AND HAD AN ODOR OF ELECTRICAL SMOKE ABOUT IT. MY REASON FOR THE RPT IS A NEEDED CHANGE TO THE CABIN SMOKE FROM AN UNKNOWN SOURCE CHKLIST(S). WE OBVIOUSLY ISOLATED THE SITUATION BY TURNING OFF THE POWER PORTS AS PART OF THE CHKLIST. MY CONCERN IS IF A LAPTOP IS IN THE OVERHEAD BIN AND SPONTANEOUSLY COMBUSTS, WE WILL NEVER KNOW IT IS NOT THE AIRPLANE. THE FLT ATTENDANTS OR OUR CHKLIST SHOULD HAVE A PLACE TO REQUIRE ALL PAX WITH BATTERY DEVICES OF ANY KIND LOCATE THEM AND INSPECT THEM DURING AN EMER OF THIS TYPE. IF WE COULD ISOLATE A CABIN SMOKE INCIDENT TO A COMPUTER VS. THE ACFT, IT MIGHT MAKE THE EMER MORE MANAGEABLE. IF A BATTERY DEVICE DOES CATCH FIRE, ONCE ISOLATED, IT MIGHT POSSIBLY BE LESS OF A THREAT TO THE ACFT AND PAX INFLT.

## Synopsis

B737-800 DIVERTS DUE TO CABIN SMOKE AND FUMES. SOURCE IDENTIFIED AFTER LNDG AS A PAX COMPUTER PLUGGED INTO ACFT AC SYSTEM.

## Time / Day

Date : 200612  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : LGA.Airport  
State Reference : NY

## Environment

Ceiling : CLR

## Aircraft : 1

Reference : X  
ATC / Advisory.Tower : LGA.Tower  
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

## Aircraft : 2

Flight Phase : Initial Approach  
Airspace.Class B : LGA.B  
Cabin Lighting : High  
Passengers On Board.Number : 100

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : 7  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 9  
Experience.Flight Attendant.Airline Total : 7  
Experience.Flight Attendant.Type : 25  
ASRS Report Number.Accession Number : 722561

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Cabin Activity : Safety Related Duties  
Function.Other

## Person : 3



Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

PAX WAS ON CELL PHONE DURING DSCNT TO MAKE A CALL. I TOLD HIM TO TURN IT OFF AND HE WAS EXTREMELY DEFENSIVE AND ARGUMENTATIVE. THE ARGUING AND VERBAL ABUSE CONTINUED ON THE GND. THE POLICE WERE CALLED OUT TO ISSUE A CITATION. MAN SEEMED A LITTLE MENTALLY IMPAIRED (NOT DRUNK). I CAN'T THINK OF ANY WAY TO PREVENT THIS TYPE OF INCIDENT HAPPENING AGAIN.

## **Synopsis**

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

## Time / Day

Date : 200610

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B777-200

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Oceanic

Airspace.Class A : ZZZZ.A

## Component

Aircraft Component : Portable Extinguisher

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 718753

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 718754

## Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Other

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Other Person

## **Assessments**

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## **Narrative: 1**

PAX AT SEAT ABC REPORTED TO ME THAT LAPTOP POWER ADAPTER THAT HE HAD JUST PURCHASED FROM ACR'S DUTY FREE HAD OVERHEATED AND IT WAS SMOKING. I TOOK THE ADAPTER TO DOOR 1L WHERE FLT ATTENDANT PLACED IT IN AN EMPTY METAL ICE BUCKET AND PLACED IT ON THE FLOOR. FLT ATTENDANT NOTIFIED THE PURSER AND COCKPIT WHILE I TOOK THE HALON EXTINGUISHER FROM THE STOWAGE LOCATION (101) AT DOOR 1L AND PROCEEDED TO FIGHT THE FIRE. ON DISCHARGING THE HALON 1211, WE WERE SHOCKED TO SEE A CLEAR LIQUID DISCHARGE FROM THE EXTINGUISHER. (NO POWDER.) THE ADAPTER WAS COVERED IN LIQUID AND BUBBLED FOR A WHILE. WE DID NOT FEEL THAT IT WAS NECESSARY TO USE A SECOND EXTINGUISHER AS THE FIRE AND SMOKE HAD CEASED. I AM GREATLY CONCERNED THAT IF IT WAS A COCKPIT FIRE OR A MORE SEVERE FIRE THAT THIS HALON EXTINGUISHER WOULD HAVE CAUSED FURTHER ISSUES, IE, WET LIQUID ON ELECTRICAL FIRE.

## **Synopsis**

A FLT ATTENDANT RPTS A PAX EXPERIENCES AN OVERHEATING AND SMOKING LAPTOP POWER ADAPTER. FLT ATTENDANT USES A HALON EXTINGUISHER ON THE ADAPTER, BUT THE EXTINGUISHER IS CHARGED WITH LIQUID INSTEAD OF HALON.

## **Time / Day**

Date : 200609  
Local Time Of Day : 1801-2400

## **Place**

Locale Reference.Airport : CLT.Airport  
State Reference : NC

## **Environment**

Weather Elements / Visibility.Other  
Light : Night

## **Aircraft**

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Approach  
Airspace.Class B : CLT.B  
Cabin Lighting : Medium  
Number Of Seats.Number : 136  
Passengers On Board.Number : 136

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Cabin Activity : Deplaning  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Experience.Flight Attendant.Total : 16  
Experience.Flight Attendant.Airline Total : 16  
Experience.Flight Attendant.Type : 99  
ASRS Report Number.Accession Number : 710996

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Other

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

PAX HAD A RED FLASHING LIGHT ON HER LAPTOP AFTER REQUESTING OVER PA ALL ELECTRONICS TO BE TURNED OFF. I APPROACHED HER AND ADVISED HER THE DEVICE NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I AGAIN SAID THE PWR NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I SAID IF THE DEVICE WAS OFF THERE WOULDN'T BE A RED FLASHING LIGHT. I SAID EVEN COMPUTERS NEEDED TO BE COMPLETELY OFF NOT IN STANDBY MODE. SHE SAID SHE HAD IT AS OFF AS IT WOULD GO. I RECOMMENDED SHE TAKE THE BATTERY OUT TO DISCONNECT THE PWR SOURCE. BEFORE TOUCHDOWN HER DEVICE (PHONE/PDA) WAS LIT UP WHITE AND GREEN LIGHTS AND SHE WAS ON IT. I MADE THE TAXI-IN PA AND THEN ADVISED PAX THAT THEIR CELL PHONES AND PAGERS COULD BE USED. SHE HAD BEEN ON HER PHONE WELL BEFORE BEING ADVISED SHE COULD. AS SOON AS THE SEAT BELT SIGN WAS TURNED OFF SHE RUSHED TO THE FRONT OF THE ACFT (WHERE I WAS) TO CONTINUE TELLING ME THAT I DIDN'T KNOW WHAT I WAS TALKING ABOUT. SHE WAS TRYING TO TELL ME ALL ABOUT HER DEVICE'S FUNCTIONS. I SAID I ONLY HAVE TO VERIFY IT'S OFF OR NOT TRANSMITTING INFLT. SHE SAID I NEEDED TO TAKE THE BATTERY OUT OF MY WATCH BECAUSE IT WAS THE SAME THING. SHE THEN SAID I WAS CRABBY AND SHOVED HERSELF BY ME TO GET OFF THE ACFT.

## Synopsis

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DESCENT AND WAS TALKING ON MOBILE DEVICE BEFORE LANDING.

## **Time / Day**

Date : 200609  
Local Time Of Day : 0601-1200

## **Place**

Locale Reference.Airport : DCA.Airport  
State Reference : DC  
Altitude.AGL.Single Value : 0

## **Environment**

Weather Elements / Visibility : Thunderstorm  
Light : Daylight

## **Aircraft**

Reference : X  
ATC / Advisory.Tower : DCA.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : DC-9 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Experience.Flight Attendant.Total : 20  
Experience.Flight Attendant.Airline Total : 20  
Experience.Flight Attendant.Type : 30  
ASRS Report Number.Accession Number : 710572

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

PAX IN FIRST CLASS WAS TOLD TO PUT CELL PHONE AWAY FOR TKOF. FIRST CLASS FLT ATTENDANT LEFT FIRST CLASS TO TELL COACH FLT ATTENDANTS TO STAY IN JUMPSEATS AFTER TKOF BECAUSE OF BAD WX. WHEN SHE RETURNED TO FIRST CLASS, PAX WAS ON PHONE. SHE WAS TOLD AGAIN TO TURN OFF PHONE. ON TKOF, THE PAX'S CELL PHONE RANG. SHE ANSWERED IT AND BEGAN TALKING. SHE WAS TOLD TO TURN IT OFF! UPON DSCNT, WHEN ALL FLT ATTENDANTS WERE STRAPPED IN, THE PAX TOOK OUT HER PHONE AND STARTED DIALING. SHE WAS TOLD TO TURN IT OFF! AS SOON AS THE BACK WHEELS TOUCHED DOWN, SHE DIALED HER PHONE. SHE WAS A VERY FREQUENT FLYER.

## Synopsis

FLT ATTENDANT ABOARD DC9 RPTS PAX REPEATEDLY USING CELL PHONE AGAINST CREW INSTRUCTIONS.

## Time / Day

Date : 200606  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Intersection : WEEDA  
State Reference : OH  
Relative Position.Distance.Nautical Miles : 40  
Altitude.MSL.Single Value : 30000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZOB.ARTCC  
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  
Route In Use.STAR : WEEDA  
Airspace.Class A : ZOB.A

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 17000  
Experience.Flight Crew.Last 90 Days : 100  
Experience.Flight Crew.Type : 7000  
ASRS Report Number.Accession Number : 702630

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying



### **Person : 3**

Reference : 3  
Location Of Person.Facility : ZOB.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute

### **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

### **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Crew

### **Assessments**

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

### **Narrative: 1**

WE WERE ACR X DSNDING VIA THE WEEDA 1 ARR INTO DTW. WE HAD ZOB FREQ BLOCKED AND UNUSABLE BY A PAX CELL PHONE SEARCHING FOR SVC (THE PAX THOUGHT HE HAD IT OFF). THE PAX WAS IN SEAT 22-D WHICH WOULD HAVE BEEN NEAR THE ANTENNA LOCATION. ATC CONFIRMED THAT NO ONE ELSE WAS RECEIVING THE SIGNAL BUT US. THE SIGNAL QUIT ABOUT THE TIME THE CELL PHONE WAS TURNED OFF. DURING THE EVENT, ALL COMS ON THE FREQ TO AND FROM US WERE TOTALLY BLOCKED WHENEVER THE PHONE WOULD SEARCH FOR SVC. THIS OCCURRED ABOUT EVERY 20 SECONDS AND WOULD LAST FOR ABOUT 10 SECONDS DURATION.

### **Synopsis**

CAPT OF AN A320 RPTS VHF INTERFERENCE ON ZOB ARTCC FREQ FROM A CELL PHONE ABOARD HIS PLANE.

## Time / Day

Date : 200606  
Local Time Of Day : 1201-1800

## Place

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

## Environment

Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B767-200  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ.A

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : 5  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 17.5  
Experience.Flight Attendant.Airline Total : 17.5  
ASRS Report Number.Accession Number : 701732

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR

Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

GPS WAS BEING USED INFLT BY PAX. THE AIR MARSHAL OBSERVED HIM. HE WAS VERY SECREITIVE WHEN ASKED IF HE WAS USING SUCH A DEVICE. HE DENIED USING THIS. I FOLLOWED UP APPROX 15 MINS LATER AND HE DID HAVE A GPS. I ORDERED HIM TO PLACE IT IN HIS CARRYON BAG AND NOT TO REMOVE IT UNTIL HE DEPLANED.

## **Synopsis**

B767-200 CABIN CREW HAS PAX USE GPS.

## Time / Day

Date : 200512  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : SAN.Airport  
State Reference : CA

## Aircraft

Reference : X  
ATC / Advisory.TRACON : SCT.TRACON  
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 : Climb  
Airspace.Class E : SCT.E

## Component

Aircraft Component : Indicating and Warning - Fuel System  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
ASRS Report Number.Accession Number : 681689  
Analyst Callback : Completed

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Other  
Detector.Automation : Aircraft Other Automation  
Result.General : Maintenance Action  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

SHORTLY AFTER TKOF, THE L FUEL GAUGE BLANKED FOLLOWED SHORTLY AFTER BY THE TOTAL FUEL GAUGE. WHILE IN CLB, THE GAUGE CAME BACK FOR A FEW SECONDS THEN BLANKED AGAIN. THE L FUEL GAUGE REMAINED THAT WAY UNTIL THE LNDG PA WAS GIVEN, THEN SHORTLY AFTER THAT THE L FUEL GAUGE FUNCTIONED NORMAL. SUSPECT POSSIBLE INTERFERENCE FROM PAX ELECTRONIC DEVICE. UNFORTUNATELY THERE WAS NO TIME BEFORE ARR TO SEE IF THIS WAS THE CASE. SUGGEST THAT FLT CREWS BE MADE AWARE THAT THIS IS A POSSIBILITY IN THE EVENT SEE A BLANKING OF THE L FUEL GAUGE. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THAT GAUGE OPERATION/INOP WAS LIKE AN ON/OFF SWITCH AT APPROX 10000 FT COINCIDING WITH THE FLT ATTENDANT CABIN PED ANNOUNCEMENT. RPTR CAN NOT CHK HIS ACR'S ACFT MAINT RECORDS TO DETERMINE IF A MECHANICAL FAILURE WAS DISCOVERED DURING POST FLT MAINT. THE RPTR DID STATE THAT THE FAILURE'S POTENTIAL CAUSE DID NOT DAWN ON HIM UNTIL JUST PRIOR TO LNDG AND THEREFORE RPTR COULD NOT TROUBLESHOOT POSSIBLE DEVICE INTERFERENCE. THE RPTR INDICATED THAT THEY HAVE HEARD OF THIS EVENT OCCURRING ON OTHER B757 ACFT.

## **Synopsis**

A B757-200'S L FUEL GAUGE BLANKED AFTER TKOF AND BECAME OPERABLE PRIOR TO LNDG. CREW SUSPECTS POSSIBLE PED INTERFERENCE.

## Time / Day

Date : 200509  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.TRACON : A90.TRACON  
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 : Takeoff  
Flight Phase : Initial Climb  
Airspace.Class B : BOS.B

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
ASRS Report Number.Accession Number : 673795  
Analyst Callback : Attempted

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## Person : 3

Reference : 3  
Location Of Person : Company

Reporter Organization : Air Carrier  
Function.Other

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 5

Reference : 5  
Location Of Person.Facility : A90.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Automation : Aircraft RA  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Took Evasive Action

## Assessments

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

## Narrative: 1

FLT XXX, A B737-800 ZZZ-ZZZ1. AFTER TKOF NEAR MAX GROSS WT, PRIOR TO FLAP RETRACTION RECEIVED A RESOLUTION ADVISORY 'MAINTAIN VERT SPD' WITH RED AREA NOT TO DECREASE TO 1500 FPM OR LESS RATE OF CLB. DELAYED THRUST REDUCTION AND FLAP RETRACTION TO COMPLY WITH RA AND SCANNED FOR TFC. TCAS INDICATED A CO-ALT TARGET (RED CIRCLE) LESS THAN .01 BEHIND US. THIS OCCURRED AT 1000 FT MSL, AND CLRED UP APPROX 30 SECONDS LATER. SECOND RA OCCURRED NEAR 12000 FT MSL. SAME TARGET INDICATION, A RED CIRCLE CO-ALT LESS THAN .01 BEHIND US. NOW THE RA ADVISED 'DSND, DSND, DSND.' WE STARTED THE DSCNT, ADVISING ATC OF THE RA AND SCANNING FOR TFC. ATC ADVISED US THERE WAS NOTHING IN OUR VICINITY, AND TCAS WAS CLEAN OF TARGETS FOR NEARLY 10 MILES. BEGAN TO SUSPECT EMI FROM CABIN. STARTED TO CLB AGAIN -- IGNORING THE TCAS RA COMMANDS. THE BOX WAS QUIET. RECYCLED THE XPONDER POWER. AT 14000 FT, WE GOT A THIRD TCAS RA. SAME DISPLAY AND DSND CALLOUTS. WE IGNORED THEM. CALLED CABIN FOR A CHK OF EQUIP THAT MAY HAVE CAUSED INTERFERENCE. FOUND PAX SEATED IN FIRST CLASS WITH LAPTOP ON. MODEL HP 6220 WITH WIRELESS FUNCTION ENABLED. THE PAX CLOSED THE LID WHEN WE WERE BOARDING ON THE GND, PUTTING THE LAPTOP INTO STANDBY/HIBERNATE MODE. ONCE HE DISABLED THE WIRELESS FUNCTION, ALL OK. THE TECH PEOPLE SHOULD GET A HEADS UP ON THIS. GUESS THE WIRELESS FUNCTION WAS TRYING TO ESTABLISH A CONNECTION AND EACH TIME IT DID (OR A FRACTION OF THE ATTEMPTS) WAS INTERPRETED AS A TCAS SIGNAL. (CO-ALT, .01 BEHIND US.) THE DISPLAY WAS A RED CIRCLE, NOT A RED SQUARE. NO YELLOW OR WHITE CIRCLES PRIOR TO ANY RA EVENTS. IS THE TCAS ANTENNA CABLE SHIELDED FROM INTERNAL (CABIN COMPUTERS) EMI? I HAVE NOT SEEN

AN EVENT LIKE THIS BEFORE. WHAT MAKES IT HAZARDOUS -- IS THE RATE OF CLB AT DEP, PRIOR TO ACCELERATION AND FLAP RETRACTION AND THE 1500 FPM OR GREATER RATE OF CLB. (TRANSCON NEAR MAX TKOF WT.) WITH THE PROLIFERATION OF WIRELESS COMPUTERS, I AM SURE WE WILL BE SEEING THIS MORE OFTEN.

### **Synopsis**

B737-800 FLT CREW EXPERIENCED SEVERAL TCAS RA'S ALLEGEDLY GENERATED BY A WI-FI ENABLED LAPTOP COMPUTER.



## Time / Day

Date : 200506  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : CLT.Airport  
State Reference : NC  
Altitude.MSL.Single Value : 13000

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10  
Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.Center : ZTL.ARTCC  
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 : Initial Climb  
Route In Use.SID : PAN6.PAN  
Airspace.Class B : CLT.B

## Component

Aircraft Component : VHF  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 3200  
Experience.Flight Crew.Last 90 Days : 160

Experience.Flight Crew.Type : 250  
ASRS Report Number.Accession Number : 661013

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.Flight Crew : Overcame Equipment Problem

## **Assessments**

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

## **Narrative: 1**

ON CLBOUT FROM CLT WE HEARD WHAT SOUNDED SIMILAR TO A FAX MACHINE SOUND OR A MODEM SOUND. WE THOUGHT IT WAS JUST AN ANOMALY, BUT IT HAPPENED AGAIN AND AGAIN IN REPETITIOUS INTERVALS. I ASKED THE CAPT WHAT HE THOUGHT, AND HE SAID IT WAS PROBABLY A 2-WAY PAGER BECAUSE A SIMILAR INCIDENT OCCURRED TO HIM A FEW TRIPS AGO. HE FOUND THAT OUT AFTER ASKING A FLT ATTENDANT TO INVESTIGATE THE SITUATION, AND SHE FOUND SOMEONE WAS TYPING MESSAGES ABOVE 10000 FT MSL SO THAT THEY COULD BE SENT UPON LNDG. WE ASKED OUR FLT ATTENDANTS TO TAKE A WALK THROUGH THE CABIN TO SEE IF ANYONE WAS USING ANYTHING OF THE SORT. NONE WERE FOUND AFTER SHE RPTED BACK TO US. HOWEVER THE ANNOYING NOISES STILL CONTINUED. IT WAS ANNOYING AND LOUD ENOUGH TO ALMOST CAUSE US TO ALMOST MISS RADIO CALLS. SO, AN ANNOUNCEMENT WAS MADE TO PLEASE MAKE SURE CELL PHONES AND 2-WAY PAGERS WERE TURNED OFF BECAUSE IT WAS INTERRUPTING OUR COMS, AND IF THIS WAS NOT DONE WE MAY HAVE TO RETURN TO CLT. AFTER THAT, NEARLY THE ENTIRE PLANE GOT UP TO FIND AND MAKE SURE ALL THE DEVICES WERE TURNED OFF. THE NOISES THEN STOPPED. NO MAKE/MODEL INFO WAS GATHERED BECAUSE: THE FLT ATTENDANTS WERE DOING THEIR SVC, WE WERE STILL CLBING, AND WE ASSUMED NO ONE WAS GOING TO ADMIT GUILT FOR FEAR OF PROSECUTING ACTION. RECOMMENDATION: I WOULD HIGHLY ENCOURAGE MANY MORE IN-DEPTH STUDIES TO BE PERFORMED PRIOR TO ALLOWING CELL PHONES AND OTHER COMS DEVICES TO BE USED ON BOARD ACFT INFLT.

## **Synopsis**

FLT CREW OF CRJ-700 RPTS THAT AURAL INTERFERENCE IN VHF COMS CEASED WHEN PAX WERE ASKED TO ENSURE ALL FORMS OF 2-WAY COMS WERE TURNED OFF.

## Time / Day

Date : 200502  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BOS.Airport  
State Reference : MA

## Environment

Light : Night

## Aircraft

Reference : X  
ATC / Advisory.Center : ZBW.ARTCC  
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  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZBW.A

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : 8  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 29  
Experience.Flight Attendant.Airline Total : 14  
Experience.Flight Attendant.Type : 80  
ASRS Report Number.Accession Number : 649113  
Analyst Callback : Completed

## Person : 2

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Crew  
Result.Flight Crew : Diverted

## **Assessments**

Contributing Factors / Situations : Aircraft  
Primary Problem : Human Factors

## **Narrative: 1**

PAX WAS FOUND TO BE USING 2 COMPUTERS OFF 1 ACFT PWR PORT. HE SAID HE BOUGHT THE 'SPLITTER' AT XYZ RETAILER. SMOKE IN CABIN, RECURRING BURNING SMELL, DEVICE HOT TO TOUCH AND SMELLING. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE FUMES WERE THROUGHOUT THE CABIN BEFORE THE CAUSE WAS DISCOVERED. THE DEVICE WAS CONFISCATED AND THE PWR TO THE PWR PORT SYS DISCONNECTED. AFTER A REASONABLE TIME THE FUMES CONTINUED SO DIVERSION WAS MADE BECAUSE OF CONCERN FOR POSSIBLE DAMAGE TO THE ACFT SYS.

## **Synopsis**

A B767 LANDS SHORT OF DEST DUE TO SMOKE AND FUMES CAUSED BY OVERHEATING OF A PAX PROVIDED PWR PORT SPLITTER USED TO OPERATE 2 PERSONAL COMPUTERS.

## Time / Day

Date : 200408  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : RNO.Airport  
State Reference : NV

## Environment

Light : Night  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.TRACON : RNO.TRACON  
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 : Initial Approach  
Airspace.Class C : RNO.C  
Number Of Seats.Number : 124  
Passengers On Board.Number : 124

## Person : 1

Reference : 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 : 5  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 19  
Experience.Flight Attendant.Airline Total : 19  
Experience.Flight Attendant.Type : 80  
ASRS Report Number.Accession Number : 633009

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

THE CAUSE OF THE PROB IS: PAX DON'T FOLLOW RULES! THEY DID NOT WANT TO TURN OFF THEIR GAME. THEY SAID THEY DON'T HAVE OFF SWITCH. (PUT GAME AWAY THEN.) PAX DON'T WANT TO FOLLOW SEAT BELT/ELECTRONIC/TRASH RULES NOWADAYS. FLT ATTENDANT #2 ASKED PAX TO TURN OFF DEVICE. SHE WENT ON TO FRONT OF PLANE, TURNED AROUND HEADING TO BACK OF ACFT WITH TRASH BAG AS I (FLT ATTENDANT #4) WAS BEHIND HER. SHE MENTIONED THAT SHE HAD NOT SEEN AN ELECTRONIC GAME WITH NO OFF BUTTON. FLT ATTENDANT #2 LEANED IN TO LOOK AT RED ELECTRONIC GAME WHEN MAN ON AISLE SAID 'SHE TOLD YOU THERE'S NO OFF BUTTON.' AT THE SAME TIME HE IS YANKING HER ARM AND SAYING, 'EXPLETIVE,' OR 'QUIT BEING AN EXPLETIVE.'

## **Synopsis**

A B737 FLT ATTENDANT, ON A FLT TO RNO, RPTED THAT PAX REFUSED TO TURN OFF PED WHEN REQUESTED, AND BECAME VERBALLY ABUSIVE.

## Time / Day

Date : 200407  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BOS.Airport  
State Reference : MA

## Environment

Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.Tower : BOS.Tower  
ATC / Advisory.TRACON : A90.TRACON  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Approach  
Airspace.Class B : BOS.B  
Cabin Lighting : Medium  
Number Of Seats.Number : 129

## Person : 1

Reference : 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 : 5  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 4  
Experience.Flight Attendant.Airline Total : 4  
Experience.Flight Attendant.Type : 85  
ASRS Report Number.Accession Number : 624747

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying



**Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

**Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

**Assessments**

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

**Narrative: 1**

MADE PREPARE FOR LNDG PA. FLT ATTENDANT #4 ASKED FIRST CLASS PAX (2 TIMES) TO TURN OFF ELECTRONIC DEVICE FOR LNDG. I ASKED PAX 2 TIMES, AS WELL, TO TURN OFF ELECTRONIC DEVICE FOR LNDG. PAX KEPT SAYING 'JUST A MIN.' I TOLD PAX SHE NEEDED TO TURN OFF DEVICE RIGHT AWAY BECAUSE I NEEDED TO TAKE MY JUMP SEAT FOR LNDG. IT WAS BUMPY AND THE LNDG GEAR WAS COMING DOWN. PAX THREW HER STUFF DOWN AND REFUSED TO STOW HER CARRY-ONS UNDER HER SEAT FOR LNDG. I QUICKLY TOOK MY JUMP SEAT FOR MY SAFETY. PAX NEEDED TO BE COOPERATIVE AND NOT CAUSE A DISTURBANCE RIGHT AT LNDG.

**Synopsis**

AN MD80 FLT ATTENDANT RPTED THAT A FIRST CLASS PAX REFUSED TO TURN OFF HER PERSONAL ELECTRONIC DEVICE AND STOW HER CARRY-ONS BEFORE ARRIVING AT BOS.

## Time / Day

Date : 200406  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : BUR.Airport  
State Reference : CA  
Relative Position.Distance.Nautical Miles : 0  
Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : Mixed  
Weather Elements / Visibility : Turbulence  
Weather Elements / Visibility.Visibility : 5  
Light : Daylight  
Ceiling.Single Value : 1400

## Aircraft

Reference : X  
ATC / Advisory.TRACON : SCT.TRACON  
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  
Nav In Use.Localizer/Glideslope/ILS : Bur 8  
Flight Phase : Initial Approach  
Flight Phase : Landing  
Route In Use : Vectors  
Route In Use.Other  
Airspace.Class C : BUR.C

## Component

Aircraft Component : Autopilot  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Experience.Flight Crew.Total : 5000  
Experience.Flight Crew.Last 90 Days : 180

Experience.Flight Crew.Type : 830  
ASRS Report Number.Accession Number : 619593

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Experience.Flight Crew.Total : 14000  
Experience.Flight Crew.Last 90 Days : 220  
Experience.Flight Crew.Type : 7200  
ASRS Report Number.Accession Number : 619585

## Person : 3

Reference : 3  
Location Of Person.Facility : SCT.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance

## Assessments

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

## Narrative: 1

ON BEING VECTORED FOR ILS RWY 8 AT BUR, WE WERE GIVEN OUR FINAL LOC INTERCEPT HDG, AND CLRED TO INTERCEPT THE LOC. I WAS THE PF AND HAD THE AUTOPLT ENGAGED. THE MCP WAS SET UP IN THE HDG MODE. ONCE I TURNED TO THE INTERCEPT HDG USING THE BUG, I SELECTED VOR/LOC TO CAPTURE THE LOC. BOTH THE PNF AND I OBSERVED LOC CAPTURED AND THE

ACFT TURNING TO INTERCEPT. AS THE ACFT APCHED THE INBOUND COURSE, I GLANCED AT THE ALTIMETER TO CALCULATE WHERE MY ALT CALLOUTS WOULD BE MADE. WHEN I LOOKED BACK OVER TO MY PRIMARY FLT INSTS, I NOTICED WE HAD FLOWN THROUGH OUR INBOUND COURSE, AND THE ACFT WAS IN A 30 DEG L-HAND BANK. I NOTICED IT SHOWED CTL WHEEL STEERING IN THE LATERAL MODE. AT APPROX THE SAME TIME I WAS CALCULATING MY CALLOUTS, THE PNF WAS TUNING IN THE TWR FREQ. WE BOTH LOOKED UP TO NOTICE THE DISCREPANCY AT THE SAME TIME. I IMMEDIATELY INITIATED A 30 DEG BANK R-HAND TURN BACK TOWARD THE INBOUND COURSE. WE WERE APPROX 30 DEGS OFF COURSE. BEFORE WE COULD TELL APCH WE WERE GOING TO MISS THE APCH, THE CTLR IMMEDIATELY ASSIGNED A CLB AND HDG. WE WERE VECTORED BACK AROUND AND EXECUTED AN UNEVENTFUL ILS RWY 8 AND LANDED WITHOUT INCIDENT. I FEEL THE MOST IMPORTANT FACTOR WAS THE FACT THAT I ALLOWED MYSELF TO BECOME DISTR DURING A CRITICAL PHASE OF FLT. WE ALL HAVE SEEN THE AUTOPLT CAPTURE A LOC NUMEROUS TIMES WITHOUT INCIDENT, AND I FEEL THIS LEAD ME TO TAKE IT FOR GRANTED. I SHOULD HAVE DONE ALL MY CALCULATIONS BEFORE BEGINNING THE APCH. I AM NOT SURE WHY THE MCP WENT FROM A VOR/LOC CAPTURE TO CTL WHEEL STEERING MODE. WE LATER TALKED TO THE FLT ATTENDANTS, AND THEY OBSERVED A PAX WHO MAY HAVE BEEN USING THEIR CELL PHONE. I SUPPOSE RADIO INTERFERENCE IS POSSIBLE. I BELIEVE THIS INCIDENT HAS TAUGHT ME TO TAKE MY ALREADY HEIGHTENED SENSE OF AWARENESS TO A HIGHER LEVEL. ESPECIALLY DURING A CRITICAL PHASE OF FLT. SUPPLEMENTAL INFO FROM ACN 619585: I SAW THAT THE ACFT WAS STILL IN A 30 DEG L BANK AND THE HDG HAD GONE THROUGH LOC COURSE AND WAS PASSING 030 DEGS. I NOTICED SOME LOC NEEDLE MODULATIONS ON THE MISSED APCH. IN TALKING WITH THE FLT ATTENDANTS, THEY STATED THAT THEY SUSPECTED A PAX OF HIDING BELOW SEAT LEVEL AND USING HIS CELL PHONE DURING THE APCH. I AM NOT CERTAIN THE CAUSE OF THE EVENT BUT, I SUSPECT THAT AS THE AUTOPLT HAD THE ACFT IN A 30 DEG L BANK TO INTERCEPT THE LOC, CELL PHONE INTERFERENCE CAUSED THE LOC NEEDLE TO DEFLECT FULL SCALE TO THE L. THE AUTOPLT CONTINUED THE TURN, TRYING TO INTERCEPT THE DEFLECTED NEEDLE AND WHEN THE NEEDLE SWUNG BACK TO A FULL R DEFLECTION, THE AUTOPLT REVERTED BACK TO CTL WHEEL STEERING, LEAVING US IN A 30 DEG BANKED L TURN.

## **Synopsis**

A B737-700 AUTOPLT GOES INTO CTL WHEEL STEERING MODE DURING AN ILS-LOC COURSE INTERCEPTION. FLT CREW EXPERIENCES A HDG TRACK DEV AND A MISSED APCH FROM SCT CTLR 9 MI W OF BUR, CA.

## **Time / Day**

Date : 200405  
Local Time Of Day : 1801-2400

## **Place**

Locale Reference.Airport : MSP.Airport  
State Reference : MN  
Altitude.AGL.Single Value : 0

## **Environment**

Weather Elements / Visibility : Thunderstorm  
Weather Elements / Visibility : Windshear  
Light : Night

## **Aircraft**

Reference : X  
ATC / Advisory.Tower : MSP.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 616998

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 5**

Reference : 5  
Location Of Person.Facility : MSP.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person

## **Assessments**

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

## **Narrative: 1**

DURING TAXI OUT IN MSP, THE #1 FLT ATTENDANT CALLED THE COCKPIT TO TELL US THAT THERE WAS AN UNRULY PAX IN FIRST CLASS. HE WAS BEING CRASS AND MAKING SEXUALLY SUGGESTIVE COMMENTS AND LEWD GESTURES. SHE STATED THAT SHE WENT TO THE BACK OF THE AIRPLANE TO GET AWAY FROM THIS PAX. SINCE WE HAD A MALE FLT ATTENDANT IN THE BACK, I SUGGESTED THAT HE SAY SOMETHING TO THE PAX. APPARENTLY, THE PAX THEN FELL ASLEEP. SINCE WE HAD EXTENSIVE DELAYS ALL DAY AND ESPECIALLY ON THIS FLT, WE WERE TAXIING FOR SOME TIME. THE FLT ATTENDANTS WERE FINE UNTIL THE PAX WOKE UP AND STARTED YELLING VULGARITIES. AT THIS TIME THEY SAID THAT IT WAS POSSIBLE HE MAY BE DRUNK. HE REFUSED TO TURN HIS CELL PHONE OFF WHEN ASKED BY THE FLT ATTENDANTS. I TALKED TO ALL 3 FLT ATTENDANTS AND NONE OF THEM FELT COMFORTABLE TAKING OFF AND FLYING TO ORD WITH HIM ON BOARD. THE CONCERN WAS THAT HE MIGHT POSSIBLY GO CRAZY AND DO SOMETHING STUPID. SINCE IT WAS A BAD WX DAY ANYWAY AND MORE DELAYS WERE LIKELY COMBINED WITH THE FLT ATTENDANTS' DISCOMFORT IN HAVING THIS PAX ABOARD, I DECIDED TO TAXI BACK TO THE GATE AND HAVE THE AUTHS MEET THE ACFT AND REMOVE THE PAX. APPARENTLY THIS PAX HAD A HISTORY IN HIS FILE AS THE AGENT THERE TOLD ME THIS WAS THE SECOND TIME HE HAD BEEN A PROB ON A FLT WITH MY COMPANY.

## **Synopsis**

AN MD80 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE DURING TAXI AT MSP THAT HE DECIDED TO RETURN TO THE GATE TO OFFLOAD THE PAX.

## Time / Day

Date : 200405  
Local Time Of Day : 1201-1800

## Place

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

## Environment

Ceiling : CLR

## Aircraft

Reference : X  
ATC / Advisory.Center : RJTG.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B777-200  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Flight Phase : Initial Approach  
Airspace.Class A : RJTG.A  
Cabin Lighting : High  
Number Of Seats.Number : 223

## Component

Aircraft Component : Cabin Entertainment  
Aircraft Reference : X  
Problem : Improperly Operated

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Cabin Activity : Safety Related Duties  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Qualification.Flight Attendant : 4  
Experience.Flight Attendant.Total : 36  
Experience.Flight Attendant.Airline Total : 36  
Experience.Flight Attendant.Type : 33  
ASRS Report Number.Accession Number : 616916  
Analyst Callback : Completed

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

### **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

### **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Other Person  
Result.General : Maintenance Action  
Result.General : None Reported / Taken

### **Assessments**

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

### **Narrative: 1**

A PAX HAD DECIDED TO CHARGE HIS 9 VOLT BATTERY TO HIS DVD PLAYER WITH OUR 15 VOLT POWER PORT SYSTEM. HIS BATTERY STARTED TO MELT. OUR OWN DVD PLAYERS WHICH WE GIVE TO OUR PAX ON THE 767 DO NOT HAVE CHARGERS PACKED IN THEM. MY UNDERSTANDING OF OUR POWER PORTS WAS THEY WERE PUT ON BOARD FOR ENTERTAINMENT, I.E. COMPUTERS, DVD PLAYERS. NOT FOR MAINT OF THEIR BATTERIES OF THESE TOYS. 20 PEOPLE DECIDE TO CHARGE AND I THINK WE'D HAVE A FIRE. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THE PAX HAD OPERATED THE PERSONAL DVD AND EXHAUSTED THE BATTERY AND DECIDED TO RECHARGE THE 9 VOLT BATTERY FROM THE 15 VOLT SEAT POWER PORT. THE RPTR SAID THE 9 VOLT BATTERY NOT ONLY MELTED, IT WAS CREMATED ALONG WITH SOME SMOKE AND INTENSE FUMES. THE RPTR STATED THE BATTERY OPERATED DVD WAS OWNED BY THE PAX AND HAD A WIRE HARNESS THAT PLUGGED PERFECTLY INTO THE SEAT POWER PORT. THE RPTR SAID IT WAS NOT DETERMINED IF THE WIRE HARNESS CONNECTED DIRECTLY TO THE BATTERY OR THROUGH CIRCUITRY IN THE DVD. THE RPTR STATED THE POWER PORT WAS ONLY FOR LAPTOP COMPUTERS AND DVD PLAYERS AND NOT FOR BATTERY CHARGING. BUT THIS DVD COULD NOT BE USED IN THE SEAT POWER PORT. THE RPTR SAID IT WAS UNKNOWN IF ANY CIRCUIT BREAKER TRIPPED DURING THIS MELT DOWN BUT OTHER UNITS IN THE AREA CONTINUED TO OPERATE. THE RPTR STATED THIS INCIDENT WAS RPTED TO THE CARRIER AND THE UNION.

### **Synopsis**

A B777-200 CABIN ATTENDANT RPTS THE MID CABIN AREA EXPERIENCED SOME SMOKE AND FUMES WHEN A PAX USED A 15 VOLT SEAT POWER PORT TO CHARGE A 9 VOLT BATTERY FOR A PERSONAL DVD.



## **Time / Day**

Date : 200403  
Local Time Of Day : 1201-1800

## **Place**

Locale Reference.ATC Facility : ZAB.ARTCC  
State Reference : NM

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZAB.ARTCC  
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  
Airspace.Class A : ZAB.A

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 612657

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X

Reporter Organization : Personal  
Function.Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Security  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

APPROX 1 HR INTO FLT, I WAS INFORMED THAT A PAX WAS BEING A 'PROB' AS HE APPEARED INTOXICATED AND WAS CAUSING A DISTURBANCE IN THE CABIN. HE WOULD NOT STOP TRYING TO USE HIS CELL PHONE INFLT UNTIL A FLT ATTENDANT TOOK IT FROM HIM. HE TOOK OUT HIS CIGARETTES AND, WHEN TOLD HE COULD NOT SMOKE, HE TOOK HIS CIGARETTE AND WENT INTO THE LAVATORY. HE SPILLED HIS FOOD TRAY AND 'ORDERED' THE FLT ATTENDANT TO CLEAN IT UP. WHEN NOTIFIED OF THIS BEHAVIOR, I SENT AN ACARS MESSAGE TO DISPATCH THAT I MAY HAVE TO DIVERT IN ORDER TO HAVE THIS PAX REMOVED FROM THE FLT, AS HE WAS USING PROFANITY AND WAS A POTENTIAL SECURITY THREAT. THE FLT ATTENDANTS BELIEVED THAT HE WAS BOARDED IN AN INTOXICATED STATE AND HE WAS TAKING PILLS INFLT. THE FLT ATTENDANTS HAD TO TAKE A BOTTLE OF ALCOHOL FROM HIM AS HE PROCEEDED TO DRINK FROM IT. THE FLT ATTENDANTS WERE EVENTUALLY ABLE TO CTL HIM AND I ELECTED TO CONTINUE TO JFK. EMT'S WERE REQUESTED TO MEET THE FLT, AS THE PAX COULD NOT GET OFF OF THE ACFT UNASSISTED.

## Synopsis

A B757-200 CAPT RPTED THAT A PAX WAS SO DISRUPTIVE THAT HE ARRANGED TO DIVERT. HE CONTINUED TO THE DEST, JFK, ONLY AFTER THE CABIN RPTED THAT THEY HAD THE PAX UNDER CTL.

## Time / Day

Date : 200403  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BNA.Airport  
State Reference : TN  
Relative Position.Distance.Nautical Miles : 9  
Altitude.MSL.Single Value : 1800

## Environment

Flight Conditions : VMC  
Light : Night

## Aircraft

Reference : X  
ATC / Advisory.Tower : BNA.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : MD-82  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use.Localizer/Glideslope/ILS : 2R  
Flight Phase : Landing  
Flight Phase : Initial Approach  
Route In Use : Visual Approach  
Route In Use : Vectors  
Airspace.Class C : BNA.C

## Component : 1

Aircraft Component : ILS/VOR  
Aircraft Reference : X  
Problem : Malfunctioning

## Component : 2

Aircraft Component : AHRS/ND  
Aircraft Reference : X

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 611910  
Analyst Callback : Completed

### **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 610862

### **Person : 3**

Reference : 3  
Location Of Person.Facility : BNA.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local

### **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

### **Person : 5**

Reference : 5  
Location Of Person.Aircraft : X  
Function.Flight Attendant : Flight Attendant (On Duty)

### **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

### **Assessments**

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### **Narrative: 1**

ON DOWNWIND TO BNA, FLT WAS VECTORED TO R BASE FOR VISUAL RWY 2R,  
BNA. CREW VISUALLY IDENTED BNA RWY 31 ON DOWNWIND. FLT WAS CLRED

VISUAL RWY 2R UTILIZING INTERNALLY ILS RWY 2R AS A BACKUP WHILE ON A VECTORED R BASE TO RWY 2R. THE FLT GUIDANCE SYS (MD80, GFMS EQUIPPED, NON-EFIS) CAPTURED AND TUNED AND IDENTED LOC AND GS FOR RWY 2R BNA. PNF IDENTED PROPER ILS MORSE CODE FOR ILS RWY 2R BNA. PF CALLED RWY NOT IN SIGHT TO PNF WHILE DSNDRG ON ILS LOC AND GS. DSNDRG TO 1800 FT AFL, PF CALLS RWY STILL NOT IN SIGHT WHILE BNA TWR CALLS FLT, INQUIRING OUR FLT PATH. ACFT GUIDANCE SYS INTERCEPTED A COURSE AND GS PARALLELING, ILS RWY 2R LOC AND GS. PF EXECUTED A GAR WITH VECTORS TO THE ILS RWY 2R FOR AN UNEVENTFUL APCH AND LNDG. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THIS MODEL OF THE MD80, AN OLDER MODEL, DOES NOT HAVE THE MAP DISPLAY THAT THE LATER MODELS HAVE IN ASSOCIATION WITH A MODERN FMC INSTALLATION. THE FMS DOES NOT ALLOW ANY INPUT TO THE CDI FROM THIS NON EFIS TYPE APCH DISPLAY. THE APCH WAS PROPERLY CONDUCTED WITH THE CREW USING COORD AS REQUIRED FOR IDENT OF THE ILS. ALL 3 PARTICIPANTS REALIZED THAT A PROB EXISTED WITH THE TWR ISSUING HEADINGS FOR AN INTERCEPT OF THE RWY AFTER THE MISSED APCH PROC WAS STARTED. FO RPTR SAID THAT THE PIC AND FLT ATTENDANT DID NOT FOLLOW UP ON THE SUPPOSITION THAT A CELL PHONE WAS TO BLAME. FEEDBACK FROM COMPANY AND UNION REPRESENTATIVES INDICATED THAT BNA TWR HAD NO PREVIOUS EVENTS OF THIS NATURE.

## **Synopsis**

DISPLACED LOC AND GS COURSE CREATES A HDG TRACK DEV BY THE FLT CREW OF AN MD80 ON APCH TO RWY 2 VISUAL WITH ILS BACK UP DURING A NIGHT OP AT BNA, TN.

## Time / Day

Date : 200402  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : JAX.Airport  
State Reference : FL  
Altitude.MSL.Single Value : 1700

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility.Visibility : 10  
Light : Daylight  
Ceiling.Single Value : 800

## Aircraft

Reference : X  
ATC / Advisory.TRACON : JAX.TRACON  
Aircraft Operator : Air Carrier  
Make Model Name : B737-300  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use.Localizer/Glideslope/ILS : 13  
Flight Phase : Initial Approach  
Flight Phase : Descent  
Route In Use.Other  
Airspace.Class E : JAX.E

## Component

Aircraft Component : ILS/VOR  
Aircraft Reference : X  
Problem : Malfunctioning  
Problem : Design

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Experience.Flight Crew.Total : 11100  
Experience.Flight Crew.Last 90 Days : 225  
Experience.Flight Crew.Type : 6700  
ASRS Report Number.Accession Number : 609264

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Personal  
Function.Other

## **Person : 5**

Reference : 5  
Location Of Person.Facility : JAX.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Clearance  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Anomaly.Inflight Event / Encounter : Other / Unknown  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## **Assessments**

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

## **Narrative: 1**

WE WERE AT 2000 FT MSL ON A HDG CLRED TO MAINTAIN 2000 FT TILL ESTABLISHED AND CLRED FOR THE ILS RWY 13 AT JAX. THE LOC CAME ALIVE AND

THE FO WHO WAS FLYING BEGAN A DSCNT TO 1700 FT WHICH WAS THE GIA. JUST AFTER BEGINNING THE DSCNT, THE LOC BEGAN TO PING FROM SIDE TO SIDE ON BOTH CAPT AND FO'S INSTS. WE INFORMED JAX APCH OF THE PROB, CLBED BACK TO 2000 FT AND WERE GIVEN ANOTHER VECTOR AS WE HAD GONE THROUGH THE COURSE. THERE WERE NO FLAGS AND THE IDENT WAS GOOD. APCH THEN SAID IF WE CONTINUED TO HAVE A PROB WITH THE ILS, WE WOULD BE GIVEN A SURVEILLANCE TO RWY 7. I ASKED IF ANYONE WAS IN THE CLR ZONE AND WAS INFORMED THAT THERE WAS NOT. ADDITIONALLY, THE ACFT PRECEDING US AND BEHIND US HAD NO LOC PROBS. WE CONTINUED TO HAVE DIFFICULTY WITH THE LOC AND ENDED UP FLYING THE SURVEILLANCE TO RWY 7. THE ILS SEEMED TO OPERATE FINE ON THE GND AND SINCE WE HAD NO PROBS WITH IT EARLIER, I THOUGHT PERHAPS SOMEONE HAD USED SOME ELECTRONIC EQUIP IN THE CABIN DURING OUR APCH. I CHKED WITH THE FLT ATTENDANTS AND, IN FACT, A GUY HAD OPERATED A PALM PILOT OF SOME SORT DURING THE APCH. WE WERE UNABLE TO TALK TO THE PAX BECAUSE HE HAD ALREADY LEFT THE ACFT BY THE TIME WE TALKED TO THE FLT ATTENDANTS. I ASSUMED THAT WAS THE PROB AND ADVISED THE CREW WHO TOOK THE ACFT AT JAX WHAT HAD OCCURRED. I DID NOT WRITE UP THE OCCURRENCE IN THE LOGBOOK. AFTER FURTHER REFLECTION, I PROBABLY SHOULD HAVE BECAUSE THERE IS NO WAY I CAN PROVE THE PALM PILOT WAS THE CAUSE.

### **Synopsis**

B737-300 CREW HAD ERRATIC LOC SIGNALS ON ILS RWY 13 AND RWY 7 AT JAX. A PAX WAS USING A 'PALM PILOT' AT THE TIME.



## **Time / Day**

Date : 200402  
Local Time Of Day : 1201-1800

## **Place**

Locale Reference.Airport : MMMZ.Airport  
State Reference : FO  
Altitude.MSL.Single Value : 26000

## **Environment**

Light : Daylight

## **Aircraft**

Reference : X  
ATC / Advisory.Center : MMZT.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B737-400  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Airspace.Class A : MMZT.A

## **Person : 1**

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 607842

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 5**

Reference : 5  
Location Of Person : Company  
Reporter Organization : Air Carrier

## **Person : 6**

Reference : 6  
Location Of Person : Company  
Reporter Organization : Air Carrier

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## **Narrative: 1**

APPROX XA30Z, VICINITY MMMZ, CAPT CALLED DISPATCH ON REMOTE AND ADVISED ME THAT A PAX ON BOARD HAD OPENED HER CARRY-ON BAG AND SAW AN ALARM CLOCK IN HER BAG THAT DID NOT BELONG TO HER. CAPT ADVISED CLOCK WAS APPROX 1/2 INCH THICK AND SIZE OF A PASSPORT. CAPT ADVISED PAX HAD REMOVED THE BATTERY, GIVEN CLOCK TO A FLT ATTENDANT, AND THAT FLT ATTENDANT HAD PLACED THE CLOCK IN THE LEAST RISK COMPARTMENT. CAPT ADVISED THE CLOCK WAS NOT TICKING, MOVING OR MAKING ANY SOUNDS. CAPT ADVISED A FEW PAX AND ONE OR MORE FLT ATTENDANTS WERE A LITTLE UPTIGHT. I ASKED CAPT IF FLT ATTENDANTS WERE NOT COMFORTABLE CONTINUING FLT TO ZZZ. HE SAID NO, THEY WANTED TO CONTINUE. APPROX 10-15 MINS LATER, CAPT CALLED ME AGAIN ON REMOTE WITH MORE INFO. PAX HAD BEEN CAMPING IN MEXICO WITH A GROUP OF PEOPLE. DURING THAT TIME, SEVERAL PEOPLE'S BAGS HAD SPILLED AND CONTENTS HAD MIXED. PAX THOUGHT THEY HAD INADVERTENTLY PICKED UP THE ALARM CLOCK WHILE PLACING ITEM BACK INTO HER BAG. CAPT ADVISED CLOCK WAS STILL IN LEAST RISK COMPARTMENT AND MAKING NO NOISE OR MOVEMENT. CAPT AGREED TO CONTINUE TO ZZZ. I ADVISED COMPANY OF ALL DETAILS. COMPANY CALLED THE COMPANY'S AIRLINE SECURITY COORDINATOR. THAT PERSON ADVISED COMPANY WHO THEN ADVISED ME, TO PASS ON TO CREW THE FOLLOWING: SINCE INCOMING INTERNATIONALLY ACFT ARE ALWAYS SEARCHED, TO HAVE FLT ATTENDANT ADVISE PERSON SEARCHING ACFT THE DETAILS AND LOCATION OF ALARM CLOCK, THEY WOULD COMPLETE THE SECURITY CHKS.

## **Synopsis**

B737-400 DISPATCHER WAS INFORMED THAT A PAX FOUND AN ALARM CLOCK IN HER CARRY ON BAG THAT WAS NOT HERS. COMPANY REPRESENTATIVES AND THE DISPATCHER SUGGESTED CONTINUING TO THE ORIGINAL DEST.

## Time / Day

Date : 200312  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : PHX.Airport  
State Reference : AZ  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X  
ATC / Advisory.Tower : PHX.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : DC-9 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Cabin Lighting : Medium  
Number Of Seats.Number : 129

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Function.Flight Attendant : Flight Attendant In Charge  
Qualification.Flight Attendant : 2  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 20  
Experience.Flight Attendant.Airline Total : 20  
Experience.Flight Attendant.Type : 100  
ASRS Report Number.Accession Number : 606834

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

I WAS FLT ATTENDANT #1 ON FLT FROM PHX-ORD. DURING BOARDING, WHILE PREPARING MY GALLEY, A MALE PAX BOARDED AND AN ALARM SOUND WAS COMING FROM HIS CELL PHONE. MOMENTS LATER, I ASKED THE #4 FLT ATTENDANT IF SHE HEARD IT ALSO AND SHE DID. I ASKED HER TO KEEP AN EYE ON HIM. AFTER WE PUSHED FROM THE GATE, FLT ATTENDANT #4 INFORMED ME THE PAX'S ALARM ON HIS PHONE WAS CONTINUING TO SOUND AND SHE ONCE AGAIN INSTRUCTED HIM TO TURN OFF THE PHONE. I INFORMED THE CAPT OF THE PROB AND HE INSTRUCTED ME THAT, IF IT WENT OFF AGAIN, TO TAKE HIS PHONE AWAY AND REMOVE THE BATTERY AND KEEP THE PHONE IN THE GALLEY DURING FLT. AFTER TKOF, A PAX CALL LIGHT CAME ON. THE #4 FLT ATTENDANT PROCEEDED TO ANSWER THE CALL. A PAX SEATED NEXT TO THE MALE WAS COMPLAINING THAT THE ALARM WAS GOING OFF. #4 FLT ATTENDANT BROUGHT PHONE TO FIRST CLASS GALLEY. WHEN I TOOK THE BATTERY OUT OF THE PHONE, WHITE PAPER FELL OUT. I INFORMED THE CAPT. HE ASKED IF THE PAX WAS BELLIGERENT OR UNRULY. #4 FLT ATTENDANT SAID THE PAX GAVE HER THE PHONE WITHOUT ANY DISRUPTIVE BEHAVIOR, BUT SEEMED A 'BIT OFF.' SHE COULD NOT DETECT ANY ALCOHOL SMELL. AS WE CONTINUED ON THE FLT, I WENT TO COACH CABIN TO PICK UP AND NOTICED THE PAX HAD HIS HEAD ON HIS TRAY TABLE. THEN, HE QUICKLY LIFTED HIS HEAD AND STARED INTO SPACE. I INFORMED THE CAPT. THERE WERE NO MORE DISRUPTIONS ON OUR FLT. SECURITY MET OUR FLT IN CHICAGO AND ESCORTED THE MALE PAX AND HIS PHONE OFF THE ACFT.

## **Synopsis**

A DC9 FLT ATTENDANT IN CHARGE NOTICED PAX BEHAVIOR WHO DID NOT SEEM TO BE AWARE HIS CELL PHONE ALARM WAS GOING OFF. CELL PHONE CONFISCATED BY FLT ATTENDANT.

## Time / Day

Date : 200311  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ATL.Airport  
State Reference : GA  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC  
Light : Night

## Aircraft

Reference : X  
ATC / Advisory.Tower : ATL.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : MD-88  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff  
Flight Phase : Initial Climb

## Component

Aircraft Component : FMS/FMC  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Private  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Flight Engineer  
Experience.Flight Crew.Total : 14000  
Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 5344  
ASRS Report Number.Accession Number : 600964

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Facility : A80.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Result.Aircraft : Equipment Problem Dissipated

## **Assessments**

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

## **Narrative: 1**

DURING TKOF ROLL, RECEIVED 'HEADING' ANNUNCIATIONS ON FMS FLT MODE ANNUNCIATOR PANEL (FMA) WITH ABOUT A 10 DEG HEADING SPLIT. WE ELECTED TO CONTINUE THE TKOF RATHER THAN ABORT AT HIGH SPD AND NOTED THAT THE FO'S HEADING MATCHED THE RWY HEADING MORE CLOSELY. THIS PROB OCCURRED INTERMITTENTLY FOR THE NEXT 5 MINS WITH AN 8-10 DEG HDG SPLIT AND THE HEADING CHANNEL (ROLL WINDOW) BLANKING OUT ON THE FMA. (THE AUTOPLT COULD NOT ENGAGE IN THIS CONDITION.) I SUSPECTED ELECTRONIC INTERFERENCE AND DIRECTED THE FLT ATTENDANTS TO SWEEP THE CABIN AND CHK FOR USE OF PERSONAL ELECTRONIC DEVICES WHILE THE FO MADE AN ANNOUNCEMENT TO REQUEST PAX DOUBLE-CHK THAT DEVICES WERE TURNED OFF. FLT ATTENDANTS ALSO HAD PAX CHK DEVICES IN CARRY-ON LUGGAGE. SHORTLY AFTER DIRECTING THESE CHKS, THE PROB CLRED UP, CAPT AND FO HEADING REFS AGREED WITH EACH OTHER AND THE WHISKEY COMPASS. THERE WERE NO PROBS FOR THE REMAINDER OF THE FLT, INCLUDING AFTER WE ALLOWED LAPTOP COMPUTERS TO BE USED. FOR ADDITIONAL REF, THIS WAS AN

AHRS ACFT (DID NOT HAVE IRS-BASED HEADING SYS). ALSO, ALTHOUGH NO PAX ADMITTED HAVING ANY DEVICES ON, A FLT ATTENDANT WHO WAS SEATED IN THE BACK LATER MENTIONED THAT SHE HEARD AT LEAST 1 CELL PHONE RINGING ON TKOF ROLL. (THE FLT ATTENDANTS HAD MADE THE STANDARD PREFLT PA TO TURN DEVICES OFF.) WE HAVE AN ABNORMAL PROC IN OUR MANUALS FOR HEADING ERRORS, BUT IT WASN'T EFFECTIVE DURING THIS EVENT. SINCE IT WAS VFR, THIS DIDN'T SERIOUSLY DEGRADE SAFETY, ALTHOUGH IT WAS A DISTRACTING EVENT IN A BUSY ATC ENVIRONMENT. HAD THIS HAPPENED DURING AN APCH IN IMC CONDITIONS, IT WOULD HAVE BEEN MORE SERIOUS. PERHAPS THE TRAVELING PUBLIC NEEDS TO BE MADE MORE AWARE THAT PED USE DURING FLT IS A SERIOUS CONCERN.

### **Synopsis**

FLT CREW OF MD80 EXPERIENCE MISALIGNED HEADING INFO ON FMS DISPLAY. SUSPECT PAX OPERATED ELECTRONIC DEVICES.



## **Time / Day**

Date : 200311

## **Place**

Locale Reference.ATC Facility : ZZZZ.ARTCC  
State Reference : FO  
Altitude.MSL.Single Value : 36000

## **Environment**

Flight Conditions : VMC

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZZZZ.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B777-200  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Route In Use : Oceanic  
Airspace.Class A : ZZZZ.A

## **Component**

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

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 600209

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Crew  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

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

## Narrative: 1

PAX IN FIRST CLASS COMPLAINED THAT OUR COMPUTER PWR OUTLET WAS DEFECTIVE AND CAUSED HIS PWR CONVERTER TO SMOKE. DURING MY REST BREAK, I CONSULTED WITH THE PAX AND INSPECTED HIS PWR CONVERTER. HE INFORMED ME THAT HE PURCHASED IT AT AN ELECTRONICS STORE AND HAD USED IT 'FOR HRS' ON OTHER FLTS. THE CONVERTER WAS A TARGUS PA-AA-70W-CWT, INPUT 11-16VDC, OUTPUT 3-24VDC. I PLUGGED IN PIGTAIL TO THE UNIT IN MY SEAT WITH NO EFFECT. AFTER CONNECTING THE CONVERTER TO THE PIGTAIL, COPIUS SMOKE EMANATED FROM THE CONVERTER. HAD NO ONE BEEN THERE TO DISCONNECT IT, A FIRE WOULD HAVE MOST LIKELY ENSUED.

## Synopsis

A B777-200 FO RPTED THAT, WHILE IN THE FIRST CLASS REST AREA, HE DISCOVERED THAT THERE WAS AN ELECTRICAL PROB WITH A PWR OUTLET WHICH CAUSED SMOKE OF A PED.

## Time / Day

Date : 200310  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Intersection : BUNTS  
State Reference : PA  
Relative Position.Distance.Nautical Miles : 5  
Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC  
Light : Daylight  
Ceiling.Single Value : 8500

## Aircraft

Reference : X  
ATC / Advisory.TRACON : PHL.TRACON  
Aircraft Operator : Air Carrier  
Make Model Name : DC-9 50  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class E : PHL.E

## Component

Aircraft Component : Traffic Collision Avoidance System (TCAS)  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Flight Engineer  
Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 21000  
Experience.Flight Crew.Last 90 Days : 220  
Experience.Flight Crew.Type : 10000  
ASRS Report Number.Accession Number : 597486

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying

### **Person : 3**

Reference : 3  
Location Of Person.Facility : PHL.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach

### **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

### **Person : 5**

Reference : 5  
Location Of Person.Aircraft : X  
Function.Other

### **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Procedural : Clearance  
Anomaly.Other  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Returned To Clearance

### **Assessments**

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

### **Narrative: 1**

WHILE LEVEL AT 6000 FT 5 MI SE OF BUNTS INTXN AT 250 KTS CLEAN, WE HAD JUST BEEN HANDED OFF TO PHL FINAL APCH WHEN WE GOT A TCASII RA TO CLB FULL SCALE 6000 FPM WITH NO PROXIMATE TFC PRELIMINARIES. THE FO AS PF IMMEDIATELY BEGAN A MAX PERFORMANCE CLB WHILE I WENT HEADS UP TO ACQUIRE THE TFC WHICH HAD POPPED UP AT 12 O'CLOCK POS LESS THAN 1 MI ALT -03. I DID NOT SEE ANY TFC AND BY THE TIME I COULD GET A WORD IN EDGEWISE ON THE FREQ TO TELL ATC ABOUT THE RA, THE RA HAD EVAPORATED WITH NO 'CLR OF CONFLICT' ANNUNCIATION. (INITIALLY, THE TARGET HAD APPEARED TO CLB WITH US, MAINTAINING A -00 ALT DIFFERENTIAL.) THE FO LEVELED OFF AT 7000 FT AND THEN BEGAN A DSCNT BACK DOWN TO 6000 FT AND ATC SAID THERE WAS NO TFC NEAR US WHICH SHOULD HAVE PROVIDED AN

RA. I TESTED THE TCASII (TEST OK) AND ASKED THE LEAD FLT ATTENDANT TO DO A PED WALK, SHE RPTED NO OBVIOUS PED USE. AS APCH HANDED US OFF TO LCL, HE TOLD US THERE WAS VFR TFC BELOW US AT 3500 FT AT THE TIME OF THE RA. WHEN WE GOT TO THE GATE, THE LEAD CAME UP TO SAY THAT A FLT ATTENDANT HAD CAUGHT A LADY TRYING TO CALL HER DAUGHTER ON HER CELL PHONE AT THE TIME WE 'PULLED UP.'

### **Synopsis**

A FALSE TCASII RA SENDS A DC9 FLT INTO A CLB TO AVOID A POTENTIAL TARGET 5 MI SE OF BUNTS INTXN, PA.

## **Time / Day**

Date : 200309  
Local Time Of Day : 1201-1800

## **Place**

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

## **Environment**

Light : Daylight

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZZZ.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) 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.A

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 15.5  
Experience.Flight Attendant.Airline Total : 15.5  
ASRS Report Number.Accession Number : 595002  
Analyst Callback : Completed

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

SAW PAX BOARD. SEEMED UNABLE TO WALK WITHOUT FALLING TO SIDE, BUT THOUGHT IT MAY BE MEDICAL, OR MENTAL SIT. PAX WAS ASSIGNED XA1, BUT WHEN I WALKED THROUGH CABIN HE WAS SITTING IN XA3. THOUGHT THE WOMAN ASSIGNED XA3 WANTED TO SIT IN WINDOW SINCE IT WAS HER FIRST TIME FLYING. NEXT TIME I WALKED THROUGH MALE PAX WAS SITTING IN XA2, NEXT TO YOUNG WOMAN. THOUGHT IT WAS STRANGE AND ASKED IF SHE WOULD RATHER HAVE AISLE SEAT (IN ORDER TO MOVE AWAY), BUT SHE INDICATED SHE WAS FINE. AFTER TKOF, PAX FROM ROW BEHIND MALE PAX CAME TO BACK OF ACFT TO INFORM ME THAT A PAX WAS ON HIS CELL PHONE IN ROW IN FRONT OF HIM. IT WAS THE MALE PAX I HAD NOTICED IN XA2. I IMMEDIATELY TOLD HIM TO TURN PHONE OFF. HE WOULD NOT MAKE EYE CONTACT AND DID NOT IMMEDIATELY COMPLY. AFTER A SECOND TIME HE FINALLY TURNED IT OFF. AS WE APCHED WITH BEVERAGE CART, ROW BEHIND MALE PAX TOLD ME HE HAD BEEN USING PHONE AGAIN. I INFORMED HIM I WOULD CONTACT AUTHORITIES AND CONFISCATE PHONE IF HE DIDN'T COMPLY. HE COMPLIED. WOMAN SITTING NEXT TO HIM MADE EYE CONTACT AND INDICATED SHE WANTED TO MOVE SEATS. I MOVED HER 6 ROWS UP. SHE INFORMED ME HE HAD BEEN TRYING TO TOUCH HER AND SHE WAS UNCOMFORTABLE AND AFRAID. SHE WAS AFRAID TO DEPLANE IN STL FOR FEAR HE WOULD FOLLOW HER. I WENT TO GET MALE PASSENGER'S BOARDING PASS IN ORDER TO HAVE INFO FOR CAPT. HE AGREED TO CONTACT AGENTS IN STL. PAX HAD DIFFICULTY LOCATING BOARDING PASS EVEN THOUGH IT WAS IN SIDE POCKET OF BAG. IT WAS MY FIRST INDICATION OF POSSIBLE INTOXICATION. WHEN I ASKED YOUNG WOMAN IF HE SMELLED OF ALCOHOL, SHE SAID YES. PASSENGER SVC MET FLT. PAX ADMITTED BEING INTOXICATED, AND USING PHONE INFLT. WITH SELF CHECK-IN, THERE IS NO CONTACT WITH PERSONNEL UNTIL BOARDING. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THOUGH THE MALE PAX ADMITTED THAT HE HAD BEEN USING HIS CELL PHONE, HE NEVER USED OBSCENITIES AND DID NOT LASH OUT PHYSICALLY. SO, THE CAPT DECIDED THAT THE POLICE DID NOT NEED TO MEET THE PLANE, BUT THE AGENTS WOULD BE REQUESTED IN ORDER TO OBSERVE THE MALE PAX DURING HIS THREE HOUR LAYOVER TO SEE IF HE SOBERED UP ENOUGH TO BE ALLOWED ON HIS CONNECTING FLT. THE AGENTS ALSO ESCORTED THE UNDERSTANDABLY UPSET FEMALE PAX TO HER

CONNECTING FLT, UPGRADED HER TO FIRST CLASS, AND ENSURED THE MALE PAX DID NOT HAVE ANY FURTHER CONTACT WITH HER. BASED ON THIS EXPERIENCE, THE RPTR OBSERVED THAT THERE IS A POTENTIAL LOOPHOLE IN THE SELF CHECK-IN PROCESS. A PAX CAN CHECK IN AT HOME, PRINT OUT A BOARDING PASS, AND PROCEED TO THE ARPT. IF THE PAX IS NOT CHECKING LUGGAGE, THE ONLY PERSONAL ASSESSMENT OF THE PAX WOULD BE DONE AT THE SCREENING AREA. AFTER THAT, A PAX CAN AVOID AN AGENT AT THE GATE BY UTILIZING THE ELECTRONIC GATE READER (EGR) AND BOARD THE ACFT WITHOUT ANY OTHER HUMAN CONTACT. THE RPTR DOUBTS THAT MANY FLT ATTENDANTS WOULD BE ABLE TO ASSESS A PAX'S FITNESS FOR FLT IN THE BRIEF TIME THAT THEY PASS BY ON THE WAY TO THEIR SEATS.

### **Synopsis**

AN MD80 FLT ATTENDANT RPTED THAT AN INTOXICATED PAX USED HIS CELL PHONE SEVERAL TIMES DURING CRUISE AND HARASSED A FEMALE PAX.



## **Time / Day**

Date : 200304  
Local Time Of Day : 0601-1200

## **Place**

Locale Reference.ATC Facility : ZLA.ARTCC  
State Reference : CA

## **Environment**

Light : Daylight

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZLA.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) 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 : ZLA.A  
Cabin Lighting : High  
Number Of Seats.Number : 129

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : 6  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 13  
Experience.Flight Attendant.Airline Total : 13  
Experience.Flight Attendant.Type : 80  
ASRS Report Number.Accession Number : 582269

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Personal  
Function.Other

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X

Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

WHILE INFLT, I WALKED THROUGH FIRST CLASS AND NOTICED A PAX'S HAND-HELD MULTI-DEVICE UNIT, WHICH INCLUDED A CELL PHONE. I NOTICED THE LIGHT INDICATOR ON THE TOP OF THE DEVICE WAS FLASHING RED AND WOULD CHANGE TO GREEN ONLY FOR A FLASH THEN BACK AGAIN TO RED. BEING FAMILIAR WITH THIS DEVICE, THE LIGHT FLASHING IS A SIGNAL LIGHT FOR THE PHONE AND 2-WAY CAPABILITY. I ADVISED THE PAX THE DEVICE'S PWR NEEDED TO BE TURNED OFF AND WAS NOT APPROVED. HE BECAME HOSTILE WITH HIS TONE AND DEFENSIVE VERBALLY. HE TOLD ME THE DEVICE WAS TURNED OFF. I EXPLAINED THE PWR SOURCE NEEDED TO BE TURNED OFF OR DISCONNECTED. HE CLAIMED IT WAS. I EXPLAINED IF THERE WAS NO PWR THERE WOULD BE NO LIGHT AND POINTED TO THE LIGHT FLASHING. AGAIN I SAID IT NEEDED TO BE TURNED OFF. I CALLED THE CAPT TO ADVISE HIM OF THE PAX'S DEVICE AND BEHAVIOR (USING SWEAR WORDS). THE CAPT AGREED THE DEVICE NEEDED TO BE TURNED OFF. THE CAPT MADE A PA ADVISING PAX TO COMPLY WITH CREW MEMBERS' INSTRUCTIONS. AT THE TIME THE CAPT MADE THE PA, I WAS AGAIN CONVERSING WITH THIS PAX. I ASKED HIM TO REMOVE THE BATTERY FROM THE UNIT TO TURN IT OFF. HE CLAIMED THE UNIT WAS OFF (STILL BLINKING) AND THAT HE DID ALL HE COULD DO. I AGAIN ASKED HIM TO REMOVE THE BATTERY (THE CAPT ADVISED ME TO ASK AGAIN). HE CLAIMED IT WAS IMPOSSIBLE AND THE BATTERY DIDN'T REMOVE. THROUGHOUT THIS CONVERSATION, THE PAX CONTINUED TO SWEAR AT ME USING THE SAME HOSTILE AND DEFENSIVE TONE. I WAS NEVER ABLE TO CONFIRM IF HE COMPLIED OR NOT. I ADVISED THE CAPT OF HIS BEHAVIOR AND I SUGGESTED THE ACR'S DISTURBANCE RPT BE ISSUED. THE CAPT DID NOT AGREE. NO FURTHER ACTION TAKEN.

## Synopsis

A FLT ATTENDANT CONFRONTED A FIRST CLASS PAX ABOUT TURNING OFF HIS PHONE ON AN MD80 AND THE PAX RESPONDED WITH VERBAL HOSTILITY.

## Time / Day

Date : 200305  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ATL.Airport  
State Reference : GA  
Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.TRACON : A80.TRACON  
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  
Nav In Use : FMS Or FMC  
Nav In Use.Localizer/Glideslope/ILS : 26R  
Flight Phase : Initial Approach  
Airspace.Class B : ATL.B

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Flight Engineer  
Experience.Flight Crew.Total : 13000  
Experience.Flight Crew.Last 90 Days : 160  
Experience.Flight Crew.Type : 2000  
ASRS Report Number.Accession Number : 582078

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

### **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

### **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Personal  
Function.Other

### **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

### **Assessments**

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

### **Narrative: 1**

UPON ARR, FLT ATTENDANT TOLD ME SHE CAUGHT PAX ON CELL PHONE ON APCH. HE SAID IT WAS OK BECAUSE IT WAS VFR. AIRLINE POLICY OF CELL PHONE USE IS LUDICROUS AND CONFUSING. CELL PHONES SHOULD NEVER BE ALLOWED TO BE USED ON ACFT, EVER! THE POLICY THAT IT DEPENDS ON THE ACFT DOOR (OPEN OR CLOSED) DOES NOT WORK. THERE IS NO WAY THEY KNOW WHEN IT'S OPEN OR CLOSED. THEY THEN INTERPRET IT'S OK ANYTIME ON GND OR, LIKE THIS GUY, WHEN IT'S NON INST WX. GET CELL PHONE USAGE OFF THE ARPT BEFORE WE FIND OUT THE HARD WAY ABOUT INTERFERENCE.

### **Synopsis**

B757-200 FLT ATTENDANT FOUND A PAX USING A CELL PHONE INFLT GOING INTO ATL.

## Time / Day

Date : 200304  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : SDF.Airport  
State Reference : KY  
Relative Position.Distance.Nautical Miles : 5  
Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.TRACON : SDF.TRACON  
Aircraft Operator : Air Carrier  
Make Model Name : DC-9 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Climb  
Airspace.Class E : SDF.E

## Component

Aircraft Component : Traffic Collision Avoidance System (TCAS)  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Flight Engineer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 20000  
Experience.Flight Crew.Last 90 Days : 200  
Experience.Flight Crew.Type : 10000  
ASRS Report Number.Accession Number : 579608  
Analyst Callback : Completed

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## Person : 3

Reference : 3  
Location Of Person.Facility : SDF.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 5

Reference : 5  
Reporter Organization : Personal  
Function.Other

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

DURING CLB AND WHILE TALKING TO SDF DEP, WE GOT A TCAS RA SHOWING A TARGET AT 12:00 O'CLOCK, LEVEL AND SHOWING A CLB. TCASII COMMANDED A FULL SCALE (6000 FPM) CLB AND I AS PF INCREASED CLB RATE TO 3000 FPM (THE MAX WE COULD SAFELY DO). WE CALLED SDF DEP TO RPT THE RA AND ASK ABOUT THE TARGET. HE SAID HE HAD NO TARGET WITHIN 5 MILES OF US, SO I HIT THE TCAS PRESS TO TEST BUTTON. TCAS TEST RPTED 'TEST OK.' I THEN ASKED THE LEAD FA TO DO A PED WALK AND HE RPTED BACK THAT A COMPUTER WAS IN USE IN VIOLATION OF THE STERILE ENVIRONMENT CONDITION. THE COMPUTER, A 'DELL INSPIRATION 8000,' WITH RPTEDLY NO XMISSION

CAPABILITY AND NO EXTERNAL POWER PACK, WAS SHUTDOWN FOR THE REMAINDER OF THE FLT AND TCAS FUNCTIONED NORMALLY WITH NO FURTHER FALSE RA'S OR TA'S. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE PIC STATED THAT THE FLT HAD BEEN CLRED TO 10000, SO THERE WAS NO ALT DEV INVOLVED. THE RPTR STATED THAT HE HAD NO DIRECT KNOWLEDGE AS TO THE RELIABILITY OF THE TCAS SYS, OR IT'S ABILITY TO DETECT 'REAL' TFC WHILE RESOLVING A FALSE WARNING INSTIGATED BY A PAX'S ELECTRONIC DEVICE. RPTR ADVISED THE COMPANY OF THE INCIDENT, BUT THE ONLY FEEDBACK WAS FROM THE UNION SAFETY REPRESENTATIVE WHO SIMPLY ASKED HIM IF HE HAD RESPONDED TO THE RA. THE PIC SAID THAT THE COMPANY APPEARS TO SHY AWAY FROM THESE ISSUES OF 'PED'S'. THE PIC TALKED WITH THE PAX WHO APPEARED TO BE QUITE CONTRITE OVER THE ISSUE, WHILE FAILING TO STATE HER REASONS FOR USING THE COMPUTER PRIOR TO ANY FA ANNOUNCEMENT. THE RPTR BELIEVES THAT THE ISSUE OF RELIABILITY OF THE TCAS SYS DURING A SCENARIO SUCH AS THIS IS A KEY SAFETY ISSUE.

### **Synopsis**

DC-9 FLT CREW RECEIVED A FALSE TCAS RA DURING DEP CLIMB AND INCREASED THEIR RATE OF CLB TO AVOID A FALSE TARGET APPARENTLY GENERATED BY A PAX LAPTOP COMPUTER.

## Time / Day

Date : 200303  
Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BWI.Airport  
State Reference : MD  
Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility.Visibility : 10  
Light : Night  
Ceiling.Single Value : 4700

## Aircraft

Reference : X  
ATC / Advisory.TRACON : PCT.TRACON  
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  
Nav In Use : FMS Or FMC  
Nav In Use.Localizer/Glideslope/ILS : 10  
Flight Phase : Initial Approach  
Route In Use.Other  
Airspace.Class B : BWI.B

## Component

Aircraft Component : ILS/VOR  
Aircraft Reference : X

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Experience.Flight Crew.Total : 26500  
Experience.Flight Crew.Last 90 Days : 200  
Experience.Flight Crew.Type : 12500  
ASRS Report Number.Accession Number : 576709

## Person : 2



Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying

### **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

### **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Other  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

### **Assessments**

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Weather  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### **Narrative: 1**

ON THE APCH INTO BWI, THE FO WAS FLYING AND I WAS REQUIRED TO KEEP MY VOR ON THE BAL FREQ TO MONITOR DME FOR THE APCH UNTIL THE FINAL APCH FIX. THE AUTOPLT HAD CAPTURED THE LOC AND I MADE THE CALLOUT 'LOC CAPTURED' AND ADVISED THE FO THAT HE WAS FREE TO GO AHEAD AND DSND ON THE GLIDE SLOPE. AS I LOOKED AT THE APCH PROGRESS DISPLAY TO VERIFY THAT THE GLIDE SLOPE WAS CAPTURED, SOMETHING DID NOT LOOK RIGHT. THE ANNUNCIATOR SAID THAT THE GLIDE SLOPE WAS CAPTURED, BUT NOT THE LOC. AFTER A COUPLE OF DOUBLE TAKES LOOKING AT THE DISPLAY, I LOOKED OVER AT THE FO'S VOR, AND SURE ENOUGH, THE CDI WAS OFF-SCALE AND PEGGED TO THE L. I CALLED OUT FULL SCALE DEFLECTION JUST AS WE BROKE OUT OF THE CLOUDS AND FOUND THAT WE WERE ABOUT 1 MI TO THE R OF CTRLINE. THE FO HAD NOT NOTICED ANYTHING UNUSUAL UNTIL I MADE THE CALLOUT. BOTH PLTS WERE ALERT AND FOCUSED AND FLYING BY THE BOOK. IN RETROSPECT, I BELIEVE THAT THE ACFT INSTS HAD BEEN AFFECTED BY CELL PHONES OR OTHER EQUIP IN THE ACFT CABIN. I MAY HAVE INADVERTENTLY ATTRIBUTED TO THIS BY MAKING AN ANNOUNCEMENT AS WE STARTED OUR DSCNT ABOUT THE WAR IN IRAQ. ATC HAD MADE A BROADCAST IN THE BLIND THAT THE LIBERATION OF IRAQ HAD JUST BEGUN. THE TENSION CREATED BY IMMINENT WAR WAS ON EVERYONE'S MIND AND I WAS HAPPY TO SHARE THE NEWS WITH THE PEOPLE IN THE CABIN. HOWEVER, THE EVENTS DURING THE PAST 2 YRS HAVE SHOWN THAT CELL PHONES PROLIFERATE AND CAN BE USED FROM THE BACK OF AN AIRPLANE. I HAVE NO OTHER LOGICAL EXPLANATION FOR THE AUTOPLT BEING LOCKED

ONTO A LOC 1 MIN AND 1 MI OFF COURSE THE NEXT MOMENT. SEVERAL OTHER FACTORS COULD HAVE MADE THIS EVENT MUCH WORSE: 1) THE ATIS WAS CALLING THE WX FEW CLOUDS AT AROUND 2000 FT (I CAN'T REMEMBER EXACTLY) AND A CEILING OF 4700 FT. THE ACTUAL CEILING ON FINAL WAS ABOUT 1800 FT. THIS HAPPENS A LOT AND SEEMS TO HAPPEN MUCH MORE OFTEN AT THE FIELDS THAT USE AUTOMATED ATIS. 2) NO WARNING WAS EVER ISSUED BY APCH CTL. WE WERE BEING HANDED OFF TO THE TWR AT THE TIME AND THE TWR DIDN'T MENTION OUR BEING OFF COURSE EITHER. 3) THE FACT THAT THE APCH REQUIRES 1 NAVAID TO BE SET TO THE VOR-DME MEANT THAT 1 PLT WAS NOT PRESENTED WITH A LOC TO MONITOR. THIS IS LESS THAN OPTIMUM ESPECIALLY FOR A CAT 3 RWY. IN THE PAST (ON 1 OCCASION) I HAVE ACTUALLY SEEN A CELL PHONE CAUSE A LOC NEEDLE TO BE CTRED WITH NO OFF FLAG WHEN THE AIRPLANE WAS NOT ON THE COURSE DURING VMC. SUGGESTIONS FOR PREVENTION: NEVER MAKE A PA THAT MIGHT ENCOURAGE THE USE OF A CELL PHONE DURING FLT.

### **Synopsis**

AN ACR B737-700 CREW, ON APCH TO BWI RWY 10, ATTRIBUTES BEING OFF COURSE TO POSSIBLE UNAUTH USE OF CELL PHONES PROMPTED BY A CABIN ANNOUNCEMENT. THE INABILITY OF THE CREW TO BOTH BE ON THE ILS FREQ BECAUSE OF THE APCH DESIGN, ALSO MAYBE A CONTRIBUTING FACTOR.

## Time / Day

Date : 200302  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Navaid : IIU.VORTAC  
State Reference : KY  
Altitude.MSL.Single Value : 35000

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZID.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : MD-88  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZID.A

## Component

Aircraft Component : VHF  
Aircraft Reference : X  
Problem : Malfunctioning  
Problem : Design

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
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  
Qualification.Flight Crew : Flight Engineer  
Qualification.Flight Crew : Commercial  
Experience.Flight Crew.Total : 10000  
Experience.Flight Crew.Last 90 Days : 256  
Experience.Flight Crew.Type : 250  
ASRS Report Number.Accession Number : 576147

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Facility : ZID.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Crew  
Result.Flight Crew : Overcame Equipment Problem

## **Assessments**

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Primary Problem : Aircraft

## **Narrative: 1**

#1 COM RADIO BEGAN PICKING UP STATIC IN CRUISE. WE ADVISED CTR OF POSSIBLE HOT MIKE ON FREQ, WE COULD HEAR CTR XMISSIONS, BUT STATIC ALWAYS RETURNED AFTERWARDS. NO OTHER ACFT RPTED PROBS, AND NO PROBS OCCURRED WITH COM 2. DECIDED TO ASK PAX TO TURN OFF ALL PED'S. STATIC CEASED IMMEDIATELY AND DID NOT OCCUR AGAIN ON THIS OR NEXT FLT. SUSPECT PED PROB.

## **Synopsis**

MD88 CREW HAS STATIC ON THE #1 VHF COM RADIO. THE STATIC STOPPED WHEN THE PAX WERE DIRECTED TO TURN OFF THEIR ELECTRONIC DEVICES.

## **Time / Day**

Date : 200302  
Local Time Of Day : 1801-2400

## **Place**

Locale Reference.ATC Facility : ZDC.ARTCC  
State Reference : VA  
Altitude.MSL.Single Value : 22000

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZDC.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Airspace.Class A : ZDC.A

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 572789

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying

## **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 4**

Reference : 4  
Location Of Person.Facility : ZDC.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Other  
Detector.Person : Flight Crew  
Result.Flight Crew : Took Evasive Action

## **Assessments**

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

## **Narrative: 1**

LEVEL AT FL220, APPROX 1 HR INTO THE FLT, A SMELL OF HOT PLASTIC OR WIRING WAS NOTICED ON THE FLT DECK. THE CAPT PLACED ON HIS MASK AND DIRECTED ME TO DO THE SAME. AT THIS TIME, OUR FLT ATTENDANT CALLED FORWARD TO LET US KNOW THAT A PAX CD PLAYER HAD SHORTED OUT. THE CD PLAYER WAS PLACED IN A CONTAINER AND SECURED. THE FLT ATTENDANTS HAD NOTICED THE PAX PLAYING HIS CD PLAYER FROM THE TIME THEY ANNOUNCED IT WAS SAFE TO USE APPROVED ELECTRONIC DEVICES. THE SMELL WAS NO LONGER NOTICEABLE, AND THE FLT WAS CONTINUED TO DFW.

## **Synopsis**

MD80 FLC SMELLED HOT PLASTIC BURNING, AND THEY DONNED THEIR OXYGEN MASKS. TURNED OUT TO BE A PAX'S CD PLAYER THAT SHORTED OUT. NO FURTHER PROB.

## Time / Day

Date : 200212  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : IAH.Airport  
State Reference : TX  
Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC  
Light : Daylight

## 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 : Parked

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 569453

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## **Person : 5**

Reference : 5  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier

## **Person : 6**

Reference : 6  
Location Of Person.Aircraft : X  
Function.Other

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Other  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## **Narrative: 1**

CAPT WAS RUNNING LATE, GAVE NO GROUP BRIEFING TO THE CREW, BUT STATED IN PASSING TO ME THAT ALL WOULD BE SOP. FIRST FLT ATTENDANT: FLT ATTENDANT 'A' OR LEAD POS, GAVE NO BRIEFING. CHARTER COORDINATOR: FLT ATTENDANT IN CHARGE OF THE CHARTER, SHE BRIEFED ALL 5 FLT ATTENDANTS ON SVC EXPECTATIONS AND SVC FLOW. MR X, NON INFLT QUALIFIED EMPLOYEE ON BOARD, WHO ACTED LIKE A CHARTER LIAISON. OVERLOADING OF DOOR 2L CLOSET: THE CHARTER COORDINATOR INSTRUCTED THE FLT ATTENDANTS TO REFRAIN FROM STOWING THEIR BAGS IN THE AREAS WHERE THEY ARE NORMALLY STOWED AND PLACE ALL OF THEIR BAGS IN THE SAME CLOSET. THE CLOSET WAS SUBSEQUENTLY OVERLOADED AND THE DOORS HAD TO BE PRESSED UPON IN ORDER TO CLOSE AND LOCK THEM. I WAS UNCOMFORTABLE WITH EXCEEDING WT LIMITS, BUT WAS MADE TO FEEL THAT THIS WAS THE WAY THINGS WERE DONE ON A CHARTER FLT. THIS WAS DONE PURELY TO ACCOMMODATE THE CUSTOMERS. EPISODE: PRIOR TO PUSHBACK, MAIN CABIN DOOR STILL OPEN, I NOTICED A PAX HAD MOUNTED A RADIO ON TOP OF HIS ARMREST, POSITIONING THE AMPLE ANTENNA NEXT TO THE WINDOW. I SAID, 'YOU'RE NOT PLANNING TO LISTEN TO THAT DURING FLT ARE YOU?' HE WAS JOINED IN A CHORUS OF PAX SAYING, 'MR X ALWAYS LETS US LISTEN TO THE RADIOS DURING THE FLT.' I IMMEDIATELY WENT TO SPEAK WITH THE CHARTER COORDINATOR. SHE AND I STEPPED ONTO THE JETWAY. I TOLD HER WHAT THE PAX SAID. AS SHE IS A FULLY QUALIFIED FLT ATTENDANT, I KNEW SHE WAS AWARE THAT SOP DOES NOT ALLOW THE USE OF UNAPPROVED ELECTRONIC



DEVICES IN THE CABIN. SHE SAID WE WERE NOT OPERATING UNDER PART 121 (UNTRUE -- SUBSEQUENTLY, I CONFIRMED WE WERE PART 121) AND THESE PEOPLE WERE MEDIA PEOPLE, WHOSE EQUIP CONTAINED SPECIAL SHIELDING, AND THEY WERE ALLOWED TO USE THEIR EQUIP (SMALL HAND-HELD RADIOS). I TOLD HER I WOULD HAVE APPRECIATED BEING TOLD DURING HER BRIEFING WHICH REGS WE WERE TO FOLLOW AND WHICH REGS TO IGNORE. AS FAR AS I KNEW, OUR FLT TO BWI TOOK US OVER OUR NATION'S MOST RESTRICTIVE AND SENSITIVE AIRSPACE. I WAS UPSET AND CONCERNED. AS I PERCEIVED HER AS MY SUPERIOR, I DID NOT CHALLENGE HER BY THEN SPEAKING WITH THE CAPT. AFTER LNDG: THIS WAS A FLT WHERE I TRULY FELT THE PAX WERE TREATED AS WHAT THE COMPANY WANTS US TO CALL THEM, 'CUSTOMERS.' I FELT THE 'CUSTOMERS' HAD BEEN GIVEN CARTE BLANCHE AND SOME OF THE FAR'S IGNORED. I WAS REPEATEDLY TOLD THE 'CUSTOMERS' WERE PAYING A LOT OF MONEY. BY THE TIME WE LANDED, I FELT INEFFECTUAL TO EXERCISE ANY AUTH. DURING TAXI, I OBSERVED 2 PAX GET OUT OF THEIR SEATS, 1 PAX WALKED AROUND, STOOD IN THE AISLE AND ANOTHER PAX TOOK HIS SUITCASE OUT OF THE OVERHEAD BIN. THIS APPEARED TO BE 'BUSINESS AS USUAL.' AFTER THE FLT: I SPOKE WITH THE CAPT AT THE HOTEL. I DISCOVERED NO ONE HAD INFORMED HIM OF THE AUTH USE OF THE UNAPPROVED ELECTRONIC DEVICES IN THE CABIN. FURTHER, HE SAID THERE IS NO CONCLUSIVE EVIDENCE THROUGH TESTING THAT THE USE OF UNAPPROVED ELECTRONIC DEVICES INTERFERES WITH ACFT SYS. HE SAID THEIR USE POSES VIRTUALLY NO THREAT, AND THEREFORE WOULD HAVE ALLOWED THEIR USE HAD HE BEEN ASKED. I DISAGREED WITH HIS OPINION. I TOLD HIM I DID NOT WANT TO FLY UNDER THESE CONDITIONS. I CALLED SCHEDULING AND REQUESTED TO BE REMOVED FROM THE RETURN CHARTER FLT. MY REQUEST TO BE REASSIGNED WAS GRANTED. CONCERNS: THE CHAIN OF COMMAND WAS BLURRED -- I BELIEVE THE CAPT WAS IN CHARGE OF THE FLT, FLT DECK DOOR FORWARD, BUT BEHIND THE FLT DECK DOOR, THINGS GOT BLURRED. THE CHARTER COORDINATOR ACTED IN CHARGE, AND MR X (NON-INFLT QUALIFIED) WAS AUTHORIZING THE USE OF UNAPPROVED ELECTRONIC DEVICES. THE FIRST FLT ATTENDANT, WHO WAS TECHNICALLY IN CHARGE, APPEARED UNAWARE AND UNCONCERNED. CREW COM BROKE DOWN -- I WAS TOLD BY THE CAPT, ALL WOULD BE SOP, THEN TOLD BY THE CHARTER COORDINATOR THAT THE REGS WERE DIFFERENT AND THAT PART 121 DID NOT APPLY. LATER, I DISCOVERED THE CAPT HAD NOT BEEN INFORMED OF THE USE OF THE UNAPPROVED ELECTRONIC DEVICES. CAPT'S DISREGARD -- THE ACR'S FLT OPS MANUAL, AS WELL AS THE FAR'S, PROHIBITS THE USE OF UNAPPROVED ELECTRONIC DEVICES IN THE CABIN. REGARDLESS OF THE

## **Synopsis**

B757-200. DURING A CHARTER FLT, THE ACR IGNORED FAR'S APPLYING TO PAX CONDUCT AND OP OF PAX ELECTRONIC DEVICES.

## Time / Day

Date : 200208  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : JFK.Airport  
State Reference : NY  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Tower : JFK.Tower  
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

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 558577

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 5**

Reference : 5

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person

## **Assessments**

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

## **Narrative: 1**

WHILE TAXING TO GATE AT JFK, RECEIVED CALL FROM BACK REGARDING IRATE FEMALE PAX. REQUESTED PORT AUTH POLICE MEET ACFT AT GATE. UPON GATE ARR, I WAS INFORMED THAT FLT ATTENDANT #3 WAS VERBALLY ASSAULTED BY A FEMALE PAX WHO WAS TOLD TO TURN OFF HER CELL PHONE. ACCORDING TO THE #1 FLT ATTENDANT, SHE COULD BE HEARD IN THE FRONT FROM APPROX ROW XO. I SPOKE TO POLICE WHEN DOOR WAS OPENED AND EXPLAINED SIT. THEY SPOKE TO THE WOMAN AND LET HER GO. NO PHYSICAL VIOLENCE WAS INVOLVED BUT THE FEMALE PAX MADE THREATS OF VIOLENCE. I THOUGHT IT BEST TO LET THE POLICE HANDLE IT.

## **Synopsis**

AN UNRULY PAX IS MET AT DEST BY LAW ENFORCEMENT.

## Time / Day

Date : 200208  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ATL.Airport  
State Reference : GA  
Relative Position.Angle.Radial : 90  
Relative Position.Distance.Nautical Miles : 10  
Altitude.MSL.Single Value : 4500

## Environment

Flight Conditions : Mixed  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.TRACON : A80.TRACON  
Aircraft Operator : Air Carrier  
Make Model Name : B727-200  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use.Localizer/Glideslope/ILS : 26R  
Flight Phase : Initial Approach  
Route In Use.Other  
Airspace.Class B : ATL.B

## Component

Aircraft Component : ILS/VOR  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Flight Engineer  
Experience.Flight Crew.Total : 10000  
Experience.Flight Crew.Last 90 Days : 180  
Experience.Flight Crew.Type : 4000

ASRS Report Number.Accession Number : 557959  
Analyst Callback : Completed

**Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
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 : Commercial  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 5000  
Experience.Flight Crew.Last 90 Days : 120  
Experience.Flight Crew.Type : 1000  
ASRS Report Number.Accession Number : 557960

**Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Flight Engineer / Second Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Flight Engineer  
Qualification.Flight Crew : Commercial  
Experience.Flight Crew.Total : 5500  
Experience.Flight Crew.Last 90 Days : 200  
Experience.Flight Crew.Type : 900  
ASRS Report Number.Accession Number : 558210

**Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

**Person : 5**

Reference : 5  
Location Of Person.Aircraft : X  
Reporter Organization : Personal  
Function.Other

**Person : 6**

Reference : 6  
Location Of Person.Facility : A80.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach

**Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
Result.General : Maintenance Action  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## **Assessments**

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Weather  
Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## **Narrative: 1**

APCHING ATL FROM SW TOLD TO EXPECT RWY 27L. SUBSEQUENTLY CHANGED AND GIVEN ILS RWY 26R. NUMEROUS DEVS DUE TO TSTMS IN LCL AREA. APCH GAVE TURN TO 240 DEGS TO INTERCEPT LOC TO RWY 26R. CAPT PF NOTED IRREGULAR DEVS ON HIS CDI. FO LATE SWITCHING TO NEW LOC FREQ DUE TO USING WX RADAR. CAPT COMMANDED ON CDI DEVS AS FO SWITCHING TO LOC. CAPT'S CDI WENT TO FULL R DEFLECTION AND CAPT STARTED R TURN TO GO BACK. INTERCEPT VERIFIED BY FO'S CDI. AT THAT TIME, ATC DIRECTED FLT TURN TO 180 DEGS AND MAINTAIN 4500 FT DUE TO PASSING THROUGH LOC. SUBSEQUENT APCH WAS NORMAL. AFTER FLT, FLT ATTENDANT RPTED THAT ON APCH, A CELL PHONE WAS RINGING IN THE CABIN AND PAX ANSWERED CALL. SHE WAS UNABLE TO LOCATE WHICH PAX. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: WHILE ON THE INTERCEPT HDG, RPTR'S LOC NEEDLE SEEMED ERRATIC, LEADING HIM TO BELIEVE SOMETHING WAS WRONG WITH HIS RECEIVER. BY THE TIME THE FO'S ILS WAS TUNED IN, THEY HAD GONE THROUGH THE LOC. AT THAT POINT ATC, DUE TO THE WX AND THE HVY VOLUME OF TFC, ISSUED A GAR. NO FURTHER INFO REGARDING POSSIBLE CELL PHONE INTERFERENCE WAS FORTHCOMING.

## **Synopsis**

A B727-200 CREW, ON INTERCEPT HDG FOR AN ILS TO ATL, EXPERIENCED IRREGULAR LOC DEFLECTIONS ON THE CAPT'S CDI, RESULTING IN A CORRECTIVE VECTOR FROM ATC.

## **Time / Day**

Date : 200207  
Local Time Of Day : 0601-1200

## **Place**

Locale Reference.Intersection : REMIS  
State Reference : FL  
Relative Position.Distance.Nautical Miles : 40  
Altitude.MSL.Single Value : 35000

## **Environment**

Light : Daylight

## **Aircraft**

Reference : X  
ATC / Advisory.Center : ZJX.ARTCC  
Aircraft Operator : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Airspace.Class A : ZJX.A

## **Component : 1**

Aircraft Component : AC Generation  
Aircraft Reference : X  
Problem : Malfunctioning

## **Component : 2**

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

## **Person : 1**

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 555344  
Analyst Callback : Completed

## **Person : 2**

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 555343  
Analyst Callback : Completed

### **Person : 3**

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

### **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Personal  
Function.Other

### **Person : 5**

Reference : 5  
Location Of Person.Facility : ZJX.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute

### **Person : 6**

Reference : 6  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher

### **Person : 7**

Reference : 7  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Maintenance : Technician

### **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Crew  
Result.General : Maintenance Action  
Result.Flight Crew : Override Automation  
Result.Flight Crew : Overcame Equipment Problem  
Result.Aircraft : Equipment Problem Dissipated

### **Assessments**



Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## **Narrative: 1**

INSTRUMENT MALFUNCTION AUTOPLT ABNORMALITY. CLR OF CLOUDS, FL350, ECON CRUISE 'MACH .78,' SMOOTH AIR. THE FO WAS FLYING THIS LEG WHEN 30 NM NE OF LEFKO INTXN ON GREEN 26 PROCEEDING DIRECT TO REDFIN, JAX CENTER CLRED US DIRECT REMISS FOR A WARNING AREA HAD GONE ACTIVE. AT APPROX XA:44 ENE OF REMISS WE ENCOUNTERED THE EVENT. FIRST THING I NOTICED WAS THE AMBER AUTOPLT AND AUTO THROTTLE EICAS MSG AND AUDIBLE ALERT FOR A DISCONNECT. WE ALSO NOTICED SOLID YELLOW LINES THAT WENT THROUGH ALL FLT MGMNT CTL DATA ON BOTH CAPT AND FO ADI'S AND HSI'S. I LOOKED AT THE TOP EICAS ENG INSTRUMENT AND NOTED NO N1 OR EGT DIGITAL READOUTS, ONLY WHITE CIRCLES REMAINED. LOWER EICAS REFLECTED THE SAME. NO DIGITAL INFO FOR N2, FF, OIL PRESSURE, OIL TEMP, OIL QUANTITY, VIB. BOTH CDU'S WERE BLANK. AN IMMEDIATE CHK OF THE ELECTRICAL PANEL INDICATED NO MALFUNCTIONS, A TEST OF INDICATOR LIGHTS REVEALED NO BURNED OUT LIGHTS. CENTER AUTOPLT WAS ENGAGED AND SHOWING PANEL ACTIVE WITH NORMAL INDICATIONS. STANDBY ADI INDICATED WE WERE STARTING A LEFT BANK. WITH WARNING OF AUTOPLT AND AUTO THROTTLE DISCONNECT I GRABBED THE YOKE AND HIT THE AUTOPLT DISCONNECT SWITCH AND DIRECTED THE FO TO FLY. HE MAINTAINED LEVEL FLT AND STATED THAT THE AUTOPLT WAS STILL ENGAGED. I ATTEMPTED TO DISENGAGE THE AUTOPLT WITH THE DISENGAGE BAR BY PULLING IT DOWN AND WAITING. THE WHITE AUTOPLT CMD LIGHT REMAINED ON. I WENT BACK TO THE YOKE AND AGAIN HIT THE DISCONNECT AND FELT THE YOKE PRESSURE THE FO WAS HOLDING. I CALLED ATC AND ADVISED WE WERE HAVING SOME KIND OF AN ELECTRICAL ANOMALY. JUST AFTER THE CALL TO ATC THE AUTOPLT DISENGAGED AND THE WHITE CMD LIGHT WENT OUT AND ALL SYSTEMS RETURNED TO NORMAL OPS. I DIRECTED THE FA 1 TO SEARCH THE ACFT FOR UNAUTHORIZED ELECTRONIC EQUIP BEING USED. I THEN RPTD TO ATC THAT OPS WERE NORMAL. THE EVENT LASTED APPROX 45 SECS. I QUESTIONED ATC REFERENCE MILITARY ACTIVITY IN THE AREA WHICH MAY HAVE AFFECTED OUR EQUIP. DISPATCHER WAS CALLED. FA 1 RPTD A CELL PHONE WAS IN USE BY PAX. I DIRECTED FA 1 TO HAVE IT TURNED OFF AND CONFISCATED TO ME. PAX STATED IT WAS A NEW PHONE BY AT&T, MODEL SIEMENS CEO168, HE WAS INSTALLING NEW PHONE NUMBERS IN DATA BANK AND NOT TALKING ON PHONE. MAINT WAS CALLED AND STATED THE ACFT HAD NO PREVIOUS HISTORY OF THIS TYPE OF EVENT. ONE AREA OF CONCERN WAS A POTABLE WATER TANK GAUGE QUANTITY PROB. THE FO AND I COMPLETED A COMPLETE SYSTEMS CHK CONCLUDING OPS NORMAL. WITH PASSENGER'S CELL PHONE OFF AND IN MY POSSESSION THE FO AND I AGREED WITH DISPATCHER TO CONTINUE THE FLT WITH CAVEAT THAT SHOULD ANY OTHER SIMILAR EVENT OCCUR WE WOULD LAND ASAP. THE FO AND I NOTED NO RECALL EICAS OR STATUS HISTORY. FROM NAVIGATION POINT REMISS WE PROCEEDED UNEVENTFULLY TO SFO. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE ACFT HAD JUST BEEN VECTORED TO CLR A MILITARY AREA OVER THE GULF OF MEXICO AT THE TIME OF THE INCIDENT. EVEN THOUGH THERE WAS SOME SUSPICION THAT THERE MAY HAVE BEEN A MILITARY ACTIVITY THAT COULD HAVE CAUSED THE PROB THIS COULD NOT BE DETERMINED. THE CELL PHONE THAT WAS ON AT THE SAME TIME IS RPTD TO BE A POWERFUL NEW TYPE IN THE SEARCH MODE. THE LOCATION OF THE PHONE DURING THE INCIDENT WAS THE CABIN AT SEAT ROW X WHICH IS ROUGHLY ABOVE THE ELECTRONICS AREA. DURING THE FAILURE THE STANDBY

ENG INSTRUMENTS ACTIVATED. IN MAINT FOLLOW UP ACTION IT WAS THOUGHT THAT A VOLTAGE SPIKE OFF THE LEFT GENERATOR CTL COULD HAVE BEEN A POSSIBLE CAUSE. THERE WAS RPTED TO HAVE BEEN FIVE DIFFERENT 'BLACK BOX' COMPONENTS REPLACED DURING MAINT. THE DIGITAL RECORDER WAS READ AND IT VERIFIED THE FAILURES OCCURRED AS RPTED BY THE CREW. DURING THE COURSE OF THE FAILURES THERE WERE NO STATUS OR ALERT MESSAGES DISPLAYED AND NONE WERE ABLE TO BE RECALLED AFTER THE FACT. THE RPTR REITERATED AGAIN THAT THE TOTAL TIME OF THE INCIDENT WAS NO MORE THAN 1.5 MINS.

### **Synopsis**

A B767 HAS MULTIPLE ELECTRICAL SYSTEM MALFUNCTIONS INCLUDING LOSS OF ENG AND FLT INSTRUMENTS AS WELL AS CTL OF AUTO FLT SYSTEMS FOR A SHORT PERIOD OF TIME DURING CRUISE FLT.

## Time / Day

Date : 200205  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : MIA.Airport  
State Reference : FL  
Altitude.AGL.Single Value : 0

## Environment

Light : Dusk

## Aircraft

Reference : X  
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 : Taxi

## Person : 1

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 25  
Experience.Flight Attendant.Airline Total : 25  
Experience.Flight Attendant.Type : 20  
ASRS Report Number.Accession Number : 549870

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 4

Reference : 4  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 5**

Reference : 5  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## **Assessments**

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

## **Narrative: 1**

I SAT AT 2L JUMPSEAT FACING FORWARD, ACROSS FROM FLT ATTENDANT #7, WHO SAT AT 2L, FACING AFT. AFTER LNDG IN MIAMI, FLT ATTENDANT #7 HEARD FLT ATTENDANT #8 SAY SOMETHING TO A PAX IN XX. SHE HAD TOLD HIM NOT TO STAND AND GET THINGS OUT OF THE OHB, BUT HE WOULD NOT LISTEN. FLT ATTENDANT #7 GOT UP AND WALKED OVER TO THE PAX WHO WAS STILL STANDING, AND TOLD HIM TO SIT DOWN. A FEW MINS LATER, HE STARTED USING HIS CELL PHONE. ANNOUNCEMENTS HAD BEEN MADE. AGAIN, FLT ATTENDANT #8 TOLD HIM NOT TO, AGAIN HE IGNORED HER, AND FLT ATTENDANT #7 HAD TO GO OVER AGAIN AND TELL HIM TO PUT IT AWAY. I NEVER ACTUALLY SAW WHAT WAS GOING ON WITH THE PAX. ONLY FLT ATTENDANT #7 AND FLT ATTENDANT #8'S REACTIONS.

## **Synopsis**

A PAX INSISTS ON STANDING UP TO GET HIS CARRY ON BAG AND USING THE CELL PHONE WHILE ACFT IS STILL TAXIING AFTER LNDG AT MIA, FL.

## Time / Day

Date : 200205  
Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : MIA.Airport  
State Reference : FL  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Environment

Light : Dawn  
Ceiling : CLR

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Taxi  
Cabin Lighting : Medium

## Person : 1

Reference : 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 : 3  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 20  
Experience.Flight Attendant.Airline Total : 20  
Experience.Flight Attendant.Type : 95  
ASRS Report Number.Accession Number : 548186

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Other Person

## **Assessments**

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

## **Narrative: 1**

ON A FLT FROM MIA TO ORD WE HAD A PAX INTERFERE WITH OUR DUTIES AND REFUSE TO FOLLOW INSTRUCTIONS TO TURN OFF HER CELL PHONE. THE PAX WAS TOLD 3 DIFFERENT TIMES TO TURN OFF HER CELL PHONE SO WE COULD DEPART. SHE TURNED IT OFF AT FIRST, THEN WHEN I WALKED PAST HER, 2 MINS LATER, SHE HAD HER HEAD BENT OVER INTO HER CARRY ON BAG TALKING ON HER CELL PHONE. I FINALLY TOLD HER THAT I NEEDED TO WRITE UP A WARNING LETTER ON HER SINCE SHE REFUSED TO COMPLY WITH OUR FAA REQUIREMENTS. I THEN WENT TO TELL THE CAPT WHAT WAS GOING ON. JUST THEN FLT ATTENDANT #2 CAME UP FROM THE BACK TO TELL ME THAT HE HEARD THE PAX CALL ME A '%\$^#&' AS I WALKED UP FRONT. HE SAID HE TOLD HER THAT HE HEARD THAT AND SHE ADMITTED TO HIM THAT SHE DID SAY THAT. THE CAPT WENT TO SPEAK TO HER. I WASN'T THERE TO HEAR WHAT WAS SAID, BUT I DO KNOW THAT SHE WAS ON HER BEST BEHAVIOR DURING THE FLT SO WE (THE CREW) DECIDED NOT TO WRITE UP THE WARNING LETTER ON HER. WE FIGURED SHE LEARNED HER LESSON AND FELT BAD AS SHE NOW BEHAVED APPROPRIATELY. BOY, WERE WE WRONG. AFTER WE LANDED AND EVERYONE DEPLANED, SHE STEPPED INTO THE COCKPIT AND WAS VERBALLY ABUSIVE WITH THE CAPT. SHE TALKED UP THERE FOR ABOUT 5 MINS, ALL THE TIME BEING VERY HOSTILE AND ARGUMENTATIVE. THE CAPT KEPT TRYING TO EXPLAIN TO HER ABOUT FOLLOWING THE RULES OF TURNING OFF THE CELL PHONES. HE EVEN EXPLAINED WHY IT'S IMPORTANT BUT SHE DIDN'T WANT TO HEAR THAT, SHE JUST KEPT STATING THAT IT WAS VERY UPSETTING TO HER THAT SHE WAS REPRIMANDED FOR NOT TURNING OFF HER CELL PHONE.

## **Synopsis**

THE CREW OF AN S80 HAS A PROB WITH A PAX ATTEMPTING TO USE HER CELL PHONE IN SPITE OF REPEATED WARNINGS FROM THE FLT ATTENDANTS AND PIC PRIOR TO DEP FROM MIA, FL.

## Time / Day

Date : 200201  
Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : SVMI.Airport  
State Reference : FO  
Relative Position.Distance.Nautical Miles : 0  
Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Tower : SVMI.Tower  
Aircraft Operator : Air Carrier  
Make Model Name : A300  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Cabin Lighting : High

## Person : 1

Reference : 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  
Experience.Flight Attendant.Total : 2.5  
Experience.Flight Attendant.Airline Total : 2.5  
ASRS Report Number.Accession Number : 538688

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Function.Other

## **Person : 4**

Reference : 4  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying

## **Events**

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Other  
Detector.Person : Flight Crew

## **Assessments**

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## **Narrative: 1**

PAX DURING TAXI OUT ANSWERED CELL PHONE CALL AND HEADED BACK TO THE LAVATORY. I TOLD PAX TO TURN OFF PHONE AND BE SEATED (IN ENGLISH AND SPANISH). PAX IGNORED ME AND WENT INTO LAVATORY TO CONTINUE CONVERSATION. DEMO VIDEO WAS FINISHED AND CAPT SAID FLT ATTENDANTS PREPARE, WHEN PAX CAME OUT. I TOLD PAX TO HAVE A SEAT AND IGNORED AGAIN MY REQUEST. THEN PAX BECAME ANGRY AND SAID 'WHAT ARE YOU GONNA DO IF I DON'T SIT DOWN?' ANOTHER FLT ATTENDANT NOTICED THE CONFRONTATION AND AGAIN PAX ASKED 'WHAT ARE YOU GONNA DO?' PAX WAS THEN ASKED TO BE SEATED AND REFUSED AND WAS THEN ASKED TO GET HIS LUGGAGE AS WE RETURNED TO HAVE PAX REMOVED FROM FLT.

## **Synopsis**

PAX REMOVED FROM FLT AFTER GND CELL PHONE USAGE IN LAVATORY DURING TAXI OUT AND WHEN HE LATER REFUSED TO SIT DOWN PRIOR TO TKOF AT SVMI, FO.