

ASRS Database Report Set

Passenger Electronic Devices

Report Set Description.....A sampling of reports referencing avionics problems that may result from the influence of passenger electronic devices.

Update Number12.0

Date of UpdateJanuary 31, 2008

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

Number of New Records in Report Set4

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.

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 of the following points, which must be considered when evaluating these data.

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.

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 reporting of a specific individual who is describing their experience and perception of a safety related event.

After preliminary processing, all ASRS reports are de-identified. Following de-identification, there is no way to identify the individual who submitted a report. All ASRS report processing systems are designed to protect identifying information submitted by reports, such as, names, company affiliations, and specific times of incident occurrence. There is, therefore, no way to verify information submitted in an ASRS report after it has been de- identified.

The National Aeronautics and Space Administration and its ASRS 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, Director
Aviation Safety Reporting System

CAVEAT REGARDING STATISTICAL USE OF ASRS INFORMATION

Certain caveats apply to the use of ASRS statistical 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, air carriers, or other participants in the aviation system, are equally aware of the ASRS or equally willing to report to us. Thus, the data reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS statistics. 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 supportive of the ASRS program and more inclined to report to us should an NMAC occur.

One thing that can be known from ASRS statistics is that they represent the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 1999 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 1999. Because of these statistical limitations, we believe that the **real power** of ASRS lies in the **report narratives**. Here pilots, controllers, and others, tell us about aviation safety incidents and situations in detail. They explain what happened, and more importantly, **why** it happened. The values of these narrative reports lie in their qualitative nature. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

Report Synopses

ACN: 754696 (1 of 50)

Synopsis

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

ACN: 722561 (2 of 50)

Synopsis

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

ACN: 702630 (3 of 50)

Synopsis

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

ACN: 701732 (4 of 50)

Synopsis

B767-200 CABIN CREW HAS PAX USE GPS.

ACN: 681689 (5 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 (6 of 50)

Synopsis

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

ACN: 661013 (7 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 (8 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 (9 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 (10 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 (11 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 (12 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: 612657 (13 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 (14 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 (15 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: 606834 (16 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 (17 of 50)

Synopsis

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

ACN: 600209 (18 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 (19 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 (20 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 (21 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 (22 of 50)

Synopsis

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

ACN: 579608 (23 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 (24 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 (25 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: 569453 (26 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: 557959 (27 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 (28 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 (29 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 (30 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 (31 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.

ACN: 536654 (32 of 50)

Synopsis

A B737-500 FLC HAS TO ASK FOR A SECOND APCH WHEN THE ILS LOC AND GS FOR RWY 31L IS SCALLOPING AT MDW, IL.

ACN: 535960 (33 of 50)

Synopsis

CL65 CREW HAD POSSIBLE PAX ORIGINATED RF INTERFERENCE WITH AN AUTOFLT SYS DURING VECTORS FOR THE APCH.

ACN: 535709 (34 of 50)

Synopsis

AN MD80 PIC HAS TO CALL COMPANY OPS FOR A PAX TO BE MET BY SECURITY PERSONNEL FOR UNAUTH USE OF HIS CELL PHONE IN FLT WHILE ENRTE TO ONT, CA.

ACN: 534784 (35 of 50)

Synopsis

AN MD80 FLT ATTENDANT RPT ON A PAX WHO REFUSED TO TURN OFF HIS CELL PHONE AFTER BOARDING THE ACFT AND PRIOR TO TKOF.

ACN: 533786 (36 of 50)

Synopsis

B727 FLC EXPERIENCED ERRATIC VOR NAV COURSE INDICATOR POSSIBLY DUE TO PAX USE OF A PAX ELECTRONIC DEVICE.

ACN: 524699 (37 of 50)

Synopsis

CL65 CREW HAD ERRATIC LOC AND GS POSSIBLY CAUSED BY PAX CELL PHONE USE.

ACN: 519640 (38 of 50)

Synopsis

A B737 PIC AUTHORIZES A PAX TO TAKE A DIGITAL PHOTO OF THE ACFT DURING TKOF AND LNDG ON A FLT FROM RDU TO PHL, PA.

ACN: 511889 (39 of 50)

Synopsis

B767 PAX REFUSED TO COOPERATE WITH CABIN ATTENDANTS IN DISCONTINUING USE OF HIS CELL PHONES AND WHEN INSTRUCTED TO STOP USED PROFANITY AND ABUSIVE LANGUAGE RESULTING IN THE PAX REMOVAL FROM THE FLT.

ACN: 504303 (40 of 50)

Synopsis

B767-300 CREW HAD FAULTY GS INDICATIONS AT ATL RWY 27L.

ACN: 504194 (41 of 50)

Synopsis

DC9-50 FLC EXPERIENCED AN INVOLUNTARY TURN BY THE AUTOPLT DURING CRUISE. AUTOPLT REACTED NORMALLY AFTER THE CAPT ASKED PAX TO TURN OFF ANY PED'S. HOWEVER, LATER LEARNED THAT A CELL PHONE IN OVERHEAD BIN WAS HEARD DURING THE TIME OF THE AUTOPLT PROB.

ACN: 503260 (42 of 50)

Synopsis

MLG FLC EXCEEDED AIRSPD RESTR DURING DEP CLB. SPD RESTR WAS REMOVED UPON THE CAPT'S DISCOVERING THE MISTAKE.

ACN: 501860 (43 of 50)

Synopsis

F100 PIC ALERTS COMPANY TO NEW PED -- A COMBO PHONE WHICH CAN BE ATTACHED TO LAPTOP COMPUTER TO UTILIZE THE LAPTOP SPEAKERS SYS.

ACN: 497101 (44 of 50)

Synopsis

CABIN ATTENDANT RPT, B757, LGA-MIA. BOARDING, PAX WOULD NOT TURN OFF CELL PHONE, SWATTED ANOTHER PAX AND CABIN ATTENDANT WITH NEWSPAPER. CAPT INTERVENTION. PAX REMOVED.

ACN: 495128 (45 of 50)

Synopsis

PED RPTD TO CAUSE PROBS WITH COM RADIO ACARS SYS.

ACN: 493817 (46 of 50)

Synopsis

CABIN ATTENDANT RPT, B727-200, MIA-EWR. BOARDING, PAX REFUSED TO TURN OFF ELECTRONIC DEVICE. PAX'S SON VERBALLY ABUSED AND THREATENED CABIN ATTENDANT. CAPT HAD SON REMOVED.

ACN: 493523 (47 of 50)

Synopsis

AN A300 FLC DIVERTS TO THEIR ALTERNATE AFTER NOT BEING ABLE TO TUNE IN THE ILS FOR AN APCH TO JFK. PIC SUSPECTED PED OP AS CAUSAL WHILE APCH TO JFK, NY.

ACN: 492968 (48 of 50)

Synopsis

ON TAXI, MAN REFUSED TO TURN OFF CELL PHONE, PHYSICALLY THREATENED PURSER. PURSER HAD CAPT RETURN TO GATE AND REMOVE PAX.

ACN: 488597 (49 of 50)

Synopsis

PAX ELECTRONIC DEVICES SUSPECTED OF CAUSING COM RADIO PROBS ON A B737-300.

ACN: 487546 (50 of 50)

Synopsis

CABIN ATTENDANT RPT, B767-200, JFK-SFO, NAV PROB, PULLED OFF TXWY. PAX ASKED TO TURN OFF CELL PHONES, MAN WOULDN'T COMPLY. PURSER WARNED HIM.

Report Narratives

ACN: 754696

Time / Day

Date : 200708

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 31000

Aircraft : 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Navigation In Use.Other : FMS or FMC

Flight Phase.Climbout : Intermediate Altitude

Flight Phase.Climbout : Vacating Altitude

Flight Phase.Cruise : Level

Component : 1

Aircraft Component : FMS/FMC

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Qualification.Pilot : ATP

Qualification.Pilot : CFI

Qualification.Pilot : Flight Engineer

Experience.Flight Time.Last 90 Days : 175

Experience.Flight Time.Total : 16895

Experience.Flight Time.Type : 8000

ASRS Report : 754696

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Aircraft : Equipment Problem Dissipated

Resolatory Action.Other

Assessments

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 722561

Time / Day

Date : 200612
Local Time Of Day : 1201 To 1800

Place

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

Environment

Aircraft : 1

Controlling Facilities.Tower : LGA.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : B757 Undifferentiated or Other Model
Operating Under FAR Part : Part 121

Aircraft : 2

Flight Phase.Descent : Approach

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 7
Experience.Flight Attendant Time.Airline Total : 7
Experience.Flight Attendant Time.Total : 9
Experience.Flight Attendant Time.Type : 25
ASRS Report : 722561

Person : 2

Function.Observation : Passenger

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Resolatory Action.None Taken : Unable

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 702630

Time / Day

Date : 200606
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Intersection : WEEDA
State Reference : OH
Altitude.MSL.Single Value : 30000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZOB.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : A320
Operating Under FAR Part : Part 121
Flight Phase.Descent : Intermediate Altitude
Route In Use.Arrival.STAR : WEEDA

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 100
Experience.Flight Time.Total : 17000
Experience.Flight Time.Type : 7000
ASRS Report : 702630

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Government : FAA
Function.Controller : Radar

Person : 4

Function.Observation : Passenger

Events

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

Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Other

Assessments

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 701732

Time / Day

Date : 200606
Local Time Of Day : 1201 To 1800

Place

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

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZZZ.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : B767-200
Operating Under FAR Part : Part 121
Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 5
Experience.Flight Attendant Time.Airline Total : 17.5
Experience.Flight Attendant Time.Total : 17.5
ASRS Report : 701732

Person : 2

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

GPS WAS BEING USED INFLT BY PAX. THE AIR MARSHAL OBSERVED HIM. HE WAS VERY SECRETIVE 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.

ACN: 681689

Time / Day

Date : 200512

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : SAN.Airport

State Reference : CA

Aircraft : 1

Controlling Facilities.TRACON : SCT.TRACON

Operator.Common Carrier : Air Carrier

Make Model Name : B757-200

Operating Under FAR Part : Part 121

Flight Phase.Climbout : Intermediate Altitude

Component : 1

Aircraft Component : Indicating and Warning - Fuel System

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

ASRS Report : 681689

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Person : 3

Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Other Anomaly.Other

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Fuel Qty Gauge

Resolutive Action.None Taken : Anomaly Accepted

Consequence.Other

Assessments

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 673795

Time / Day

Date : 200509
Local Time Of Day : 1201 To 1800

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : A90.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-800
Operating Under FAR Part : Part 121
Flight Phase.Climbout : Initial
Flight Phase.Climbout : Takeoff

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
ASRS Report : 673795

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 5

Affiliation.Government : FAA
Function.Controller : Departure

Events

Anomaly.Cabin Event : Passenger Electronic Device
Independent Detector.Aircraft Equipment : TCAS

Resolatory Action.Flight Crew : Overcame Equipment Problem
Resolatory Action.Flight Crew : Took Evasive Action
Consequence.FAA : Reviewed Incident With Flight Crew

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 661013

Time / Day

Date : 200506
Local Time Of Day : 0601 To 1200

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZTL.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : Regional Jet 700 ER&LR
Operating Under FAR Part : Part 121
Flight Phase.Climbout : Initial
Route In Use.Departure.SID : PAN6.PAN

Component : 1

Aircraft Component : VHF

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : CFI
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 160
Experience.Flight Time.Total : 3200
Experience.Flight Time.Type : 250
ASRS Report : 661013

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Flight Crew : Overcame Equipment Problem

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative

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 RPTD 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.

ACN: 649113

Time / Day

Date : 200502
Local Time Of Day : 1801 To 2400

Place

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

Environment

Light : Night

Aircraft : 1

Controlling Facilities.ARTCC : ZBW.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : B767-300 and 300 ER
Operating Under FAR Part : Part 121
Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 8
Experience.Flight Attendant Time.Airline Total : 14
Experience.Flight Attendant Time.Total : 29
Experience.Flight Attendant Time.Type : 80
ASRS Report : 649113

Person : 2

Function.Observation : Passenger

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Other Anomaly : Fumes
Independent Detector.Other.Flight CrewA : 1
Resolutive Action.Flight Crew : Diverted To Another Airport

Assessments

Problem Areas : Aircraft

Narrative

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.

ACN: 633009

Time / Day

Date : 200408
Local Time Of Day : 1801 To 2400

Place

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

Environment

Light : Night

Aircraft : 1

Controlling Facilities.TRACON : RNO.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-800
Operating Under FAR Part : Part 121
Flight Phase.Descent : Approach

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 5
Experience.Flight Attendant Time.Airline Total : 19
Experience.Flight Attendant Time.Total : 19
Experience.Flight Attendant Time.Type : 80
ASRS Report : 633009

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Person : 4

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Anomaly Accepted
Consequence.Other : Emotional Trauma

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 624747

Time / Day

Date : 200407

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : BOS.Airport

State Reference : MA

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : A90.TRACON

Controlling Facilities.Tower : BOS.Tower

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Descent : Approach

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 5

Experience.Flight Attendant Time.Airline Total : 4

Experience.Flight Attendant Time.Total : 4

Experience.Flight Attendant Time.Type : 85

ASRS Report : 624747

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Person : 3

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 619593

Time / Day

Date : 200406
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : BUR.Airport
State Reference : CA
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : Mixed
Weather Elements : Turbulence
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : SCT.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-700
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : Bur 8
Flight Phase.Descent : Approach
Flight Phase.Landing : Missed Approach
Route In Use.Approach : Instrument Precision
Route In Use.Arrival : On Vectors

Component : 1

Aircraft Component : Autopilot

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Experience.Flight Time.Last 90 Days : 180
Experience.Flight Time.Total : 5000
Experience.Flight Time.Type : 830
ASRS Report : 619593

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Experience.Flight Time.Last 90 Days : 220
Experience.Flight Time.Total : 14000
Experience.Flight Time.Type : 7200
ASRS Report : 619585

Person : 3

Affiliation.Government : FAA
Function.Controller : Approach

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Anomaly.Other Anomaly : Unstabilized Approach
Anomaly.Other Spatial Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : MCP
Independent Detector.Other.ControllerA : 3
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Executed Missed Approach

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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 CTRLR 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.

ACN: 616998

Time / Day

Date : 200405
Local Time Of Day : 1801 To 2400

Place

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

Environment

Weather Elements : Thunderstorm
Weather Elements : Windshear
Light : Night

Aircraft : 1

Controlling Facilities.Tower : MSP.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
ASRS Report : 616998

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Local

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Resolatory Action.Other
Consequence.Other : Company Review

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 612657

Time / Day

Date : 200403

Local Time Of Day : 1201 To 1800

Place

Locale Reference.ATC Facility : ZAB.ARTCC

State Reference : NM

Aircraft : 1

Controlling Facilities.ARTCC : ZAB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B757-200

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Qualification.Pilot : ATP

ASRS Report : 612657

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Contraband

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Company Review

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 611910

Time / Day

Date : 200403
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : BNA.Airport
State Reference : TN
Altitude.MSL.Bound Lower : 1800
Altitude.MSL.Bound Upper : 2500

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.Tower : BNA.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : MD-82
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 2R
Flight Phase.Descent : Approach
Flight Phase.Landing : Missed Approach
Route In Use.Approach : Visual
Route In Use.Arrival : On Vectors

Component : 1

Aircraft Component : ILS/VOR

Component : 2

Aircraft Component : AHRS/ND

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
ASRS Report : 611910

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
ASRS Report : 610862

Person : 3

Affiliation.Government : FAA
Function.Controller : Local

Person : 4

Function.Observation : Passenger

Person : 5

Function.Flight Attendant : On Duty

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : Published Procedure
Anomaly.Other Spatial Deviation
Independent Detector.Other.ControllerA : 3
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued Advisory
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Executed Missed Approach
Consequence.Other : Company Review

Assessments

Problem Areas : ATC Facility
Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Navigational Facility

Narrative

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 DSNDRING ON ILS LOC AND GS. DSNDRING 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.

ACN: 609264

Time / Day

Date : 200402
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : JAX.Airport
State Reference : FL
Altitude.MSL.Bound Lower : 1700
Altitude.MSL.Bound Upper : 2000

Environment

Flight Conditions : IMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : JAX.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-300
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 13
Flight Phase.Descent : Approach
Flight Phase.Descent : Intermediate Altitude
Route In Use.Approach : Instrument Precision

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Experience.Flight Time.Last 90 Days : 225
Experience.Flight Time.Total : 11100
Experience.Flight Time.Type : 6700
ASRS Report : 609264

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Approach

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Inflight Encounter : Turbulence
Anomaly.Inflight Encounter.Other
Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Anomaly.Other Anomaly : Unstabilized Approach
Anomaly.Other Spatial Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ILS Loc
Indications and ILS Rwy 7
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Controller : Provided Flight Assist
Resolatory Action.Flight Crew : Executed Missed Approach
Resolatory Action.Other
Consequence.Other : Company Review

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Company
Problem Areas : FAA
Problem Areas : Flight Crew Human Performance

Situations

Narrative

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.

ACN: 606834

Time / Day

Date : 200312
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : PHX.Airport
State Reference : AZ
Altitude.AGL.Single Value : 0

Environment

Light : Night

Aircraft : 1

Controlling Facilities.Tower : PHX.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : DC-9 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Parked

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 2
Experience.Flight Attendant Time.Airline Total : 20
Experience.Flight Attendant Time.Total : 20
Experience.Flight Attendant Time.Type : 100
ASRS Report : 606834

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 600964

Time / Day

Date : 200311
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ATL.Airport
State Reference : GA
Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.Tower : ATL.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : MD-88
Operating Under FAR Part : Part 121
Flight Phase.Climbout : Initial
Flight Phase.Climbout : Takeoff
Flight Phase.Ground : Takeoff Roll

Component : 1

Aircraft Component : FMS/FMC

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Qualification.Pilot : Private
Experience.Flight Time.Last 90 Days : 130
Experience.Flight Time.Total : 14000
Experience.Flight Time.Type : 5344
ASRS Report : 600964

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Affiliation.Government : FAA
Function.Controller : Departure

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : FLT MODE ANNUNCIATOR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Aircraft : Equipment Problem Dissipated
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 600209

Time / Day

Date : 200311

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 36000

Environment

Flight Conditions : VMC

Aircraft : 1

Controlling Facilities.ARTCC : ZZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B777-200

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Route In Use.Enroute : Atlantic

Component : 1

Aircraft Component : Electrical Wiring & Connectors

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Qualification.Pilot : ATP

ASRS Report : 600209

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Person : 3

Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Other Anomaly

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Consequence.Other : Company Review

Consequence.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Company
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 597486

Time / Day

Date : 200310
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Intersection : BUNTS
State Reference : PA
Altitude.MSL.Bound Lower : 6000
Altitude.MSL.Bound Upper : 7000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : PHL.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : DC-9 50
Operating Under FAR Part : Part 121
Flight Phase.Descent : Intermediate Altitude

Component : 1

Aircraft Component : Traffic Collision Avoidance System (TCAS)

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : CFI
Qualification.Pilot : Flight Engineer
Experience.Flight Time.Last 90 Days : 220
Experience.Flight Time.Total : 21000
Experience.Flight Time.Type : 10000
ASRS Report : 597486

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Government : FAA
Function.Controller : Approach

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 5

Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Altitude Deviation : Excursion From Assigned Altitude
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Clearance
Anomaly.Other Anomaly.Other
Independent Detector.Aircraft Equipment : TCAS
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Flight Crew : Returned To Assigned Altitude
Resolatory Action.Flight Crew : Took Evasive Action
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 595002

Time / Day

Date : 200309

Local Time Of Day : 1201 To 1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Super 80

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Experience.Flight Attendant Time.Airline Total : 15.5

Experience.Flight Attendant Time.Total : 15.5

ASRS Report : 595002

Person : 2

Function.Observation : Passenger

Function.Other Personnel.Other

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.Other

Consequence.Other : Company Review

Assessments

Problem Areas : Company

Problem Areas : FAA

Problem Areas : Passenger Human Performance

Situations

Narrative

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.

ACN: 582269

Time / Day

Date : 200304

Local Time Of Day : 0601 To 1200

Place

Locale Reference.ATC Facility : ZLA.ARTCC

State Reference : CA

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Super 80

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 6

Experience.Flight Attendant Time.Airline Total : 13

Experience.Flight Attendant Time.Total : 13

Experience.Flight Attendant Time.Type : 80

ASRS Report : 582269

Person : 2

Affiliation.Other : Personal

Function.Observation : Passenger

Person : 3

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Unable

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 582078

Time / Day

Date : 200305
Local Time Of Day : 1201 To 1800

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : A80.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B757-200
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 26R
Navigation In Use.Other : FMS or FMC
Flight Phase.Descent : Approach

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Flight Engineer
Experience.Flight Time.Last 90 Days : 160
Experience.Flight Time.Total : 13000
Experience.Flight Time.Type : 2000
ASRS Report : 582078

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : FAR
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Aircraft
Problem Areas : FAA
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 579608

Time / Day

Date : 200304
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : SDF.Airport
State Reference : KY
Altitude.MSL.Single Value : 4000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : SDF.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : DC-9 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Climbout : Intermediate Altitude

Component : 1

Aircraft Component : Traffic Collision Avoidance System (TCAS)

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : CFI
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 20000
Experience.Flight Time.Type : 10000
ASRS Report : 579608

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Government : FAA
Function.Controller : Departure

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 5

Affiliation.Other : Personal
Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Inflight Encounter.Other
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Overcame Equipment Problem
Resolatory Action.Flight Crew : Returned To Original Clearance
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Environmental Factor
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 576709

Time / Day

Date : 200303
Local Time Of Day : 1801 To 2400

Place

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

Environment

Flight Conditions : IMC
Light : Night

Aircraft : 1

Controlling Facilities.TRACON : PCT.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-700
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 10
Navigation In Use.Other : FMS or FMC
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 26500
Experience.Flight Time.Type : 12500
ASRS Report : 576709

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : FAR
Anomaly.Other Anomaly.Other
Anomaly.Other Spatial Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ILS CDI
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Aircraft
Problem Areas : Flight Crew Human Performance
Problem Areas : Navigational Facility
Problem Areas : Weather

Narrative

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.

ACN: 576147

Time / Day

Date : 200302
Local Time Of Day : 0601 To 1200

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZID.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : MD-88
Operating Under FAR Part : Part 121
Flight Phase.Cruise : Level

Component : 1

Aircraft Component : VHF

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 256
Experience.Flight Time.Total : 10000
Experience.Flight Time.Type : 250
ASRS Report : 576147

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Government : FAA
Function.Controller : Radar

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Cabin Event : Passenger Electronic Device
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Flight Crew : Overcame Equipment Problem
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : FAA

Situations

Narrative

#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.

ACN: 569453

Time / Day

Date : 200212
Local Time Of Day : 1201 To 1800

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : B757 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Parked

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
ASRS Report : 569453

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 5

Affiliation.Company : Air Carrier

Person : 6

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Anomaly.Other Anomaly.Other
Resolatory Action.None Taken : Anomaly Accepted
Resolatory Action.Other

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Company
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Situations

Narrative

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 CAPT'S PERSONAL OPINION, ADHERENCE TO SOP'S AND COMPLIANCE WITH FAR'S SHOULD PREVAIL.

Synopsis

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

ACN: 557959

Time / Day

Date : 200208
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ATL.Airport
State Reference : GA
Altitude.MSL.Single Value : 4500

Environment

Flight Conditions : Mixed
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : A80.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B727-200
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 26R
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Experience.Flight Time.Last 90 Days : 180
Experience.Flight Time.Total : 10000
Experience.Flight Time.Type : 4000
ASRS Report : 557959

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Experience.Flight Time.Last 90 Days : 120
Experience.Flight Time.Total : 5000

Experience.Flight Time.Type : 1000
ASRS Report : 557960

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Second Officer
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 5500
Experience.Flight Time.Type : 900
ASRS Report : 558210

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 5

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 6

Affiliation.Government : FAA
Function.Controller : Approach

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Inflight Encounter : Weather
Anomaly.Other Anomaly : Unstabilized Approach
Anomaly.Other Spatial Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : CDI
Independent Detector.Other.ControllerA : 4
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued Alert
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Became Reoriented
Resolatory Action.Flight Crew : Executed Go Around
Consequence.FAA : Reviewed Incident With Flight Crew
Consequence.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Environmental Factor
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance
Problem Areas : Weather

Narrative

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.

ACN: 555344

Time / Day

Date : 200207

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Intersection : REMIS

State Reference : FL

Altitude.MSL.Single Value : 35000

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZJX.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Navigation In Use.Other : FMS or FMC

Flight Phase.Cruise : Level

Component : 1

Aircraft Component : AC Generation

Component : 2

Aircraft Component : Electrical Power

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Qualification.Pilot : ATP

ASRS Report : 555344

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Qualification.Pilot : Commercial

Qualification.Pilot : Instrument

Qualification.Pilot : Multi Engine

ASRS Report : 555343

Person : 3

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Radar

Person : 6

Affiliation.Company : Air Carrier
Function.Other Personnel : Dispatcher

Person : 7

Affiliation.Company : Air Carrier
Function.Maintenance : Technician
Function.Oversight : Coordinator

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Aircraft : Equipment Problem Dissipated
Resolatory Action.Flight Crew : Overcame Equipment Problem
Resolatory Action.Flight Crew : Overrode Automation
Consequence.Other : Company Review
Consequence.Other

Assessments

Problem Areas : Aircraft

Narrative

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 RPTED 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 RPTED 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 RPTED 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.

ACN: 549870

Time / Day

Date : 200205
Local Time Of Day : 1201 To 1800

Place

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

Environment

Light : Dusk

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : B777 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Experience.Flight Attendant Time.Airline Total : 25
Experience.Flight Attendant Time.Total : 25
Experience.Flight Attendant Time.Type : 20
ASRS Report : 549870

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Function.Observation : Passenger

Person : 5

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Resolatory Action.None Taken : Unable
Consequence.Other : Company Review

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 548186

Time / Day

Date : 200205
Local Time Of Day : 1201 To 1800

Place

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

Environment

Light : Dawn

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : MD-80 Super 80
Operating Under FAR Part : Part 121
Navigation In Use.Other : FMS or FMC
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 3
Experience.Flight Attendant Time.Airline Total : 20
Experience.Flight Attendant Time.Total : 20
Experience.Flight Attendant Time.Type : 95
ASRS Report : 548186

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure
Consequence.Other : Company Review
Consequence.Other : Emotional Trauma

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 538688

Time / Day

Date : 200201
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SVMI.Airport
State Reference : FO
Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.Tower : SVMI.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : A300
Operating Under FAR Part : Part 121
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Experience.Flight Attendant Time.Airline Total : 2.5
Experience.Flight Attendant Time.Total : 2.5
ASRS Report : 538688

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Other Anomaly.Other
Independent Detector.Other.Flight CrewA : 4

Resolatory Action.Other
Consequence.Other : Company Review

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Company
Problem Areas : Passenger Human Performance

Narrative

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.

ACN: 536654

Time / Day

Date : 200201
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MDW.Airport
State Reference : IL
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.TRACON : C90.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737-500
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 31L
Navigation In Use.Other : FMS or FMC
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Experience.Flight Time.Last 90 Days : 250
Experience.Flight Time.Total : 10500
Experience.Flight Time.Type : 5500
ASRS Report : 536654

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Government : FAA
Function.Controller : Approach

Person : 5

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Altitude Deviation : Crossing Restriction Not Met
Anomaly.Altitude Deviation : Undershoot
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Other Anomaly : Unstabilized Approach
Anomaly.Other Spatial Deviation
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued Advisory
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Executed Go Around

Assessments

Problem Areas : ATC Human Performance
Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

NAV INTERFERENCE. OVER CHT, CLRED '10 DEGS R INTERCEPT LOC RWY 31L PLAN CIRCLE RWY 22L.' UPON TUNING LOC FREQ AND SETTING COURSE, IT APPEARED WE WERE ON THE LOC, ALTHOUGH VISUALLY WE APPEARED S OF COURSE. ATC ASKED IF WE HAD INTERCEPTED AND SAID WE WERE S OF COURSE. THE CDI THEN SWUNG FULL SCALE TO THE OTHER SIDE INDICATING WE WERE N OF COURSE. I TURNED TO CTR THE CDI AND WE SWITCHED TO TWR. MY CDI SWUNG R INDICATING WE WERE S OF COURSE. I NOTICED THE FO'S CDI WAS SWINGING THE SAME DIRECTION AS MINE, BUT MOVING ABOUT HALF AS FAR. WHEN WE SAW THE RWY, WE WERE N OF COURSE WITH CDI'S INDICATING WE WERE S OF COURSE. WE WERE HIGH AND WELL N OF COURSE WHEN TWR ASKED IF WE COULD GET DOWN FROM THERE. WE ASKED TO BE TURNED OUT TO RE-ENTER THE PATTERN. UPON TURNING OUTBOUND WE MADE A PA ASKING PEOPLE TO PLEASE MAKE SURE THEIR CELL PHONES AND OTHER EQUIP WERE TURNED OFF. THE CDI'S IMMEDIATELY BECAME STEADY AND WE COMPLETED A NORMAL ILS RWY 31C CIRCLE RWY 22L WITH NORMAL INDICATIONS AND THE FLT ATTENDANTS RPTED THAT A WOMAN IN THE FORWARD LOUNGE WAS TALKING ON HER CELL PHONE. AS SOON AS SHE TURNED HER PHONE OFF, OUR CDI INDICATED NORMALLY.

Synopsis

A B737-500 FLC HAS TO ASK FOR A SECOND APCH WHEN THE ILS LOC AND GS FOR RWY 31L IS SCALLOPING AT MDW, IL.

ACN: 535960

Time / Day

Date : 200201
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Navaid : CVG.VORTAC
State Reference : KY
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : CVG.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : Regional Jet CL65, Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 18R
Flight Phase.Descent : Approach

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 225
Experience.Flight Time.Total : 2800
Experience.Flight Time.Type : 1000
ASRS Report : 535960

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Approach

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Other Spatial Deviation
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Flight Crew : Regained Aircraft Control
Resolatory Action.Flight Crew : Returned To Intended or Assigned Course
Resolatory Action.Flight Crew : Returned To Original Clearance

Assessments

Problem Areas : Aircraft
Problem Areas : FAA
Problem Areas : Passenger Human Performance

Narrative

CONDITIONS: VMC, CLRED FOR VISUAL TO CVG RWY 18R, AUTOPLT ON, HDG MODE SET TO 150 DEGS TO INTERCEPT, RWY 18R LOC (111.55/184 DEGS) TUNED AND IDENTED, GREEN DATA SELECTED, APCH ARMED. EVENT: WHILE IN LEVEL FLT AWAITING CAPTURE OF THE LOC, THE AUTOPLT BEGAN A STANDARD RATE TURN TO THE INBOUND COURSE APPROX 7 MI PRIOR TO INTERCEPTING THE LOC. SINCE WE WERE VMC, WE IMMEDIATELY RECOGNIZED THE ERROR AND DISCONNECTED THE AUTOPLT. THE REST OF THE APCH WAS HAND FLOWN. UPON LNDG, I ASKED THE FLT ATTENDANT IF SHE NOTICED ANYBODY USING THEIR PHONE INFLT. SHE STATED THAT SHE OBSERVED A PAX IN SEAT XYZ PLACING A CALL DURING THE TIME WE WERE ON APCH TO CVG. COMMENTS: THIS TYPE OF AUTOPLT ERROR HAS HAPPENED TO ME AT OKC AND AT ANOTHER ARPT, AND DURING THOSE OCCURRENCES I SUSPECTED CELL PHONE INTERFERENCE, HOWEVER, I WAS NEVER ABLE TO PROVE THAT SOMEONE WAS ACTUALLY USING THEIR PHONE INFLT. ON THIS OCCASION, IT WAS CONFIRMED BY THE FLT ATTENDANT. MY CONCERN IS THAT IF THIS TYPE OF INTERFERENCE OCCURS WHILE IMC, IT COULD RESULT IN SERIOUS CONSEQUENCES. MISSED APCH, TFC CONFLICTS, CREW VIOLATIONS, OR EVEN CFIT COULD BE POSSIBLE. UNFORTUNATELY, WE HAVE ABSOLUTELY NO WAY OF KNOWING IF A PED IS ON DURING FLT, AND THEREFORE, HAVE NO WAY OF KNOWING IF OUR NAV EQUIP IS BEING DEGRADED. CELL PHONES, WIRELESS PDA'S, THE NEW 'BLACKBERRY' DEVICES, AND OTHER WIRELESS DEVICES ARE COMMONPLACE AND IT IS ALMOST IMPOSSIBLE TO ENSURE THAT THEY ARE NOT INADVERTENTLY LEFT ON OR USED WHILE AIRBORNE. (IN FACT, SEVERAL MONTHS AGO, ONE OF THE TELEVISION ADS FOR A BLACKBERRY DEVICE SHOWED A PAX CHKING HIS E-MAIL WHILE INFLT.) I ASK FOR YOUR ASSISTANCE IN ADDRESSING THIS SIT. I AM CONCERNED BY THE POSSIBILITY THAT THIS TYPE OF INTERFERENCE COULD LEAD TO LEGAL RAMIFICATIONS OR AN ACCIDENT. I WOULD LIKE TO OFFER A

POSSIBLE SOLUTION. IMPLEMENT A RECEIVER/DETECTOR ON BOARD THE ACFT WHICH CAN DETECT XMISSIONS BY THESE TYPES OF DEVICES. SINCE THESE DEVICES ARE ASSIGNED FREQS, THE PRESENCE OF THESE FREQS ON THE ACFT WOULD INDICATE THAT SUCH A DEVICE IS ON AND THAT THE ACCURACY OF THE NAV EQUIP MAY BE DEGRADED. WITH THIS INFO, THE CREW WOULD AT LEAST HAVE SOME INDICATION IN THAT THERE IS THE POSSIBILITY OF INTERFERENCE. THE CREW WOULD THEN TAKE AN APPROPRIATE COURSE OF ACTION. REGARDLESS OF HOW A LONG-TERM SOLUTION IS DEvised, I WOULD ALSO LIKE TO SUGGEST THAT FLT ATTENDANTS IMMEDIATELY (EVEN IF STERILE COCKPIT IS IN EFFECT) ADVISE THE CREW IF THEY OBSERVE A PAX USING A PED ON APCH, OR CLBOUT, SINCE THIS IS AN ISSUE OF SAFETY.

Synopsis

CL65 CREW HAD POSSIBLE PAX ORIGINATED RF INTERFERENCE WITH AN AUTOFLT SYS DURING VECTORS FOR THE APCH.

ACN: 535709

Time / Day

Date : 200201

Local Time Of Day : 1201 To 1800

Place

Locale Reference.ATC Facility : ZAB.ARTCC

State Reference : NM

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZAB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Qualification.Pilot : ATP

ASRS Report : 535709

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Person : 4

Function.Observation : Passenger

Person : 5

Affiliation.Company : Air Carrier

Function.Other Personnel.Other

Person : 6

Affiliation.Government : FAA

Function.Controller : Radar

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Consequence.Other : Company Review

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Navigational Facility
Problem Areas : Passenger Human Performance

Narrative

JUST AFTER PASSING BY PHX, WHILE ENRTE FROM DFW TO ONT, THE #4 FA ADVISED ME THAT SHE HAD OBSERVED THE PAX IN SEAT XA USING HIS CELL PHONE AND THAT WHEN SHE TOLD HIM THAT HE COULDN'T USE IT IN FLT HE GAVE HER A 'YEAH, YEAH' TYPE OF REPLY BUT CONTINUED TALKING ON IT. SHE SAID THAT ALTHOUGH HE HAD BEEN SOMEWHAT ARGUMENTATIVE HE HAD FINALLY COMPLIED. SHE ALSO INFORMED ME THAT THIS SAME PAX HAD BEHAVED STRANGELY DURING THEIR PREFLT SAFETY DEMO 'HOLLERING' AND 'CHEERING' BUT HAD SETTLED DOWN WHEN INSTRUCTED TO DO SO, AND THAT HE HAD 'CONKED OUT' SHORTLY AFTER TKOF. A FEW MINS LATER, I WAS INFORMED THAT THIS SAME PAX WAS AGAIN USING HIS CELL PHONE. AT THIS TIME I CONTACTED ONT OPS AND ADVISED THEM OF THE SIT AND REQUESTED THAT THE FLT BE MET BY THE AUTHORITIES AND THAT THIS PAX BE ESCORTED FROM THE ACFT. ARRIVING AT THE GATE WE WERE MET BY A NUMBER OF LAW ENFORCEMENT OFFICERS WHO ESCORTED THE INDIVIDUAL FROM THE ACFT WITHOUT ANY APPARENT FURTHER INCIDENT.

Synopsis

AN MD80 PIC HAS TO CALL COMPANY OPS FOR A PAX TO BE MET BY SECURITY PERSONNEL FOR UNAUTH USE OF HIS CELL PHONE IN FLT WHILE ENRTE TO ONT, CA.

ACN: 534784

Time / Day

Date : 200112
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : RIC.Airport
State Reference : VA
Altitude.AGL.Single Value : 0

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Parked

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Experience.Flight Attendant Time.Total : 3.5
ASRS Report : 534784

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 3

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Cabin Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

ACCORDING TO FLT ATTENDANT #4, ON THE FLT ABCD FROM RIC TO DFW, DEC/XA/01, SHE TOLD PAX MR X TO TURN OFF THE CELL PHONE, BUT HE DIDN'T. HE WAS CONSISTENTLY MEAN TO HER BY SAYING ALL AIRLINES SHOULD HAVE SAME RULES, OR THREATENED TO HER TO WRITE UP TO PRESIDENT OF AIRLINE (I DON'T KNOW IF HE DID IT OR NOT). I WAS NOT INVOLVED ON THIS, BUT I HEARD.

Synopsis

AN MD80 FLT ATTENDANT RPT ON A PAX WHO REFUSED TO TURN OFF HIS CELL PHONE AFTER BOARDING THE ACFT AND PRIOR TO TKOF.

ACN: 533786

Time / Day

Date : 200112
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MEI.Airport
State Reference : MS
Altitude.MSL.Single Value : 31000

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.ARTCC : ZME.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : B727-200
Operating Under FAR Part : Part 121
Navigation In Use.Other : FMS or FMC
Flight Phase.Cruise : Level

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 70
Experience.Flight Time.Total : 10000
Experience.Flight Time.Type : 6500
ASRS Report : 533786

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Radar

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Cabin Event : Passenger Electronic Device
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : VOR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Aircraft : Equipment Problem Dissipated

Assessments

Problem Areas : Aircraft
Problem Areas : Environmental Factor
Problem Areas : Passenger Human Performance

Narrative

SHORTLY AFTER OUR DEP AND GIVING THE FLT ATTENDANTS THE SIGNAL THAT IT WAS OK FOR PAX TO USE PERSONAL ELECTRONIC DEVICES (PED), THE #1 VOR OFF FLAG CAME IN VIEW AND THE COURSE DEV INDICATOR DROVE TO FULL SCALE DEFLECTION. THE BEARING POINTER ALSO BEGAN A SLOW DRIFT AWAY FROM THE CORRECT BEARING. THIS ONLY LASTED FEW MINS WHILE WE WERE CHECKING RECEPTION FROM OTHER NAVAIDS, AND THEN THE VOR BEGAN WORKING PROPERLY AGAIN. THEN, SHORTLY BEFORE BEGINNING DESCENT TO OUR DESTINATION, THE #1 VOR AGAIN BEGAN REACTING IN THE SAME ABNORMAL MANNER. I MADE AN ANNOUNCEMENT TO THE PAX TO DISCONTINUE USE OF PEDS AND THE VOR RETURNED TO NORMAL OPERATION ALMOST IMMEDIATELY. VOR OPERATION REMAINED NORMAL FOR THE REST OF THE FLT. OUR FLT ATTENDANTS DID CONFIRM THAT PEDS WERE IN USE AT THE TIME OF THE SECOND INCIDENT BUT DUE TO OUR PROXIMITY TO LNDG, WE DID NOT HAVE TIME TO DO MORE INVESTIGATION TO SEE WHICH SPECIFIC DEVICE WAS AT FAULT.

Synopsis

B727 FLC EXPERIENCED ERRATIC VOR NAV COURSE INDICATOR POSSIBLY DUE TO PAX USE OF A PAX ELECTRONIC DEVICE.

ACN: 524699

Time / Day

Date : 200109
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Intersection : KENIL
State Reference : IL
Altitude.MSL.Single Value : 2500

Environment

Flight Conditions : IMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : C90.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : Regional Jet CL65, Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 22L
Navigation In Use.Other : FMS or FMC
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision
Route In Use.Arrival : On Vectors

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Experience.Flight Time.Last 90 Days : 131
Experience.Flight Time.Total : 6000
Experience.Flight Time.Type : 3500
ASRS Report : 524699

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Approach

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Executed Go Around
Resolatory Action.Flight Crew : Took Precautionary Avoidance Action

Assessments

Problem Areas : Aircraft
Problem Areas : FAA
Problem Areas : Passenger Human Performance

Situations

Narrative

WE WERE IN THE CLOUDS AND ON A VECTOR FROM CHICAGO APCH CTLR TO JOIN THE LOCALIZER FOR RWY 22L AT ORD. BOTH NAV RADIOS HAD BEEN TUNED TO 110.1 AND THE IDENTIFIER (ILQQ) HAD BEEN RECEIVED. AS WE WERE FLYING TOWARD THE COURSE, BOTH THE CAPT'S AND FO'S CDI'S BEGAN TO WAVER BETWEEN FULL SCALE AND 'FLY RIGHT' AND FULL SCALE 'FLY LEFT' INDICATIONS. OUR DISPLAYS ALSO SHOWED INTERMITTENT LOC AND GS RED FLAGS. WE WANTED TO QUERY ATC ABOUT THE INTEGRITY OF THE 22L LOC, BUT THE CTLR WAS TALKING NON-STOP AND WE COULD NOT GET HIS ATTENTION. I WAS CONSIDERING EXECUTING A MISSED APCH WHEN THE CTLR CALLED AND ASKED US IF WE WERE RECEIVING THE LOCALIZER. WE ANSWERED THAT OUR CDI'S WERE WAVERING. THE CTLR BROKE US OFF THE APCH AND GAVE US VECTORS AROUND FOR A SECOND APCH. THE SECOND APCH TO RWY 22L WAS UNEVENTFUL AND ALL INDICATIONS WERE NORMAL. AFTER DEPLANING THE PAX AT THE GATE, WE DISCUSSED WHAT HAD HAPPENED WITH THE FLT ATTENDANT. THE FLT ATTENDANT STATED THAT, DURING HER FINAL WALK THROUGH THE CABIN BEFORE LANDING, SHE HAD TO ASK A PAX TO TURN OFF A CELL PHONE THAT HE WAS USING. BY MY ESTIMATION, THE TIME THAT THE FLT ATTENDANT SAID SHE SAW THE PAX USING HIS CELL PHONE CORRELATES APPROX TO THE TIME WE WERE RECEIVING THE FAULTY LOCALIZER COURSE INDICATIONS DURING THE FIRST APCH.

Synopsis

CL65 CREW HAD ERRATIC LOC AND GS POSSIBLY CAUSED BY PAX CELL PHONE USE.

ACN: 519640

Time / Day

Date : 200107
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : RDU.Airport
State Reference : NC
Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : RDU.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B737 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Climbout : Takeoff
Flight Phase.Ground : Parked
Flight Phase.Landing : Roll

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : CFI
Qualification.Technician : Airframe
Qualification.Technician : Powerplant
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 9000
Experience.Flight Time.Type : 600
ASRS Report : 519640

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer

Person : 3

Affiliation.Other : Personal
Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : Published Procedure

Anomaly.Other Anomaly.Other
Resolatory Action.None Taken : Detected After The Fact
Consequence.Other : Company Review

Assessments

Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

WHILE BOARDING PAX ON FLT XXX RDU-PHL, A FLT ATTENDANT SAID A PAX WAS REQUESTING TO TAKE PICTURES OF THE ACFT WING WITH HIS DIGITAL CAMERA DURING TKOF AND LNDG. I GAVE THE FLT ATTENDANT MY BUSINESS CARD TO GIVE TO THE PAX AND TOLD HER TO TELL THE PAX IT WAS OK TO TAKE PICTURES. I ALSO TOLD HER TO TELL THE PAX TO SEND ME SOME COPIES IF HE GOT A CHANCE. WELL, TODAY HE SENT ME THE PICTURES VIA E-MAIL OF WHICH HE HAD POSTED ON A WEB SITE. HE HAD A DISCLAIMER ON THE WEB SITE THAT EVEN THOUGH IT WAS ILLEGAL TO USE A DIGITAL CAMERA DURING TKOF AND LNDG THAT HE HAD RECEIVED SPECIAL DISPENSATION FROM AN ACR X CAPT TO USE HIS DIGITAL CAMERA. THIS PAX CLAIMS THAT A DIGITAL CAMERA IS IN THE SAME CATEGORY AS A CELL PHONE AND LAPTOP COMPUTER. IF THIS PAX IS CORRECT AND I WOULD HAVE KNOWN THIS, I WOULD HAVE NEVER ALLOWED HIM TO USE THE DIGITAL CAMERA. I CALLED THE UNION SAFETY AND ENGINEERING DEPT AND TOLD THEM WHAT HAD HAPPENED. THEY SAID THIS WAS A GRAY AREA AND RECOMMENDED THAT I FILE A NASA RPT.

Synopsis

A B737 PIC AUTHORIZES A PAX TO TAKE A DIGITAL PHOTO OF THE ACFT DURING TKOF AND LNDG ON A FLT FROM RDU TO PHL, PA.

ACN: 511889

Time / Day

Date : 200105

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Light : Daylight

Aircraft : 1

Operator.Common Carrier : Air Carrier

Make Model Name : B767-300 and 300 ER

Operating Under FAR Part : Part 121

Flight Phase.Ground : Parked

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant.Aircraft Qualified On : 3

Experience.Flight Attendant Time.Airline Total : 14

Experience.Flight Attendant Time.Total : 14

Experience.Flight Attendant Time.Type : 50

ASRS Report : 511889

Person : 2

Affiliation.Company : Air Carrier

Function.Oversight : Flight Attendant In Charge

Person : 3

Affiliation.Other : Personal

Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Assessments

Problem Areas : Passenger Human Performance

Narrative

PAX WAS USING PROFANITY AND YELLING INTO HIS CELL PHONE. I ASKED HIM TO QUIET DOWN HIS CONVERSATION. APPROX 5 MINS LATER THE PA TO TURN OFF ELECTRONIC DEVICES WAS MADE. I WAS DOING MY CABIN CHKS AND HAD TO ASK PAX TO END HIS PHONE CONVERSATION. HE IGNORED ME, AND AT THAT POINT I STOOD NEXT TO HIS SEAT AND ASKED HIM AGAIN. I WAITED AS HE CONTINUED TO IGNORE ME, THEN LOUDER I TOLD HIM TO END HIS CONVERSATION IMMEDIATELY -- WHICH HE DID, TURNING OFF HIS 'FIRST' PHONE. PASSING THROUGH THE CABIN AGAIN, WITH THE PURSER BEHIND ME, I NOTICED HE WAS ON A 'SECOND' PHONE AND ASKED THE PURSER TO ADDRESS HIM. IT WAS AT THAT POINT WHERE PAX BECAME BELLIGERENT AND VERBALLY AGGRESSIVE. THAT WAS WHEN IT WAS DECIDED HE BEST STAY IN MIA.

Synopsis

B767 PAX REFUSED TO COOPERATE WITH CABIN ATTENDANTS IN DISCONTINUING USE OF HIS CELL PHONES AND WHEN INSTRUCTED TO STOP USED PROFANITY AND ABUSIVE LANGUAGE RESULTING IN THE PAX REMOVAL FROM THE FLT.

ACN: 504303

Time / Day

Date : 200103
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ATL.Airport
State Reference : GA
Altitude.MSL.Single Value : 2800

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.TRACON : ATL.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B767-300 and 300 ER
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 27L
Navigation In Use.Other : FMS or FMC
Navigation In Use.Other : GPS
Flight Phase.Descent : Approach
Route In Use.Approach : Visual

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Experience.Flight Time.Last 90 Days : 400
Experience.Flight Time.Total : 20500
Experience.Flight Time.Type : 8000
ASRS Report : 504303

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Other : Personal
Function.Other Personnel.Other

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 5

Affiliation.Government : FAA
Function.Controller : Approach
Qualification.Controller : Radar

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Aircraft : Equipment Problem Dissipated

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Situations

Narrative

WE WERE CLRED TO DSND TO 2800 FT AND FOR AN ILS APCH WHILE APPROX 8 MI FROM THE LOM. GS XING ALT IS 2795 FT. THE ILS IDENT HAD BEEN VERIFIED ON THE APCH CHKLIST. AFTER RPTING THE ARPT IN SIGHT, WE WERE RECLRED FOR A VISUAL APCH. AS WE INTERCEPTED THE LOC AT 2800 FT APPROX 4 MI FROM THE LOM, WE NOTICED BOTH HSI'S AND THE STANDBY ILS INDICATING 'FLY DOWN' AND THE ACFT BEGAN TO DSND. THE FO (PF) IMMEDIATELY DISCONNECTED THE AUTOPLT AND LEVELED THE ACFT. AS WE DOUBLECHKED ILS TUNING AND RAW DATA THE GS MOVED FROM 'FLY DOWN' TO 'FLY UP.' I CALLED THE PURSER AND INSTRUCTED HIM/HER TO WALK THROUGH QUICKLY AND LOOK FOR PAX USING PED'S. AFTER GS CAPTURE, ALL OPS WERE NORMAL. AFTER ARR AT THE GATE, THE PURSER TOLD ME THAT 2 PAX WERE FOUND WITH CELL PHONES ON. PURSER FAILED TO NOTE THE SEAT NUMBERS AND THE PAX DEPLANED WITHOUT BEING IDENTED.

Synopsis

B767-300 CREW HAD FAULTY GS INDICATIONS AT ATL RWY 27L.

ACN: 504194

Time / Day

Date : 200103
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : GRR.Airport
State Reference : MI
Altitude.MSL.Single Value : 31000

Environment

Flight Conditions : VMC
Light : Night

Aircraft : 1

Controlling Facilities.ARTCC : ZAU.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : DC-9 50
Operating Under FAR Part : Part 121
Navigation In Use.Other.VORTAC
Flight Phase.Cruise : Level

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : CFI
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 18000
Experience.Flight Time.Type : 9000
ASRS Report : 504194

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 4

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 5

Affiliation.Government : FAA
Function.Controller : Radar
Qualification.Controller : Radar

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Inflight Encounter.Other
Anomaly.Non Adherence : Clearance
Anomaly.Other Spatial Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Autoplt reaction
Resolatory Action.Aircraft : Equipment Problem Dissipated
Resolatory Action.Flight Crew : Returned To Intended or Assigned Course

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative

WHILE AT CRUISE AT FL310, THE AUTOPLT MADE AN UNCOMMANDED TURN OF 15 DEGS AT 1/2 STANDARD RATE, AUTOPLT IN TURN RATE MODE. HDG SELECT SWITCH OFF, VOR/LOC TRACK NOT ENGAGED WITH BOTH RMI'S AGREEING BEFORE AND AFTER THE TURN. THE AUTOPLT CONTINUED TO FUNCTION NORMALLY FOR THE REST OF THE FLT. I ASKED THE LEAD FLT ATTENDANT AT THE TIME TO DO A PED WALK. SHE RETURNED TO SAY THAT SEVERAL USUAL TYPE OF PED'S WERE IN USE. I MADE A PA ASKING THAT PED'S BE DEPWRED AND WE COMPLETED THE FLT UNEVENTFULLY. I SUBSEQUENTLY LEARNED FROM THE LEAD FLT ATTENDANT THAT HER HUSBAND (WHO WAS A PAX ON THIS FLT) RPTED TO HER THAT HE HEARD A CELL PHONE RINGING IN AN OVERHEAD BIN AT ABOUT THIS TIME. SINCE I ONLY LEARNED ABOUT THIS LATER, IT WAS NOT INCLUDED IN MY LOGBOOK WRITE-UP ON THE AUTOPLT.

Synopsis

DC9-50 FLC EXPERIENCED AN INVOLUNTARY TURN BY THE AUTOPLT DURING CRUISE. AUTOPLT REACTED NORMALLY AFTER THE CAPT ASKED PAX TO TURN OFF ANY PED'S. HOWEVER, LATER LEARNED THAT A CELL PHONE IN OVERHEAD BIN WAS HEARD DURING THE TIME OF THE AUTOPLT PROB.

ACN: 503260

Time / Day

Date : 200102
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SJC.Airport
State Reference : CA
Altitude.MSL.Single Value : 10000

Environment

Flight Conditions : IMC
Weather Elements : Ice
Weather Elements : Rain
Weather Elements : Turbulence
Light : Dawn

Aircraft : 1

Controlling Facilities.TRACON : O90.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : B757-200
Operating Under FAR Part : Part 121
Navigation In Use.Other.VORTAC
Flight Phase.Climbout : Vacating Altitude

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Qualification.Pilot : CFI
Qualification.Pilot : Commercial
Qualification.Pilot : Flight Engineer
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine
Experience.Flight Time.Last 90 Days : 220
Experience.Flight Time.Total : 11000
Experience.Flight Time.Type : 4000
ASRS Report : 503260

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Government : FAA
Function.Controller : Departure
Qualification.Controller : Radar

Events

Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : FAR
Anomaly.Other Anomaly : Speed Deviation
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : AIRSPEED INDICATOR
Independent Detector.Other.Flight CrewA : 1
Resolutive Action.None Taken : Anomaly Accepted
Resolutive Action.None Taken : Detected After The Fact

Assessments

Problem Areas : Flight Crew Human Performance

Narrative

CLRNC RECEIVED FROM SAN JOSE CLRNC INCLUDED 'MAINTAIN 250 KTS TILL ADVISED.' SHORTLY AFTER RECEIVING CLRNC, I BECAME PREOCCUPIED WITH SOLVING A PROB WITH MY OXYGEN MASK MIKE AND FORGOT TO ENTER THE RESTR (SPD) IN THE FMS. I BRIEFED THE SPD RESTR ON THE BEFORE TKOF BRIEFING, BUT DURING THE CLB WE WERE BOTH EXTREMELY BUSY AND THE WORKLOAD WAS HIGH DUE TO TURB, ICING CONDITIONS AND MODERATE RAIN. PASSING THROUGH 10000 FT, I CYCLED THE NO SMOKING SIGN TO SIGNAL THE FLT ATTENDANTS THAT PED USAGE WAS OK (THE AUTOPLT WAS ENGAGED AT THIS TIME), AND DID NOT NOTICE THE SPD BUG INCREASE TO APPROX 315 KTS. AS THE ACFT SPD WAS PASSING THROUGH 300 KTS, WE WERE ISSUED 'NORMAL SPD' CLRNC FROM ATC. WE DID NOT APPEAR TO CAUSE ANY CONFLICTS AND NO COMMENTS WERE PASSED BY ATC. LESSON LEARNED: WHEN ISSUED A SPD RESTR BY ATC, ENTER IT IN THE FMS PRIOR TO ACCOMPLISHING ANY OTHER TASK.

Synopsis

MLG FLC EXCEEDED AIRSPD RESTR DURING DEP CLB. SPD RESTR WAS REMOVED UPON THE CAPT'S DISCOVERING THE MISTAKE.

ACN: 501860

Time / Day

Date : 200102

Local Time Of Day : 0601 To 1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : Fokker 100

Operating Under FAR Part : Part 121

Flight Phase.Descent : Approach

Person : 1

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Qualification.Pilot : ATP

ASRS Report : 501860

Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

Qualification.Pilot : Commercial

Qualification.Pilot : Instrument

Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Person : 4

Affiliation.Company : Air Carrier

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Anomaly Accepted

Assessments

Problem Areas : Aircraft
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Situations

Narrative

DURING CABIN DSCNT CHK, FLT ATTENDANT DISCOVERED PAX WITH A CELLULAR PHONE ATTACHED BY CABLE TO LAPTOP COMPUTER. PHONE WAS A COMBO PHONE AND DIGITAL MUSIC PLAYER WHICH PAX HAD CONNECTED TO COMPUTER TO USE ITS SPEAKERS. APPARENTLY, THIS IS A NEW TYPE OF DEVICE WHICH IS NOT SPECIFICALLY ADDRESSED IN OUR PART 1 AS TO LEGALITY OF INFLT USE. MIGHT BE A GOOD IDEA FOR OUR TECH FOLKS TO LOOK THESE OVER AND MAKE A RULING ON USE AND LET US KNOW WITH A MESSAGE, AS THERE WILL PROBABLY START SHOWING UP FREQUENTLY.

Synopsis

F100 PIC ALERTS COMPANY TO NEW PED -- A COMBO PHONE WHICH CAN BE ATTACHED TO LAPTOP COMPUTER TO UTILIZE THE LAPTOP SPEAKERS SYS.

ACN: 497101

Time / Day

Date : 200012
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : LGA.Airport
State Reference : NY
Altitude.AGL.Bound Lower : 0
Altitude.AGL.Bound Upper : 0

Environment

Light : Daylight

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : B757 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Flight Phase.Ground : Parked
Flight Phase.Ground : Preflight

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 7
Experience.Flight Attendant Time.Airline Total : 10
Experience.Flight Attendant Time.Total : 10
Experience.Flight Attendant Time.Type : 80
ASRS Report : 497101

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP

Person : 4

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 5

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Resolatory Action.Other

Assessments

Problem Areas : Passenger Human Performance

Narrative

PAX X WAS USING HIS CELL PHONE AT DEP TIME AFTER REPEATED PA'S BY THE #1 FLT ATTENDANT AND THE CAPT. HE WAS SEATED IN XC. A PAX IN YD REACHED ACROSS THE AISLE AND TAPPED MR X AND TOLD HIM TO TURN OFF HIS PHONE, THEN TURNED TO THE FLT ATTENDANTS IN THE AFT GALLEY AREA AND TOLD US THAT X WAS ON HIS PHONE. MR X THEN TURNED AND SWATTED YD WITH HIS NEWSPAPER AND YELLED THAT NO ONE SHOULD BE TOUCHING HIM. HE KEPT SWATTING YD UNTIL I STEPPED IN, STOPPED HIM AND ASKED HIM TO CALM DOWN AND EXPLAIN TO ME WHAT HAD HAPPENED. MR X CLAIMED THAT YD PUSHED HIM. HE THEN BEGAN SWATTING HIS NEWSPAPER AT ME AND SCREAMING AT ME THAT NO ONE SHOULD BE TOUCHING HIM. I TOLD HIM THAT HIS BEHAVIOR WAS INAPPROPRIATE AND THAT HE COULDN'T HIT AND YELL AT PEOPLE. THE COCKPIT WAS INFORMED OF THE SIT AND AGREED AFTER SPEAKING WITH MR X THAT HE SHOULD NOT BE PERMITTED TO STAY ON THE ACFT. WE DIDN'T WANT AN UNSTABLE, TYRANNICAL PAX, IF IT WAS AT ALL PREVENTABLE.

Synopsis

CABIN ATTENDANT RPT, B757, LGA-MIA. BOARDING, PAX WOULD NOT TURN OFF CELL PHONE, SWATTED ANOTHER PAX AND CABIN ATTENDANT WITH NEWSPAPER. CAPT INTERVENTION. PAX REMOVED.

ACN: 495128

Time / Day

Date : 200012
Local Time Of Day : 1201 To 1800

Place

Locale Reference.ATC Facility : ZTL.ARTCC
State Reference : GA
Altitude.MSL.Single Value : 35000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZTL.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : B737 Undifferentiated or Other Model
Operating Under FAR Part : Part 121
Navigation In Use.Other : FMS or FMC
Flight Phase.Cruise : Level
Route In Use.Enroute : Direct

Component : 1

Aircraft Component : SELCAL

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Experience.Flight Time.Last 90 Days : 250
Experience.Flight Time.Total : 13000
Experience.Flight Time.Type : 8500
ASRS Report : 495128

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty

Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 4

Affiliation.Company : Air Carrier
Affiliation.Other : Personal
Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ACARS
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Detected After The Fact
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative

OUR DISPATCH USES A SELECTIVE CALLING SYS. THE SYS USES 2 DISTINCTIVE RINGING METHODS -- ONE FOR SPECIFIC ACFT, THE OTHER FOR ALL ACFT ON FREQ. OUR CALL BEGAN AS A SERIES OF IRREGULAR FREQS AND LENGTH 'CHIRPS.' WE TRIED TO RECEIVE COMPANY DISPATCH ON THE 2 CLOSEST FREQS TO OUR PATHWAY -- NO LUCK. FINALLY ACHIEVED PATCH THROUGH JACKSONVILLE COUNTY STATION. DISPATCH WAS NOT TRYING TO CALL US. I ASKED 'A' FLT ATTENDANT TO RPT ALL PED'S IN USE IN CABIN. HE RPTED NO COMPUTERS OR OTHER ENTERTAINMENT AIDS IN USE, BUT THAT WHEN HE QUESTIONED A MAN WHO WAS STOWING HIS CELL PHONE (IT WAS OFF) A PAX IN THE NEXT ROW ADMITTED THAT HIS WAS ON AND HE HAD JUST RECEIVED A VOICE MAIL. HE THEN TURNED IT OFF. WE HAD NO FURTHER ANOMALIES. SUSPECT ELECTRONIC INTERFERENCE FROM CELL PHONE.

Synopsis

PED RPTED TO CAUSE PROBS WITH COM RADIO ACARS SYS.

ACN: 493817

Time / Day

Date : 200011
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport
State Reference : FL
Altitude.AGL.Bound Lower : 0
Altitude.AGL.Bound Upper : 0

Environment

Light : Daylight

Aircraft : 1

Operator.Common Carrier : Air Carrier
Make Model Name : B727-200
Operating Under FAR Part : Part 121
Flight Phase.Ground : Parked
Flight Phase.Ground : Preflight

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 6
Experience.Flight Attendant Time.Airline Total : 5
Experience.Flight Attendant Time.Total : 5
Experience.Flight Attendant Time.Type : 17
ASRS Report : 493817

Person : 2

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 3

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 4

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Resolatory Action.Other

Assessments

Problem Areas : Passenger Human Performance

Narrative

A FATHER REFUSED TO TURN OFF AN ELECTRONIC DEVICE PRIOR TO TKOF, SO AN ANNOUNCEMENT WAS MADE INFORMING THE PAX THAT WE WERE WAITING FOR SOMEONE TO TURN OFF THEIR ELECTRONIC DEVICE BEFORE WE COULD TAKE OFF. THIS EMBARRASSED HIS SON AND SENT HIM INTO AN UPROAR. HE USED PROFANITY AND THREATENING LANGUAGE TOWARDS ME, FORCING THE CAPT TO REMOVE HIM FROM THE ACFT. ALL OF THE OTHER PAX WERE EXTREMELY COOPERATIVE AND GRATEFUL. MANY HAD COME IN OFF A CRUISE WITH THIS KID AND HAD WITNESSED HIS BAD BEHAVIOR PRIOR TO THIS EVENT. I BELIEVE THIS SIT WAS HANDLED PROPERLY AND ALL THAT WERE INVOLVED DID AN EXCELLENT JOB.

Synopsis

CABIN ATTENDANT RPT, B727-200, MIA-EWR. BOARDING, PAX REFUSED TO TURN OFF ELECTRONIC DEVICE. PAX'S SON VERBALLY ABUSED AND THREATENED CABIN ATTENDANT. CAPT HAD SON REMOVED.

ACN: 493523

Time / Day

Date : 200011
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : JFK.Airport
State Reference : NY

Environment

Flight Conditions : IMC
Weather Elements : Turbulence
Light : Daylight

Aircraft : 1

Controlling Facilities.TRACON : N90.TRACON
Operator.Common Carrier : Air Carrier
Make Model Name : A300
Operating Under FAR Part : Part 121
Navigation In Use.ILS.Localizer & Glide Slope : 13L
Navigation In Use.Other : FMS or FMC
Flight Phase.Descent : Intermediate Altitude
Flight Phase.Landing : Missed Approach
Route In Use.Approach : Instrument Precision

Component : 1

Aircraft Component : ILS/VOR

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
ASRS Report : 493523

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Government : FAA
Function.Controller : Approach
Qualification.Controller : Radar

Person : 4

Affiliation.Other : Personal
Function.Observation : Passenger

Person : 5

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Inflight Encounter : Turbulence
Anomaly.Inflight Encounter : Weather
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Other Anomaly.Other
Independent Detector.Other.Flight CrewA : 1
Independent Detector.Other.Flight CrewB : 2
Resolatory Action.Controller : Issued New Clearance
Resolatory Action.Flight Crew : Diverted To Alternate
Consequence.Other : Company Review

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Navigational Facility
Problem Areas : Passenger Human Performance
Problem Areas : Weather

Narrative

DURING APCH TO JFK ILS RWY 13L, WE WERE UNABLE TO TUNE EITHER OF OUR ILS RECEIVERS. ONLY MUSIC WAS HEARD ON THE SELECTED FREQ. 2 ATTEMPTS WERE MADE FOR THE APCH AND WE WERE UNABLE TO CONTINUE. NO OTHER ACFT HAD THE SAME PROB. DIVERSION TO ALTERNATE WAS MADE AND MAINT WAS ACCOMPLISHED. A BYTE CHK FOUND ALL SYS NORMAL. SUSPECT ONBOARD RF RADIO INTERFERENCE WITH ACFT, ALTHOUGH FLT ATTENDANTS DID NOT RPT ANY PAX USING UNAPPROVED DEVICES BECAUSE THEY WERE SEATED DURING APCH DUE TO MODERATE TURB.

Synopsis

AN A300 FLC DIVERTS TO THEIR ALTERNATE AFTER NOT BEING ABLE TO TUNE IN THE ILS FOR AN APCH TO JFK. PIC SUSPECTED PED OP AS CAUSAL WHILE APCH TO JFK, NY.

ACN: 492968

Time / Day

Date : 200011
Local Time Of Day : 0601 To 1200

Place

Locale Reference.ATC Facility : MIA.Tower
State Reference : FL
Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.Tower : MIA.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : MD-80 Super 80
Operating Under FAR Part : Part 121
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 8
Experience.Flight Attendant Time.Airline Total : 13
Experience.Flight Attendant Time.Total : 13
Experience.Flight Attendant Time.Type : 30
ASRS Report : 492968

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP

Person : 4

Affiliation.Company : Air Carrier
Function.Other Personnel : Gate
Function.Oversight : Supervisor

Person : 5

Function.Observation : Passenger

Person : 6

Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.Other

Consequence.Other : Emotional Trauma

Assessments

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative

FOLLOWING ALL REQUIRED PRE-DEP, DEP AND SAFETY DEMONSTRATION ANNOUNCEMENTS AND DEMONSTRATIONS, DURING THE ROUTINE SAFETY COMPLIANCE CHK, THE FLT ATTENDANT #1 NOTICED A PAX STILL ON HIS CELL PHONE AND CORDIALLY REQUESTED THAT HE TURN IT OFF. HE REPLIED, 'NO, WE ARE NOT TAKING OFF YET, AND DON'T TELL ME WHAT TO DO.' FLT ATTENDANT #1 THEN SAID 'A TOTAL OF 3 ANNOUNCEMENTS HAVE NOW BEEN MADE TO LET EVERYONE KNOW THAT CELL PHONES HAVE TO BE TURNED OFF NOW, AND AS A CREW MEMBER, I AM REQUIRED TO MAKE SURE EVERYONE COMPLIES WITH THE INSTRUCTIONS GIVEN.' THE PAX THEN STATED FLT ATTENDANT #1 WAS NOT GOING TO TELL HIM WHAT TO DO AND IF SHE (FLT ATTENDANT #1) TRIED TO ORDER HIM TO DO ANYTHING, HE WOULD PULL ALL HER HAIR OUT. FLT ATTENDANT #1 LEFT AND WENT TO THE CAPT TO RELAY SIT. FLT ATTENDANT #1 WAS VERY BOTHERED AND SHAKING. THE CAPT ASKED HER TO WAIT/THINK FOR 10 MINS, WHETHER SHE (FLT ATTENDANT #1) REALLY WANTED TO HAVE PAX REMOVED OR NOT. FLT ATTENDANT #1 SAID SHE DID NOT NEED TO WAIT 10 MINS, SHE DEFINITELY WANTED HIM (PAX) OR HERSELF REMOVED. THE CAPT SAID HE WOULD RETURN TO THE GATE TO REMOVE HIM FOR HARASSMENT OF CREW MEMBERS. THE CAPT RETURNED, THE PAX WAS REMOVED, THE PAX'S WIFE YELLED AT FLT ATTENDANT #1 AT FORWARD ENTRY DOOR AND WANTED HER NAME, THEN THE PAX'S WIFE GOT OFF THE PLANE AS WELL. UNDERLYING FACTORS: GND STOP ATC HOLD AT GATE FORCED US TO HAVE A DELAYED DEP. THIS PAX AND MANY OTHERS THINK THEY CAN COMPLY WITH SAFETY REGS ON THEIR OWN DISCRETION/TIMEFRAME. THIS CAN BE CHANGED ONLY THROUGH PUBLICIZED PERSONAL PENALTIES. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE WAS THE #2 FLT ATTENDANT AND OVERHEARD THE CONFRONTATIONAL WORDS BTWN THE PURSER AND THE PAX. THEY DID NOT KNOW THAT THE MAN WAS TRAVELING WITH HIS WIFE, BECAUSE THEY WEREN'T SITTING NEXT TO EACH OTHER. THE COUPLE DIDN'T KNOW THAT THEY WERE RETURNING TO THE GATE, UNTIL THE PLANE STOPPED AND THE AGENT WALKED ON AND MADE THEM GET OFF. THE

RPTR WAS VERY UPSET WITH THE CAPT AFTER HE HAD TOLD THE PURSER TO WAIT AND CALM DOWN (SHE WAS CRYING AND SHAKING) FOR 10 MINS WHILE THEY WERE STILL TAXIING, BECAUSE THEY COULD HAVE RECEIVED TKOF CLRNC AT ANY TIME AND THEY COULD TAKE OFF WITH THIS PROB MAN STILL ONBOARD. SHE ALSO FELT THAT THE CAPT WASN'T SHOWING A LOT OF RESPECT FOR THE FLT ATTENDANT AND FLT ATTENDANTS IN GENERAL. SHE WANTED TO RPT HIM TO THE UNION'S PROFESSIONAL STANDARDS COMMITTEE, BUT THE PURSER TALKED HER OUT OF IT.

Synopsis

ON TAXI, MAN REFUSED TO TURN OFF CELL PHONE, PHYSICALLY THREATENED PURSER. PURSER HAD CAPT RETURN TO GATE AND REMOVE PAX.

ACN: 488597

Time / Day

Date : 200009
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : LGA.Airport
State Reference : NY
Altitude.MSL.Bound Lower : 12000
Altitude.MSL.Bound Upper : 17000

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft : 1

Controlling Facilities.ARTCC : ZNY.ARTCC
Operator.Common Carrier : Air Carrier
Make Model Name : B737-300
Operating Under FAR Part : Part 121
Navigation In Use.Other : FMS or FMC
Flight Phase.Climbout : Vacating Altitude
Route In Use.Departure : On Vectors

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Total : 14000
ASRS Report : 488597

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Crew : First Officer
Qualification.Pilot : Commercial
Qualification.Pilot : Instrument
Qualification.Pilot : Multi Engine

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 4

Affiliation.Government : FAA
Function.Controller : Radar
Qualification.Controller : Radar

Person : 5

Affiliation.Other : Personal
Function.Observation : Passenger

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Overcame Equipment Problem
Resolatory Action.Other

Assessments

Problem Areas : Aircraft
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

DEPARTED LGA ON VECTORS N THEN W. COMS ON THE FIRST ZNY FREQ W OF LGA THERE WAS A LOUD BUZZ. COM WAS POSSIBLE BUT DIFFICULT. AS THERE HAD BEEN ABOUT A 1 HR TAXI OUT OF LGA I ASKED THE FLT ATTENDANT TO CHK FOR CELL PHONES OR OTHER DEVICES. THEY FOUND 5 CELL PHONES ON. THE PHONES WERE TURNED 'OFF' AND THE NOISE DISAPPEARED.

Synopsis

PAX ELECTRONIC DEVICES SUSPECTED OF CAUSING COM RADIO PROBS ON A B737-300.

ACN: 487546

Time / Day

Date : 200009
Local Time Of Day : 1201 To 1800

Place

Locale Reference.ATC Facility : JFK.Tower
State Reference : NY
Altitude.AGL.Bound Lower : 0
Altitude.AGL.Bound Upper : 0

Environment

Light : Daylight

Aircraft : 1

Controlling Facilities.Tower : JFK.Tower
Operator.Common Carrier : Air Carrier
Make Model Name : B767-200
Operating Under FAR Part : Part 121
Flight Phase.Ground : Pushback
Flight Phase.Ground : Taxi

Person : 1

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Qualification.Flight Attendant : Currently Qualified
Qualification.Flight Attendant.Aircraft Qualified On : 5
Experience.Flight Attendant Time.Airline Total : 21
Experience.Flight Attendant Time.Total : 21
Experience.Flight Attendant Time.Type : 90
ASRS Report : 487546

Person : 2

Affiliation.Company : Air Carrier
Function.Flight Attendant : On Duty
Function.Oversight : Flight Attendant In Charge
Qualification.Flight Attendant : Currently Qualified

Person : 3

Affiliation.Company : Air Carrier
Function.Flight Crew : Captain
Function.Oversight : PIC
Qualification.Pilot : ATP

Person : 4

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Person : 5

Affiliation.Company : Air Carrier
Function.Observation : Passenger

Events

Anomaly.Cabin Event : Passenger Electronic Device
Anomaly.Cabin Event : Passenger Misconduct
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Resolatory Action.None Taken : Detected After The Fact

Assessments

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative

WE HAD A NAV PROB AND THE PLTS WERE TESTING THE SYS. FLT ATTENDANT #1 AND THE CAPT MADE PA'S TO TURN OFF ALL CELL PHONES AND THIS PAX DISREGARDED THIS AND MADE A CALL. THE PAX BEHIND HIM RANG HIS CALL BUTTON AND POINTED IT OUT TO ME. HE HUNG UP WHEN HE SAW ME. SINCE THE CELL PHONE COULD HAVE MESSED UP THE NAV TESTING, IT WAS A POTENTIAL DANGEROUS SIT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THEY WERE JUST STARTING TO TAXI AWAY FROM THE GATE WHEN THE PLTS STARTED HAVING NAV PROBS, SO THEY PULLED OFF THE TXWY TO REVIEW THE SYS AND CHKLIST. THE CAPT AND THE PURSER REQUESTED 3 DIFFERENT TIMES FOR PAX TO TURN OFF THEIR CELL PHONES. WHEN NOTIFIED OF THE MAN'S CONTINUING USE OF HIS CELL PHONE, THE PURSER TALKED TO HIM AND EVENTUALLY SCARED HIM. AT FIRST HE WAS SNOTTY TO HER AND THEN HE REALIZED THE SERIOUSNESS OF THE PROB, SO HE BECAME EMBARRASSED AND COMPLIANT. THE PROB WITH THE NAV DID CLR UP, BUT THE RPTR IS NOT CERTAIN WHETHER THE MAN'S CELL PHONE HAD ANYTHING TO DO WITH IT.

Synopsis

CABIN ATTENDANT RPT, B767-200, JFK-SFO, NAV PROB, PULLED OFF TXWY. PAX ASKED TO TURN OFF CELL PHONES, MAN WOULDN'T COMPLY. PURSER WARNED HIM.