

ASRS Database Report Set

Passenger Electronic Devices

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

Update Number.....30.0

Date of UpdateJanuary 31, 2019

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

Number of New Records in Report Set6

Type of Records in Report Set.....For each update, new records received at ASRS will displace a like number of the oldest records in the Report Set, with the objective of providing the fifty most recent relevant ASRS Database records. Records within this Report Set have been screened to assure their relevance to the topic.

National Aeronautics and
Space Administration

Ames Research Center
Moffett Field, CA 94035-1000



TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded when evaluating these data of the following points.

ASRS reports are submitted voluntarily. Such incidents are independently submitted and are not corroborated by NASA, the FAA or NTSB. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Information contained in reports submitted to ASRS may be clarified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information represents the perspective of the specific individual who is describing their experience and perception of a safety related event.

After preliminary processing, all ASRS reports are de-identified and the identity of the individual who submitted the report is permanently eliminated. All ASRS report processing systems are designed to protect identifying information submitted by reporters; including names, company affiliations, and specific times of incident occurrence. After a report has been de-identified, any verification of information submitted to ASRS would be limited.

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

A handwritten signature in cursive script that reads "B. Hooey".

Becky L. Hooey, Director
NASA Aviation Safety Reporting System

CAVEAT REGARDING USE OF ASRS DATA

Certain caveats apply to the use of ASRS data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences.

Moreover, not all pilots, controllers, mechanics, flight attendants, dispatchers or other participants in the aviation system are equally aware of the ASRS or may be equally willing to report. Thus, the data can reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS information. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more aware of the ASRS program and more inclined to report should an NMAC occur. Any type of subjective, voluntary reporting will have these limitations related to quantitative statistical analysis.

One thing that can be known from ASRS data is that the number of reports received concerning specific event types represents the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 2010 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 2010. With these statistical limitations in mind, we believe that the **real power** of ASRS data is the **qualitative information** contained in **report narratives**. The pilots, controllers, and others who report tell us about aviation safety incidents and situations in detail – explaining what happened, and more importantly, **why** it happened. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

Report Synopses

ACN: 1582351 *(1 of 50)*

Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.

ACN: 1578689 *(2 of 50)*

Synopsis

Boeing 777 flight crew reported detecting faint electrical fumes in the business class section, later attributed to an iPhone which had been crushed under a seat.

ACN: 1572985 *(3 of 50)*

Synopsis

B777 Captain reported diverting to an alternate after the Purser reported electrical burning odors related to hot chargers in the cabin.

ACN: 1550888 *(4 of 50)*

Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

ACN: 1544239 *(5 of 50)*

Synopsis

A320 Captain reported a passenger had a smoking battery charger in their possession, requiring a return to the gate.

ACN: 1539068 *(6 of 50)*

Synopsis

Customer Service Representative reported communication breakdown with Supervisor regarding the removal of a Lithium Ion battery from a suitcase.

ACN: 1533347 *(7 of 50)*

Synopsis

Flight crew reported an in-flight battery smoke and fumes in the main cabin from a passenger iPad's; they contained the device, and continued to the destination.

ACN: 1532527 *(8 of 50)*

Synopsis

B737-700 Captain reported a laptop in the cabin that was sparking and smoldering was placed in a containment bag by a Flight Attendant.

ACN: 1516706 *(9 of 50)*

Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.

ACN: 1516516 *(10 of 50)*

Synopsis

A320 flight crew reported a cell phone fire in the cabin led to a diversion and landing.

ACN: 1512544 *(11 of 50)*

Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

ACN: 1441841 *(12 of 50)*

Synopsis

B737 Captain reported the flight crew donned oxygen masks and asked for direct destination after a Flight Attendant reported smoke in the cabin related to thermal runaway of an e-cigarette battery.

ACN: 1438580 *(13 of 50)*

Synopsis

EMB-175 First Officer reported radio static interference which was suspected to be from Flight Attendant or passenger electronic device use.

ACN: 1433099 *(14 of 50)*

Synopsis

EMB-175 flight crew reported a passenger's portable battery overheated so the Flight Attendant placed the battery in a water container as per company procedure.

ACN: 1408483 *(15 of 50)*

Synopsis

B737 flight crew reported diverting after a passenger's charger overheated resulting in smoke and an odor in the cabin. The flight crew expressed concern over the number and tone of communications from Operations.

ACN: 1398160 *(16 of 50)*

Synopsis

An air carrier Captain reported that a Flight Attendant identified a banned electronic device on board the aircraft after engine start. When the unit could not be located, the aircraft returned to the gate.

ACN: 1398031 *(17 of 50)*

Synopsis

B737 flight crew reported confusion in company policy related to a passenger who brought a Samsung Galaxy Note 7 phone on board.

ACN: 1394414 *(18 of 50)*

Synopsis

EMB-145 Captain reported being dispatched with the single FMS deferred inoperative and using VORs for navigation. The navigation became less reliable and the crew descended early on the arrival. PCT intervened and the crew received vectors and altitudes to the airport.

ACN: 1372671 *(19 of 50)*

Synopsis

Air carrier Flight Attendant reported being concerned about passenger use of electronic devices during safety checks and would like to see the policy changed to not allow their use at those times.

ACN: 1372295 *(20 of 50)*

Synopsis

B737-800 flight crew reported being informed by the lead Flight Attendant of an overheated battery charger. Fifteen minutes later he was informed that some of the flight attendants were experiencing headaches and nausea and the Captain elected to divert to a suitable airport.

ACN: 1340157 *(21 of 50)*

Synopsis

A B777 Flight Attendant reported the entertainment system being shut down in flight, reportedly in response to smoke and fire at a passenger's power port.

ACN: 1323952 *(22 of 50)*

Synopsis

An air carrier flight crew was advised by a Flight Attendant of smoke in the cabin associated with a passenger's personal computer. The computer was removed to a safe area and an uneventful landing was accomplished at the destination airport.

ACN: 1323946 *(23 of 50)*

Synopsis

A pilot reported that while taxiing to the gate he was notified by a Flight Attendant of a fire in the cabin. The aircraft was stopped on the taxiway and the source of the fire was identified as an E-cigarette device. The fire was quickly extinguished and the aircraft proceeded to the gate where the passengers disembarked in an orderly manner.

ACN: 1315633 *(24 of 50)*

Synopsis

CRJ Captain and Flight Attendant reported they noticed a faint burning odor which was traced to an overheating cell phone charger in the cabin.

ACN: 1309194 *(25 of 50)*

Synopsis

A Flight Attendant reported that a passenger was not compliant in regard to stowing of baggage and electronic device usage.

ACN: 1309168 *(26 of 50)*

Synopsis

A Flight Attendant reported an increase in passengers not complying with regulations and Flight Attendant instructions.

ACN: 1282971 *(27 of 50)*

Synopsis

Air carrier Flight Attendant reported continuing issues with Personal Electronic Devices that the reporter feels pose a danger to the safety of flight.

ACN: 1279697 *(28 of 50)*

Synopsis

A passenger smoking an e-cigarette in the aft lavatory during climb caused the ECAM and AFT LAV Smoke Detector to alert. The flight attendants notified the passenger about the deviation which allowed the alert to cease. The flight attendant cabin passenger briefing does not alert about the e-cigarette prohibition.

ACN: 1263077 *(29 of 50)*

Synopsis

After departing the terminal, a Flight Attendant saw a passenger from the previous flight dump her purse contents on the sidewalk. When asked why, the passenger responded her electronic cigarette's safety was off and it melted some purse contents as she exited the aircraft earlier.

ACN: 1253848 *(30 of 50)*

Synopsis

A Flight Attendant used the aircraft's 120VAC system to charge a passenger's two Portable Oxygen Concentrator batteries inflight. She was uncertain about her company's electrical use policy.

ACN: 1242472 *(31 of 50)*

Synopsis

B737 Captain reported possible interference from cell phones in the cabin that could account for the electronic anomalies they were experiencing during the flight.

ACN: 1242337 *(32 of 50)*

Synopsis

Flight Attendant reported concern that she could be injured by unsecured tablets or other electronic devices used by passengers sitting across from her jumpseat if those passengers lost control of the device during a rejected takeoff or other unusual event.

ACN: 1219051 *(33 of 50)*

Synopsis

B767 flight crew reported deviating from ILS course and altitude on approach to SPIM because of an autopilot error, possibly caused by passenger cell phone use.

ACN: 1159513 *(34 of 50)*

Synopsis

Air Carrier Captain experiences localizer oscillations during approach in VMC that he suspects may have been caused by an electronic device.

ACN: 1128249 *(35 of 50)*

Synopsis

CRJ-200 Captain experiences interference in his Bose X headset possibly caused by a cell phone.

ACN: 973766 *(36 of 50)*

Synopsis

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

ACN: 950259 *(37 of 50)*

Synopsis

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

ACN: 903581 *(38 of 50)*

Synopsis

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

ACN: 868920 *(39 of 50)*

Synopsis

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

ACN: 844270 *(40 of 50)*

Synopsis

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

ACN: 809070 *(41 of 50)*

Synopsis

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

ACN: 786587 *(42 of 50)*

Synopsis

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

ACN: 783677 *(43 of 50)*

Synopsis

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

ACN: 755983 *(44 of 50)*

Synopsis

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

ACN: 754696 *(45 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: 740664 *(46 of 50)*

Synopsis

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

ACN: 732079 *(47 of 50)*

Synopsis

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

ACN: 731104 *(48 of 50)*

Synopsis

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

ACN: 722561 *(49 of 50)*

Synopsis

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

ACN: 718753 *(50 of 50)*

Synopsis

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

Report Narratives

Time / Day

Date : 201810

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1582351
Human Factors : Confusion
Human Factors : Training / Qualification
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y

Assessments

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

Narrative: 1

Exactly what size device can be kept out during taxi and takeoff? We used to say iPads, Kindles, and phones but now the iPads have gotten larger. Our announcements say "hand held." Not "hands" held. The [company] magazine only says "small", lightweight devices under 2 lbs. It is getting out of control. I was verbally abused again by a passenger today.

As I tried to calmly explain to him what the restrictions were, he kept stating that no one has ever told him this. (He has been flying 3 years with the same large iPad -13x11- and never had anyone tell him to stow it). He continued to tell me that maybe everyone needs to be trained. Consistency is more important. I explained that electronic devices have changed dramatically over the last 5 years. Some Flight Attendants just don't want to hear it from people like him. I was abused. Several passengers apologized for his behavior. Our Manual indicates PEDs should be small. What is small? Apple iPads are acceptable. What size apple iPad? iPads can be 8x10 inches or larger. Is that too big? If not, why does a laptop have to be stowed?

I've written [a report] before on this and received no guidance. At this point, we should restrict electronic devices size to a phone. That's it. People shouldn't be hooked up and unable to hear us anyway.

Direction on what must be stowed or not needs to be concise and not left up to the Flight Attendant's discretion. Passengers need to know what the exact limits are. If not, we will continue to confuse and anger the very people we are trying to keep flying with us.

Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.

Time / Day

Date : 201809

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 39000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 20094

Experience.Flight Crew.Last 90 Days : 188

Experience.Flight Crew.Type : 9778

ASRS Report Number.Accession Number : 1578689

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Distraction

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 12073
Experience.Flight Crew.Last 90 Days : 214
Experience.Flight Crew.Type : 1927
ASRS Report Number.Accession Number : 1578698
Human Factors : Situational Awareness
Human Factors : Distraction
Human Factors : Troubleshooting

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
Detector.Person : Passenger
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

XX and I were on break on flight. I had just come out of the bunk with about 20 minutes or so before we were called back to the flight deck for landing. XX was still in the bunk. I just sat down in seat 1A when shortly I started to smell an electrical burning smell. As I got up, the passenger from seat 3A in the aisle was coming by my seat mentioned he smelled the odor too from the vicinity of his seat. As I went back two rows a couple of FAs (flight attendants) just came to seat 3A and were looking at the vicinity of his seat. When I got closer to the seat I smelled a somewhat stronger smell. The FAs also stated they initially saw some thin wispy smoke when they first showed up (which I did not see). At that point, I called up front and had the FOs (first officers) turn off the IFE (Inflight Entertainment) switch to kill the power to the entertainment system and power to the seats to potentially help stabilize the situation. The FOs up front turned the switch off and also said they had a brief smell of an electrical burning odor up on the flight deck. They said before I called, they unplugged a charger from the electrical outlet (charger was not hot) and also turned off the broadband switch as a precaution. As luck would have it, the smell started to dissipate shortly after getting the IFE switch off.

About then the Passenger from seat 3A mentioned he was not sure where his iPhone7 was. We all started to look around the seat for the phone and also looked for any indication of fire, hot spots, burning, or electrical arcing. None of us saw any evidence of any problems and the smell at that point was definitely dissipating. At that point I told the FAs to monitor the situation and advise if anything got worse and we were going to continue to [destination] with the IFE switch off. I also told the FOs up front to keep abreast of potential alternate airports on the last part of our route into [destination]. When

I finally got back up front, I made a call to Dispatch with a patch to [maintenance control] to discuss the situation. I ask Dispatch about our gate and he came back and confirmed.

A short time later Dispatch advised that [our gate] is going to have a 30 minute hold. I informed Dispatch that a wait of 30 minutes was not going to work as other passengers on the aircraft are already concerned with what was going on in the cabin and we need to park at the gate without any delay. He responded and got us [another gate] with no wait. We continued on with no delay, no other problems, and the smell almost gone. When we got to the gate, maintenance folks came on board and after a period of time, found the Passenger's iPhone 7 with a crushed screen under his seat.

One interesting note was that the pilots up front had a brief electrical burning smell. This is interesting as the flight deck gets only fresh air (no recycled cabin air) from the left pack. Also, the flight deck is slightly pressurized higher than the cabin to keep the air flow going aft so no cabin air drifts up front.

Pilots and the entire cabin crew did an outstanding job dealing with this potentially life threatening situation. We were extremely lucky that this incident did not turn into something more serious. Obviously the root cause of the problem was the Passenger's iPhone's crushed screen and not the seat power or entertainment system. It was a coincidence that the smell started to dissipate shortly after we turned the IFE switch off.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Boeing 777 flight crew reported detecting faint electrical fumes in the business class section, later attributed to an iPhone which had been crushed under a seat.

Time / Day

Date : 201808
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : CA
Altitude.MSL.Single Value : 36000

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B777 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Cruise
Airspace.Class A : ZZZ

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 36300
Experience.Flight Crew.Last 90 Days : 130
Experience.Flight Crew.Type : 4965
ASRS Report Number.Accession Number : 1572985

Events

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

Assessments

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

Narrative: 1

[Enroute at] FL360, Purser called to inform me there was a short duration smell of burning plastic across rows 46-48. The strong smell diminished lasting a few minutes. I reported to Dispatch via ACARS after telling [the Purser] to [alert] F/As (flight attendants) throughout the cabin to look, smell, and touch for any signs of fire, smoke fumes and report back to me immediately if there were any changes. [The Purser] and I discussed the possibility of a hot charger. [About half an hour later, the Purser] reported rows 26-28 ABC, smelled not like burning plastic, but "cilantro". The sweet smell moved forward to row 23. [A few minutes later, the Purser] reported that row 26 DE turned to a faint electrical, burnt plastic smell. I asked her to check for hot chargers. She said row 26 DE had two piping hot chargers which were now disconnected. The smell went away.

[About an hour later, the Purser] called me and said the hot electrical smell was back, and very strong in the row 23-28 area. I told her to wake the passengers and make a PA to have all chargers disconnected from the outlets. I informed her I was diverting to [a nearby alternate]. I gave her time to [the alternate] and that an emergency evacuation might not be necessary, based on the current situation, but that could change. I told her to advise me if the situation got better, worse or stayed the same.

[ATC] gave us discretion to 10,000 feet and we started down. F/O (First Officer) did a masterful job setting up the FMC (Flight Management Computer). [We advised] Dispatch our situation. We landed and stopped between [the runways], [and were] informed there were no hot spots or indications of fire. We proceeded to gate. The report at the gate was no hot spots. We deplaned normally via the jet bridge and went to our hotel.

Synopsis

B777 Captain reported diverting to an alternate after the Purser reported electrical burning odors related to hot chargers in the cabin.

Time / Day

Date : 201806
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Large Transport
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 1550888
Human Factors : Troubleshooting
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Pre-flight
Result.General : Flight Cancelled / Delayed

Assessments

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

Narrative: 1

Prior to departure the number one flight attendant informed me that she had a passenger who requested to put her carryon in the first class closet and insisted that it could not go in the overhead and must go in the closet. The passenger then went on to tell the flight attendant that it contained medical equipment and that her husband who she was traveling with had a heart blood pump to pump his blood should his heart stop. She gave the flight attendant the attached letter from his physician. The flight attendant was very concerned about this passenger and brought the letter to me.

After reading the letter, I approached the lead agent and asked if they had any further information on this equipment. They did not and could not access any information as to whether it was approved for carriage onboard Company aircraft and they called a Customer Service Manager (CSM). I had never heard of this device and accessed the referenced advisory circular. I found out that there may be more than one type of battery used to power this pump and one type needed to [have a] Technical Service Order. I also found out that the passenger had seven such batteries with him. I was unable to ascertain if the batteries were safe and approved to carry. The CSM called the duty CSM who could find no information about the batteries. The CSM got a diagram of the equipment and showed me how it pumped the passenger's blood. He then called Medlink, who could tell me the passenger was okay medically to fly but knew nothing of the batteries and equipment and whether they could fly on our aircraft. He tried everything he could think of but could not get the needed information.

I contacted the Dispatch chief on duty and let him know of the situation. He indicated that he would research the batteries in an effort to ascertain if they were approved for us to carry. I spoke with the passenger, saw the contents of the carryon, which was just too heavy for the passenger to lift up to, place in the overhead and examined the batteries. I gave the size, type, volts, etc. to the Dispatch chief. He assured me that he was giving the situation his full attention and would get back to me.

Time is passing and one of the passengers began acting out. Although I was trying to keep the passengers up to date, I unfortunately could give them nothing concrete as to the reason and length of the delay. I asked the CSM if there was another flight after ours and if the two passengers with the medical equipment could be accommodated on the next flight, [thus] allowing Dispatch more time to research the batteries and heart pump. He went to handle the unruly passenger who was going down the aisle stirring up the other passengers, cornering one of the flight attendants in the aft of the aircraft and harassing the number one flight attendant for letting the cockpit jump-seater put his crew roll-aboard bag in the overhead when hers was taken away before boarding.

The unruly passenger was removed and the CSM assured me the passengers with the heart pump would be accommodated on the next flight allowing us to leave and giving Dispatch more time to make a determination. The passengers in question were okay with that. The advisory circular (attached) did not reference the RTCA/DO-160E stipulated in the letter. The AC referenced RTCA/DO-160D. Is that the same? I still had no information about carrying the seven batteries. I believe at this point, they were lithium ion. Flight Manual has battery guidance but I still could not determine the amount of lithium in each battery.

The passengers with the seven batteries and heart pump, I learned later were accommodated on the next flight, batteries were found to be acceptable for carriage. I was delayed trying to get that information. It is not my intention to deny anyone boarding. I just could not determine on my own with the references I had if we could carry the equipment and seven batteries. Apparently, that information was not readily available. I am sure new medical equipment will continue to be presented for carriage. Please publish information about this heart pump and batteries so the next crew encountering it will be able to research it quicker and easier. There was no information about equipment and batteries carried aboard by passengers. Please have information regarding this device and batteries available to crew.

Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

Time / Day

Date : 201805

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility : Rain

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Type : 526

ASRS Report Number.Accession Number : 1544239

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Returned To Gate

Result.Flight Crew : Took Evasive Action
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Upon taxi out Purser called from back and informed First Officer that we had a "smoking cell phone" in the back of the cabin. I instructed the First Officer to call back to the Purser and commanded him to put the cell phone into a TCB (Thermal Containment Bag). I stopped the airplane and set parking brake, called Ground and requested them to roll CFR (Crash Fire Rescue) equipment. We were by this time able to smell an acrid smoke smell in the cockpit. In the meantime, Purser had put the device in forward galley sink and doused it with water. He then put the phone in the TCB and then into an aft lavatory.

When crash fire rescue services arrived at the airplane, they contacted me on discrete frequency provided by Ground and asked what my requests were. I instructed them to board the airplane and remove the cell phone in TCB. CFR brought air-stairs to the airplane, boarded and removed the device. I later found out that the device in question was not a cell phone but a portable battery charger which the passenger had plugged into outlet in between seats. From reports from the flight attendants later, the way the incident transpired was that multiple passengers started ringing flight attendant call buttons smelling smoke. Passenger realized it was her device, unplugged it and walked forward through the cabin and handed it to the Purser. The charger was described as "smoking and hissing from all four corners."

After the incident was under control, [the] Fire Chief asked my intentions. I replied that the device was off the aircraft, there was no damage to the aircraft and no injuries associated with the incident and my intention was to continue. At this point, I attempted to contact [Chief Pilot] to validate the decisions I made but I was unsuccessful. I got a recording to leave a message. I called Dispatcher [who] also tried to contact [Chief Pilot] by phone and he was also unsuccessful. He then said that he would walk over to the [Chief Pilot] and inform him of our situation and have [him] call me on my cell phone.

During this time, Police also came to and boarded the aircraft to assess the situation. After I am guessing 10 to 15 minutes of no response from [Chief Pilot], I called Dispatch back and asked if he had made contact with [Chief Pilot]. His response "hasn't he called you?" The Dispatcher was eventually able to transfer the call to [Chief Pilot], we conferred and agreed the situation had been properly mediated and that continuation was appropriate. During the intervening time, however, one passenger had decided they wanted to get off the flight which required a return to the gate. We returned to the gate. Eleven passengers in total deplaned and we continued.

I would like to commend the Purser and other two flight attendants and my First Officer for exemplary response to this incident. Crew coordination and communication is always difficult in these types of situations however, I am very proud of the response of all involved on the aircraft and on the ground.

Synopsis

A320 Captain reported a passenger had a smoking battery charger in their possession, requiring a return to the gate.

Time / Day

Date : 201805

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1539068

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Ground Personnel

Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : Hazardous Material Violation

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Had a passenger advise she had a smart bag and a battery that was attached to the inside of the bag by screws. I called the Supervisor to assist passenger in removing the battery from the bag per our briefing items. Supervisor showed up and had a conversation with

the passenger. I never saw the bag open and any battery removed from the bag. When I asked the Supervisor after how they got the battery out without tools I was told that it didn't need to come out because it was a carry-on bag and not a checked bag. This is against what we have been briefed. When I said I needed to [report the incident] because this is a safety issue, it was only at that time did the Supervisor change the story and now say that the battery was removed. I believe the Supervisor allowed the passenger to take the bag onto the flight with the battery still screwed in place inside the bag, based on what I was first told when I asked the question.

Synopsis

Customer Service Representative reported communication breakdown with Supervisor regarding the removal of a Lithium Ion battery from a suitcase.

Time / Day

Date : 201804

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 35000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Widebody, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 16150

Experience.Flight Crew.Last 90 Days : 140

ASRS Report Number.Accession Number : 1533347

Human Factors : Time Pressure

Human Factors : Troubleshooting

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 12300
Experience.Flight Crew.Type : 3029
ASRS Report Number.Accession Number : 1533357

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : Physical Injury / Incapacitation
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

I received a cabin call from a Flight Attendant on the flight deck, whose urgency in her voice stressed that there is a lot of smoke in the cabin. I handed the phone to the Captain, and told him what was just said. Since I was already leaving the flight deck to go on my scheduled break, the Captain asked me to go and investigate what was going on and report to him. Once I entered the cabin, I could smell a strong smell of something burning and could see the smoke throughout the plane. I immediately called the Captain and told him we have smoke, so he could prepare for this emergency.

As I got closer to seat people were standing and the smoke was at its worse. The Flight Attendant who was working the emergency and a passenger said that they believed an iPad might be on fire under the reclined flatbed seat. I asked the Flight Attendants to turn on the cabin lights and for the Flight Attendant working the emergency to get me a flashlight. I started to pull the seat cushions off and was looking for a way to access below the reclined flatbed seat. No visible flames but a sizzling sound could be heard. I wasn't sure if it was the chair components or the claimed iPad. I couldn't see anything because it's extremely difficult to get under the flat seat. I was debating asking for the crash axe, but first decided to move the seat up. That's when I saw the top part of a crushed iPad smoking on the backside of the seat against the inner wall and track. I asked the Flight Attendant to get me the Portable Electronic Devices (PED) Fire Bag. She returned quickly with the bag and fire gloves. A passenger held the flashlight for me as I retrieved the iPad. With the assistance of the Flight Attendant, we put it into the fire bag and secured it. We went back and examined the chair to see if anything else was burning. We saw no evidence and put the seat back together for the passenger. I called the Captain and told him what happened, and that the situation was stable and that I will come up to the deck soon. The Flight Attendant used the Fire Bag from the flight deck, so she gave me the main cabin Fire Bag to use as a replacement. I informed the Captain that there is still smoke in the cabin, and people are concerned about breathing. He said he will run the smoke removal procedures. With the situation stabilized, the Captain told me to go on my break. When I returned from my rest, I found out that the Captain went back to seat to

examine the situation and to verify all was well.

I am very concerned about these lie flat seats and the ability to get beneath them for this kind of emergency. This happened because the passenger fell asleep and her iPad fell between the wall and her now bed. Not knowing this, she wakes up, started to incline her seat, and ran over the iPad battery. I am unaware of any method to get below those seats nor did the Flight Attendant. I was barely able to get my arm down and below the chair. I received minor cuts and scratches on my arm, and was able to pull it out with three fingers while wearing the fire glove. I actually didn't think I could fit my hand with the glove on, so I initially tried it without them. The iPad was extremely hot and I couldn't do it. I believe not knowing or having access below the lie flat seat could be a serious problem. This needs to be reviewed and information provided to the crews. We were very lucky this didn't turn into a major cabin fire. After seeing how dangerous a burning iPad can be and the amount of smoke it creates, I would like to recommend more PED Fire Bags in the cabin and crew rest areas. With all the devices on board, I see this being the next major incident in aviation history.

After reviewing the event with the Captain, he brought up a very good question. Did anyone have an extinguisher on the ready? To my knowledge, no one did, and I didn't even think of it. Luckily, it wasn't needed.

Narrative: 2

I received a cabin call from a Flight Attendant on the flight deck, whose urgency in her voice stressed that there is a lot of smoke in the cabin. I handed the phone to the Captain, and told him what was just said. Since I was already leaving the flight deck to go on my scheduled break, the Captain asked me to go and investigate what was going on and report to him. Once I entered the cabin, I could smell a strong smell of something burning and could see the smoke throughout the plane. I immediately called the Captain and told him we have smoke, so he could prepare for this emergency.

As I got closer to seat people were standing and the smoke was at its worse. The Flight Attendant who was working the emergency and a passenger said that they believed an iPad might be on fire under the reclined flatbed seat. I asked the Flight Attendants to turn on the cabin lights and for the Flight Attendant working the emergency to get me a flashlight. I started to pull the seat cushions off and was looking for a way to access below the reclined flatbed seat. No visible flames but a sizzling sound could be heard. I wasn't sure if it was the chair components or the claimed iPad. I couldn't see anything because it's extremely difficult to get under the flat seat. I was debating asking for the crash axe, but first decided to move the seat up. That's when I saw the top part of a crushed iPad smoking on the backside of the seat against the inner wall and track. I asked the Flight Attendant to get me the Portable Electronic Devices (PED) Fire Bag. She returned quickly with the bag and fire gloves. A passenger held the flashlight for me as I retrieved the iPad. With the assistance of the Flight Attendant, we put it into the fire bag and secured it. We went back and examined the chair to see if anything else was burning. We saw no evidence and put the seat back together for the passenger. I called the Captain and told him what happened, and that the situation was stable and that I will come up to the deck soon. The Flight Attendant used the Fire Bag from the flight deck, so she gave me the main cabin Fire Bag to use as a replacement. I informed the Captain that there is still smoke in the cabin, and people are concerned about breathing. He said he will run the smoke removal procedures. With the situation stabilized, the Captain told me to go on my break. When I returned from my rest, I found out that the Captain went back to seat to examine the situation and to verify all was well.

I am very concerned about these lie flat seats and the ability to get beneath them for this kind of emergency. This happened because the passenger fell asleep and her iPad fell between the wall and her now bed. Not knowing this, she wakes up, started to incline her seat, and ran over the iPad battery. I am unaware of any method to get below those seats nor did the Flight Attendant. I was barely able to get my arm down and below the chair. I received minor cuts and scratches on my arm, and was able to pull it out with three fingers while wearing the fire glove. I actually didn't think I could fit my hand with the glove on, so I initially tried it without them. The iPad was extremely hot and I couldn't do it. I believe not knowing or having access below the lie flat seat could be a serious problem. This needs to be reviewed and information provided to the crews. We were very lucky this didn't turn into a major cabin fire. After seeing how dangerous a burning iPad can be and the amount of smoke it creates, I would like to recommend more PED Fire Bags in the cabin and crew rest areas. With all the devices on board, I see this being the next major incident in aviation history.

After reviewing the event with the Captain, he brought up a very good question. Did anyone have an extinguisher on the ready? To my knowledge, no one did, and I didn't even think of it. Luckily, it wasn't needed.

Synopsis

Flight crew reported an in-flight battery smoke and fumes in the main cabin from a passenger iPad's; they contained the device, and continued to the destination.

Time / Day

Date : 201804

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1532527

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

Passenger laptop battery sparked and was smoldering. Flight Attendants put it in container bag and cooled it. We notified Dispatch and [destination company contact]. We landed [and] Station Manager took the bag with the computer and gave us a new bag. We called Dispatch and Chief Pilot. Complied with instruction. Great job by all involved. As long as lithium batteries are onboard, this may continue [to] happen.

Synopsis

B737-700 Captain reported a laptop in the cabin that was sparking and smoldering was placed in a containment bag by a Flight Attendant.

Time / Day

Date : 201802

Environment

Flight Conditions : VMC

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1516706

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation - Procedural : FAR

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

Approximately two hours following our departure, the Flight Attendants (FA) notified me of smoke emanating from the aft lavatory (aircraft right) immediately following its use by a passenger. Additionally the passenger reported he saw smoke emanating from the overhead panel in the lavatory. Uncharacteristic of him simply smoking in the lavatory, but possibly something much more serious and potentially life-threatening, an actual aircraft fire.

The smoke alarm was activated and projecting an extremely loud and piercing tone throughout the cabin. This caused distress among passengers as well as the FA's. Communicating with the FA's over the interphone was very difficult due to the combined chaotic nature of the alarm and the chaos surrounding its activation. The FA's were having difficulty extinguishing the alarm. I did not know if this was due to continued smoke, or some delay in extinguishing the alarm. Our collective belief was the situation could be much more serious.

The FA's asked me for assistance in evaluating the situation. I knew my assistance in the aft of the aircraft would be a departure from our standard protocol. However, based on the information we received at the time, I concluded my assistance might very well mitigate a further degradation in the cabin and secure a safe condition as quickly as possible. The First Officer had demonstrated confidence and technical competence, thus I had no reason to doubt her ability to navigate and control the aircraft, as well as communicate with outside agencies while I assisted the FA's with what appeared and sounded to be a rapidly deteriorating situation.

In the interest of time and consequently safety, I elected to personally inspect and evaluate the severity of the incident.

I did this in order to determine the most expeditious course of action regarding continuing to [our destination] or turning back.

As we were mere minutes from the critical point on our flight plan there was only one FA present in the forward part of the aircraft during the time I exited the flight deck. I shut the flight deck door before the forward FA could enter the flight deck. After working with the FA's to silence the alarm and after inspecting the lavatory and its overhead panel, I determined there was no immediate threat of an actual aircraft fire, as there was no evidence of heat, burning, or residual smoke. I instructed the FA's to lock the lavatory, and reassess every few minutes.

After I returned to the front of the aircraft, I established communication with the First Officer via interphone, and advised her I was ready to return to the flight deck, (after approximately 4-5 minutes). The smoke did not continue, so I opted to continue to [our destination], as long as the condition didn't reappear. For reasons unknown to me, the First Officer left her seat to open the door rather than pushing the unlock button. About twenty minutes later, the FA's found an electronic cigarette in the toilet that was discarded in what appears to be an attempt to conceal its presence and cause for the smoke.

After the passenger (who reported the smoke emanating from the overhead portion of the lavatory) was asked about the device, he did admit it was the cause for the smoke and activation of the smoke detector.

I felt in the interest of safety, it was best to leave the flight deck and assess the situation

personally, and that would be the most expeditious way to evaluate an overall course of action.

At no time during the above events did I intentionally disregard standard procedure, rather I utilized my authority as the Captain to bring the situation to safe conclusion while being mindful of [Company policies].

Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.

Time / Day

Date : 201802

Local Time Of Day : 0001-0600

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 32000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1516516

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1516774

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Landed in Emergency Condition
Result.Flight Crew : Diverted
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Equipment / Tooling
Contributing Factors / Situations : Procedure
Primary Problem : Equipment / Tooling

Narrative: 1

During the climb at approximately FL320 we received a cabin call from the flight attendants that there was smoke in the cabin. We immediately [advised] center and were given direct routing to ZZZ which was 66 miles ahead after turning back to the east.

Flight attendants called back shortly to report that a passenger's cell phone was on fire. Shortly after that another call was made to the flight deck reporting that the fire was extinguished by placing it in the FWD lav sink and running water over it continuously. Another call was made subsequent to that advising us that the smoke had dissipated in the cabin. We continued on to ZZZ and landed without any further incident.

After landing I stopped the aircraft on the taxiway and called the flight attendants to make sure everything was still under control. It was, and NO evacuation was warranted and we proceeded the gate and was met by ZZZ fire department who quickly boarded the Aircraft and removed the faulty cell phone and its associated defective charger which was now in a galley ice drawer filled with ice and water and completely extinguished.

3 passengers suffered minor hand burns while handling the overheated phone to get it to the FWD lav sink. After talking with several of the flight attendants afterward, I don't believe the phone was ever actually on fire, but overheating [to] the extent that it was burning the plastic casing and if it had not been immersed in water and ice may have eventually caught fire.

Narrative: 2

During climb at approximately FL320 a FA called the cockpit. The Captain took the call and I overheard the part of the conversation on the speaker regarding smoke/fire. At that time we had the overhead light on but did not see any smoke in the cockpit. I asked if he wanted an [immediate] divert and he said yes. I informed ATC of the [situation] and asked for vectors to nearest airport. They gave us a left turn to the southeast and a descent.

I told the Captain that I was taking control and initiated the turn and expedited descent. After we got headed that way, the Captain said he was back on and took the controls back. I changed the FMS to new destination of ZZZ. ATC suggested runway 1L and I loaded that. I had time to run the landing numbers for 1L. It was already the longest runway available. I referenced the overweight landing checklist and briefed the captain on the touchdown limitations.

It was visual conditions, we had just enough time for a quick brief and approach checklist. We were informed that the PED's (Personal Electronic Device) smoke/fire was out and contained in the forward lav. I got a quick call out to ops and told them to start working on a gate. Once we were told the fire/smoke was out, the Captain and I discussed the exit/taxi plan.

The landing was uneventful and the Captain greased it on the runway at about -200 fpm descent rate at touchdown. We taxied clear and stopped in order to verify with the FA's that the cabin situation was still contained. We were told the situation was unchanged so we taxied to the gate. The Captain asked me to talk to the passengers.

I made a PA to the passengers that the aircraft was in a safe state and to remain seated once we parked to allow for firefighters to remove the device. AARF followed us to the gate. Once parked I opened the cockpit door and the FA asked if paramedics were meeting the aircraft.

This was the first time that we were informed of any injuries. I returned to the cockpit and asked ATC Ground control to call the Medics if not done so already. However it later appeared that the Medics were already included in the initial response.

I believe that 3 passengers were treated for burn related injuries. After we parked, I sent a quick ACARS text to Dispatch with a few words summary. Later I called maintenance control and let them know that landed overweight and that the Captain put it in the logbook.

Why doesn't the cabin have fire gloves? Why don't we have a PED fire bag like other airlines? It would be helpful, from a situational awareness perspective, if when the FA's call with information, they say who they are and where they are in the aircraft or say the location of the event. "We have smoke/fire" is a good start, but could be better. "This is [name] in back and we have fire." Or, "there smoke near the forward lav." Or maybe it would be better to just talk to the same FA as an event liaison so that the communicators know the history of the information. Along the lines of an FA event liaison, perhaps a checklist attached to the inter-phone cord could be a good reminder of information to give the flight deck during an emergency, such as passenger injury information. Kudos to airport ops for answering the company frequency; they provided an immediate response each time I called in, which was a big help.

Synopsis

A320 flight crew reported a cell phone fire in the cabin led to a diversion and landing.

Time / Day

Date : 201801

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : C90.TRACON

State Reference : IL

Altitude.MSL.Single Value : 16000

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.TRACON : C90

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 700 ER/LR (CRJ700)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Takeoff

Airspace.Class E : C90

Component : 1

Aircraft Component : Flight Director

Aircraft Reference : X

Problem : Malfunctioning

Component : 2

Aircraft Component : PFD

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1512544

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1512543
Human Factors : Human-Machine Interface
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

During turn after takeoff, flight director disagreed with heading bug. Subsequently primary flight directors began to disagree and ATC was queried for heading and winds aloft. Primary displays indicated winds from north at approximately 140 knots. ATC queried another aircraft near us and was told winds from the west at approximately 50 knots. Heading assistance was requested from ATC and flight director indicated a turn in opposite direction of heading bug selection. Passengers were told to stop using and turn off electronic devices. Shortly after that, we were able to navigate normally backed up by ATC assistance. Flight continued to destination. Cause: Suspect extreme electronic device interference from one or more devices in cabin. Suggestions: Better compliance from passengers with electronic devices.

Narrative: 2

Suspected severe electronic interference. Probable passenger noncompliance issue.

Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

Time / Day

Date : 201704

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 11000

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 155

ASRS Report Number.Accession Number : 1441841

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

We were on the arrival into [destination] when the Flight Attendants notified us there was an electronic device emanating smoke in the cabin. I directed the flight deck crew to don oxygen masks and set the regulators to 100 percent and established crew communication. I then [advised] ATC and asked for direct [destination]. Shortly thereafter, the Flight Attendants notified us that the device and its spare batteries (which were also in a state of thermal runaway) were contained in the ion battery emergency containment bag and there was no smoke.

The device was apparently an e-cigarette. As the device was contained and there was no smoke, I elected to discontinue the QRH. However, the flight deck crew remained on oxygen for the duration of the approach and landing. Approach and landing were uneventful. My biggest concern is that after attempting to notify the Flight Attendants that we were on oxygen, I never called them back. They were making announcements on my first attempt and I simply dropped calling them back off my to-do list. They were surprised when we landed and were surrounded by Fire Rescue.

Distraction management continues to be an issue for all flight crews. As a Check Airman, I should have done a better job of communicating. Better use of all my resources would have kept this from happening. I found myself doing the lion's share of the work in the cockpit when I had a very competent First Officer to help me. Simply dividing a few more of the tasks would have freed up my mind and allowed me to think more clearly.

Synopsis

B737 Captain reported the flight crew donned oxygen masks and asked for direct destination after a Flight Attendant reported smoke in the cabin related to thermal runaway of an e-cigarette battery.

Time / Day

Date : 201704

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Malfunctioning

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1438580

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Radio static interference was experienced during cruise phase of flight due to a probable cause of a Portable Electronic Device (PED) not set in airplane mode. The forward flight attendant was instructed to check the cabin and verify if any first class passenger was using a PED that may have been the cause of radio static interference. The forward flight attendant refused and failed to comply with flight deck instructions.

A PED was not set in airplane mode and the contributing factors are the forward flight attendant may have had her PED not set to airplane mode or a first class passenger may have been using a PED not set to airplane mode. It is unknown, yet highly suspected that this was the probable cause a radio static interference. Ensuring the compliance of flight attendants following policy and procedures regarding the use of PEDs while on duty.

Synopsis

EMB-175 First Officer reported radio static interference which was suspected to be from Flight Attendant or passenger electronic device use.

Time / Day

Date : 201703

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Type : 1620

ASRS Report Number.Accession Number : 1433099

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1433101

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Passenger
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : FLC complied w / Automation / Advisory
Result.Flight Crew : Took Evasive Action

Assessments

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

Narrative: 1

FA reported that a first class passenger reported to them that his portable battery was heating up and smelled like burning plastic. FA put the battery in a container with water as per their procedure and notified us that they had done that and there was no irregularities at this time. We advised them to carry on with their procedures and monitor the battery. Advised dispatch of the situation as well.

Looking into if this particular type of battery pack is good for flight.
Make: Uniden
Model: WM4807

Narrative: 2

While cruising at FL350, we got a call from a flight attendant. Flight attendant informed us that a passenger handed a phone charging battery pack that smelled like "burnt plastic." Flight attendant said that the pack was not hot to the touch when the passenger handed it to her, but it did have a smoky smell. The FAs followed the FAM procedure for Lithium battery fires that say to submerge the device in water. When we got the call they already completed this procedure and there was no further sign of smoke or fire. Therefore, I decided that declaring an emergency would not be needed in this case. Instead, we continued the flight with caution, monitoring the condition of the battery pack.

We verified that the flight attendant's manual procedures were complied with, notified dispatch and asked the FAs to keep monitoring the condition of the battery pack.

The passenger was charging his phone with the device while this happened. It was not connected to the PC outlet.

Synopsis

EMB-175 flight crew reported a passenger's portable battery overheated so the Flight Attendant placed the battery in a water container as per company procedure.

Time / Day

Date : 201612
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 36000

Aircraft

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

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 97
ASRS Report Number.Accession Number : 1408483

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 194
Experience.Flight Crew.Type : 800
ASRS Report Number.Accession Number : 1408481
Human Factors : Other / Unknown

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Detector.Person : Flight Attendant
When Detected : In-flight
Result.Flight Crew : Landed As Precaution
Result.Flight Crew : Diverted

Assessments

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

Narrative: 1

During cruise at FL360, we were notified by the A FA that a battery charger, which a passenger in the front row was using to listen to music on her mini iPod, had overheated (which had produced smoke) and was now contained and no longer producing smoke. The FAs said the smoke had produced an odor throughout the cabin. We referenced the QRH and the Aircraft Operations Manual (AOM). Per the AOM "if the source of the smoke can be positively identified and easily contained a mutual decision made by the Flight Deck Crew and Cabin Crew to continue to destination might be a sound one."

Dispatch was contacted and made aware of the situation. After discussing the situation once more with the FAs, the decision to divert was made. Dispatch and ATC were made aware of the decision and the Divert Checklist was completed with consideration being given to the overweight landing. Due to the divert being a precautionary measure an emergency was not declared. During the descent, the FAs requested Paramedics meet the aircraft due to an ill Passenger. The flight concluded safely at the gate with Paramedics and Maintenance meeting the aircraft. The battery charger remained at the [diversion airport].

The divert was a non-event. It was only after all checklists were complete that the event became stressful due to the excessive number of phone calls! STOP calling the Flight Crew! Have one contact point for us to contact after we have taken care of our passengers! I want to help Dispatch, Maintenance, Operations, Chief Pilot on Call, Scheduling etc., but let us call you when our duties on the ground have been completed. We will give you a detailed description of the event ASAP!

Narrative: 2

While coordinating to continue the flight to the flight's original destination we were seemingly bombarded by multiple questions from multiple agencies in [Operations].

While the questions were not likely intended as accusations or threatening, the repetitive and probing method of questioning on a recorded line seemed very threatening to the Flight Crew and elevated the stress level of an already resolved event, exponentially and unnecessarily. Upon return the Flight Crew requested to be removed from the remainder of the pairing due to the elevated stress caused by the conversations with the [Operations personnel] in conjunction with the seemingly routine divert.

Synopsis

B737 flight crew reported diverting after a passenger's charger overheated resulting in smoke and an odor in the cabin. The flight crew expressed concern over the number and tone of communications from Operations.

Time / Day

Date : 201610
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : LAX.Airport
State Reference : CA
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
ATC / Advisory.Ramp : LAX
Aircraft Operator : Air Carrier
Make Model Name : Large Transport
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1398160
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.Flight Crew : Returned To Gate

Assessments

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

Narrative: 1

After starting engines I got a call from the purser/number 1 that she believed she had an FAA banned Samsung Galaxy 7 phone on the flight. She said her phone was receiving a WIFI signal from the phone and showed me a picture. Ramp requested that we move off

the ramp as we were blocking traffic. I requested that ground put us on another ramp which they said they didn't have. Ground kept moving us around the airfield. A couple of PAs were made by the number 1 requesting the person with the FAA banned device identify themselves by ringing their Flight Attendant (FA) call button. The flight attendants got no response. I read the pilot alert messages to the number 1 FA stating, "if a NOTE 7 is discovered after gate departure the FAs will instruct the passenger to disconnect the device from any charging source, turn the device off, and keep it in a place where constant visual monitoring can be accomplished." There is no requirement to return to the gate if a NOTE 7 is discovered on board as long as the passenger complies with instructions. The passenger would not identify themselves even after I made a PA.

I notified dispatch as I could not determine if the phone was in the cabin or cargo. Dispatch told me to return to the gate to get the issue resolved. I also needed fuel after the delay back up to release fuel. I told the passengers we were returning to the gate to have the aircraft searched for the Samsung phone. As I approached the gate, the number one called me and stated a passenger had turned in a Samsung Galaxy S7 phone. I met the Chief Pilot on the jet bridge with the passenger who turned the phone over to the Chief Pilot. The aircraft was refueled. The passenger was reseated saying he didn't know he had a banned phone, as it was a gift. The flight departed with a total 5+13 delay.

Synopsis

An air carrier Captain reported that a Flight Attendant identified a banned electronic device on board the aircraft after engine start. When the unit could not be located, the aircraft returned to the gate.

Time / Day

Date : 201610

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 159

ASRS Report Number.Accession Number : 1398031

Human Factors : Time Pressure

Human Factors : Training / Qualification

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 183

ASRS Report Number.Accession Number : 1398051

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.Flight Crew : Became Reoriented

Assessments

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

Narrative: 1

Shortly before closing the front entry door and beginning our flight, I, the Captain, was notified that there was a Passenger with a Samsung Galaxy Note 7 phone onboard. Our Flight Attendant came forward and told us the phone could not be onboard, and I agreed, but the Agent told us that was not correct and the phone just needed to be off and on the person. The FO and I quickly referenced [the pertinent bulletin]. I quickly read the "PILOT ACTION" section that stated "...the Crew Member must instruct the Passenger to power off the device, not to use or charge the device, and to keep in on their person..." I then showed the Agent and "A" Flight Attendant. The two of them instructed the Passenger what to do and complied.

After we arrived, the FO and I had ground time before connecting to our next flight and that's when I read the entire bulletin beginning with the "EVENT" section. That is when I knew we were initially correct but referenced the wrong section of the bulletin. I notified our Chief Pilot the next morning and explained our issue and was instructed to submit a report.

I am totally at fault and responsible for this error in non-compliance. However, I rely on the "PILOT ACTION" and use it as a flow chart/risk matrix. The PILOT ACTION talks about what the Crew is to do and then how to react to Passengers with the Galaxy Note 7. I believe that the section pertaining to before flight in the EVENT section should be in the PILOT ACTION section. The EVENT tells me what the topic is, but the PILOT ACTION tells me how to handle the EVENT. In the future, I will read the entire bulletin when referencing to make sure I don't miss a key piece of explanation. While we were not rushed, it was very close to push time which led to me scanning the bulletin.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

B737 flight crew reported confusion in company policy related to a passenger who brought a Samsung Galaxy Note 7 phone on board.

Time / Day

Date : 201610
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : DCA.Airport
State Reference : DC
Altitude.MSL.Single Value : 13500

Environment

Flight Conditions : IMC
Light : Daylight
Ceiling.Single Value : 11000

Aircraft

Reference : X
ATC / Advisory.TRACON : PCT
Aircraft Operator : Air Carrier
Make Model Name : EMB ERJ 145 ER/LR
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
Airspace.Class E : PCT

Component

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1394414
Human Factors : Confusion
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Altitude : Crossing Restriction Not Met
Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation - Procedural : Clearance
Detector.Person : Air Traffic Control
When Detected : In-flight
Result.Flight Crew : Became Reoriented
Result.Flight Crew : Returned To Clearance
Result.Air Traffic Control : Issued Advisory / Alert
Result.Air Traffic Control : Issued New Clearance
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

We had FMS MELed due to database so we were operating using green needles. My FO was recently out of training (60 hours). We had been given a heading to join the 117 radial to AML since ESL was out of service and descend via starting at DRUZZ. We intercepted what was indicating the 117 radial the HSI needle was jumpy. We crossed DRUZZ at 15000 and continued descent to be at or above WEWIL at 14000. I was what I thought was passed WEWIL according to our indications and I had slowed descent to be at or above 12000 at NEVYR. ATC asked us about our altitude and that we were low for WEWIL (we were at about 13500). They showed us 2 miles SW of WEWIL. I replied that we showed passed WEWIL and immediately asked for vectors since at that point it was evident we were not getting correct indications on our nav. ATC gave us a heading and altitude and direct AML when able. We turned to that heading and went to the assigned altitude, which was lower than our current altitude which to me at least meant while we may have missed a crossing, at least there was no traffic below us. Upon descending to 11000 on the new heading, we then broke out of the clouds and at that point had IAD and AML in sight and knew the new heading given by ATC was indeed getting us to AML. I verified with ATC that we were direct AML and they agreed that we were now heading the right direction. The rest of the STAR and descent went uneventful.

The threats for this event were

- 1) No FMS in single FMS aircraft, leading us to rely on conventional nav, which is known to have errors. The sole source of navigation gave us no means of backup to verify until ATC advised us of the deviation.
- 2) Having a low time FO who was on his first flight ever into DCA which can be overwhelming, and then adding no FMS on top of it which I believe was a first for him in the plane. While he was giving assistance as he could, being new, in a complex environment, with a nonstandard aircraft (MELs)

If in this situation again, I would definitely query ATC to verify that we are indeed where the indications say we are. We had briefed the arrival before descent and both felt we were ready for the arrival. I don't think if I was in this situation I would not accept the aircraft for this flight, but as I said earlier, I would definitely verify with ATC a lot more. Thought about loading flight plan in FMS using expired database, but decided against that because with an out of date database, getting possible inaccurate backup data could lead to far worse situation.

It seems like at altitude when going to a station vs from or abeam a station, the green needles are never very strong. I don't know if this is due to the VOR antenna being on the

tail, and when the station is off the nose, the signal having to pass through the cabin where there is a multitude of possible personal electronics, some which may not be in airplane mode. When we departed DCA, we tracked FROM AML for 130 miles to the west and since the station was behind us, the needle was strong the entire way. Later in the flight we were given a 90 degree turn to BSV VOR, when BSV was off our side, it was strong, but once we were heading at it, it went back to its not as strong ways, If it is determined that passenger electronic interference is an issue, would this possibly be a situation where we may need to inconvenience passengers and at least while in terminal area, have all electronics off and not just airplane mode to account for passengers that may have something on and inadvertently not in airplane mode. This is an issue I have run into before when using conventional nav in the enroute and early terminal area, but luckily this is the first time where there has ever been a deviation due to it.

Synopsis

EMB-145 Captain reported being dispatched with the single FMS deferred inoperative and using VORs for navigation. The navigation became less reliable and the crew descended early on the arrival. PCT intervened and the crew received vectors and altitudes to the airport.

Time / Day

Date : 201607

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Ceiling : CLR

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1372671

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Assessments

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

Narrative: 1

The safety demo had completed. I was walking through the cabin from my position at row 31L and saw that the blue light in the aisle was lit, notifying me of electrical outlet use, at 35DEF. I stopped, saying, "I have an indication that the electrical outlet is in use; we need to have all electronic devices unplugged for takeoff and landing." 35D and E looked at me confused. 35F was asleep with headphone on and didn't stir. I repeated it. Still nothing. We determined it was F. I spoke up to get the attention of the passenger, unable to reach him. The FA on the other side was still far away.

The passenger opened his eyes and looked at me. I repeated my line a 3rd time. He said, "What?" I repeated it a 4th time, still loudly. He then took off his head phones and asked me to repeat it a 5th time. By this time I was fairly [irritated] and repeated it louder and more firmly. He complied. I got 2 rows further and found another person with a device plugged in who had not heard me shouting and I had to repeat this request 2 more times.

The use of PEDs during safety checks, the demo, and before landing is a dangerous practice. It puts flight attendants at risk as it takes us longer to ensure compliance with people who are not paying attention and we have to work at getting it. Whether it's for electrical outlets in use, tray tables down or seats back, PED use has made it much more difficult to ensure the safety of other passengers and ensure I'm in my jump seat in a timely manner. PED use should no longer be allowed when passengers should be able to respond quickly to commands and requests from working crew.

Synopsis

Air carrier Flight Attendant reported being concerned about passenger use of electronic devices during safety checks and would like to see the policy changed to not allow their use at those times.

Time / Day

Date : 201607

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1372295

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1372472

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Detector.Person : Passenger

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Equipment / Tooling

Contributing Factors / Situations : Human Factors

Primary Problem : Equipment / Tooling

Narrative: 1

Approximately 1 hour into flight #1 flight attendant (FA) called and alerted me that a passenger had a portable battery charger that was hot to the touch. I asked if they were doing the procedure for a battery/ Personal Electronic Device (PED) fire overheat. He replied in the affirmative. 15 minutes later the #1 called and said he, #2 and #4 FAs were experiencing headaches and nausea. Also the device was emitting a burning plastic electrical smell. At that one I elected to divert to [a nearby suitable airport]. We were met by emergency personnel who removed device. At that time EMS checked out flight attendants and passengers in rear of the cabin. We were cruising at FL260 when this event occurred.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

B737-800 flight crew reported being informed by the lead Flight Attendant of an overheated battery charger. Fifteen minutes later he was informed that some of the flight attendants were experiencing headaches and nausea and the Captain elected to divert to a suitable airport.

Time / Day

Date : 201603

Local Time Of Day : 1201-1800

Environment

Weather Elements / Visibility : Cloudy

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B777-200

Flight Phase : Descent

Cabin Lighting : Medium

Number Of Seats.Number : 242

Passengers On Board.Number : 161

Crew Size Flight Attendant.Number Of Crew : 11

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Experience.Flight Attendant.Total : 28

Experience.Flight Attendant.Airline Total : 28

Experience.Flight Attendant.Number Of Acft Qualified On : 5

Experience.Flight Attendant.Type : 40

ASRS Report Number.Accession Number : 1340157

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

Approximately 1 hour before landing our purser made an announcement that, due to a malfunction of the entertainment system, all entertainment and power ports will be shut off, and remain off until gate arrival. Note: not unusual, we had issues with the Inflight

Entertainment (IFE) at takeoff.

I was informed by another crew member that there had been an electrical fire/smoke at a [first class] passenger seat, from the power port. [A passenger] said "it was probably because "that guy" had plugged too many things into the power port"

I [did] not directly witness [the event], nor did I know which seat was involved. There was no other indication that there was smoke in the cabin.

Synopsis

A B777 Flight Attendant reported the entertainment system being shut down in flight, reportedly in response to smoke and fire at a passenger's power port.

Time / Day

Date : 201601

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Widebody, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1323952

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Landed in Emergency Condition

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

Approximately one hour after takeoff the number one flight attendant informed me that a passenger's computer started to smoke and get hot. The computer was shut down and the smoking stopped. I directed the flight attendants to run their high energy battery fires checklist. The computer was placed in an empty catering cart and placed in the rear of the aircraft. All checklist items were observed. At approximately 30 mins from landing the number one flight attendant called the cockpit to inform me that the computer was again getting hot. I [advised] ATC and was given traffic priority for an approach into [our destination]. Crash fire rescue was requested but never showed up. After parking at the gate again no fire personnel showed up. I decided to roll the catering cart with the computer off the aircraft and onto the jet bridge. We then deplaned all passengers. Ground personnel removed the computer from the catering cart and returned it to the passenger.

Synopsis

An air carrier flight crew was advised by a Flight Attendant of smoke in the cabin associated with a passenger's personal computer. The computer was removed to a safe area and an uneventful landing was accomplished at the destination airport.

Time / Day

Date : 201601

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1323946

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

Analyst Callback : Attempted

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Maintenance Action

Result.Aircraft : Aircraft Damaged

Assessments

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

Narrative: 1

During taxi to the arrival gate in ZZZZ, an E-cigarette battery in a passenger's small carry-on bag overheated causing the combustion of the bags contents. The smoldering bag and burning battery were quickly neutralized using the onboard fire extinguisher. The Flight Attendant involved deserves recognition and commendation for her quick situational assessment and corrective action. No personal injuries or schedule disruptions occurred during this event.

This was the text describing this incident in the required report and I will attempt to describe it more fully here. After a normal flight, we were taxiing in to our new scheduled gate when we heard 8 or 9 chimes from the cabin and was informed by the #1 FA "There's a fire." I quickly ask several questions and got "Inside the airplane, the last several rows in back, there are flames, that's all I know I'll call you right back." I stopped the jet a couple of airplane lengths from the terminal in case we had to evacuate and got more information on what was happening. A very short time later I was informed about the E-cigarette fire, that the fire was extinguished but that there was some smoke left over in the back few rows. I elected to continue to the gate and deplane the passengers in quick but orderly fashion.

No one knew how the E-cigarette caught on fire. The passenger had placed it inside a paper bag with some napkins and then inside his backpack under the seat in front of him. In the process of putting out the fire in the backpack, the [paper] bag was removed and burned up (all paper products) leaving the battery in flames on the aircraft carpet. It took several attempts with the fire extinguisher to stop the battery fire. The descriptions of the battery on fire reminded witnesses of a lit ground firework that throws off sparks and spins around, and sounded to me very similar to the laptop battery fire videos I have seen. The passenger stated that he had not used the E-cigarette in flight and had it "turned off." From the nervous demeanor of the young passenger I do not consider his statement completely reliable. I wrote up in the logbook the possible damage for maintenance inspection and the use of the fire extinguisher for replacement.

I agree that actually using E-cigarettes is a disruptive annoyance to people nearby, especially people trapped in an airplane together. I am unfamiliar with their power source, however, and this quickly extinguished incident might have been very different if the battery was buried deeply in a bag stowed in the overhead bin or in the cargo compartments. Can you turn the battery off/disconnect or is it always ready and charged up for the user to draw upon? Does this "always on" state cause the battery to overheat or was it damaged somehow to self-destruct in such a way? Should these devices be banned on airplanes? This battery was small but burned long enough and hot enough to catch anything nearby on fire. If it were up to me I would ban the batteries and allow the empty E-cigarette device.

Synopsis

A pilot reported that while taxiing to the gate he was notified by a Flight Attendant of a fire in the cabin. The aircraft was stopped on the taxiway and the source of the fire was identified as an E-cigarette device. The fire was quickly extinguished and the aircraft proceeded to the gate where the passengers disembarked in an orderly manner.

Time / Day

Date : 201512

Place

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

Environment

Flight Conditions : VMC

Aircraft

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

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1315633
Human Factors : Distraction
Human Factors : Troubleshooting

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1315645
Human Factors : Troubleshooting

Events

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

Detector.Person : Passenger
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

We were approximately 18-20 min out. I noticed the cabin temperature was a bit cold and I turned the temp controller to about the 3 o'clock position to warm up the cabin. About a minute or two after that, the First Officer (FO) and I noticed a faint smell in the air. It was somewhere between a musty warm smell and an electrical insulation smell. It was not strong at all, and it in no way caused irritation to the eyes or lungs. Just then the Flight Attendant (FA) called forward to report the same thing, as well as it being a bit warm air temp wise for passengers. While the FO was talking to the FA, I turned on the cockpit overhead white light to see if there was any "pooling" of smoke in the top of the ceiling. Just as a hunch as the temp controller was the last thing adjusted, I felt the panel, cold to touch, and turned the control knob to full cold. I talked with the FA and told her what we were experiencing, she said the same and said she was going to look in the cabin and lav. I told her we were going to look into things on our side. The FO and I agreed that while this should be taken as a serious potential threat, that under the current circumstances and being inbound and close to our destination, that we had time to evaluate things further before a need to escalate our action and or needing to [advise ATC]. Within a few minutes of turning the heat knob down, the smell lessened and disappeared entirely. While we were pleased to see a result in our action, we were still vigilant that there could still be a problem unseen. We did not know this yet, but the temp control movement and resulting dissipation were entirely coincidental.

The FA called forward and told us that she had found the problem. As she made her way back in the cabin, a passenger alerted the FA that she had a battery powered cell phone charging unit that had gotten very hot while actively charging her phone and was emitting a smell. The FA took the unplugged unit and removed the AA batteries from the charger and then called us. I told her to hang on to the unit until we deplaned the aircraft. The smell was completely gone and we arrived without any further issue.

Post flight, I looked at the charger unit, and it looked like an EXTREMELY cheaply manufactured charging unit. There was no visible scorching or soot on the unit, but the open unit itself smelled exactly like what all 3 of us had smelled earlier. I talked to the passenger and thanked her profusely for immediately bringing it to the FA attention, and had the unit returned to her. She said she was amazed how hot the unit got while in use, and that it had been a gift item. She said it would never be used again.

I want to thank the passenger for stepping forward and helping us to avoid a potential aircraft smoke emergency situation, and highly praise the professionalism, calmness and excellent communication skills that the FA demonstrated in handling this situation.

Maintenance was notified and agreed it was not an aircraft issue, but a faulty passenger electronic device issue.

Narrative: 2

I smelled plastic burning odor. Informed the Flight Deck. Flight Deck said they smelled the odor and thought it was glycol in the heat ducts because they just turned up the heat. I immediately searched the cabin and smelled it up near the MCD. I thought it was the heat duct near the MCD. Went to the back of the plane to inspect. No odor. Came forward. The Passenger approached me and said is this what you are looking for. It was a handheld battery pack for a cellular device and was giving off the distinct odor that I was looking for. It was malfunctioning but no smoke fire or injury occurred. At that point I immediately informed the flight deck. They instructed me to confiscate the device and hold until landing.

Synopsis

CRJ Captain and Flight Attendant reported they noticed a faint burning odor which was traced to an overheating cell phone charger in the cabin.

Time / Day

Date : 201511
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.AGL.Single Value : 0

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Q400
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Taxi
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1309194
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
When Detected : In-flight

Assessments

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

Narrative: 1

Final walk through the cabin I noticed passenger had a small backpack on his lap. I asked him to stow it. He became defensive and loudly said to me "NO ONE HAS EVER ASKED ME TO DO THAT." I asked again, and explained it was considered a carry on and therefore needed to go in the overhead, as he had no seat in front of him to stow it underneath. He again stated he had never been told to do that. He opened it and started to remove paperwork and personal items, and the passenger next to him asked me if that was ok. I said, yes he could secure those items in his hand, but not the backpack. I then placed the backpack in the overhead.

As we were on the taxiway same passenger was on his phone. Passenger behind him looked at me to get my attention and pointed, at passenger and his phone and mouthed to me "he is on the internet." I tapped passenger on his shoe to get his attention and asked if he was in airplane mode. He replies, loudly, "YES I AM AND WILL YOU STOP TOUCHING ME?" I answered, "of course." Passenger behind him, then taps him on the shoulder and says, "I would appreciate it if you would do as you are asked, and get off your phone." The father of the disruptive passenger turns around and states the son is using a certain app that isn't on the internet. The passenger who spoke up, looks at me and shakes his head. The disruptive passenger does not comply. When I hear the after takeoff chime, I go to the back galley and explain to [other Flight Attendant] what has been happening. We decide to switch and she will now [takes that part of the cabin]. This switch avoided further conflict between the disruptive passenger and myself.

I don't believe I committed any errors. Passenger was not receptive to following directions, or to any verbal contact with me.

Synopsis

A Flight Attendant reported that a passenger was not compliant in regard to stowing of baggage and electronic device usage.

Time / Day

Date : 201511

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Landing

Flight Phase : Takeoff

Component : 1

Aircraft Component : Seatbelt

Aircraft Reference : X

Problem : Improperly Operated

Component : 2

Aircraft Component : Cabin Address System

Aircraft Reference : X

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1309168

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

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

Anomaly.Deviation - Procedural : FAR

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant
When Detected : In-flight

Assessments

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

Narrative: 1

This report applies to many flights that I have worked for several months. There seems to be a pattern of passengers not complying with flight attendant instructions. Generally seat belt sign, or getting prepared for takeoff or landing, getting up after the 10,000 feet announcement, arguing general requests regarding safety etc. Some of this I attribute to passengers using their own electronic devices and earphones prior to takeoff and landing and therefore cannot hear our announcements. Some is just a sense of entitlement and their rights to do as they wish regardless of our instructions. On this particular flight, passengers were getting up and using the restrooms on our approach. Passengers were still putting away bags in the overheads after we had completed our checks and passengers were delaying turning off lap tops after several requests for them to do so. I have delayed writing this report to see if this was isolated, but it continues to happen on the majority of my flights.

Synopsis

A Flight Attendant reported an increase in passengers not complying with regulations and Flight Attendant instructions.

Time / Day

Date : 201507

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Initial Approach

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1282971
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

I was in the aisle assisting with the preparation for landing. I reached 10F and noted a woman with her seat back. Her tray table was down and her back pack was behind her legs. I asked that she bring her seat forward and she did not react. She had her head forward, pressed against the seat in front and scrolling on her PED with ear buds in her ears. I repeated my request a bit louder, but still, there was no reply. The man seated next to her was asleep, also with headphones on and also seemed to not hear me. Unable to reach the woman, I again requested that she prepare for landing, louder still, but again, there was no response from her. Finally, the man behind her jostled her seat and she looked up at me a bit startled. I again asked that she prepare for landing but she had to remove her ear buds. For the 5th time, I asked this young lady to stow her bag, raise her tray table and return her seat to the upright position. Still, the man next to her remained

silent with his eyes closed. With more seats to check, I found 22A was unable to hear my request that his laptop be turned off and stowed and his tray table returned. I saw that row 26 had their blue light indicating an electronic device was still plugged in. I asked them to unplug their device, but the man in 26E couldn't hear me and I had to wait for him to remove his headphones for him to hear me ask again that he unplug his PED. Upon returning to the first class area to take my seat, I also had to ask twice of 8B and 9E to unplug items from the outlets, as required by the FAA.

These are again examples of why the use of PEDs should not be allowed for approach and landing. Passengers are unaware of our efforts to provide a safe environment and our being in the aisles longer to seek compliance puts us at risk of injury, or worse, if it gets overlooked by flight attendants, puts passengers at risk of injury or not making a safe evacuation in the event of an emergency.

We pride ourselves on situational awareness to be prepared for an emergency and expect our passengers to be able to hear commands and requests for complying with FAA requirements that seats be upright, bags stowed, seat belts fastened and tray tables returned, yet we are not able to do this efficiently because passengers are not situationally aware of their surroundings. Other passengers get frustrated, such as the man shaking her seat and pressing it forward before she was ready to bring it upright. Sometimes, we are not able to go down the aisles in situations where there is turbulence and we ask our passengers to comply over the PA. For those lost in their PEDs with head phones, they cannot hear us.

Synopsis

Air carrier Flight Attendant reported continuing issues with Personal Electronic Devices that the reporter feels pose a danger to the safety of flight.

Time / Day

Date : 201507

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 12000

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1279697

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

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

Anomaly.Deviation - Procedural : FAR

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

Result.Flight Crew : Took Evasive Action

Result.Flight Crew : FLC complied w / Automation / Advisory

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

Passenger in aft lav with e-cigarette caused Lav Smoke ECAM warning during climb out at about 12,000 ft. Flight attendants quickly took care of the situation. ECAM message cleared after a few seconds. Reported incident to Dispatch and they said GSC (Ground Security Coordinator) agent would meet us at the gate in our filed destination. Passenger didn't know e-cigarettes were not allowed. Possibly mention e-cigarettes not allowed during F/A passenger briefing.

Synopsis

A passenger smoking an e-cigarette in the aft lavatory during climb caused the ECAM and AFT LAV Smoke Detector to alert. The flight attendants notified the passenger about the deviation which allowed the alert to cease. The flight attendant cabin passenger briefing does not alert about the e-cigarette prohibition.

Time / Day

Date : 201505

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Night

Aircraft

Reference : X

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Attendant : Off Duty

ASRS Report Number.Accession Number : 1263077

Events

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

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

We had landed and the crew was leaving the terminal. I saw one of our pax just outside the terminal door with all the contents of her purse spread all over the sidewalk. As I walked past her I heard her tell someone that her purse was smoldering and smoking. I walked back to her and re-introduced myself as one of her flight attendants on the flight. I asked her what was going on. She said and showed me that her electronic cigarette had melted several items in her purse. As she was leaving the plane and walking through the terminal, she realized that something was wrong and she hurried outside to dump her purse. She discovered that the safety was off on her Electronic cigarette. We did not do anything wrong in this situation, but I felt the need to report this in order to point out the danger of fire. If the timing was even a little different it could have resulted in a fire on board the aircraft.

Synopsis

After departing the terminal, a Flight Attendant saw a passenger from the previous flight dump her purse contents on the sidewalk. When asked why, the passenger responded her

electronic cigarette's safety was off and it melted some purse contents as she exited the aircraft earlier.

Time / Day

Date : 201504

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A321
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1253848
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Became Reoriented

Assessments

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

Narrative: 1

Passenger's POC (Portable Oxygen Concentrator) low/neg battery level required the use of 2 POBs for duration of flight. Under this circumstance, could exception be made to charge POC battery using onboard 120V outlet?

Synopsis

A Flight Attendant used the aircraft's 120VAC system to charge a passenger's two Portable Oxygen Concentrator batteries inflight. She was uncertain about her company's electrical use policy.

Time / Day

Date : 201502

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : EWR.Airport

State Reference : NJ

Altitude.MSL.Single Value : 10000

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.TRACON : PHL

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : PHLBO3

Airspace.Class B : PHL

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 8783

Experience.Flight Crew.Last 90 Days : 44

Experience.Flight Crew.Type : 7800

ASRS Report Number.Accession Number : 1242472

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Over the course of the entire flight, we experienced frequent and multiple ACARS interruptions with "ACARS NO COMM" messages. In most cases, reselecting the ACARS comm frequency did not help - we also had to cycle COMM3 from DATA to voice and back to DATA. On the PHLBO3 STAR into EWR, in VNAV PATH with A/P A engaged, the path was maintained, but the programmed speeds were not (the forecast descent winds were generally accurate). Approaching 10,000, I switched to LEVEL CHANGE in order to slow to 250 knots as the A/P was attempting to descend at 271 knots.

It's possible that both were caused by interference, so I requested a PA to insure that all cell phones were switched off or in the airplane mode. After this announcement, there were no further issues.

Synopsis

B737 Captain reported possible interference from cell phones in the cabin that could account for the electronic anomalies they were experiencing during the flight.

Time / Day

Date : 201502

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Takeoff
Flight Phase : Landing
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Cabin Jumpseat
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1242337
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
When Detected : In-flight
When Detected : Pre-flight
When Detected : Taxi
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Passengers sitting directly across from my jumpseat had electronic tablets out during taxi, takeoff and landing. I was uncomfortable with this and afraid for my own safety should we have had an event such as an unplanned evacuation or even an aborted takeoff and these unsecured objects came flying at my head. I also feel that the use of electronic devices by those in the exit row could delay their ability to assist in an emergency due to distraction. During taxi, one of the customers across from me had reclined his seat as we had been on the tarmac for a while. I had to physically get up from my jumpseat and tap him on the shoulder to remind him to put his seatback up, as he was so engrossed in his tablet that he didn't hear or see me try to get his attention. I was sitting literally two feet away from him-directly in front of his seat, and he didn't notice me for about 2 minutes. Our announcement book addresses electronics only by saying that they can be used in airplane safe mode, but must be "secured or held during taxi, takeoff and landing", therefore I could not require these customers to stow the tablets in a seat pocket (on sidewall of

aircraft) or in an overhead (OH) bin, as they were complying with [Airline's] policy of being "held." Also, since use of the devices is allowed, even in exit rows where people are supposed to be "ready, willing and able" to assist, I cannot ask a customer in an exit row to turn off their device. However, our requirement has always been (and still remains) that ALL items must go in OH bin if one is seated at a bulkhead--which the seats across from 2L/2R as well as 3L/3R are. Therefore, customers are being "allowed" to have potentially dangerous items out during critical phases of flight, with the potential to harm the crewmembers sitting directly in front of them- I believe in violation of our own and possibly FAA policies. The safety training that I have received from my company has always emphasized that no carry-on items can be out and "un" stowed during taxi/takeoff/landing due to the potential harm they could cause if the aircraft should stop suddenly. Yet since the implementation of the new electronics policy, these devices, made of metal and glass, cease to be "carry-on items" and seem to have been made exempt from all safety concerns, regardless of their potential ability to harm their owners or others. Customers using electronic devices at exit rows and who are required to be "ready willing and able" to assist in case of emergency, are also distracted by their own electronic devices during critical phases of flight. I am very uncomfortable with the way the electronics policies have been rushed into implementation with seemingly no regard to the safety of other people who could be harmed by flying tablets and phones, as well as the implications of a "plugged in and switched off" person at an exit row who is too distracted to perform their exit row emergency duties in a thorough or timely fashion.

Synopsis

Flight Attendant reported concern that she could be injured by unsecured tablets or other electronic devices used by passengers sitting across from her jumpseat if those passengers lost control of the device during a rejected takeoff or other unusual event.

Time / Day

Date : 201411

Place

Locale Reference.Airport : SPIM.Airport
State Reference : FO
Altitude.MSL.Single Value : 3200

Environment

Flight Conditions : IMC

Aircraft

Reference : X
ATC / Advisory.Tower : SPIM
Aircraft Operator : Air Carrier
Make Model Name : B767 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Final Approach

Component

Aircraft Component : Autopilot
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 31500
Experience.Flight Crew.Last 90 Days : 150
Experience.Flight Crew.Type : 2000
ASRS Report Number.Accession Number : 1219051

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Experience.Flight Crew.Total : 16000

Experience.Flight Crew.Last 90 Days : 250
Experience.Flight Crew.Type : 6000
ASRS Report Number.Accession Number : 1218962

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

Approximately 3 miles outside final approach fix, aircraft descending in FLCH to 2000 MSL, passing 3300-3200 MSL aircraft had LOC engaged and captured, aircraft started a 10-15 degree bank right away from the LOC course. Both pilots verbalized the deviation and as the PFD showed a LOC flag I disconnected the autopilot and transitioned to the standby ADIs which displayed normal course path displays and considered a missed approach nearing 2100 MSL when the First Officer confirmed visual sighting of the runway. I confirmed visual with standby ADI guidance, continued the approach manually meeting the 1000 and 500 foot stabilized approach criteria to an uneventful landing. No airport surface traffic was present to affect the LOC signal and arrival congestion prevented further discussion with the tower. I questioned the purser and he stated many people were on their cellphones even after making multiple announcements. This incident was identical to one I had years ago in a 737 on a simultaneous ILS landing IAH Runway 26L. Can't prove cellphones do this of course, and can't prove they do not. Heads Up Warning.

Narrative: 2

On final apch to 15 (ILS Z) with the autopilot on, descending thru the bottom of the overcast layer, the acft started drifting right of course and was no longer following the glide path (drifting high). The Captain (CA) promptly took over hand-flying the acft below the wx to a visual apch and uneventful landing. Although a little high and right, the CA's prompt, correct actions saved a go-around in proximity to significant terrain, in the dead of night, and with both of us tired. Post-flight query of the F/As evidenced that numerous pax were using their cell-phones just prior to landing (possible causal effect?) Prior to the dramatic, un-alerted, insidious error of the autopilot, it had worked flawlessly leading us to question if frequency meaconing could be the cause of its failure (it simply no longer received the ILS data)? Not sure of cause.

Synopsis

B767 flight crew reported deviating from ILS course and altitude on approach to SPIM because of an autopilot error, possibly caused by passenger cell phone use.

Time / Day

Date : 201403
Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : RDU.TRACON
State Reference : NC
Altitude.MSL.Single Value : 4000

Environment

Flight Conditions : VMC

Aircraft

Reference : X
ATC / Advisory.Tower : RDU
Aircraft Operator : Air Carrier
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Nav In Use.Localizer/Glideslope/ILS : Runway 5L
Flight Phase : Initial Approach
Airspace.Class C : RDU

Component

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
ASRS Report Number.Accession Number : 1159513
Analyst Callback : Attempted

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Inflight Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

While conducting an approach to Runway 5L at RDU we experienced several intermittent full scale localizer fluctuations and a slight map shift as well. These fluctuations began to occur at around 4,000 feet msl. The weather was VFR and I asked the Tower if they had received any reports of problems with the localizer. They said no (from both aircraft preceding and following us) and that the ILS critical area was clear. The localizer fluctuations ended at about the marker. While we were landing in visual conditions, this would have required a missed approach in IFR weather. After arrival at the gate I asked the flight attendants if they noticed passengers using cell phones and other electronic devices. They indicated many were. I believe that it is possible many passengers are not leaving their PED's in airplane mode and this could contribute to the signal interruptions we were getting. A review of the aircraft maintenance log the following day showed no faults and ok for service. Now that regulations have changed with regard to portable electronic devices, I believe we are going to see an increase in these type events. I think in addition to flight attendant announcements regarding our policy it would not hurt to have some random sampling of passenger's devices that are observed in use. They could ask to see the settings page to insure they are in airplane mode.

Synopsis

Air Carrier Captain experiences localizer oscillations during approach in VMC that he suspects may have been caused by an electronic device.

Time / Day

Date : 201311

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 200 ER/LR (CRJ200)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Component

Aircraft Component : Headset

Aircraft Reference : X

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1128249

Analyst Callback : Attempted

Events

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

Anomaly.Ground Event / Encounter : Other / Unknown

Anomaly.Inflight Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

Narrative: 1

I was encouraged by fellow pilots and a Chief Pilot to write a report based on the FAA decision to allow passengers electronic devices powered up during aircraft movement and my headset/electrical interference concern. I have a Bose X headset and I use the power on associated with the headset during critical phases of flight. I encounter electrical interference with my headset anytime someone has left their cell phone on during taxi, takeoff, climb and during arrival, landing, and taxi in to the terminal area. The noise is best described as an electrical radio seeking a source, similar to a cell phone near a car/house radio. It is not loud, but consistent "beeping" as the electrical item seeks a "radio" source. My concern is that with more electrical devices allowed, this could increase the noise and interference in headsets.

My headset recently went through Bose maintenance for non-electrical issues (a bracket broke) and certified TSO worthy and returned to me for service; however, this issue happened prior to and still happens. I do not receive interference inflight after 10,000 feet when the cell phone service can no longer find a source. I would be curious if other Pilots across the aviation spectrum find an issue with cell phones on with noise reduction headset. Note, this Bose X does not receive power source from the aircraft, but provides its own battery pack for noise reduction operation. More study needs to happen to see about electrical interference before fully implementing passenger "open season" on electrical gadgets.

Synopsis

CRJ-200 Captain experiences interference in his Bose X headset possibly caused by a cell phone.

Time / Day

Date : 201110
Local Time Of Day : 0601-1200

Place

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

Environment

Flight Conditions : VMC
Light : Daylight

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 17000
Experience.Flight Crew.Last 90 Days : 180
Experience.Flight Crew.Type : 230
ASRS Report Number.Accession Number : 973766
Human Factors : Training / Qualification
Human Factors : Distraction
Human Factors : Situational Awareness
Human Factors : Time Pressure

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Attendant
Result.General : Declared Emergency
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

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

Synopsis

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

Time / Day

Date : 201105
Local Time Of Day : 1801-2400

Place

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

Environment

Flight Conditions : VMC

Aircraft

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

Component

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Commercial
Experience.Flight Crew.Total : 2800
Experience.Flight Crew.Last 90 Days : 25
Experience.Flight Crew.Type : 2300
ASRS Report Number.Accession Number : 950259
Analyst Callback : Attempted

Events

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

Assessments

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

Narrative: 1

After departing, climbing through 9,000 FT we received an EFIS COMP MON caution message. Flight Manual directs pilots to slew compass to reliable side. It was apparent neither side was correct with the Captain's, magnetic compass, and First Officer's headings all different. We were cleared direct to a fix. Multiple attempts were made to match the headings with only temporary results. The Captain elected to hand fly while the headings mismatched. While the FMS was taking us in a direct line, with the wind shift while hand flying the aircraft ended up 4 miles south of the original "direct to" course. ATC called and asked if we were going direct, I told them we are having heading problems and asked how our heading looked. He told us 10 right and direct when able. On this trip we flew this same aircraft for 9 legs and did not have this problem on any other flight. In the past I have had similar events with speculation that cell phones left on may contribute to the heading problems. I made a PA asking our passengers to check their cell phones and make sure that they are off. Short of flying with both headings in DG we attempted to slew the compasses together again, and the EFIS COMP MON was cleared with no further messages. Our Flight Attendant called and asked if that had helped, I said yes, what did you do? He stated he walked through the cabin and spoke to each of the 12 passengers. A passenger in Row 9 had an iPhone in the standby mode, not airplane mode or off. He showed the passenger how to turn the phone off fully. The flight continued to destination with no further problems.

In my opinion and past experience the cell phone being on and trying to reconnect to towers on the ground, along with the location of row 9 to the instrumentation in the wing caused our heading to wander. The timing of the cell phone being turned off coincided with the moment where our heading problem was solved. Eight other flights in the same aircraft in two days span completed without a similar event.

Synopsis

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

Time / Day

Date : 201008

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZOA.ARTCC

State Reference : CA

Aircraft

Reference : X

ATC / Advisory.Center : ZOA

Aircraft Operator : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Oceanic

Airspace.Class A : ZOA

Component

Aircraft Component : Inverter

Aircraft Reference : X

Problem : Malfunctioning

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 903581

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Passenger

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

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

Synopsis

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

Time / Day

Date : 201001

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ALO.Airport

State Reference : IA

Environment

Flight Conditions : VMC

Light : Dawn

Aircraft

Reference : X

ATC / Advisory.Tower : ALO

Aircraft Operator : Air Carrier

Make Model Name : SF 340B

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class D : ALO

Component

Aircraft Component : Turbine Engine

Aircraft Reference : X

Problem : Malfunctioning

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 2800

Experience.Flight Crew.Last 90 Days : 11

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 868920

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Shortly after our morning departure we experienced a right engine compressor stall. This occurred at approximately 2500 FT MSL or 1600 FT AGL during the after take-off check. I was pilot flying and the Captain was pilot monitoring. Initially after the compressor stall, the aircraft heading yawed about 25 degrees to the right, which I promptly corrected, also made the expected pitch adjustments to compensate for the temporary loss of right engine thrust. Once stabilized I trimmed away the excess aileron and rudder forces then engaged the autopilot. The Captain advised Tower that we would remain on frequency with them a bit longer and then proceeded with the emergency non normal checklist. Within 5 minutes or less the checklist was complete, both engines were operating normally and we proceeded as usual. We did not declare an emergency. To add additional excitement to the morning, it turned out that a passenger on board must have seen flames from the engine during the stall. He apparently called a friend and told he or she that the aircraft was on fire! That person called Tower to relay the message, who then passed it on to ATC and our Dispatch. The enroute querying from everyone who received the incorrect information was an added distraction to our flight.

We believe the stall occurred due to the extreme temperature inversion that had been present for the past few days. The temperature on the ground prior to take off was about -9C and was about +8C aloft at 1600 FT AGL where the compressor stall occurred. Our passenger may have gotten over excited due to the continuous popping noises and most likely flames coming from the stalled right engine.

I really don't know what can be done to help prevent this from reoccurring. We used the first flight of the day cold weather operating policy of bleed air on for take-off. I believe the Captain was careful in dialing down the CTOT/power. Maybe it's a mechanical issue that makes some engines more stall sensitive than others? I suppose a quicker explanation/announcement to the passengers could have kept them calmer, but it was certainly more important to take care of the problem at hand first. According to our flight attendants, the rest of the passengers were very good throughout!

Synopsis

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

Time / Day

Date : 200907

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 13000

Environment

Weather Elements / Visibility.Other

Ceiling : CLR

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-300

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Experience.Flight Crew.Total : 17000

Experience.Flight Crew.Last 90 Days : 250

Experience.Flight Crew.Type : 5300

ASRS Report Number.Accession Number : 844270

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Experience.Flight Crew.Last 90 Days : 80

ASRS Report Number.Accession Number : 844267

Human Factors : Workload

Human Factors : Time Pressure
Human Factors : Distraction
Human Factors : Situational Awareness

Events

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

Assessments

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

Narrative: 1

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

Narrative: 2

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

Synopsis

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

Time / Day

Date : 200810

Place

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

Aircraft

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

Person

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

Events

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

Assessments

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

Narrative: 1

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

AGAIN AND THERE IS NOTHING LISTED IF THESE MACHINES ARE APPROVED OR NOT. THIS ISSUE NEEDS TO BE ADDRESSED AS THE DISEASE OF SLEEP APNEA IS BECOMING MORE POPULAR IN TODAY'S SOCIETY. SO WAS THE PAX ALLOWED TO USE HIS OWN BREATHING MACHINE?

Synopsis

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

Time / Day

Date : 200805
Local Time Of Day : 0601-1200

Place

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

Aircraft

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

Person

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

Events

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

Assessments

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

Narrative: 1

DURING BOARDING IN ZZZ, THE AGENT INFORMED ME THERE WOULD BE A PAX USING AN OXYGEN CONCENTRATOR AND ASKED ME IF THERE WAS ANYTHING SPECIAL THAT WOULD NEED TO BE DONE. I TOLD HER I WOULD LOOK IT UP AND THAT IF SHE HAD ANY OTHER QUESTIONS CUSTOMER SVC WOULD BE A GOOD SOURCE OF INFO. THE MANUAL INDEX LISTS ONLY 1 REF TO OXYGEN CONCENTRATORS, ON PAGE X. TURNING TO PAGE X, I FOUND LOTS OF INFO REGARDING DANGEROUS GOODS FORBIDDEN UNDER ANY CIRCUMSTANCES, TIRES, CONSUMER COMMODITIES, MUNITIONS OF WAR, ETC, BUT

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

Synopsis

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

Time / Day

Date : 200803

Place

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

Aircraft

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

Person

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

Events

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

Assessments

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

Narrative: 1

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

Synopsis

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

Time / Day

Date : 200709

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : CZQX.ARTCC

State Reference : NF

Altitude.MSL.Single Value : 37000

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft

Reference : X

ATC / Advisory.Center : CZQX.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B777-200

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : CZQX.A

Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 755983

Analyst Callback : Completed

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Flight Crew

Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

Narrative: 1

A PAX PURCHASED AN MP3 RECHARGER FROM ONBOARD DUTY FREE. WHEN PLUGGED INTO HIS SEAT RECEPTACLE THE IPOD OVERHEATED, SMOKED AND WAS DESTROYED. THIS IS THE 2ND TIME THIS HAS HAPPENED ON ONE OF MY FLTS. THIS DEVICE IS A SEVERE FIRE HAZARD AND SHOULD BE REMOVED FROM DUTY FREE. CALLBACK

CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT THE FIRST INCIDENT WITH THIS CHARGER RESULTED IN AN MP3 PLAYER BECOMING HOT TO THE TOUCH. FOR THE REPORTED INCIDENT, HOWEVER, THE PLAYER OVERHEATED, PRODUCED SMOKE, AND WAS RUINED. THE REPORTER DOES NOT REMEMBER THE MANUFACTURER OR MODEL OF THE CHARGER THAT WAS BEING SOLD. HE HAS FLOWN THE SAME ROUTE SINCE THE REPORT, AND ALTHOUGH THE DEVICE APPEARED IN THE CATALOG, IT WAS NOT ABOARD THE ACFT FOR SALE.

Synopsis

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

Time / Day

Date : 200708
Local Time Of Day : 1201-1800

Place

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

Aircraft

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

Component

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

Person

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

Events

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

Detector.Person : Flight Crew
Result.Aircraft : Equipment Problem Dissipated

Assessments

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

Narrative: 1

I HAD THIS EXACT PROBLEM ABOUT 10 YEARS AGO UNDER THE SAME CIRCUMSTANCES. THIS EVENT OCCURRED IN THE SAME TYPE OF ACFT, A B737 [NON GLASS]. DURING CLBOUT AND INITIAL CRUISE, I NOTICED THE NAV RADIOS WERE IN AUTO UPDATE BUT THEY WERE NOT UPDATING. I THEN CHKED THE FMC STATUS OF THE IRS' AND FMC RADIO UPDATES. IT SHOWED DME UPDATING FAIL. BEFORE I COMPLETED A POSITION SHIFT, I (CAPT) CALLED THE FLT ATTENDANTS AND ASKED THEY DO A WALK THROUGH AND CHK FOR ANY PED'S. THEY FOUND A PAX WITH A HANDHELD GPS, GARMIN NUVI MODEL 660. ONCE THIS WAS TURNED OFF, THE FMC DME UPDATING WENT FROM FAIL TO ON AND THE RADIOS STARTED TO UPDATE AGAIN. THE FLT CONTINUED AND LANDED WITHOUT INCIDENT. THE ACFT WAS A B737 'CLASSIC' MEANING ROUND DIALS AND NOT EFIS. IT HAD TWO IRS' WITH A SINGLE FMC BUT 2 FMC HEADSETS IN THE COCKPIT.

CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT HE WAS CONCERNED THAT BECAUSE HE HAD EXPERIENCED THIS SAME TYPE OF EVENT THREE TIMES IN THE LAST 10 YEARS AND ALL IN THE B737 ACFT WITH THE FMS SYSTEM BUT NO GLASS, THAT THERE MAY BE A COMMON THREAD. ONE PREVIOUS EVENT WAS CONFIRMED AS CAUSED BY PORTABLE GPS AND THE OTHER MAY HAVE BEEN A CELL PHONE CALL MADE JUST PRIOR TO LANDING. IN THE EVENT REPORTED HERE, THE DME FAILING TO UPDATE WAS THE FIRST INDICATION. HE NOW FLIES THE B737 CLASSIC AS WELL AS THE B737 NG'S. THE NG'S APPEAR TO BE MORE ELECTROMAGNETICALLY ROBUST.

Synopsis

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

Time / Day

Date : 200706
Local Time Of Day : 1201-1800

Place

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

Aircraft

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

Person

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

Events

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

Assessments

Contributing Factors / Situations : Human Factors
Primary Problem : Ambiguous

Narrative: 1

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

INCREASED PROBS. 9V BATTERY HOT. PAX CARRY ON BATTERIES WHICH HAVE OVERHEATED HAVE BECOME A CABIN SAFETY ISSUE.

Synopsis

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

Time / Day

Date : 200703

Local Time Of Day : 1801-2400

Place

Locale Reference.Intersection : DELMA

State Reference : FO

Aircraft

Reference : X

ATC / Advisory.Center : SEGU.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : Widebody Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : SEGU.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 732079

Analyst Callback : Completed

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Person : 4

Reference : 4

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Relief Pilot

Events

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

Assessments

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

Narrative: 1

DURING THE FLT I WAS CALLED BY A FLT ATTENDANT, WHO NOTIFIED ME THAT THERE HAD BEEN AN EXPLOSION IN THE COACH CABIN. I BROUGHT THE RELIEF PLT BACK UP FROM BREAK AND WENT BACK TO CHK ON THE SITUATION. BY THEN THERE WAS NO SMOKE, AND I DETERMINED THAT NO ONE WAS INJURED. IT APPEARS THAT A BATTERY HAD BEEN THE ITEM THAT WENT OFF. WE FOUND PIECES OF IT IN THE AREA. THERE WAS NO DAMAGE TO THE ACFT (WITH THE EXCEPTION OF A SEAT CUSHION) AND NO ONE WAS HURT, SO I DECIDED TO PROCEED TO DEST. THE REMAINDER OF THE FLT WAS UNEVENTFUL.

CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THEY WERE UNABLE TO DETERMINE WHAT KIND OF DEVICE THE BATTERY HAD COME FROM, SINCE NO PAX WOULD TAKE RESPONSIBILITY FOR OWNING THE DEVICE AND/OR BATTERY.

Synopsis

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

Time / Day

Date : 200703

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 90

Altitude.MSL.Single Value : 38000

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ.ARTCC

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ.A

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

ASRS Report Number.Accession Number : 731104

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Person : 3

Reference : 3

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Events

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

Assessments

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

Narrative: 1

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

Synopsis

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

Time / Day

Date : 200612

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : LGA.Airport

State Reference : NY

Environment

Ceiling : CLR

Aircraft : 1

Reference : X

ATC / Advisory.Tower : LGA.Tower

Aircraft Operator : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Aircraft : 2

Flight Phase : Initial Approach

Airspace.Class B : LGA.B

Cabin Lighting : High

Passengers On Board.Number : 100

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Qualification.Flight Attendant : 7

Experience.Flight Attendant.Total : 9

Experience.Flight Attendant.Airline Total : 7

Experience.Flight Attendant.Type : 25

ASRS Report Number.Accession Number : 722561

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Function.Other

Person : 3

Reference : 3

Location Of Person.Aircraft : X

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

Events

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

Assessments

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

Narrative: 1

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

Synopsis

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

Time / Day

Date : 200610

Place

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

Aircraft

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

Component

Aircraft Component : Portable Extinguisher
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 718753

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 718754

Person : 3

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

Person : 4

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

Events

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

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

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

Synopsis

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