
October 26, 2015

David L. Helson
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight Crew Statements

David,

Per your request, please find below the statements from the Flight Crew involved in the Flight Attendant burn injury event during cruise on Southwest Airlines Flight 160 from KMHT to KBWI on October 9, 2015.

Captain

First, I could not enter any turbulence data on the prior page. The flight was routine, except there was some light chop with some occasional light turbulence during the cruise portion of the flight. After landing, I left the aircraft to get some food. The Flight Attendants had an aircraft change. Upon returning, I passed the Flight Attendant crew as they were leaving the gate area. One the Flight Attendants asked me if she should report a burn. She said she had spilled hot water on herself. I asked, "How bad is the burn, and when did it happen"? She said that she lost some skin and that it happened on our flight. I advised that it needed to be reported now, and that she needed to have a doctor look at the burn. Upon returning to the aircraft, I mentioned it to the First Officer. He said that none of the Flight Attendants had said anything about it.

First Officer

After we had landed in Baltimore from Manchester, the Captain went to get food while I completed my through flight for our next leg. After about 10 minutes the Captain arrived with his food and mentioned to me that he saw our flight attendants from the previous leg while coming back from getting his food (we had a crew change after we landed in Baltimore). The Captain said that when he saw the flight attendants walking in the terminal while he was returning from getting food that one of them mentioned that she had spilled hot water on herself. The flight was non-eventful for the most part and there was very little turbulence. In fact, looking back I believe there was really nothing more than occasional light turbulence. The Captain and I made sure during our entire pairing to turn the seatbelt sign on and also sit the flight attendants down whenever we felt turbulence might be a cause for concern.

"A" Flight Attendant

After my drink service I picked up trash in the cabin and went to the back galley. Melissa and Brad then told me that Melissa just spilled a cup of hot water on her arm. It was very red and some skin was peeling off. About 15 minutes later we were getting ready to land. Melissa showed me her arm again and it was starting to blister.

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"B" Flight Attendant

Out of my peripheral vision I saw the C FA react to the cup of hot water that had fallen over on her arm. I did not see her bump anything, she turned to walk out in the cabin with her drink tray and the cup fell over. I saw where the hot water burned her arm and I saw that skin was missing on part of her upper arm.

"C" Flight Attendant

I was the "C" flight attendant and just finished pouring my tray of drinks and had turned to take them out into the cabin and a cup of hot water fell off my tray on my arm and burned me. It burned some of my skin off and blistered other parts of my arm.

Thank you,

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