

Southwest Airlines Co.
Patrick Pettila
Senior Air Safety Investigator
Safety and Security



February 14, 2023

Doug Brazy
Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 48 Flight Crew Statements

Doug,

Per your request, please find below the statements from the Captain and injured Flight Attendant below:

Captain

I was told nothing about this incident until this request. I have zero recollection of any turbulence events on that trip.

Flight Attendant (A)

I was accidentally pouring hot coffee into the back of my hand during the service at the front galley. The captain did the great preflight brief and also mentioned if there was turbulence please sit down. The very light turbulence happened during the incident. It was very mild bump but I didn't hold the coffee pot firmly and was looking at the drink pad at the same time. The coffee pot itself was flipped on my hand as well and spilled all the hot coffee in the carafe on the back of my hand. The turbulence was unexpected and captain called to apologize let us know that it was unexpected as well. The captain did the preflight brief and showed the weather to us. The turbulence was unexpected (very mild). I didn't sit down after that since there was no any turbulence after the accident.

Thank you,

Patrick Pettila
Senior Air Safety Investigator
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