

Southwest Airlines Co.
Patrick Petrila
Senior Air Safety Investigator
Safety and Security
2702 Love Field Drive HDQ1SE
Dallas, TX 75235
[REDACTED]



January 17, 2025

Sathya Silva
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 4273 Crew Statements

Sathya,

Per your request, please find an additional Crew Statement from the seriously injured 'B' Flight Attendant

Cabin Crew

Flight Attendant 'B'

On the morning of 4/3/24, I was assigned to work flight 4273 MSY to MCO as the B position flight attendant. Prior to leaving the hotel I introduced myself to the Captain of the flight. She informed me that it was her sixth and final day of work and it's go home day. Once on the plane the captain conducted the preflight briefing with the flight attendants. She showed us a paper weather map stating there was weather and to stay seated until she called us inflight. Once above 10,000 feet the captain called back and said "looks like we got above the weather now, you should be good to start service". After I finished preparing my first drink order in the aft galley, I heard the Captain's voice over the PA system "flight attendants take your seats". Before the word 'flight' was completed I was violently thrown to the floor of the aircraft then up to the ceiling multiple times. I was then thrown into galley cabinets and at some point knocked unconscious. Once I landed for the final time the lavatory door flew open and the passenger inside was yelling "please help me" while holding her neck. Then the passenger was thrown on top of me as we encountered more severe turbulence. While we both were laying on the floor of the galley unable to move due to our injuries all of the provisions and storage units were falling onto us resulting in more injuries. I was unable to be moved to a seat for landing due to the severity of my injuries and remained on the galley floor until we diverted into Tampa. Once the flight landed in Tampa paramedics stabilized and moved me onto a stretcher to transport me to the hospital's trauma unit. If you have any further questions, please do not hesitate to contact me.

Thank you,

Patrick Petrila
Senior Air Safety Investigator
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