

NTSB Crew Statements

April 15, 2026 SWA 2392 MDW-BOS

CAPTAIN STATEMENT

On April 15, 2026, I was the Captain and pilot monitoring on Southwest Airlines Flight 2392 from Midway Airport (MDW) to Boston Logan Airport (BOS).

During preflight preparations in MDW, we referenced all available weather information, including WSI Piloitbrief, and SkyPath. All indications suggested we would encounter turbulence during the initial portion of the flight due to two weather systems along our route. We instructed the flight attendants to remain seated until conditions improved.

Shortly after leveling at FL370, we made a PA advising passengers of expected turbulence and noted that the flight attendants would remain seated longer than normal.

Approximately 1930 EDT, conditions improved to nearly smooth air. I coordinated with the flight attendants regarding their comfort level and available time for service. We agreed it was safe to begin service, with the understanding that they would take their seats immediately if conditions worsened, and I would make a PA to support that action.

The flight continued in and out of light IMC with occasional light chop, but overall ride quality remained good. As we monitored BOS weather, we observed conditions were worse than forecast and near CAT I minimums. We elected to prepare for a CAT III ILS approach. We again reviewed onboard radar, Skypath, WSI, and PIREPs, and discussed the light winds and temperature/dewpoint spread (8/8). Based on this information, we did not anticipate significant turbulence on arrival. The weather radar was displayed and in AUTO mode for the entire descent.

The FO was the PF for the leg; however, company policy dictates the Captain must fly a CAT III approach, so we briefed a transfer of control once below FL180 and after completing the approach checklist.

During the descent, conditions remained smooth until approximately 2030 EDT at 14,000 feet, when we encountered an embedded cumulus buildup with no radar return. We experienced a sudden moderate turbulence event lasting approximately five seconds. As we exited into clear air on an ATC vector, we visually identified another buildup ahead also with no radar return. We immediately requested a deviation and were given an additional 10 degrees left; however, this was insufficient to avoid the area, and we encountered another brief light-to-moderate turbulence event.

About the same time, the A flight attendant called to report that the two aft flight attendants were “down on the floor” and injured, though the extent of injuries was unknown. Shortly thereafter, she updated us that both were “banged up,” with at least one seated in the last row.

Given our proximity to the airport, vectors for the CAT III approach, and the uncertain severity of the injuries, we elected not to declare an emergency. The FO contacted Operations to request paramedics meet the aircraft and sent an ACARS message to Dispatch to keep them informed.

We continued the CAT III approach and landed without further incident, taxiing to the gate without delay. The boarding door was opened at 2052 EDT, and paramedics boarded

immediately. The D flight attendant was able to deplane under her own power, while the B flight attendant required a wheelchair. Both were transported to a local hospital.

FIRST OFFICER STATEMENT

On April 15, 2026, I was assigned as First Officer on flight SWA 2392 from MDW to BOS. I was the pilot flying (PF) for the departure. The Captain and I completed all required preflight duties, including a thorough review of weather and ride conditions using WSI, SkyPath, digital ATIS, field reports, and FD Pro. Based on this information, we anticipated turbulence during the initial phase of flight and agreed that the flight attendants would remain seated until advised otherwise.

After departure and climb to FL370, ride conditions improved to generally smooth with only occasional light chop. ATC reported no significant ride issues ahead. We continued to monitor all available weather and ride data sources. The weather radar was operating in the AUTO mode. With improving conditions, the Captain coordinated with the flight attendants and advised them they could begin cabin service, with the understanding that they should discontinue service and secure the cabin immediately if conditions deteriorated. The passenger seatbelt sign remained illuminate for the duration of the flight.

While in route, we noted BOS weather was trending below forecast, with reduced ceilings and visibility. We specifically noted there was no temperature/dew point spread (8/8), indicating saturated conditions. Based on the reported conditions, we planned and briefed a CAT III ILS approach to Runway 4R. No ride reports or weather products available at the time indicated significant turbulence on arrival.

Per our briefing, we transferred PF duties to the Captain during the descent below FL180 after completion of the approach checklist, and I assumed pilot monitoring (PM) responsibilities. During the descent, ride conditions remained mostly smooth in IMC until approximately 14,000 feet, when we encountered a localized area of unknown turbulence associated with a cloud buildup that we did not see and was not present on the radar. The aircraft experienced a short-duration moderate turbulence event. Shortly thereafter, while maneuvering on vectors, we encountered a second area of light to moderate turbulence despite requesting and receiving a small heading deviation.

Around this time, the forward flight attendant contacted the flight deck and reported that two aft flight attendants had been knocked down during the turbulence and may have sustained injuries. Follow-up communication indicated both were conscious but injured and needed medical assistance. Given our proximity to BOS, stable aircraft condition, and the ongoing approach, we continued to the airport while coordinating for medical assistance. I contacted Operations to request paramedics meet the aircraft upon arrival and sent an ACARS message to Dispatch to advise them of the situation.

We continued the CAT III approach and landed without further incident. The aircraft taxied to the gate, where emergency medical personnel were standing by. After arrival, both

injured flight attendants were evaluated by paramedics; one deplaned with assistance, and the other required an aisle chair for transport for further medical evaluation. I saw the Captain complete post-flight communications with Dispatch and company personnel to relay all known details of the event.

“A” FLIGHT ATTENDANT STATEMENT

We encountered severe turbulence on final into BOS. We secured the cabin at the 18K ding and all 4 of us were back in our respective galleys. All passengers were seated. I was thrown into the G7 galley hitting my left arm, hand, and lower back on the aft wall of the galley. [“C” Flight Attendant] was close to the jumpseat and was able to secure herself after we encountered the turbulence. We heard several call lights from the back and figured the B or D would assist the passengers. I was looking out into the cabin and could see activity towards the aft of the AC. A passenger from the back started walking forwards and yelled that both back FAs were injured. [“C” Flight Attendant] stayed in the forward jumpseat and I began making my way towards the aft of the AC. We encountered more severe turbulence when I was near the aft of the AC. I immediately sat on the floor and instructed pax that were helping the B and D to do the same. When I made it to the back I saw the B and D laying on the galley floor. I asked the pax who were assisting them take their seats and tried to assess their injuries. [“D” Flight Attendant] was completing that her back hurt, and [“B” Flight Attendant] was complaining that her head, back, and foot were hurting. A passenger and I were able to move them to the last row of seats. I made ice packs for both of them and secured myself in the aft AC left jumpseat. We notified the captain that they were injured and asked for medical personnel to meet the flight. [“C” Flight Attendant] landed in the A position, and I landed in the B position. Both [“D” Flight Attendant] and [“B” Flight Attendant] were taken off by paramedics and transferred to the hospital by ambulance. [“C” Flight Attendant] and I accompanied both to the hospital.

“B” FLIGHT ATTENDANT STATEMENT

I was the B F/A

I boarded flight 2392 introduced myself to pilots.

[Captain] stated he would be out in a minute.

[First Officer] faced me and said hi

I continued towards the back of the aircraft to stow my bags, do my security check and clean my area.

The A flight attendant briefed [“D” Flight Attendant] and I.

We were notified to stay in our jumpseats until we heard from flight deck.

She relayed that we were not doing service due to turbulent ride.

Half way into our flight we were notified from flight deck we could commence service due to light turbulence.

We were able to complete service, pick up trash and we ([“D” Flight Attendant] & I) took our seats, buckled up due to turbulent ride.

I remained in my jumpseat until 18000 chime.

After 18000 chime we started final descent clean up.

We met the A&C flight attendants at mid cabin and exchanged recycling.

While discarding recycling & trash we experienced unexpected severe turbulence.

It was so rapid and violent we never had a chance to take our jumpseats or attempt to hold on to anything.

I was standing in front of my trash bin facing aft on aircraft right.

My entire body was lifted towards the ceiling. I lost my balance and hit the right side of my shoulder, arm & hand. My back hit the edge of the galley as was falling.

My body was lifted horizontally and I slammed head first into the jump seat on aircraft left.

My body finally rested with my head towards aircraft left and feet towards aircraft right horizontally on top of [“D” Flight Attendant]’s legs.

“C” FLIGHT ATTENDANT STATEMENT

After cleaning up and securing cabin for final descent, all FAs were in assigned galleys preparing to sit down when we experienced clear air turbulence. Final pick up was not bumpy at all, there was no indication it would get bumpy at all. I was able to grab the handle in the g7 galley and try to brace. The A FA did get thrown into the cabinets where the medical equipment is in forward galley, I was making sure she was ok when a pax call light went off in the back. I figured the back FAs would acknowledge it, and my concern was on the A FA. Then turbulence hit again, and another PAX call light went off in the back. The A and I were concerned a pax was hurt, the A was able to stand up, without major injury and saw a pax running up the aisle screaming. She went w the pax in the back to see what was happening. I assumed FAs in back were hurt since we did not hear or see them. I stayed up front seated in jump seat and called the flight deck. I apologized for calling during final descent but told them I believed the FAs in the back were injured and the A FA may be injured as well. The A was able to get on the phone and tell us that the B & D FAs were severely hurt, needed medical attention, and that she would help get them to pax seats, w pax assistance, and then stay back in the aft jump-seat for landing to cover the doors. I stayed up front to cover front doors. No pax were injured during turbulence, all were secured during big drops. Some did get up to assist after FAs were hurt. When we landed, EMS was at gate waiting, we were able to keep pax down until both FAs were evaluated and removed from plane per EMS request. D FA was able to walk off plane, B had to be taken off on an aisle chair. They were rushed to MASS general, where the A and I eventually met them, once plane was empty and normal procedures were completed. Both pilots

apologized and explained it was unpredictable, and were very concerned about all FAs. I exchanged numbers w the CA, and was in communication w him until everyone was home.

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“D” FLIGHT ATTENDANT STATEMENT

On 4/15/26 we were in final descent of flight to Boston Logan, somewhere around 8:30 or 9:00 pm. The "D" f/a me and "B" f/a were finishing up cabin cleanup and had secured the galley and was finished with trash and we were suddenly hit with severe turbulence. We both were knocked off our feet and I landed on my back on the galley floor. The "B" f/a also fell on the galley floor. Pax got up and first helped "B" f/a to a pax seat and then came back to assist me to a cabin seat. F/A "A" landed in aft galley and F/A "C" landed in front galley. Once we landed paramedics came and both myself and the "B" f/a were escorted off plane first and immediately taken to Boston Mass ER for treatment.