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April 23, 2013

Kristi Dunks
Senior Air Safety Investigator
National Transportation Safety Board
Western Pacific Region

RE: WPR12LA144
Southwest Airlines Flight 162
March 20, 2012
N247WN B737-7H4
KTPA - KPHX

Ms. Dunks,

Per your request, please find below the statements from the Captain and Flight Attendants of Southwest Airlines Flight 162 on March 20, 2012.

Thank you,

Dennis Post
Safety Investigator
Southwest Airlines, Co.

Captain's Statement:

During cruise in smooth air at FL340 with no adverse reports, we encountered moderate clear air turbulence. It was 3 separate moderate jolts lasting about 5 seconds each separated by 10 seconds of smooth air. Flight attendants immediately took their seats however the B flight attendant did not have a chance to get her seatbelt on before a subsequent jolt occurred. She was thrown from the aft jumpseat and struck the back of her rib cage on the corner of the jumpseat.

A Position Flight Attendant's Statement:

We were at cruise altitude with moderate turbulence off and on about 3/4 into the flight. The seatbelt was off and a pax was in the rest room. I was seated on jumpseat in the fwd part of cabin. I was wearing my seatbelt. We hit a severe turbulence plot and dropped quite a bit. The capt called back to check on us the pax and I up front were ok but both f/a were thrown about in the aft. The b f/a hit something and was in pain. I checked on them and the f/a had me check her back in the lavatory. She had what appeared to be

huge red/bruised mark on her back. She was in pain. After landing I contacted inflight and she was pulled from the trip.

B Position Flight Attendant's Statement:

The pilot announced over the PA Flight Attendants take your seats. Approx 10 minutes later they called back and told us we were good to get up. I sat for just a couple minutes longer, then got up, began cleaning up the mess from the previous bumps. It started to get bumpy again, so I went to sit down. I barely made it to the jumpsuit when we hit a large bump and I was thrown across the galley. I hit my back/ribs something on the way down, and ended up on the floor by the AFT service door. I jumped up right away and got on the jumpsuit and buckled up. The C FA and I sat there for a minute kinda in shock. There was no call from the pilots to remain seated or to check on us so we sat for a few more minutes and then got up to clean up the galley. Everything had been thrown all over the floor. The pain in my back immediately set in. 2 ladies came back to make sure we were ok. They were nurses and told me to ice my back. I did so as I tried to help Carlos clean up the galley. At this point, there was just about an hour left of the flight. The A and C FAs did a water service, while I iced my back. As I sat there, I began to get stiffness in my back so I got up and did trash then secured the cabin for landing. It was when I went to unarm my doors in PHX when I knew I should be pulled. The pain when I went to bend over was unbearable. The C flight attendant was a witness to the entire event.

C Position Flight Attendant's Statement:

While the fasten seatbelt sign was on, there was long duration of turbulence during cruise and the A FA and I were seatbelted in the front jumpseat. When the turbulence diminished, the seatbelt sign was turned off and I then proceeded to the aft galley. It started to become turbulent once again so the C FA and I took a seat on the aft jumpseat. All of a sudden, there was a HUGE bump as if the aircraft got hit by a Truck. All the service items that were on the counter flew and landed on the floor of the galley, cans exploded as they hit the floor. We both flew off the jumpseat. I landed back on the jumpseat. The C FA flew up and was slammed very hard on the galley floor. She hit her right side on something because when she got up and it was clear that she was in immediate pain as she was holding her side in agony. I do not recall if the seatbelt sign was on or not at that time because the bump was all of a sudden. I was worried for the C FA, thinking that she may have broken a rib or something. The captain called back a couple minutes later and said something like it should be smooth now, that the last bump was the edge of the weather system. The A FA was told about the situation. When we arrived for an aircraft change in Phoenix, the B FA was in pain and was replaced by a reserve flight attendant. The A FA was very helpful helping the B FA to her gate and assisted her by putting her bags in the aircraft overhead bin.