

This is the statement from the captain of flight 32, SFO to JFK, that departed SFO on January 10th, 2003 and diverted to SLC as a result of a reported fire in the aft lavatory.

IN CRUISE AT FL370 THE FLT ATT. CALLED FROM AFT CABIN AND STATED THAT THERE WAS A FIRE IN THE LEFT AFT LAV AND ANOTHER FLT ATT WAS FIGHTING THE ACTIVE FLAMES WITH THE HALON EXTINGUISHER. I DECLARED AN EMERGENCY AND REQUESTED PRIORITY HANDLING TO DIVERT TO KSLC. F/O FLEW WHILE I CONTACTED DISPATCH. WX IN KSLC WAS CATII WITH FOG. WE LOWERED THE GEAR AND EXTENDED FLAPS TO BURN FUEL AND MINIMIZE THE OVERWEIGHT LANDING I DETERMINED IT PRUDENT TO LAND 1000# OVER THE MAX LANDING WT FOR THE CATII AUTOLAND RATHER THAN DELAY LONGER.

Statement from United Airlines Captain J. J. Mosbacher *****

RE: UAL Flt. 32; SFO/BOS, 10 Jan 2003

About 0745Z (1245 PST) a Flight Attendant called the cockpit and let us know there was a fire in the aft lav. We were at FL370 and about over the way point Delta (app. 95 miles from SLC). The Captain declared an emergency with Salt Lake Center and told them we were going to SLC. Center cleared us direct to SLC and gave us a descent. The Captain gave me the aircraft to fly while he was busy with the Flight Attendants. He got dispatch via ACARS to call and got them in the loop. I installed RW34 into the box and got out SLC pubs. Somewhere in the descent the Flight Attendants told the Capt that the fire was out (I believe we were at about 17,000 ft). We got the weather for SLC via Center and got updates via SLC Approach (Landing North with RVRs between 1400-2000). The Captain and dispatch were discussing a Denver divert option because of the weather at SLC. While this was going on we did one turn in holding at our present position. The Captain decided to continue to SLC, so he got ready for the Cat II autoland. The Flight Attendants called and said the fire was still out, but they could smell an acrid odor. The Captain was worried about an overweight autoland, so we put the gear and speedbrakes out for more drag. After landing, the Flight Attendants said the fire was still out, but could still smell acrid odor. Captain decided to taxi to a gate and deplane PAX.

Gary London, UAL F/O, File #171101

[REDACTED]

Reno, NV 89511

[REDACTED]

UNITED AIRLINES

Attendant Flight Report

See Regulations 30-5

TO (SUPERVISOR/CO ADD CODE) E Roubato Bossler	FLIGHT & CLASS 32	DATE 1/10/83	FROM SFO	TO BOS	PLANE NUMBER 5551	REPLY REQUESTED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
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Unusual incidents: unacceptable or irate passengers; suggested service improvements; cabin appearance comments.
 I was in a fwd Galley in first class.
 FCT 32, SFO-BOS, 11:45 am western-standart time, I had been

notified by FA#4, Carleen Vann that there was a fire in an Aft-Forward Lav (#108), and flight attendants were fighting a fire with a halon extinguisher. At the same time, the Captain was on the interphone, being notified and communicating with me. And the captain told us that we are landing in SLC. After hang up the phone, I informed the situation to the other flight attendant, FA#2 Becky Willoughby. Then I went to the back of the cabin to see the situation. FA#5, Anna Ferra was in the lav and fighting the fire. The fire was already put off by the time I got there. But I smelled strong chemical and plastic melted odor. I didn't see any smoke in the Lav then. Meanwhile, Carleen, Anna, Carol Folkner (FA#3) were monitoring the situation, I went back to the first class cabin and informed the situation to Becky. Then the captain called me and told us that we'll be landing in Den instead due to the weather in SLC. Then in a couple of minutes, another call from the captain told us that we are landing in SLC, normal landing, after ensuring the fire was under control. And the captain came on PA and made the announcement to the passenger. Passenger seemed calm, not concerned very much.

ATTENDANT NAME AND POSITION Yumiko Busby FA# 1 purser	FIAS FILE # 257306	DOMICILE BOS.
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SUPERVISOR COMMENTS

UNITED AIRLINES

Attendant Flight Report

See Regulations 30-5

TO (SUPERVISOR/CO ADD CODE)	FLIGHT & CLASS	DATE	FROM	TO	PLANE NUMBER	REPLY REQUESTED
	32	1/10/03	SFO	BOS	5551	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents; unacceptable or irate passengers; suggested service improvements; cabin appearance comments.

with the situation

western standard time

We landed in SLC at 12:19 PM all passenger were deplaned immediately to the jet blue terminal. Meanwhile, all FFAs, CSR, cleaners were passing out pillows, blankets, extended delay kit, water. Passenger were just tired but all of them were very patient and nice. A couple passenger were helping us as well. We left SLC in 9:30 AM Western-Standard time for BOS.

cap - John Mosbacher - SFO

FIA - Gary London - SFO

FA #2 Becky Willoughby - BOS

#3 Coral Falkner - SFO

#4 Carleen Vann - BOS

#5 ~~Ana~~ Ana Ferra - ~~BOS~~ SFO

ATTENDANT NAME AND POSITION	FIA'S FILE #	DOMICILE
Yumiko Busby, FA #1 Purser	257306	BOS
SUPERVISOR COMMENTS		

SUPERVISOR SIGNATURE	DOMICILE
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UNITED AIRLINES

Attendant Flight Report

See Regulations 30.5

TO (SUPERVISOR/CO ADD CODE): <i>Matt Boom</i>	FLIGHT & CLASS <i>32/Y</i>	DATE <i>1/10/03</i>	FROM <i>SFO</i>	TO <i>BOS</i>	PLANE NUMBER <i>5551</i>	REPLY REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO
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Unusual incidents; unacceptable or late passengers; suggested service improvements; cabin appearance comments.

2345 Pax exited Aft Lab (#108) stating he smelled smoke - Thought passenger before had been smoking - states he saw side of toilet "bubbling". #A Ana Terra opened Bathroom door to inspect after opening door to heater, flames were "shooting up" around base of heater. I grabbed the Halon extinguisher, held door open & gave Halon to Ana - she extinguished flame - #A Carleen Vann called Captain & Purser - Communication between flight attendants & Captain remained constant - Captain made decision to land in SLC ^{12:19 PM} - I monitored Bathroom until "prepare to land" Passengers were informed and re-assured. After landing & deplaning to waiting area passengers were again reassured / given Beverage & protein bar from delay kit.

ATTENDANT NAME AND POSITION <i>Carol Falkner #3</i>	FIA'S FILE # <i>222573</i>	DOMICILE <i>SFO</i>
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SUPERVISOR COMMENTS

SUPERVISOR SIGNATURE	DOMICILE
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UNITED AIRLINES

Attendant Flight Report

See Regulations 30-5

TO (SUPERVISOR/CO ADD CODE) M. Nutt BOS	FLIGHT & CLASS 32	DATE 1/10/03	FROM SFO	TO BOS	PLANE NUMBER 5551	REPLY REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO
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Unusual incidents; unacceptable or irate passengers; suggested service improvements; cabin appearance comments.

Re: fire in aft lav

I was working the aisle position in first class when the Purser (Yumi) received a call from an FA in the back. The Purser informed me there was a fire in the aft lav, and she went back to check on it. I stayed in the First Class because of cabin coverage (all other FA's were busy with the fire). I stayed near a halon extinguisher in case they called for one. The Purser came back and informed me that the fire was out.

Also informed me that we were going to have an emergency landing in Salt Lake City. After putting away all service items and closing the galley, I noticed a heavy, acrid smell by my jump seat, (door 2) which was even stronger after landing. I called the cockpit during taxi, since the smell was so strong and couldn't quite place where it was coming from. The Captain asked if it could wait 5 minutes since we would be at the gate then. Since I didn't see ~~fire~~ flames or smoke, I agreed this would be okay. There was not a problem then at ~~taxi~~ door 2, so it was just the ~~same~~ odor from the aft lav fire.

Assigned position - 2

Worked First Class aisle

ATTENDANT NAME AND POSITION Becky Willoughby	2	FAS FILE # 184812	DOMICILE BOS
SUPERVISOR COMMENTS			

SUPERVISOR SIGNATURE	DOMICILE
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UNITED AIRLINES

Attendant Flight Report

See Regulations 30-5

TO (SUPERVISOR OR ADD CODE) M. SMITH	FLIGHT & CLASS 32	DATE 1/10/03	FROM SFO	TO POS	PLANE NUMBER 5551	REPLY REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO
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Unusual incidents; unacceptable or irate passengers; suggested service improvements; cabin appearance comments

1149 PM Western Standard time

PAX FUMIHIKIS P. Ogawa (170) EXITED ^{AFT} LAV (108) informed me that he saw smoke coming from the toilet. I entered the lav, there was no sign of smoke, however there was a strong smell of burnt plastic. I lifted the toilet seat there was no smoke or fire. As I closed the toilet seat I saw the right side panel around toilet bubbling I continued my inspection of the lav by opening all compartments. As I opened the compartment where the water heater is located. I saw the open flame bursting out all around the heater. F/A Carol Falkner handed me the Fire Extinguisher. I fought the fire. F/A ~~Wann~~ Vann kept the communication flowing w/ captain & Purser. Fire was contained & we continued to monitor the lav until we landed in SLC.

I was assigned position #5

I was standing ^{AFT} ~~in~~ ^{galley}

ATTENDANT NAME AND POSITION Ana Ferrar F/A	F/A'S FILE # 180911	DOMICILE SFO
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SUPERVISOR COMMENTS

SUPERVISOR SIGNATURE

DOMICILE

Flight Attendant Report

Carleen Vann
BOSSW #188796

Flight 32, Jan 12th, SFO-BOS.

A Passenger went into the forward aft lavatory, and came out to notify Ana that it smelled like something was burning and he saw smoke near the toilet. We opened the door and could smell something burning. Ana immediately started looking for the fire, and noticed the plastic next to the toilet was burning, and then opened the compartment holding the water heater. The smell was awful, but no smoke. We knew it was electrical because of the smell which was now throughout the plane. As I was holding the door for her we saw flames in that compartment. Carol was standing there and I told her to grab a halon extinguisher and I grabbed the phone and immediately called the Purser, Yumiko, and the cockpit. I told them that there was a fire in the aft lavatory, and that we were now extinguishing the fire. Ana put the hose of the extinguisher down the side of the water heater, she then read the panel and it said that if the water heater overheats to turn off power, she found! the turn off toggle on the left side and turned it off. The flame was hard to get out, but it finally extinguished. I was relaying exactly what we were doing to the Captain. Captain John Nosbacher then told me he was calling Salt Lake and that we would be landing. I then relayed this message to the crew. They then started to pick up the cabin, as I stood there with the lav door opened with the extinguisher until we landed. The Captain then called to the back again and wanted to know the status. I told him everything was fine, no more fire. The Captain now made a PA announcement explaining that there had been a fire in one of the back bathrooms and that we would be preparing the cabin for landing. He then called us in the back and talked to Ana this time and told her to let us know he was giving us a cabin advisory, and that if anything were to happen when we land that we were to evacuate. We landed a few minutes later and the landing was fine.