

**NATIONAL TRANSPORTATION SAFETY BOARD**

Office of Aviation Safety  
Washington, D.C. 20594

November 21, 2011

**GROUP CHAIRMAN'S FACTUAL REPORT  
ADDENDUM 1**

**OPERATIONS/HUMAN PERFORMANCE GROUP**

**DCA11IA040**

## **A. ACCIDENT**

Operator: United Airlines Inc. (UAL)  
Location: Louis Armstrong New Orleans International Airport (MSY)  
New Orleans, Louisiana  
Date: April 4, 2011  
Time: 0725 Central Daylight Time<sup>1</sup> (CDT)  
Aircraft: Airbus A320-232, N409UA

## **B. OPERATIONS/HUMAN PERFORMANCE GROUP**

Roger Cox  
Senior Aviation Safety Investigator  
National Transportation Safety Board  
Washington, D.C.

Katherine Wilson  
Senior Human Performance Investigator  
National Transportation Safety Board  
Washington, D.C.

Michael Barnett  
Aviation Safety Inspector  
Federal Aviation Administration (FAA)  
San Jose, California

Bradley Peterson  
Airbus Fleet Technical Manager  
United Airlines  
Denver, CO

Marc Ghafouri  
LAX Safety Chairman  
Air Line Pilots Association (ALPA)  
Los Angeles, California

Nathalie de Ziegler  
Air Operations Advisor  
Bureau d'Enquêtes et d'Analyses (BEA)  
Paris, France

## **C. SUMMARY**

On April 4, 2011, at about 0725 central daylight time (CDT), an Airbus 320-232 (N409UA), serial number 462, operating as United Airlines flight 497, exited the left side of runway 19 at the Louis Armstrong New Orleans International Airport (MSY) after returning due to automated warnings of smoke in an equipment bay. The airplane's nose wheel exited the side of runway 19 upon completing the landing roll and an emergency evacuation was conducted. The airplane, with 106 passengers and crew aboard, had departed MSY about 20 minutes prior. The passengers and crew exited the airplane via slides. The forward, right-hand slide reportedly failed to inflate during the emergency evacuation. There were no reported injuries, and the airplane had minor damage.

## **D. DETAILS OF THE ADDENDUM**

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<sup>1</sup> All times are Central Daylight Time based on a 24-hour clock, unless otherwise noted. Actual time of accident is approximate.

Members of the Operations/Human Performance Group travelled to Toulouse, France during the week of September 19, 2011 to meet with Airbus representatives. The purpose of the visit was to gain a more in-depth understanding of A320 systems and procedures related to the incident. NTSB staff included Dan Bower (IIC), Roger Cox (Operations Group Chairman), Katherine Wilson (Human Performance Group Chairman), and Bob Swaim (Systems Group Chairman). In addition, Romain Bevillard (BEA, France Accredited Representative), Nathalie de Ziegler (BEA, Operations Advisor to BEA), and Marc Ghafouri (ALPA/United Airlines) were in attendance.

On October 13, 2011 members of the Operations/Human Performance Group conducted a second interview of the incident flight crew via teleconference.

## **E. LIST OF ATTACHMENTS**

Attachment 1: Second Crew Interview

Attachment 2: Airbus A320 Avionics Smoke ECAM Items Displayed

Attachment 3: Airbus A320 Smoke/Fumes/Avionics Smoke QRH

Attachment 4: Airbus A320 Smoke/Fumes/Avionics Smoke Expanded Procedure

Attachment 5: Airbus A320 ECAM Control Panel

Attachment 6: Meeting Notes - Airbus