

DOCKET NO. SA-510

EXHIBIT NO. 2M

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C.

PASSENGER INTERVIEWS



National Transportation Safety Board

Washington, D.C. 20594

DCA-94-MA-076 PASSENGER INTERVIEW SUMMARY

December 1, 1994

1. BACKGROUND: On September 8, 1994, USAir Flight 1181 operated from Jacksonville, Florida to Charlotte, North Carolina and then to Chicago, Illinois. The same airplane and flightcrew that flew Flight 1181 were subsequently assigned to Flight 427 from Chicago to Pittsburgh. It was reported from media sources that some passengers on Flight 1181 heard unusual "noises" which concerned them.

The Safety Board requested a complete list of Flight 1181 passenger names/addresses/telephone numbers from USAir. Only 30 names were provided. Of these, 11 numbers were either unanswered or were inaccurate. Multiple messages were left for five other passengers, but were unable to be reached. One passenger was interviewed in person, and thirteen other passengers were interviewed by telephone.

2. The following are summaries of these interviews.


a. In person interview: Mr. Andrew McKenna occupied seat 1C on Flight 1181, from Charlotte to Chicago. He stated that he heard a noise, which he described as similar to "water gurgling, such as one would hear as water flowed from a sink into a drain." The sound came from the ceiling of the fuselage. He thought that he first heard it after the flight was in cruise, but he was not certain of this. He mentioned the noise to a female flight attendant, who listened to it and stated that it was a public address noise. He accepted this answer and ignored the noise. He could not recall how much longer it lasted, because he engaged himself in reading. Mr. McKenna did not discuss the noise with any other passenger, nor did he hear other passengers mention the matter during or after the flight.

After the accident of USAir 427, Mr. McKenna contacted a friend of his, who works in the airport authority. He told this person about the noise. This individual provided Mr. McKenna's name and telephone number to the Safety Board, and he was interviewed by telephone by an investigator within a few days of the accident.

b. Passengers interviewed by telephone:

- #1. * adult male
 * frequent flier
 * seated in last row, isle seat coach
 * heard no unusual noises
- #2. * adult female
 * flies often
 * seated in middle of coach, window seat
 * heard no unusual noises
- #3. * adult male
 * does not fly often
 * seated in middle seat, center of coach
 * heard no usual noises
- #4. * adult female
 * flies once per week
 * isle seat coach, forward of wing
 * heard no unusual noises
- #5. * adult female
 * flies 3 or 4 times annually
 * seat 13C
 * heard no usual noises
- #6. * adult male
 * flies often
 * seated mid-coach
 * heard no unusual noises
- #7. * adult female
 * flies infrequently
 * seated 6F
 * heard sound...did not think it was
 unusual, but she heard the flight
 attendant say it was the public
 address system. She was not
 concerned.
- #8. * adult male (travelling with his wife)
 * flies 4 or 5 times annually
 * seated in window and center seats,
 mid-section coach
 * heard no noises

- #9. * adult male
 * flies often
 * could not recall where seated
 * heard no unusual noises
- #10. * adult male
 * frequent flier
 * isle seat, forward coach
 * heard no unusual noises
- #11. * adult male
 * flies once per month
 * seated isle, mid-coach
 * heard no unusual noises
- #12. * adult female
 * flies often
 * forgot where seated
 * heard no unusual noises
- #13. * adult female
 * flies infrequently
 * seated window, near front of coach
 * heard no unusual noises


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