NATIONAL TRANSPORTATION SAFETY BOARD
PILOT/OPERATOR AIRCRAFT ACCIDENT/INCIDENT REPORT
This form to be used for reporting civil and public use aircraft accidents and incidents

BASIC INFORMATION

Accident/Incident Location

Nearest City/Place: Buena Vista State: CO
ZIP: 81211 Country: USA
Latitude: N38 47 17 (dd:mm:ss N/S) Longitude: W105 56 30 (ddd:mm:ss E/W)

Date/Time

Date: 4/14/2012 *mm/dd/yyyy* Local Time: 05:48
Time Zone: GMT

Phase of Operation

☐ Standing ☐ Takeoff (incl. initial climb) ☐ Cruise ☐ Hover
☐ Taxi ☐ Climb ☐ Maneuvering ☐ Other
☑ Descent ☐ Landing ☐ Approach ☐ Unknown

Collision with Other Aircraft

☐ Midair
☐ On-ground
☑ None

Altitude of In-Flight Occurrence

32,000 ft MSL

AIRCRAFT INFORMATION

Manufacturer: AIRBUS INDUSTRIE
Model: A319-132
Serial Number: 1088
Registration Number: N808AW **Amateur-built:** ☐ Yes ☑ No

Max Gross Weight: 166,447 lbs
Weight at Time of Accident/Incident: _____ lbs
Location of Center of Gravity at Time of Accident/Incident:
_____ inches from ☐ nose or ☐ datum
-or- _____ Percent Mean Aerodynamic Cord (% MAC)

Category of Aircraft

☑ Airplane
☐ Balloon
☐ Blimp/Dirigible
☐ Glider
☐ Gyrocraft
☐ Helicopter
☐ Powered lift
☐ Ultralight
☐ Unknown

Type of Airworthiness Certificate
(Check all that apply)

Standard
☐ Normal
☐ Utility
☐ Acrobatic
☑ Transport

Special
☐ Restricted
☐ Limited
☐ Provisional
☐ Experimental
☐ Special Flight
☐ Light Sport

Number of Seats: 133

If Large Aircraft, how many seats for:
Flight Crew: 4
Cabin Crew: 5
Passengers: 124

Landing Gear ☑ Retractable

Check any additional landing gear configuration that applies:

☑ Tricycle ☐ Tailwheel
☐ Amphibian ☐ High Skid
☐ Emergency Float ☐ Skid
☐ Float ☐ Ski
☐ Hull ☐ Ski/Wheel
☐ Unknown

Type of Maintenance Program

☐ Annual
☐ Conditional (Amateur-built only)
☐ Manufacturer's Inspection Program
☐ Other Approved Inspection Program (AAIP)
☑ Continuous Airworthiness
☐ Other, specify: _____

Last Inspection Type

☐ 100 Hour ☑ Continuous Airworthiness
☐ AAIP ☐ Conditional Inspection
☐ Annual ☐ Unknown

Date Last Inspection: 04/13/2012 *mm/dd/yyyy*

Airframe Total Time: 44,547 hrs
hours measured at *(check one)*
☑ Last Inspection ☐ Time of Accident/Incident

IFR Equipped

☑ Yes ☐ No ☐ Unknown

Stall Warning System Installed

☑ Yes ☐ No ☐ Unknown

Type of Fire Extinguishing System

☐ None
☑ Specify Halon

ELT Installed

☑ Yes ☐ No

ELT Activated

☐ Yes ☑ No

ELT Aided in Locating Accident/Incident

☐ Yes ☑ No

ELT Manufacturer: _____
Model/Series: _____
Serial Number: _____
Battery Type: _____ **Battery Exp. Date:** _____

Engine Type

☐ Reciprocating ☐ Turbo Jet
☐ Turbo Shaft ☑ Turbo Fan
☐ Turbo Prop ☐ Unknown

Reciprocating Fuel System Type

☐ Carburetor
☐ Fuel Injected

Propeller

☐ Fixed Pitch
☐ Controllable Pitch

Manufacturer: _____
Model: _____

Engine	Engine Manufacturer	Engine Model/Series	Manufacturer's Serial Number	Date of Mfg. *mm/dd/yyyy*	Engine Rated Power Measured as *(check one)* ☐ Horsepower or ☐ lbs of Thrust	Total Time (hours)	Time Since Inspection (hours)	Time Since Overhaul (hours)
Eng. 1	International Aero Engines	V2524-A5						
Eng. 2	International Aero Engines	V2524-A5						
Eng. 3								
Eng. 4								

OWNER/OPERATOR INFORMATION

Registered Aircraft Owner

Name: U S BANK NA TRUSTEE

Fractional Ownership Aircraft: ☐ Yes ☒ No

Owner Address

City: Boston

State: MA ZIP: 02110

Country: USA

Operator of Aircraft ☐ Same As Registered Owner

Name: US AIRWAYS, INC.

Doing Business As: US Airways

Air Carrier/Operator Designator (4 Character Code): USAA

Operator Address ☐ Same As Registered Owner

City: Tempe

State: AZ ZIP: 85281

Country: USA

Regulation Flight Conducted Under

☐ FAR 91 ☐ FAR 129 ☐ FAR 91 Special Flight ☐ Public Use (select type)
☐ FAR 103 ☐ FAR 133 ☐ Non-US, Commercial ☐ *Federal* ☐ *State* ☐ *Local*
☒ FAR 121 ☐ FAR 135 ☐ Non-US, Non-commercial ☐ Unknown
☐ FAR 125 ☐ FAR 137 ☐ Armed Forces

Revenue Sightseeing Flight

☐ Yes ☒ No

Air Medical Flight

☐ Yes ☒ No

Purpose of Flight
for FAR 91, 103, 133, 137 *(Select one)*

☐ Personal
☐ Business
☐ Executive/Corporate
☐ Other Work Use
☐ Instructional
☐ Ferry
☐ Positioning
☐ Aerial Application
☐ Aerial Observation
☐ Air Drop
☐ Air Race / Show
☐ Flight Test
☐ Public Use
☐ Unknown

Revenue Operation
for FAR 121, 125, 129, 135 *(Select one)*

☒ Scheduled or Commuter
☐ Non-Scheduled or Air Taxi

Domestic or International

☒ Domestic ☐ International

Cargo Operation

☐ Passenger/Cargo
☒ Passenger 93 How many?
☐ Cargo _____ lbs
☐ Mail

Type of Commercial Operating Certificate Held
(Check all that apply)

☐ None
☒ Flag Carrier Operating Certificate (121)
☐ Supplemental
☐ Air Cargo
☐ Foreign Air Carriers (129)
☐ Commuter Air Carrier (135)
☐ On-Demand Air Taxi (135)
☐ Large Helicopter (127)
☐ Rotorcraft External Load (133)
- or -
☐ Agricultural Aircraft (137)
☐ Other Operator of Large Aircraft

OTHER AIRCRAFT – COLLISION (If air or ground collision occurred, complete this section for *other* aircraft)

Aircraft Registration Number _____

Manufacturer: _____

Model: _____

Damage to Other Aircraft

☐ Destroyed ☐ Minor
☐ Substantial ☐ None

Registered Owner of Other Aircraft

First Name: _____ City: _____
Middle Initial: _____ State: _____ ZIP: _____
Last Name: _____ Country: _____

Pilot of Other Aircraft

First Name: _____ City: _____
Middle Initial: _____ State: _____ ZIP: _____
Last Name: _____ Country: _____

MECHANICAL MALFUNCTION/FAILURE (If more space is needed, continue on separate sheet)

Was there Mechanical Malfunction/Failure? ☐ Yes ☒ No ☐ Unknown

(If yes, list the name of the part, manufacturer, part no., serial no., and describe the failure.)

Total Time/Cycles On Part

_____ Hours

_____ Cycles

Time Since This Part Inspected/Overhauled

_____ Hours

DAMAGE TO AIRCRAFT AND OTHER PROPERTY

Aircraft Damage

☐ None ☐ Substantial
☒ Minor ☐ Destroyed

Aircraft Fire

☒ None ☐ Both Ground and In-Flight
☐ In-Flight ☐ Unknown Origin
☐ On-Ground

Aircraft Explosion

☒ None ☐ Both Ground and In-Flight
☐ In-Flight ☐ Unknown Origin
☐ On-Ground

Description of Damage to Aircraft and Other Property *(use additional sheet if necessary)*

The passenger oxygen generator above row 15 right was dented. The light covers above row 10 left, 16 right, 18 right, and 19 right were damaged. The oxygen masks dropped at rows 21, 22, and the aft galley. Ceiling panels above the aft galley were damaged. The aircraft exceeded Vmo but no damage was noted by maintenance.

AIRPORT INFORMATION (If the accident/incident occurred on approach, takeoff or within 3 miles of an airport, complete this section)

Airport Identifier: _____ **Distance From Airport Center:** _____SM

Airport Name: _____ **Direction From Airport:** _____ degrees MAG

Proximity to Airport ☐ Off Airport/Airstrip ☐ On Airport ☐ On Airstrip **Airport Elevation:** _____ ft. MSL

Approach Segment *(Select one)*

☐ On Instrument Approach ☐ Landing ☐ Base leg ☐ Final ☐ Go Around
☐ Crosswind ☐ Downwind ☐ Low Approach ☐ Aborted Landing (after touchdown)

IFR Approach *(Check all that apply)*

☐ None ☐ PAR ☐ MLS ☐ Practice
☐ ADF/NDB ☐ Sidestep ☐ LDA ☐ GPS
☐ SDF ☐ ILS ☐ ASR ☐ Loran
☐ VOR/TVOR ☐ Localizer Only ☐ Visual ☐ Unknown
☐ VOR/DME ☐ LOC-back course ☐ Contact
☐ TACAN ☐ RNAV ☐ Circling

VFR Approach *(Check all that apply)*

☐ None ☐ Stop and Go
☐ Traffic Pattern ☐ Touch and Go
☐ Straight-In ☐ Simulated Forced Landing
☐ Valley/Terrain Following ☐ Forced Landing
☐ Go Around ☐ Precautionary Landing
☐ Full Stop ☐ Unknown

Runway Information

Runway ID: _____(L/R/C) Length: _____ft Width: _____ft

Runway/Landing Surface *(Check all that apply)*

☐ Asphalt ☐ Grass/Turf ☐ Macadam ☐ Water
☐ Concrete ☐ Gravel ☐ Metal/Wood ☐ Unknown
☐ Dirt ☐ Ice ☐ Snow

Condition of Runway/Landing Surface *(Check all that apply)*

☐ Dry ☐ Snow-Compacted ☐ Water-Calm
☐ Holes ☐ Snow-Crusted ☐ Water-Choppy
☐ Ice Covered ☐ Snow-Dry ☐ Water-Glassy
☐ Rough ☐ Snow-Wet ☐ Wet
☐ Rubber Deposits ☐ Soft ☐ Unknown
☐ Slush Covered ☐ Vegetation

FLIGHT ITINERARY INFORMATION

Last Departure Point

Airport ID: KPHX
City: Phoenix
State: AZ
Country: USA

Time of Departure

Time: 0450
Time Zone: GMT

Destination

Airport ID: KDEN
City: Denver
State: CO
Country: USA

Type Flight Plan Filed

☐ None ☐ VFR/IFR
☐ Company VFR ☒ IFR
☐ Military VFR ☐ Unknown
☐ VFR

Activated? ☒ Yes ☐ No

Type of ATC Clearance/Service *(Check all that apply)*

☐ None ☐ Special VFR ☐ Special IFR ☐ VFR Flight Following ☐ Cruise
☐ VFR ☒ IFR ☐ VFR On Top ☐ Traffic Advisory ☐ Unknown / NA

Airspace where the accident/incident occurred *(Check all that apply)*

☒ Class A ☐ Class E ☐ Prohibited Area ☐ Jet Training Area ☐ Special
☐ Class B ☐ Class G ☐ Restricted Area ☐ TRSA ☐ Air Traffic Control Area
☐ Class C ☐ Demo Area ☐ Military Operations Area (MOA) ☐ FAR 93 ☐ Unknown
☐ Class D ☐ Warning Area ☐ Airport Advisory Area

Aircraft Load Description *(Check all that apply)*

☐ None ☐ Towing Glider ☐ Parachutists ☐ Livestock
☒ Passengers ☐ Towing Banner ☐ Water ☐ Unknown
☐ Cargo ☐ Other External ☐ Chemical/Fertilizer/Seeds

FUEL & SERVICES INFORMATION

Fuel on Board at Last Takeoff
(convert from pounds, as necessary)

2,946 Gallons

Fuel Type

☐ 80/87 ☐ 115/145 ☐ JP3 ☐ Other, specify _____
☐ 100 Low Lead ☒ Jet A ☐ JP4
☐ 100/130 ☐ Automotive ☐ JP5

Other Services, if Any, Prior to Departure

EVACUATION OF AIRCRAFT

Was an emergency evacuation of the aircraft performed? ☐ Yes ☒ No

Method of Exit – Describe how the occupants exited and how many occupants evacuated each location

WEATHER INFORMATION AT THE ACCIDENT/INCIDENT SITE

Weather Observation Facility

Facility ID: _____

Observation Time: _____

Time Zone: _____

Distance from Accident Site: _____ NM

Direction from Accident Site: _____ degrees MAG

Source of Weather Information
(Check all that apply)

☐ National Weather Service
☐ Flight Service Station
☐ TV/Radio
☐ Automated Report
☐ Commercial Weather Service (DUATS)
☒ Company
☐ Military
☐ Internet
☐ Unknown

Method of Briefing
(Check all that apply)

☐ In Person
☐ Teletype
☒ Telephone/Computer
☐ Aircraft Radio
☐ TV/Radio
☐ Unknown

Briefing Type/Completeness

☒ Full
☐ Partial / Limited By Pilot
☐ Partial / Limited By Briefer
☐ Abbreviated
☐ Unknown
☐ Not Pertinent

Light Condition

☐ Dawn
☐ Day
☐ Dusk
☒ Night
☐ Dark Night
☐ Bright Night
☐ Not Reported

Visibility

_____ miles

Sky/Lowest Cloud Condition

☒ Clear
☐ Few
☐ Partial Obscuration
☐ Scattered
☐ Thin Broken
☐ Thin Overcast
☐ Unknown

Ceiling

☒ None (clear)
☐ Broken
☐ Overcast
☐ Obscured
☐ Indefinite
☐ Unknown

Restriction to Visibility *(Check all that apply)*

☒ None
☐ Blowing Dust
☐ Blowing Sand
☐ Blowing Snow
☐ Blowing Spray
☐ Dust
☐ Fog
☐ Ground Fog
☐ Haze
☐ Ice Fog
☐ Smoke
☐ Unknown

Lowest Cloud Condition Height

_____ ft AGL

Ceiling Height

10,000 ft AGL

Wind Direction

☐ Indicated:
_____degrees MAG

☐ Variable

Wind Speed

Velocity: _____KTS

-or-

☐ Calm
☐ Light and Variable

Wind Gusts

Velocity: _____KTS

☐ Gusting
☐ Not Gusting

Type of Turbulence *(Check all that apply)*

☐ None
☒ Clear Air
☐ In Clouds
☐ Vicinity of Thunderstorm

Severity of Turbulence

☐ Extreme
☒ Severe
☐ Moderate
☐ Moderate Chop
☐ Light

NOTAMs (D, L and FDC), AIRMETs, SIGMETs, PIREPs in effect at the time of the accident/incident

There were no PIREPs for the area

Temperature: _____ (C)
or _____ (F)

Altimeter Setting: _____ in. HG
or _____ MB

Density Altitude: _____ ft

Dew Point: _____ (C)
or _____ (F)

Icing Forecast

Amount		Type
☐ None	☐ Moderate	☐ Rime
☐ Trace	☐ Severe	☐ Clear
☐ Light		☐ Mixed

Icing Actual

Amount		Type
☐ None	☐ Moderate	☐ Rime
☐ Trace	☐ Severe	☐ Clear
☐ Light		☐ Mixed

Type of Precipitation *(Check all that apply)*

☒ None
☐ Rain
☐ Snow
☐ Hail
☐ Rain Showers
☐ Freezing Rain
☐ Snow Shower
☐ Drizzle
☐ Ice Pellets
☐ Snow Pellets
☐ Snow Grains
☐ Ice Crystals
☐ Ice Pellets Shower
☐ Freezing Drizzle

Intensity of Precipitation

☐ Light ☐ Moderate ☐ Heavy

PILOT "A" INFORMATION

Pilot "A" Responsibilities at the Time of Accident/Incident

[4] Pilot ☐ Co-Pilot ☐ Student Pilot ☐ Flight Instructor ☐ Check Pilot ☐ Flight Engineer ☐ Other Flight Crew

Pilot "A" Identification

First Name: Rory
Middle Initial: D
Last Name: Higman

City: [redacted]
State: [redacted] ZIP: [redacted]
Country: USA

Age at time of Accident/Incident: 46 Date of Birth: [redacted] *mm/dd/yyyy*

Certificate Number: [redacted]

Degree of Injury
[4] None ☐ Fatal
☐ Minor ☐ Unknown
☐ Serious

Seat Occupied
[4] Left ☐ Front ☐ Unknown
☐ Right ☐ Rear
☐ Center ☐ Single

Seat Belt
Used [4] Yes ☐ No
Available [4] Yes ☐ No

Shoulder Harness
Used [4] Yes ☐ No
Available [4] Yes ☐ No

Pilot Certificate(s) *(Check all that apply)*

☐ None ☐ Student ☐ Recreational ☐ Commercial ☐ Flight Engineer ☐ Foreign
☐ Private [4] Flight Instructor ☐ Sport [4] Airline Transport ☐ U.S. Military

Principal Occupation
[4] Pilot
☐ Other
☐ Unknown

Medical Certificate
☐ None ☐ Class 3
[4] Class 1 ☐ Driver's License (Sport Pilot only)
☐ Class 2 ☐ Unknown

Medical Certificate Validity
☐ Without limitations/waivers
[4] With limitations/waivers
☐ Unknown

Date of Last Medical
02/21/2012
mm/dd/yyyy

Medical Certificate Limitations
Must wear Corrective Lenses

Medical Certificate Waivers

Date of Last Flight Review or Equivalent, Including FAR 121/135 Checks: 05/16/2011 *mm/dd/yyyy*

Flight Review Aircraft
Make: Airbus
Model: A320

Airplane Rating(s) *(Check all that apply)*
☐ None
[4] Single-Engine Land
☐ Single-Engine Sea
[4] Multiengine Land
☐ Multiengine Sea

Other Aircraft Rating(s) *(Check all that apply)*
☐ None
☐ Airship
☐ Free Balloon
☐ Glider
☐ Gyroplane
☐ Helicopter
☐ Powered Lift

Instrument Rating(s) *(Check all that apply)*
☐ None
[4] Airplane
☐ Helicopter
☐ Powered Lift

Instructor Rating(s) *(Check all that apply)*
☐ None
[4] Airplane Single-Engine
☐ Airplane Multi-Engine
☐ Gyroplane
☐ Powered Lift
☐ Instrument Airplane
☐ Instrument Helicopter
☐ Helicopter
☐ Glider
☐ Sport

Type Ratings
A/A-320 A/BE-300 A/BE-1900 A/CE-560XL A/DHC-8

Student Endorsements *(Include dates)*

Flight Time *(enter appropriate number of hours in each box)*	**All Aircraft**	**This Make & Model**	**Airplane Single Engine**	**Airplane Multiengine**	**Night**	**Instrument**		**Rotorcraft**	**Glider**	**Lighter Than Air**
						Actual	**Simulated**			
Total Time	9,300	5,300								
Pilot in Command (PIC)										
Time as Instructor										
This Make/Model										
Last 90 Days	141	141								
Last 30 Days	54	54								
Last 24 Hours	1	1								

PILOT "B" INFORMATION

Pilot "B" Responsibilities at the Time of Accident/Incident

☐ Pilot ☒ Co-Pilot ☐ Student Pilot ☐ Flight Instructor ☐ Check Pilot ☐ Flight Engineer ☐ Other Flight Crew

Pilot "B" Identification

First Name: Steven
Middle Initial: J
Last Name: Stackelhouse

City: [redacted]
State: [redacted] ZIP: [redacted]
Country: USA

Age at time of Accident/Incident: 43 Date of Birth: [redacted] *mm/dd/yyyy* Certificate Number: [redacted]

Degree of Injury	Seat Occupied	Seat Belt	Shoulder Harness
☒ None ☐ Fatal	☐ Left ☐ Front ☐ Unknown	Used ☒ Yes ☐ No	Used ☒ Yes ☐ No
☐ Minor ☐ Unknown	☒ Right ☐ Rear	Available ☒ Yes ☐ No	Available ☒ Yes ☐ No
☐ Serious	☐ Center ☐ Single		

Pilot Certificate(s) *(Check all that apply)*

☐ None ☐ Student ☐ Recreational ☐ Commercial ☐ Flight Engineer ☐ Foreign
☐ Private ☒ Flight Instructor ☐ Sport ☒ Airline Transport ☐ U.S. Military

Principal Occupation	Medical Certificate	Medical Certificate Validity	Date of Last Medical
☒ Pilot	☐ None ☐ Class 3	☐ Without limitations/waivers	03/27/2012
☐ Other	☒ Class 1 ☐ Driver's License (Sport Pilot only)	☒ With limitations/waivers	*mm/dd/yyyy*
☐ Unknown	☐ Class 2 ☐ Unknown	☐ Unknown	

Medical Certificate Limitations

MUST WEAR CORRECTIVE LENSES.

Medical Certificate Waivers

Date of Last Flight Review or Equivalent, Including FAR 121/135 Checks: 7/7/2011 *mm/dd/yyyy*

Flight Review Aircraft

Make: Airbus
Model: A320

Airplane Rating(s) *(Check all that apply)*

☐ None
☒ Single-Engine Land
☐ Single-Engine Sea
☒ Multiengine Land
☐ Multiengine Sea

Other Aircraft Rating(s) *(Check all that apply)*

☐ None
☐ Airship
☐ Free Balloon
☐ Glider
☐ Gyroplane
☐ Helicopter
☐ Powered Lift

Instrument Rating(s) *(Check all that apply)*

☐ None
☒ Airplane
☐ Helicopter
☐ Powered Lift

Instrument Rating(s) *(Check all that apply)*

☐ None
☒ Airplane Single-Engine
☒ Airplane Multi-Engine
☐ Gyroplane
☐ Powered Lift
☒ Instrument Airplane
☐ Instrument Helicopter
☐ Helicopter
☐ Glider
☐ Sport

Type Ratings

A/A-320 A/BE-1900

Student Endorsements *(Include dates)*

Flight Time *(enter appropriate number of hours in each box)*	All Aircraft	This Make & Model	Airplane Single Engine	Airplane Multiengine	Night	Instrument		Rotorcraft	Glider	Lighter Than Air
						Actual	Simulated			
Total Time	12,850	7,075								
Pilot in Command (PIC)										
Time as Instructor										
This Make/Model										
Last 90 Days	225	225								
Last 30 Days	75	75								
Last 24 Hours	1	1								

ADDITIONAL FLIGHT CREW MEMBERS (Exclusive of cabin attendants, complete the following information)

Pilot Name and Address

First Name: ____________________ City: ____________________
Middle Initial: ________ State: ____________ ZIP: ____________
Last Name: ____________________ Country: ____________________

Degree of Injury
☐ None ☐ Fatal
☐ Minor ☐ Unknown
☐ Serious

Pilot Certificate(s) *(Check all that apply)*
☐ None ☐ Student ☐ Recreational ☐ Commercial ☐ Flight Engineer ☐ Foreign
☐ Private ☐ Flight Instructor ☐ Sport ☐ Airline Transport ☐ U.S. Military

Seat Occupied
☐ Left ☐ Front
☐ Right ☐ Rear
☐ Center ☐ Single
☐ Unknown

Type Rating/Endorsement for Accident/Incident Aircraft? ☐ Yes ☐ No

Total Flight Time at the Time of this Accident/Incident: __________hrs

Pilot Name and Address

First Name: ____________________ City: ____________________
Middle Initial: ________ State: ____________ ZIP: ____________
Last Name: ____________________ Country: ____________________

Degree of Injury
☐ None ☐ Fatal
☐ Minor ☐ Unknown
☐ Serious

Pilot Certificate(s) *(Check all that apply)*
☐ None ☐ Student ☐ Recreational ☐ Commercial ☐ Flight Engineer ☐ Foreign
☐ Private ☐ Flight Instructor ☐ Sport ☐ Airline Transport ☐ U.S. Military

Seat Occupied
☐ Left ☐ Front
☐ Right ☐ Rear
☐ Center ☐ Single
☐ Unknown

Type Rating/Endorsement for Accident/Incident Aircraft? ☐ Yes ☐ No

Total Flight Time at the Time of this Accident/Incident: __________hrs

Pilot Name and Address

First Name: ____________________ City: ____________________
Middle Initial: ________ State: ____________ ZIP: ____________
Last Name: ____________________ Country: ____________________

Degree of Injury
☐ None ☐ Fatal
☐ Minor ☐ Unknown
☐ Serious

Pilot Certificate(s) *(Check all that apply)*
☐ None ☐ Student ☐ Recreational ☐ Commercial ☐ Flight Engineer ☐ Foreign
☐ Private ☐ Flight Instructor ☐ Sport ☐ Airline Transport ☐ U.S. Military

Seat Occupied
☐ Left ☐ Front
☐ Right ☐ Rear
☐ Center ☐ Single
☐ Unknown

Type Rating/Endorsement for Accident/Incident Aircraft? ☐ Yes ☐ No

Total Flight Time at the Time of this Accident/Incident: __________hrs

PASSENGER(S) / OTHER PERSONNEL (Include flight attendants; continue on separate sheet if necessary)

Name and Address		Seat	Crew	Non-Revenue	Revenue	Non-Occupant	FAA	Fatal	Serious Injury	Minor Injury	No Injury	Unknown
First Name: Diane Middle Initial: Last Name: Ustrud	City: [redacted] State: [redacted] ZIP: [redacted] Country: USA	1L	4	☐	☐	☐	☐	☐	☐	☐	4	☐
First Name: Thomas Middle Initial: Last Name: Gauthreaux	City: [redacted] State: [redacted] ZIP: [redacted] Country: USA	2L	4	☐	☐	☐	☐	☐	4	☐	☐	☐
First Name: Sephanie Middle Initial: Last Name: Freeman	City: [redacted] State: [redacted] ZIP: [redacted] Country: USA	2L	4	☐	☐	☐	☐	☐	4	☐	☐	☐
First Name: Middle Initial: Last Name:	City: State: ZIP: Country:		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
First Name: Middle Initial: Last Name:	City: State: ZIP: Country:		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
First Name: Middle Initial: Last Name:	City: State: ZIP: Country:		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
First Name: Middle Initial: Last Name:	City: State: ZIP: Country:		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
First Name: Middle Initial: Last Name:	City: State: ZIP: Country:		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

NARRATIVE HISTORY OF FLIGHT (Please type or print in ink)

Describe what occurred in chronological order, including circumstances leading to and nature of accident/incident. Describe terrain and include wreckage distribution sketch if pertinent. Attach extra sheets if needed. State time and point of departure, intended destination, and services obtained.

On April 14th, 2012 at approximately 0548Z, Flight 496 operating aircraft N808AW from Phoenix, AZ (PHX) to Denver, CO (DEN) encountered severe turbulence on descent into DEN. During the encounter, two flight attendants suffered serious injuries.

Flight 496 departed PHX at approximately 0450Z enroute to DEN with a scheduled arrival time of 0622 Z. There were 93 passengers onboard in addition to 3 flight attendants and 2 pilots. The Captain was the pilot monitoring, and the First Officer (FO) was the pilot flying. Flight 496 was cleared direct LARKS and to descend from FL390 to 17,000 feet. The seatbelt sign was on. During the descent, the Captain turned on the weather radar and noted no returns between the airport and the airplane. At approximately FL320, the Captain noticed the airspeed rapidly increasing, disconnected the autopilot, and began to pitch up while simultaneously notifying the FO. The FO also began to pitch up and the Captain released his sidestick. The airplane began to overspeed, and then encountered severe turbulence. The encounter lasted approximately 10 – 15 seconds, during which, the airplane descended approximately 2,000 feet in altitude. After the encounter, both Elevator and Aileron Computers (ELAC) faulted. The FO resumed pilot flying duties while the Captain performed the appropriate actions to reset ELAC 1 and 2, report the encounter to ATC and Dispatch, and contact the flight attendants.

In the cabin, the A flight attendant (A-FA) was in the forward jumpseat and the B-FA and C-FA were in the aft galley, in their jumpseats, without their seatbelts on. During the encounter, both aft flight attendants were lifted into the ceiling and damaged the overhead panels above them. Two passengers who were not wearing their seatbelts were lifted out of their seats and also damaged the panels above them. The oxygen masks in several rows of seats were also released as a result of the encounter. Two onboard medical personnel tended to the B-FA and C-FA with the assistance of the A-FA.

The Captain declared a medical emergency and arranged for paramedics to meet the flight on arrival. At the gate, paramedics transported the two flight attendants and one of the injured passengers to the hospital.

RECOMMENDATION (How could this accident/incident have been prevented?)

Operator/Owner Safety Recommendation

ADDITIONAL INFORMATION *(Please type or print in ink)*

Use this space if additional space is needed for any answers.

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE

Date of this Report	**Signature and Name of Pilot/Operator**
_____ *mm/dd/yyyy*	Signature:_____ Type or Print Name: _____

Signature and Name of Person Filing Report if Other than Pilot/Operator

Signature: _____

Type or Print Name: Tom Lulkovich

Title: Director, Flight Safety

FOR NTSB USE ONLY

NTSB Accident/Incident No.	**Reviewed by NTSB Regional Office**	**Name of Investigator**	**Date Report Received**

04/18/2012

Mr. Alberto,

Here is my description of event which took place in regards to Flight 496 from Phoenix to Denver, April 14, 2012.

Upon arriving at the aircraft 808 I reviewed the logbook and release. As the First Officer had not arrived yet I performed the walk around liking to get things looked over as soon as possible. Noting the fuel requirements included an alternate and some hold fuel I reviewed the destination and alternate current and forecast weather. There were no fuel additions for possible turbulence or mountain wave avoidance. Nor were there any dispatcher remarks regarding mountain wave activity on our planned route or altitude avoidance. I also reviewed the turbulence plot on the release in case the flight attendants needed to be made aware of a time when caution should be taken. There were only zero's. Additionally there were no pilot reports of mountain wave. Finishing the walk around I talked with the flight attendants informing them of the alternate on the release and that the weather in Denver would not warrant a diversion. Possible mountain wave was not discussed. Ironically, the last words in the interest of safety I used when talking to the flight attendants were, "Don't get hurt."

The flight proceeded normally until after the descent was initiated into Denver from FL390. The weather was VMC at altitude. We had been cleared direct to the Larks intersection on the arrival and to descend to 17,000 feet. The seat belt sign was on. I had briefed the passengers of the Denver weather and told them we were beginning the descent. First Officer Stackelhouse was the flying pilot. The flight had been smooth the entire time at altitude and was smooth in the descent. Noting some convective activity well to the east I turned on the radar and confirmed there was no radar activity between us and Denver. Approaching FL320 I observed the airspeed increasing rapidly. There was no change in flight path associated with the increase in airspeed. It was clear to me the speed would exceed limits immediately so I called out "overspeed" and disconnected the autopilot and began pitching the nose up. Mr. Stackelhouse followed my actions and knowing he was flying the plane I released the sidestick. We received the overspeed warning and encountered severe turbulence. The jolt to the aircraft was significant. ELAC's 1 and 2 faulted as Mr. Stackelhouse held the wings level and maintained a constant pitch through the jolt. The turbulence ended as quickly as it appeared out of nowhere. The event seemed to take place in a period of ten to fifteen seconds. We were stabilized again at approximately FL300. I told Mr. Stackelhouse to continue to fly the aircraft and I would accomplish ECAM actions which included a successful reset or the ELAC's. Alarmed at the severity and surprise of the event I notified ATC. His response gave the impression that it was the first report he had had. He may have used those words. I then called back to the A flight attendant to access the cabin situation. She said that she was on her jumpseat and was okay but that there were bodies lying in the back galley. The plan was for her to further assess and report back. We continued the descent to Denver and I used ACARS to inform dispatch of the severe wave activity. Several minutes later the A flight attendant reported the B and C attendants were injured with possible broken bones and were being cared for by a Doctor and Nurse. She said they were sitting on their jumpseats when the turbulence hit and had impacted the ceiling. I told her to secure the cabin for landing and to report back when the cabin was ready. By this time we were working with approach control. The flight

remained smooth while in clear air and we only experienced light chop in the clouds on the approach. There was also some light icing which was later reported. Not hearing from the A attendant I called back to verify that she was ready to land and was told that there were additional injuries of two passengers and the severity of the flight attendants was worse than we discussed earlier. We had told the controllers that we needed paramedics at the gate and I also declared a medical emergency with the approach controller. While knowing we were number one for the runway it may not have made much difference to the controller however I wanted to be able to exercise emergency authority if needed. Arriving at the gate we were met by paramedics. The passengers were briefed to remain in their seats until they had a chance to make their way to the aft galley. There were several announcements being made by the Denver agents. The dispatcher requested I call him so I did. He mentioned that there was no warning of the mountain wave activity that he could have passed along. A mechanic was also at close hand and we worked with him to be as informative as possible. When finished with these tasks I made my way past the few remaining passengers to the aft galley. I spoke with both passengers who hit the ceiling. One gentleman (row 10) was returning from the lav and had not yet fastened his seatbelt when the jolt hit, the other (row 19) stated that he just didn't have his on. He had a slight smell of alcohol and I was told that he was going to refuse care initially. I greeted the B and C flight attendants briefly as the paramedics were ready to transport them.

These are the events as I can best remember.

Rory Higman

April 23, 2012

Conrad Alberto, Jr.
Flight Safety Investigator
US Airways
[redacted]

Steven Stackelhouse
[redacted]

Dear Mr. Alberto,

Here is my description of the incident that occurred on flight 496 on April 14, 2012.

I arrived at the airplane and greeted Captain Higman. He mentioned that he had completed the preflight walk-around already, so I introduced myself to the 2 flight attendants in the forward galley at the time and began my preflight preparations. I had just commuted to Phoenix from Denver on flight 491. Although, there was light rain in Denver when I left, the flight was smooth except for some light chop on the descent into PHX. My expectations for the return flight to Denver were for mostly smooth air.

We had been cleared direct to LARKS intersection and began our descent to 17000 feet. There were no reports from pilots or ATC of turbulence. We were in VMC conditions and had had a smooth flight up to now. Captain Higman had turned the radar on earlier, but I did not see any radar returns between Denver and us. The seatbelt sign was on. As we descended through about 32000 feet Captain Higman noticed increasing airspeed. He called out "increasing airspeed." He turned the autopilot off and began pitching the airplane up. I immediately joined him on the controls and began pitching the airplane up. Captain Higman then relinquished control to me. It was all I could do to maintain a wings level, nose-up attitude. We were really getting tossed about. The episode seemed to last about 10 to 15 seconds. The overspeed warning sounded and ELAC 1 and 2 ECAM messages appeared. We hit severe turbulence due to mountain wave. As we came out the back-side of the turbulence our speed had slowed to around 260 knots with the nose pitched up, yet we were at about 30000 feet; as I recall.

Captain Higman then reaffirmed my duties as flying pilot and asked me to monitor the ATC frequency, while he issued a PIREP, performed ECAM actions and contacted the Flight Attendants and Dispatch. The Captain then declared a medical emergency with ATC as he was made aware of injuries to the Flight Attendants and possibly passengers. We were not in a position, time-wise, to contact med-link. I focused on flying the airplane, getting the descent back on profile and preparing for landing. I do recall that we were not able to accomplish the descent/approach checklist until about 12000 feet, as Captain Higman was extremely busy talking to the A flight attendant, sending ACARS

messages to dispatch, etc. A normal descent and landing occurred and we taxied to the gate where Paramedics were standing by. I briefed the passengers to remain seated until the Paramedics could attend to the injured. Captain Higman also asked me to immediately go to the aft galley and unarm both cabin doors and check on the status of the passengers and flight attendants. I unarmed the two aft doors after climbing over the flight attendants that were laying on the galley floor. The Paramedics quickly arrived and I returned to the cockpit to brief Captain Higman. I then proceeded outside to do my post-flight walkaround, at which point I ran into the mechanic. The mechanic had already been walking around the aircraft. I completed my walkaround and noted that there were no exterior signs of damage. The mechanic and I then proceeded up the jetway to the cockpit. Captain Higman was on the phone with the dispatcher when we arrived. The mechanic and the Captain discussed how and what had occurred and decided on the best course of action. I left the cockpit and began greeting the passengers as they deplaned and tried to make myself as useful as possible to the gate agents and passengers.

These are the events as best I can recall.

[redacted]

Steven Stackelhouse

NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

To whom it may concern,

Here is my account of the incident of Flight 496 on April 14th. PHX-DEN flight was uneventful with little to no turbulence. About 25 minutes before scheduled landing, I was sitting on my jumpseat in the forward galley. I thought the seat belt sign was off, since it was smooth air and we had not yet started our initial descent, but I have been told that the pilots said it was on. All of a sudden without any warning whatsoever, this came out of NO WHERE - - - BAM ! ! SEVERE TURBULENCE. The aircraft dipped side to side violently for about 10 seconds. I was not strapped in. I did not fall off my jumpseat - I grabbed the handle by the door to hold on. After the shaking stopped I sat in my jumpseat for about 20 - 30 more seconds - not knowing if I should get up or not at this point in case there were to be more turbulence. I quickly checked on my First Class passengers, and they were alright. I noticed a woman running back to the aft galley and knew something was wrong. When I arrived at the back of the aircraft - the woman, a doctor, was already attending to the 2 Flight Attendants who were laying side by side on the galley floor, and also there was a nurse attending to them also. The Flight Attendants were conscious but obviously in a lot of pain. They had been seated on the jumpseat, hit both their heads on the ceiling which made a huge crack/hole in the ceiling. Then they came crashing down on the floor, and I think he must have landed on her. The doctor and nurse did a phenomenal job in attending to these people. They assured me that they had the situation under control, and I should do what I needed to do at this point in order to prepare for our landing. I then went forward to call the Captain from my front phone because I wanted to quickly assess the cabin and passengers in order to tell the Captain. I called him and reported everything to him. He told me to secure the cabin for landing and he would call me back to verify that we were indeed ready for landing. At this point I walked through the cabin stopping at each row to make sure the passengers were safe. There were 2 passengers who hit their heads: one man on the ceiling and the other young man on the side wall making a big dent in the wall. I got a bag of ice for the one man, and the other younger gentleman said he did not need any ice or anything. I once again confirmed with the doctor and nurse that everything was stable for landing. They stayed seated on the floor next to the Flight Attendants for landing. The Captain called me and asked if the cabin was secure for landing and I assured him it was. I sat in my jumpseat , we landed. At the gate, the paramedics came on board immediately to assess the condition of the Flight Attendants. They determined that we could deplane the passengers, which we did, and then they carried both Flight Attendants on stretchers with neck braces on, off the aircraft. Paramedics attended to the man with the neck injury and he also went to the hospital. The younger man refused medical treatment.

[redacted]

Diane Ustrud C[redacted] 'A' position Written on April 18, 2012

Wednesday 4/18/12 10:13a.m.

Stephanie Freeman statement regarding F496 14APR 2012 PHX/DEN Tail# 808 Equip. A319

Statement dictated by Stephanie Freeman, recorded by PHX Inflight Supervisor Mary Fosberg. In attendance were Stephanie, AFA EAP Representative Benjamin Gonzalez, and myself. On the phone via conference call was AFA Safety Chair Dauna Slater.

I, Stephanie Freeman am providing my statement below:

I was working the B FA position in the aft galley. There were turbulence communications coming out of PHX to stay seated. We were seated for a little bit, and that was all the turbulence prior to the event that I can remember. I just did the regular level off announcement, fasten seat belt sign. I made another fasten seat belt announcement at the top of descent to remain seated for the duration of the flight. Compliance checks were made after the "remain seated" announcement at the top of descent. The air was smooth while sitting in the jumpseat- it just came out of nowhere, there was no time to react. The Fasten Seat Belt sign was on.

Stephanie Freeman
4/18/12

April 19, 2012

NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

To whom it may concern,

Flt. 496 PHX- DEN
April 14, 2012
Cabin Crew: (A) Diane Ustrud, (B) Stephanie Freeman, (C) Thomas Gauthreaux

At the top of decent, just before final, I had completed a walk through trash service/compliance check. The seatbelt sign was on. There had been no concerns about the flight during the standard briefing. I sat next to Stephanie in the double rear facing jumpseat. The cabin was prepared. The passengers were in compliance and the seatbelt sign was on. We were waiting for the double ding indicating our final decent into Denver. Shortly after sitting down, I felt a rapid change in the pitch of the plane. The aircraft pointed down and there was an intense vibration and loud rumbling noise. It also felt like we were picking up speed. As the speed increased, it felt like the weight of my own body increased also. This sensation seemed to have lasted about five seconds. We then were catapulted up to the ceiling as if it were the floor. Our heads made a hole in the ceiling. Then within that same second, we smacked down on the floor. Having the wind knocked out of us, we could not move or communicate. There were medical professionals on board who assisted us until the paramedics arrived after landing in Denver. We were then rushed to the Denver hospital with multiple injuries.

Tom Gauthreaux
[redacted]
US Airways Flight Attendant