

## **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

### **Position on UA1175: Jumpseat 4L**

Approximately :30 before sked landing we felt and heard a loud noise and shudder throughout the plane. I was in the aft galley with several other flight attendants and pax. I don't recall the seatbelt sign being on at the time but the shuddering didn't stop so we all braced ourselves or got to a jumpseat. Purser [REDACTED] asked me to call the cockpit but the line was busy so I called 1L to let them know [REDACTED] was back here. About :10 later the cockpit made an announcement that we were having an engine problem and will get back with more info once known. [REDACTED] made her way to the front and eventually instructed us to prep the cabin for landing in :20 and began making announcements to pax. While being cognizant of the bumpy ride and our safety we had enough time to monitor pax brace positions, answer concerns and brief ABAs. Cecile kept us informed with All Calls to communicate instructions from the Captain as well as reminders for our prep. Upon final approach pilot signaled Brace, then Remain Seated after a smooth landing. Once stopped we checked cabin to see if everyone was ok and continued to direct them to remain seated. After Fire Marshals did their external check of aircraft we taxied to the gate with everyone walking off safely and on their own accord.

## **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

### **Position on UA1175: Jumpseat 4L**

Approximately 45 minutes to landing, we experienced a loud bang and severe vibrations in the aircraft. I was picking up trash after our landing service. I was by row 41 when the incident took place. I noticed no extreme loss in altitude and no oxygen mask deployed. The noise and vibrations were very loud and extreme. I proceeded to tell passengers to be seated and fasten seat belts. Many overhead bins did open and a few small bags fell. I did not witness anyone being injured by the falling items. I made my way to the nearest jumpstart at door 3l. There were a number of passengers waiting for the lavatories. I instructed them the sit where they were as the plane was shaking very badly and I was concerned for their safety in returning to their seats. I sat with them on the floor as the jumpseat was blocked. We all sat on the floor for a number of minutes. There was a passenger in the lavatory, which I instructed to stay where they were. Once the planes vibrations lessened, I assisted passengers to their seats and took my jumpseat at 3l. Announcements were made by another FA, stating the situation of losing of an engine. They also stated there was a pilot jumpseating who was up and about taking pictures and coordinating with the pilots. The announcement explained what he was doing and why. And everyone was asked to remain seated. We received an All Call where we were updated on the situation and informed to prepare for an emergency land evacuation. We were given 20 minutes until landing. We prepared the cabin. I still had my trash bags which I brought to the back galley and secured them. I then prepared the cabin and spoke to a number of passengers, answering questions and reassuring as I was able. I then verified my exit row people were still comfortable with sitting there. They assured me they were. I briefed them as my Aba's. The two ladies in 39 B&C informed they were nurses and were ready and willing to assist with medical if needed. I thanked them for their willingness. I instructed them to move people away from the airplane before assisting. The gentleman in 39A assured me he would stay at the bottom and assist passengers coming off the slide. I then sat in my jumpseat for landing. We had been informed it could possibly be a very rough landing. The pilots made the announcement for Fa's to be seat and Brace. We began our commands of Brace. A few minutes later. We landed very gently. The

pilots made an announcement to Remain seated. We adjusted our commands. The passengers were clapping and cheering. The pilots then made the announcement that we were stopping while the Fire department inspected the airplane. A few minutes later, the pilots made the announcement that we had been cleared and would be taxi into the gate. We then taxied to gate. As we deplaned, passengers shook my hand, hugged me and thank me for our great professionalism.

### **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

#### **Position on UA1175: Jumpseat 4R**

Approximately 30-35 minutes prior to landing in HNL, aircraft suffered a mechanical failure to the #2 Engine resulting in failure of engine and cowling/cover of engine to fly off and damage aircraft. Location at time of incident: Aft Galley. Loud bang, whole aircraft started shaking. Crew and customers in galley were instructed to get down. I made it to interphone at 4R and made a PA for all passengers to remain seated, secure themselves/kids, and that we would give them information as soon as we could ascertain what had happened. Advised to prepare cabin for emergency evacuation. Purser and crew responded according to training and standards to best prepare aircraft for any possible outcome. Landed with no further incident.

### **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

#### **Position on UA1175: Jumpseat 2R**

After sitting down for some time due to turbulence we finished our landing service. I was cleaning up the mid galley area. suddenly a big banging sound and the aircraft started to viciously vibrate. we had all pax immediately take their seats. Pax asking what was going on. I too had no idea. I thought it was something from the belly of the aircraft. The rumbling and vibration was so loud. I went to my jumpseat and looked out the window and learned it was the engine. The whole casing missing. Relayed it to [REDACTED]. The noise from the vibration was so loud I could barely hear any PA announcements. I took my jumpseat as quickly as possible. When I was able to collect myself, I got up and turned everything off and secured everything in the mid galley. I looked at my watch and we were about 40 min out. At some point I briefed my exit row. When time permitted and I felt safe to be up did check on some pax. Tried to assure them that everything is under control and we will be landing safely. Whenever the purser [REDACTED] called to update us with the situation and time remaining I shared the info with the pax as much as possible as I was directly facing them and they were looking for assurance. The OMC was taking pictures of the engine and sharing the info with the cockpit. Announcements were made throughout the flight. We did a land preparation. Right before touchdown I remember hearing the cockpit say, "brace brace brace" it was faint but training kicked in and I followed and repeated the command. All the pax was in their Brace position. It was one of the smoothest landing. "Remain seated remain seated" The magic word from the cockpit and everyone was relieved. Some pax crying from relief and the terror that we just experienced. I remember grabbing Kleenex and a glass of water for a pax. Captain [REDACTED] and First Officer [REDACTED] did an amazing job landing the aircraft. My crew each and everyone did a great job staying calm reassuring pax that we were going to be safe. I don't know how I made it through but pax walked off thanking us for remaining calm and professional. I believe we did the best we could given the circumstance.

## NTSB Statement - UA1175 SFO-HNL 13 February 2018

Name: [REDACTED]

### Position on UA1175: Jumpseat 2L

Approximately :40-:45 minutes before arrival into HNL, we experienced an extremely loud explosion like bang. Followed immediately by violent vibrations throughout the entire plane. This was worse than any turbulence I have ever experienced. The vibration noise was very loud as well, almost deafening. We all took the closest jumpseats. My experience was in the first-class cabin 1L and 1R. One of the commuting flight attendants was there and took a jumpseat too. She said she thought we might have blown an engine. (I do not know her name.) [REDACTED], the purser, was in the back of the aircraft and called the phone at 1L. I answered. She asked me to call the cockpit, as she could not reach them. I tried to call them twice, with no response. It seemed safe enough to get up, so [REDACTED] and I started to secure the first-class galley. I went into the aux galley and secured the equipment there as well. [REDACTED], was sitting across from my 2L jumpseat, and had taken pictures of the engine on his phone. He asked me if he should go into the cockpit and show the pilots what had happened. I told him that we had not been able to get ahold of them. The [REDACTED] came out of the cockpit to take pictures of the engine on his iPad to assist the pilots. He did this again to take pictures in the back of the plane as well.

Shortly after we got an all call from [REDACTED], and we learned that the pilots were going to shut down that engine, and would make an announcement. I was going back into the first-class cabin, and the couple sitting at 4LK, [REDACTED], asked me to look out the window. This was my first time seeing this engine. I reassured them that the pilots knew of the problem, were working to resolve it and were going to make an announcement soon. This all happened very quickly. We were asked to take our jumpseats. The pilots made an announcement addressing the problem. Then [REDACTED] made another all call informing us that we were going to prep for a land evacuation, we had :20 and that it may also be a "remain seated" incident as well. She also stated that we needed to pick up the glasses in the first-class cabin. So [REDACTED] and I picked those up. I pulled up the checklist for a land emergency on my link. And we started the procedures for an emergency evac. I had a retired American pilot sitting in 16D, I made him 1 of my ABA's along with [REDACTED] in 17B. I asked them to direct passengers away from the plane and engine. We reviewed the brace positions and door operations. I repeatedly preformed my silent review, commands and made sure I knew where my evac button was without looking. [REDACTED] gave me a thumbs up. I felt confident and supported that I could carry out my duties and responsibilities in this emergency. The passengers were very compliant and responsive to our directions. But believe it or not, one man ran up to me in my jumpseat while we were on approach and asked me if he could get out his medication from the overhead bin. I said sir "you really need to get back in your seat; I will do everything I can do in my power to assist you in getting your medication." [REDACTED] made another all call with the total number of Souls on the aircraft. When the captain made the command to "BRACE, BRACE, BRACE, we started our commands. Passengers again were very compliant and took their brace positions. We continued our brace announcements until the captain came over the PA with the "Remain Seated" commands. (The landing was flawless and without any noticeable incident. Passengers clapped with excitement.) I got out of my jumpseat while announcing "Remain Seated" repeatedly accessing my door 2L looking for fire or anything emergency related. I could see the emergency trucks & fire trucks. The captain came on the PA saying that the fireman was going to access the entire airplane, to remain seated during this process and that if it is safe we will proceed to taxi the airport. When this was completed we did proceed to the airport. We were able to use the jet bridge and deplane passengers. Safely and without further incident.

## NTSB Statement - UA1175 SFO-HNL 13 February 2018

Name: ██████████

### Position on UA1175: Jumpseat 1L

Approximately 11:55 am HNL time I was around 4L door by the galley when I heard a loud bang noise and a big jolt of the a/c followed by violent shaking of the a/c. I tried to get to a jumpseat but just was able to grab the seatbelt of the jumpseat inside the galley, there were other f/a in the area, I was crouching near the jumpseat and was asking f/a ██████████ who was seating in the jumpseat in 4L to try and make an announcement to tell pax to seat down but it was so loud in the aft, she could barely hear me. F/a ██████████ was able to get to the jumpseat at 4R and was on the PA but I couldn't hear what he was saying. I asked FA ██████████ to look out the window to see anything outside and he said h didn't see anything out there, I then look over to 4L and asked f/a to look out on the left side to see if there was anything on the left of the a/c and they said no. F/a ██████████ said that she called the flight deck but they were not answering. I reached for the phone and tried to call and the line was busy, I assume the f/as in the front were also trying to call the flight deck. after at least 2-3 mins the a/c shaking subsided slightly and one of the pilots called and said we lost an engine and to stay seated. I passed that info to the f/a in the aft section and I Then tried to go to my jumpseat in 1L, I passed a f/a in 3L jumpseat and told her about the engine and to stay seated, I was getting to door 2, the f/a in 2R was pointing at the engine #2. Once I got to my jumpseat at 1R, f/a ██████████ was at her jumpseat at 1R and Jumpseater ██████████ was in the jumpseat 1Laft. She saw that the ██████████ was trying to get my attention and He wanted me to hold the cockpit door open so he can go to 2R and look at the engine. I saw that the two pilots were trying to fly the plane and the F/O was on the radio saying MAYDAY, MAYDAY.

The OMC got back and the Captain asked him to go further back to see any other damage, he mentioned the Rudder, he was having trouble maneuvering the plane, when the OMC left I asked the Captain if he wanted me to prep for evac and he said yes, I asked him if it was for land and he said yes, I asked him how much time and he said we have 25 mins. When the OMC got back, I went to my jumpseat and did an ALL CALL and advised the f/as of the info I got and I told them stay seated and I would do the prep for evac o through the PA. I got on the PA and followed the evac announcements in my LINK, I asked the f/a in f/c to pick up the glasses in f/c and they did and went back to their jumpseats. I did and ALL CALL to the f/a and asked them to try and brief ABA and they said that they did, there were some commuter f/a at some of the door seats and they were very helpful. I also told the f/as that there are 386 souls on board. I then called the flight deck and informed them that the prep was done and told them the headcount also. The Captain told me that he would do the BRACE signal when we are closer to the runway and that he would do the REMAIN SEATED if we do not have to evacuate. I repeated the info back to him so that he knew that I understood him. I then did and ALL CALL and gave the info to my f/as. when we got the BRACE signal we yelled BRACE BRACE BRACE repeatedly until we got on the ground and the Captain said REMAIN SEATED on the PA. I got up and checked to make sure everybody stayed seated. The captain mentioned that the fire department would check the a/c and when the give the ok signal that we would taxi to the gate. When we got to the gate, while the passengers are disembarking, ██████████, HNL duty supervisor came on board and asked me how I was, and I briefly told her some of the details of what happened, I asked her if they have an a/c for the flight back and she said they did but that she wants to know how everybody is feeling. we had a short debriefing with the pilots and maintenance and dispatch. ██████████ then asked the f/a individually how they feel and what they wanted to do for the flight back, 3 f/as including me said we would work back and the 5 f/a said they want to deadhead back.

## **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

### **Position on UA1175: Jumpseat 1R**

I was flight attendant number 8 sitting at jumpseat 1 center right. Approx. 40 minutes from landing in Honolulu I was in the first-class galley putting items away for approach and landing. I heard a boom, scrape, felt a lunge and violent shaking. I ran to my jumpseat at 1 center right and yelled for passengers to put on their seatbelts. The plane was still shaking, it seemed to calm down a bit and then get faster. I would call it moderate turbulence. It was very loud in the cabin. The shaking of the food carts in the first-class galley made it impossible for me to hear anything. After the purser, [REDACTED], got the information from the cockpit we were notified by ALL CALL since we were all in our jumpseats. [REDACTED] read the land emergency checklist, I was still in my jumpseat because of the shaking. The plane calmed down after a while, and I felt comfortable to get up and check on passengers. I then briefed my two ABA's, and they were willing to help. Since I was mainly working first class galley and didn't have a lot of passenger contact, I then talked to each first-class passenger and looked them in the eye and asked if they were comfortable. They all nodded "yes". I then took my jumpseat and waited for Captain [REDACTED] to say "BRACE". Because of the loud noise on my side of the cabin (forward right), I couldn't hear the Captain say "BRACE". I did get my cue from hearing the other flight attendants and started yelling "BRACE, BRACE, BRACE". I then completed my silent review of my door. We landed without any problems.

## **NTSB Statement - UA1175 SFO-HNL 13 February 2018**

**Name:** [REDACTED]

### **Position on UA1175: Jumpseat 3R**

I was in the back galley. We had just finished picking up from the arrival service. We had passengers around us waiting for the lavatory when suddenly, the plane started shuddering very violently. Some crew took jumpseats and I just sat on the floor with the passengers. We had no idea what had just happened. One crew member tried calling the cockpit but there was no answer. We also tried making announcements but they were not heard because of how loud the shuddering was. As I was on the floor one of the top carriers came out of the housing and hit me on my right shoulder and back. I was super shocked that happened. When we felt the time was right we got up and escorted passengers back to their seats.

We then started walking through to make sure passengers were in their seats with seatbelts fastened and to make they were ok. We also cleared the galley and secured all bins and carts. We then got an all call from the purser with all the information from the cockpit. We lost the right engine and we had 20 min to prep for a land evacuation. We proceeded to check the cabin again and take our assigned positions for the prep. We followed all directions from the purser announcements for the prep. We did all final checks and took our jumpseats. We got another all call from the purser letting us know the command will be brace and the captain will come over PA TO REMAIN SEATED. During this time the OMC was going through the cabin taking pictures. Announcements were made to let the passengers know who he was and why he was running through the cabin. I also had to reseat one of my exit row passengers who was crying and not doing well. I was fortunate to have a fellow flight attendant pass riding in the exit row. So, I felt twice as confident that we would get the job done. A few minutes before landing the

announcement was made for brace and we all started our commands. The passengers immediately took their brace positions. We continued our commands until the captain came over with remain seated. The plane stopped and everyone started cheering and clapping. The captain made an announcement with further information about what was going to happen next as far as seeing emergency vehicles and proceeding to the gate. We all were checking on passengers after the remain seated announcement was made. I especially felt I needed to check on all the parents with babies. We had quite a few laps. We proceeded to gate and there was a normal deplaning through the jetway. I never looked at the engine until all the passengers had deplaned. It was unbelievable what I saw.