

DCA98MA015
December 28, 1997
Over Pacific Ocean

ATTACHMENT 3

AAIC Summary of Questionnaires
Passenger Statement

(20 Pages)

DATE: March 3, 1998

Mr. Robert Benzon
Investigator in Charge
Senior Air Safety Investigator
National Transportation Safety Board
490 L'Enfant Plaza East, SW
Washington, DC 20594
Telephone: + [REDACTED]
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Subject: Information Relating to the Accident of the United Airlines Flight
826 Which Occurred in the Night of December 28, 1997 JST

Dear Sir:

This letter provides you answers to the remaining questions in your letter dated December 30, 1997, another letter from you dated January 6, 1998 in which questions from Mr. Gregory D. Salottolo was included, and the letter from Mr. Ron Schleede dated December 29, 1997.

We would like to apologize to you for our delay to provide these answers which are included in the attachment as follows:

ATTACHMENT A: Information from the Passengers in Relation to the
Accident of the United Airlines Flight 826 (Temporary
Report)

ATTACHMENT B: Location of the Passengers & Seat Belt Status

ATTACHMENT C: Meteorological Information
(Answers to the questionnaire from NTSB NRSB)

ATTACHMENT D: Photographs Taken by Passengers

ATTACHMENT E: Video Tape Which Recorded the Accident


By the way, people in Japan are much interested in this accident and not a few are expecting that some of the factual findings, especially the information in the ATTACHMENT A, are to be open to public at an appropriate chance before the

Final Report is published. Taking such circumstances into consideration and if you agree, we would like to release the information of the ATTACHMENT A to the press near in future.


I expect your understanding on this matter.


If you have further questions, please feel free to contact us at any time.

Sincerely,


A. Wataki

Atsuhiko Wataki (Mr.)
Deputy Chief Investigator
The Aircraft Accident Investigation Commission
Ministry of Transport

Telephone : 

Facsimile : 

ATTACHMENT A : Information from the Passengers in Relation to the
Accident of the United Airlines Flight 826
(Temporary Report)

Relating to the accident of the United Airlines Flight 826 which occurred over the Pacific in the night of December 28, 1997, the AAIC of Japan collected statements from the passengers by correspondence some of which were supplemented by interview later. Followings are the summary of this information.

1. Total number of the passengers to whom questionnaire was sent, and number of the answers accepted

Among the passengers on board the flight of the subject, the AAIC of Japan sent questionnaire to 358 passengers who live in Japan and whose addresses were known to us until January 7, 1998.

As of February 10, 1998, we accepted answers from 310 persons.

2. Summary of the Answers

Concerning major questions, summary of the answers is as follows.

In this connection, it was considered that some of the answers were made by misunderstanding the meanings of the questions, and so we corrected such answers in such a way as confirming correct answers to the answerers.

- (1) What was your Injuries?

- a. Not injured: 133
- b. "I went to hospital on the day of landing from the accident flight."
or
"I went to hospital on later day."
or
"I didn't go to hospital, though I was injured.": 176

c. No answer: 1

(2) If seated when the accident occurred, what was the status of your seat belt, fastened or not fastened?

a. Fastened: 160

Why was your seat belt fastened ?

a-1. From the beginning of the flight: 142
(including persons who pointed out two reasons)

a-2. Because seat belt sign became ON: 7
(including persons who pointed out two reasons)

a-3. For other reason(s): 8
(including persons who pointed out two reasons)

a-4. No answer: 7

b. Not fastened: 129

c. Not applicable (Not seated): 18

d. No answer: 3

(3) Where are you, if you were not seated when the accident occurred?

18 passengers who selected (2)c. "Not applicable (Not seated)" answered as follows:

a. "In front of the lavatory" or "On the aisle" 5

b. "In the lavatory" 6

c. Others 7

(4) What was the status of the "Seat Belt Sign" (caution light) before the accident (turbulence) occurred: ON or OFF?

- | | |
|--------------------|-----|
| a. It was ON: | 12 |
| b. It was OFF: | 236 |
| c. Not remembered: | 56 |
| d. No answer: | 6 |

It is noted that some of the passengers who selected "a. It was ON." wrote such things like "It became ON when small movement occurred shortly before the large movement.", "It became ON 5 or 6 seconds before or 1 to 2 minutes before the large movement occurred." or "It was already ON when the large movement occurred." One of these passengers stated, "I encountered the accident when I went to the lavatory after I confirmed that the seat belt sign was ON."

In addition, one passenger stated, "My friend seated next to me went to the lavatory after confirming that the seat belt sign was OFF, and encountered the accident."

On the other hand, some of the passengers who selected "b. It was OFF." wrote such things like "Absolutely it was OFF!" or "When I left my seat after I confirmed that the seat belt sign was OFF, I encountered the accident."

(5) Was there any passenger address to request "Fasten your seat belt." before the accident (turbulence) occurred ?

- | | |
|-------------------|---|
| a. Yes there was: | 2 |
|-------------------|---|

Then, what was the language ?

- | | |
|---------------------------------|---|
| a-1. English only: | 1 |
| a-2. Japanese only: | 0 |
| a-3. Both English and Japanese: | 1 |

b. No, there wasn't:	279
c. Not remembered:	26
d. No answer:	3

The passengers who answered "a-1. English only" stated, "I remember there was announcement of 'fasten your seat belt.....' when small movement of the aircraft happened, though that announcement was not shortly before the large movement."

The passengers who answered "a-3. Both English and Japanese" stated, "I think there may have been announcement, though it was not shortly before the accident."

(6) Was there any passenger address or instruction to passengers from the crew members shortly after the accident ?

a. I remember it well: (including persons who also selected another item.)	79
b. There was not such things: (including persons who also selected another item.)	193
c. Not remembered: (including persons who also selected another item.)	28
d. No answer:	13

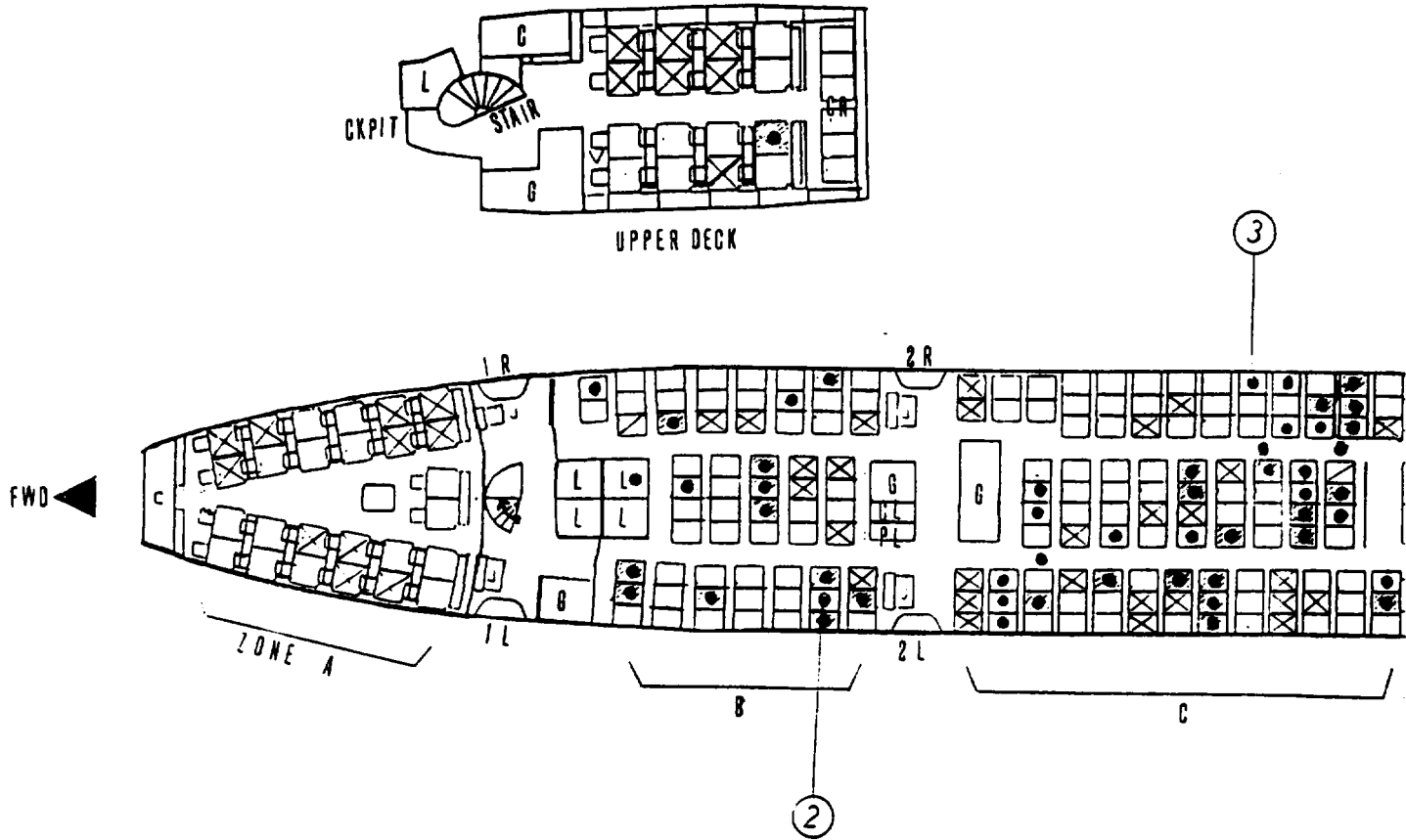
It is noted that some of the passengers who selected "a. I remember it well" wrote like "It was not shortly after the accident." and so forth concerning the timing of the passenger address.

In addition, some of the passengers who selected "b. There was not such things." wrote like "It was 20 to 30 minute later.", "It was about one hour later." and so forth.

ATTACHMENT B:

UNITED AIRLINES
BOEING 747-122

Location of the Injured Passenge



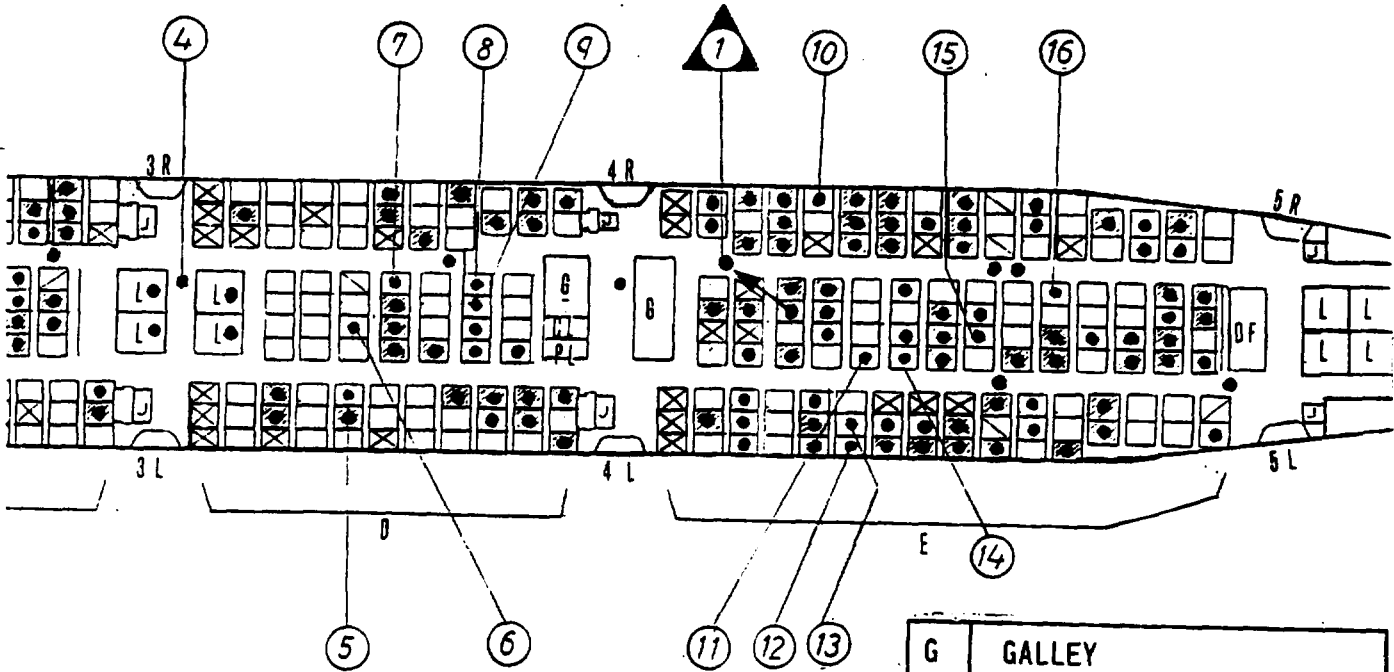
CLASSIFICATION

Injuries	Indication	Numbers
Fatal	●	1
Serious	●	15
Minor (Seat belt fastened)	●	42
Minor (Seat belt not fastened)	▨●	119
None		133
Seats not occupied	⊗	-

- [NOTE] 1. This paper shows information of 310 passengers of Japan until February 10, 1998, though...
2. Locations of passengers when the accident occurred are shown by passengers themselves if they remember the locations (seat number) when the accident occurred on the seats of which numbers were registered.
3. Circled numbers indicate passengers whose names and details are shown in the attached passenger list.
4. All passengers who sustained serious injuries are indicated by a solid black circle.

122, N4723U

Passengers & Seat Belt Status



Number of 310 passengers who answered the questionnaire from the AAIC 1998, though the total number of passengers on board were 374.

Information on the accident occurred are based upon the information from the passengers who remembered. For such passengers who did not remember their location when the accident occurred, it was assumed that they were seated in the location they were registered during check in.

Information on passengers who sustained serious injuries and whose information was attached to the attached paper.

Information on passengers who sustained serious injuries had not fastened their seat belts.

AIRCRAFT ACCIDENT INVESTIGATION COMMISSION
MINISTRY OF TRANSPORT
2-1-3, Kasumigaseki, Chiyoda-ku
TOKYO 100-8989, JAPAN

April 7, 1998

Ms. Nora C. Marshall
NTSB-Office of Aviation Safety
Survival Factors Division
490 L'Enfant Plaza East, S.W.
Washington D.C. 20594

Subject: Answer to your question in relation to the accident of UAL 826

Dear Ms. Marshall:

Thank you very much to have meeting with our delegation in the middle of this March.

During the visit of our delegation you unveiled some questions with respect to UAL 826 accident, and our answers are as follows.

At first, you requested more specific information from the doctor about victim's cause of death. We would like to interview the doctor who actually conducted autopsy of the body. To carry out the interview effectively, please advise us detail of the questions to the doctor that you need.

Secondly, you asked the statement of the victim's husband who was seated right next to the victim. Our investigator already conducted hearing to him and the summarization of the result is as follows:

- (1) The victim was seated on the 46F seat without seat belts fastened.
- (2) The victim was lifted up from the seat by the third severe negative G, and possibly hit the head severely onto ceiling panel over right side aisle or onto the 46G luggage bin cover frame.
- (3) The victim's husband was seated on the 46G seat without seat belts fastened and he only memorized the victim was lifted up over him.
- (4) The victim fell down to the aisle between seat 44J and 45H.
(Please refer to "Location of the Injured Passengers & Seat Belt Status"

which is the Attachment B of our letter dated March 3, 1998. At the same time, please be noted that the L/H arm rest of the 45H seat was twisted and the seat back of the 44J seat was collapsed.)

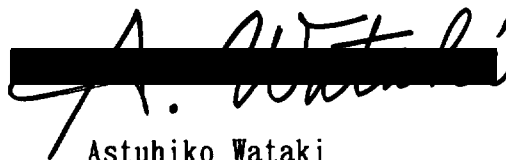
Lastly you requested the statements of the passengers whose seat numbers were 57F and 57G above which the movable portion/portions of the overhead baggage bin was/were missing. You can find these statements in the ATTACHMENT A of this letter.

Additionally we prepared translation of some other statements of passengers in the ATTACHMENT B of this letter.

We expect the information this time would be helpful for your investigation, and if further information is necessary, please feel free to contact us at any time.

At the same time, we look forward to your answer regarding interview items to the doctor who conducted the autopsy.

Sincerely,

A handwritten signature in black ink, which appears to be "A. Wataki". The signature is written over a thick black horizontal redaction bar.

Astuhiko Wataki
Deputy Chief Investigator
AAIC of Japan

ATTACHMENT A: The Statements of the Passengers Whose Seat Number Were 57F and 57G

ATTACHMENT B: Some Other Statements from the Passengers

ATTACHMENT A:

The Statements of the Passengers Whose Seat Number Were 57F and 57G

1. The statement of the passenger whose seat number was 57F

GENDER: female

AGE: 38

INJURIES: severe

HER LOCATION WHEN THE ACCIDENT OCCURRED: 57F with the seat belt unfastened

[The original statement written by the passenger in Japanese]

「食後の10分位で、気付いた時は床に倒れていた。

すぐシートベルトをしたが、サインはその後だった。

その時も不安をとり除く言葉はなく、機長からのアナウンスもなかった。

その後も揺れがひどく、出血している人もいるのに何のアナウンスもスチュワーデスも来なくて、30分以上はたっていた。

その後に氷を持ってきたりしたのは、1時間位たってからだった。

頭上の荷物入れも丸ごとこわれてなくなり、ライトや酸素マスクがぶら下り中のパイプも丸見えだったのが余計に不安になり、ライフジャケットをつけた。だが説明書は座席のポケットに入っていなかった。 (以下省略)」

[The statement of the passenger translated into English by the AAIC]

"It was about ten minutes after meal, and I was lying on the floor when I came to myself.

I fastened the seat belt at once, though the sign became ON after that.

At that time, there was neither any word to remove our fear nor any announcement from the captain.

Although heavy waving continued and there were persons losing blood even after that, more than 30 minutes had passed without any announcement and service by stewardesses.

It was about one hour later that such actions as serving ice began.

I became more fearsome when I noticed that the overhead baggage bin/bins was/were broken and torn off entirely, that lights and oxygen masks were fallen down and that the inside pipes were clearly visible. And so I put on the life jacket, though I could not find out the explanation sheet in the seat pocket. (The rest is omitted.)"

2. The statement of the passenger whose seat number was 57G.

GENDER: male

AGE: 39

INJURIES: His head, face, etc. were injured and bleeding.

HIS LOCATION WHEN THE ACCIDENT OCCURRED: 57G with the seat belt unfastened

[The original statement written by the passenger in Japanese]

「事故発生から1時間以上経過しても、乗組員による機内放送も機内を見回ることも全くなかった。

私は頭部、顔面等を負傷しましたが、その後回って来た乗組員は、ただのかすりきずだからと言っただけで何もすることなく到着迄そのままの状態でした。(タオルがしぼれるぐらいの出血をしていた。)

最初にあった機内放送は、過去乱気流で墜落した飛行機はないから安心ですとの一言、全くふざけた機内放送だった。」

[The statement of the passenger translated into English by the AAIC]

"There was no passenger address from the crew and I did never see the crew walking around in the cabin even after more than one hour since the accident occurred.

Although I sustained injuries in the head, face, etc., the crew who later came around me gave me no care saying that it was only a scratch. I left without care until the aircraft landed. (I was losing my blood in such amount as the towel became very wet.)

The first passenger address after the accident occurred was only a brief one saying please feel easy because there was no aircraft in the past which crashed due to turbulence. I felt that passenger address was quite nonsense."

ATTACHMENT B:

Some Other Statements from the Passengers

In relation to the accident of UAL 826, we, the AAIC of Japan, collected statements from more than 300 passengers. These statements were written in Japanese, and we are now going to summarize them to translate into English. It, however, would take some more time, and so we picked up here some of the statements which refer to the structural damages in the cabin, the cart which jumped and injured a passenger and the reason why seat belt signs were OFF.

1. Destruction of the ceiling panel etc.

[The original statement written by the passenger in Japanese]

性別： 男 年令： 46才 負傷： 痛めていた腰が悪化
事故当時の位置： 50G (本人記憶)

口述 (書面による。) :

「食事も無事終わり、『コンタクト』の上映を待っていたら、突然の事故。右側の通路に立っていたスチュワーデスがすわり込む。

48～49番の天井がミリミリと音がして一瞬にして破壊された。・・・また、目の前に幅30cm 長さ1.5mのプラスチックの板がぶら下がり、49番の座席の人の頭にぶつかりそうになっているので、私は引きちぎり、前座席の人がそれでけがをするのを防いだ。・・・私の前の席の上の天井が破壊されていたが、それは人がぶつかってこわれたのではない。乱気流の衝撃で一瞬にして破壊されたのである。」

[The statement of the passenger translated into English by the AAIC]

GENDER: male AGE: 46
INJURIES: Condition of his waist became worse which had been damaged before.
HIS LOCATION WHEN THE ACCIDENT OCCURRED: 50G(according to his memory)

STATEMENT (by writing):

"I finished supper with no problem, and I was waiting for the movie 'Contact'. Then the accident happened suddenly. The stewardess who was standing on the R/H aisle sat down.

The ceiling panel over the 48-49 seats was destroyed instantaneously with the sound of 'miri miri (Note by the AAIC: Japanese expression of the sound)'..... Further, the plastic board of 30cm wide and 1.5m long was falling down in front of me, and it was going to hit the head of the person who was seated on the seat of 49th row. Then I tore off that board to prevent injury to the person seated in front of me..... Concerning the destruction of the ceiling panel over the seats in front of me, I dare to say that the destruction was not caused in such a way as someone hit the panel but it was caused instantaneously by the impact of turbulence."

2. Destruction of the ceiling panel

[The original statement written by the passenger in Japanese]

性別： 男 年齢： 35才 負傷： 軽傷
事故当時の位置： トイレに行こうとして、27Cと27Dの間の通路にいた。

口述（聞き取りによる。）：

事故（乱気流）発生当時の機内の状況について、「天井が落ちてきたのを見た。」と述べている。

[The statement of the passenger translated into English by the AAIC]

GENDER: male AGE: 35 INJURIES: minor
HIS LOCATION WHEN THE ACCIDENT OCCURRED: He was on the aisle between 27C and 27D to go to the rest room.

STATEMENT (by hearing):

Concerning the happenings in the cabin when the accident (turbulence) occurred, he said, "I saw the ceiling panel falling down."

3. Destruction of the ceiling panel and the overhead baggage bin

[The original statement written by the passenger in Japanese]

性別： 女 年令： 22才 負傷： 重傷
事故当時の位置： 47K

口述（聞き取りによる。）：

事故（乱気流）発生当時の機内の状況について、「天井が抜けた。」、「前の席の窓から2番目の荷物だなが壊れていた。」と述べている。

[The statement by the passenger translated into English by the AAIC]

GENDER: female AGE: 22 INJURIES: severe
HER LOCATION WHEN THE ACCIDENT OCCURRED: 47K

STATEMENT (by hearing):

Concerning the happenings in the cabin when the accident (turbulence) occurred, she said, "The ceiling panel was displaced out of its original place." and "The overhead baggage bin was destroyed which was above the seat in front of me and at the second place from the window."

4. A cart which injured a passenger

[The original statement written by the passenger in Japanese]

性別： 女 年令： 52才 負傷： 重傷
事故当時の位置： 中央付近のトイレに並んでいた。

口述（聞き取りによる。）：

「中央付近のトイレに並んでいた。トイレに入ろうとした所、ドスンと音がして飛ばされた。近くの座席に座り、シートベルトをした。カートが飛んで、右手に当たった。」

[The statement by the passenger translated into English by the AAIC]

GENDER: female AGE: 52 INJURIES: severe

HER LOCATION WHEN THE ACCIDENT OCCURRED: She was in the row in front of the rest room at the middle cabin.

STATEMENT (by hearing):

"I was in the row in front of the rest room at the middle cabin. When I was going to enter the rest room, there arose a sound 'dosun (Note by the AAIC: Japanese expression of the sound)' and I was thrown out. I sat on the neighboring seat and fastened the seat belt. A cart jumped up to me and hit my right hand."

5. Why seat belt signs were OFF?

[The original statement written by the passenger in Japanese]

性別： 女 年齢： 37才 負傷： 負傷なし
事故当時の位置： 18J

口述（書面及び電話による。）

「スケジュールより15分早めに成田を出発（午後9時）した。

11時30分ごろ、機内食サービスが終了し、飲み物のサービス中、3回（？）ぐらい大きな揺れがあり、窓側2席に友人と座っていたが、残りの1席にスチュワーデスがころがり込み、ベルトのとりあいになった。悲鳴が多かった。

席が前だったせいか、尻が浮いたが、頭を打つほど跳ね上げられなかった。

乗務員もケガをしていたためか、しばらく何の放送も指示もなかった。

その後日本人のスチュワーデス（3名搭乗）の話を知ったら、成田を離陸する時には、2時間後くらいに乱気流が予想されるとコックピットから通知があったらしいが、それを乗客に伝えると混乱してしまうので、わざと放送では言わなかったという。それで食事サービスも早めに始めたと言っていた。

が、シートベルト着用のサインはついていなかった。それだけ事前に分っていたなら、シートベルトサインは、ずっと付け放しにしておくべきだったと思う。もし、シートベルトを付けていれば、負傷者は、なかったのではないかと思う。」

[The statement by the passenger translated into English by the AAIC]

GENDER: female AGE: 37 INJURIES: none
LOCATION WHEN THE ACCIDENT OCCURRED: 18J

STATEMENT (by writing and telephone):

"The aircraft took off from Narita Airport 15 minutes earlier (9 a.m. JST)

than the scheduled time.

Around 11:30 JST, meal service finished. Heavy waving of the aircraft occurred three(?) times. While I and my friend were seated on the two of the window side seats, a stewardess rolled in the remaining one seat of the window side, and there happened some struggle each other to take seat belt. There were many cries or yells.

As my seat was in the forward cabin, and though my hip floated a little, I was not lifted up so high as to be hit on my head.

Maybe because some of the crew were also injured, there was no passenger address or instruction from the crew for some time.

According to the story told me by Japanese stewardess (three were on board) later, it seemed that there had been information from the cockpit that turbulence had been expected about two hours after, when the aircraft took off from Narita.

But she said she did not announce that information intentionally because of the reason that the passengers might be disturbed if they heard that information. She also said that they had begun meal service earlier as they had known that information.

Notwithstanding that story, signs of seat belt remained OFF. It is my understanding that signs of seat belt should be continuously ON, if the crew had that information before the accident.

If seat belts were fastened, I think no person was injured."

John,

Following is my recollection of the events relative to United Airlines flight 826, December 28, 1997, from Tokyo, Narita Airport to Honolulu, Hawaii.

I was a business class passenger, assigned to seat 5B in zone A. Note this was a two class configuration, hence zone A, was business class.

After all passengers were onboard, there were announcements made by the cabin crew, requesting that all passengers had to be seated with their seat belts on "before" the airplane could be pushed back from the gate for departure. This announcement was made repeatedly "both" in English, followed in Japanese. I do not speak Japanese so I cannot verify the content of the announcement in Japanese.

There was also an announcement from the cockpit, stating that there were reports of turbulence and the seat belt sign would be "on" until we reached cruise altitude. After reaching cruise altitude and weather permitting, the seat belt sign would be turned "off" for approximately 15 minutes, to allow passengers to go to the lavatory or retrieve anything they required from stowage. After which the seat belt sign would again be turned "on" as a precaution. This announcement from the cockpit, I believe from the Captain, was repeated in Japanese, by one of the cabin staff.

After pushback, I dozed off, until around the time we reached cruise altitude.

I remember waking up and requesting a glass of water and recall that the seat belt sign was still "on", as I needed to go to the toilet.

Sometime later, I don't remember in exact time, there was an announcement from the cockpit that the seat belt sign would be turned "off" for a short while to allow passengers to go to the toilet or move about if necessary. This announcement was again repeated in Japanese both in English and Japanese by the cabin crew.

After going to the toilet, stretching abit, I returned to my assigned seat and fastened my seat belt again out of habit.

Shortly after I returned to my seat, I remember looking up and seeing that the seat belt sign was "on" again.

I remember that there was an announcement stating that the meal service would be starting and requesting that all passengers ensure that their seat belts were securely fastened. This announcement was made by the cabin crew, both in English and in Japanese.

In zone A, the meal service was accomplished without the use of trolleys, cabin staff brought the meals by hand to the passengers seated in zone A.

There was the normal amount of meal service support items placed on the fixed table in zone A, which is located just forward of seats 8C and 8D, consisting of, wine bottles, glasses, coffee and tea pots, cups and saucers, glasses of water, etc.

I had finished my meal and my tray had just been taken away; however I kept my water glass, which was only

about 1/4 full. My glass was on the seat arm rest between seats 5A and my seat 5B, as there was no passenger assigned to seat 5A.

Very shortly after my tray was cleared and I had stowed my seat tray back into the arm rest, I felt a sudden surge in altitude, like riding up the front of a wave. There was no real turbulence associated with the surge and I distinctly recall slapping my hand on top of my glass to prevent the remaining water from spilling on me.

Almost instantaneously, the airplane dropped significantly with a loud "Bang" sound.

I did not see anyone in zone A dislodge from their seats during this sudden loss of altitude. However, items on the fixed table launched upward to the overhead and crashed back down, some landing on the table and some on the floor.

I had my Passport in the right pocket of my shirt and didn't realize until afterward, that my Passport had launched out of my pocket and landed on the floor across from me.

I immediately looked at the PSU's and noted that there were no oxygen masks deployed and that the seat belt sign was "still on".

There was a lot of noise and turmoil all throughout the cabin and there was an announcement made asking if there were any Doctors or medical personnel onboard, to please identify themselves to the cabin staff. Again this announcement was made in both English and Japanese. I recall that there was a Japanese male seated in 1B, who got up, went aft and was gone for quite sometime. I was later told that he was an optometrist or something like that.

I could not understand what was being said between this passenger and the cabin attendant, as they were speaking in Japanese.

From my seat, I had limited vision of the cabin aft, but I did see one Female cabin attendant lying in the aisle just aft of the door 1 left galley, sort of slowly rolling from side to side.

As far as I could see in the aft section, my field of vision was limited to the aisle seats and overhead stowage bins above seats A/B/C. I did not see any open stowage bins nor any deployed oxygen masks. I did see what appeared to be a ceiling panel partially down in the aisle. I'm fairly sure in zone E.

I saw the Flight Engineer come down the staircase and go aft with a flight attendant.

As mentioned, there was broken glass all over the floor and the fixed table in zone A and the cabin crew were all busy aft.

When the first cabin attendant returned to zone A to address the situation there, I identified myself as a Boeing employee on company business travel and offered any assistance I could provide, as I had my Boeing travel medical kit with me.

I could not produce my Boeing badge, as it was located in my computer case located in the overhead stowage bin and the seat belt sign was still "on".

The flight continued, on course I assume, because I detected no significant changes in heading nor altitude.

There was still a lot of confusion in the aft section. With all of the debris still on the floor and table in zone A, there was a potential for injury from flying objects if we encountered additional turbulence so I took the blankets that I could reach and threw them over the table and on the floor to cover the broken glass and other debris.

Sometime later, I cannot recall how long, there was an announcement made from the cockpit, that we would be returning to Tokyo Nanta Airport as there were several injuries aboard. There was no mention of any fatality. This announcement was also repeated in Japanese by cabin staff.

As I recall, we were about 2 hours and 45 minutes out of Tokyo, when the incident occurred, but it took a little over 3 hours to return. I was later told by one of the cockpit crew members, that it took Narita ATC approximately 23 minutes to approve the return.

During the return to Tokyo, Narita Airport, I had a chance to speak with some of the cabin staff and was told about the fatality in the aft section of the cabin. I also introduced myself to the Captain and offered my assistance if required.

The flight back was smooth and at some point prior to reaching Narita, the seat belt sign was turned "off" to allow passengers to go to the toilet. I took advantage, but did not try to walk aft or involve myself in the situation, as I had already identified myself to the crew and felt it best to remain in my seat unless summoned for assistance.

During the turmoil immediately following the incident, the cabin staff within my field of view all seemed to concentrate their efforts on attending to injured passengers and stowing debris.

The entire crew that I observed, showed no signs of panic and did their best to calm emotional passengers and address the situation at hand.

The seat belt sign was turned "on" again prior to landing with the appropriate announcements made relative to seat belts, seat backs, foot rests and loose items being stowed, both in English and Japanese.

After reaching the gate an announcement was made for all passengers to remain seated until the injured passengers could be deplaned, I think it was probably 20 minutes before everyone was finally allowed to deplane.

I proceeded to immigrations, customs and the bus that had been arranged to take us to a hotel.

That night I called my wife to advise that I was OK and the next morning, I called Tom Gaffney, the Field Service Representative at BFSNRT, Sam Harman, Field Service Regional Director, located in Tokyo and requested that they advise FSA and Air Safety Investigation of my status.

Richard D. Hooe