

Southwest Airlines Co.
Tahereh Behbehani
Senior Safety Investigator
Safety and Security

Dallas, TX 75235



August 14, 2023

Brice Banning
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 1118 Crew Statements

Brice,

Per your request, please find below the statements from the crew regarding the Flight Attendant turbulence injury on July 24, 2023.

Captain – Flight 1118 (KMDW-KPIT)

On July 24, 2023, I was the Captain of Southwest Airlines Flight #1118 operating from Chicago Midway International Airport (KMDW) to Pittsburgh International Airport (KPIT). I was Pilot Monitoring on this segment. At approximately 1535L during descent on the arrival into KPIT, we encountered turbulence associated with cumulus type clouds (non-convective in nature). Neither the clouds nor the turbulence were depicted on our WSI Pilotbrief Weather App or displayed on our aircraft weather radar. Further, there were no PIREP's or turbulence advisories stated by Air Traffic Control.

Regardless, the First Officer (Pilot Flying) and I agreed that there may be turbulence associated with the clouds so I instructed the Flight Attendants to "please take their seats due to the potential turbulence ahead." We encountered moderate turbulence for no more than 20 to 30 seconds as we descended through the clouds around 12,000FT. Once clear of the cloud layer, the remainder of flight remained smooth and uneventful. We were not advised that a Flight Attendant had injured her wrist until after we were walking to the hotel in Pittsburgh.

First Officer – Flight 1118 (KMDW-KPIT)

I was the Pilot Flying Southwest Airlines #1118 on 24 July 2023 from Chicago Midway International Airport (KMDW) to Pittsburgh International Airport (KPIT). At approximately 1535L, while on the JESEY4 RNAV arrival, the Captain and I saw low cumulus clouds at what appeared to be approximately 14,000 Ft and below. We had the aircraft weather radar on, and it was not displaying any weather or convective activity. The WSI Pilotbrief app on our EFB was not displaying any weather or convective activity either. Additionally, Approach Control never issued any pilot reports of turbulence from other traffic in the area. The Captain notified the Flight Attendants to take their seats due to potential turbulence during the arrival with plenty of notice. We encountered moderate turbulence at approximately 12,000 Feet for no more than 20 seconds. We continued the arrival and received radar vectors for the ILS 28R and landed. We were unaware that one of our Flight Attendants injured her wrist. On the walk from the airport

terminal to the hotel, the injured Flight Attendant informed us that she thought she may have sprained her wrist.

“A” position Flight Attendant – Flight 1118 (KMDW-KPIT)

After doing service, I was coming from the aft galley after getting the restock for my front galley I get a call from the captain stating that we were going to go through some turbulence, to take our seat. I dropped my drinks on the counter and prompted to my seat to sit, barely made [it] to my seat when turbulence started real severe. After a while when it's safe to walk around the cabin my “C” [position Flight Attendant] comes to the front and she stated that she flew off the seat when she was trying to get her seat belt. Her wrist was hurting her, she said she landed on it although I wasn't there since I was working in the front.

“B” position Flight Attendant – Flight 1118 (KMDW-KPIT)

Captain called and said to take our seats as soon as possible and fasten seatbelts. The “C” [position Flight Attendant] and myself were strapping in as fast as we could but it was too violent to get our seatbelt buckled before the “C” flew up and onto the floor. Her wrist looked red and swollen!

“C” position Flight Attendant – Flight 1118 (KMDW-KPIT)

[“B” position Flight Attendant] and I were in the back and just finished service. The Captain called and told us to secure galley and take our jumpseat. He said we were about to go through the clouds that may have a “punch”. We took our seat and I was putting my left arm through the seat belt when it hit. I was immediately thrown up and over and landed in aft lav on my forearm and wrist/hand. [“B” position Flight Attendant] helped me up and we took the jump seat and buckled in. [“B” position Flight Attendant] was also thrown in the air and landed on the jump seat. It was like nothing I have ever felt almost like something hit the back of the plane.

Thank you,

Tahereh Behbehani
Senior Safety Investigator
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