

Captain Statement UAL2498

January 18, 2024

Dept. PHX-IAH

Position: Pilot Monitoring

I was the Captain of United 2498, acting as pilot monitoring, on January 10, 2024, PHX to IAH. This was the third and final day of our modified pairing. We had been changed from evening flights early on in our pairing to an early morning departure on this day. After completing a well-flown visual approach to Runway 27, we landed hard, followed by a shallow nose-high bounce. The approach to the runway was unhurried, conservative, properly configured, and stable. The First Officer (FO), as pilot flying, had done an excellent job staying well ahead of the airplane flying this leg of the trip, including two runway changes into IAH. The weather conditions were clear skies, unrestricted visibility, and a 15-knot crosswind from the south. The landing checklist was completed at approximately 1,500 ft (flaps selected to 30). The Autopilot was disconnected at approximately 1,000ft MSL.

Passing below 1,000', the airspeed decreased slightly below the target speed, and was corrected by the FO without my prompt. As the airplane neared the runway, the flare was started slightly late, and I expected a firm touchdown within safe parameters. After the initial touchdown on the runway, the airplane bounced. I perceived at this point we were close to the runway, nose high, low energy, engines idle. I was very concerned that pushing the nose over and attempting a go-around could/would cause nose wheel contact with the runway, and possibly start a pilot-induced-oscillation (PIO). These events occurred very rapidly, and the airplane touched down a second time, I took control of the aircraft shortly after and completed the rollout/taxi-in. Again, I would like to emphasize how quickly we went from a normal landing to this unfortunate event. I did not know we had aircraft damage. I was planning on a post-flight walk around to be sure. Upon arrival at the gate, a ground crew member immediately advised us to come outside and look at something on the airplane.

Over the years, I have successfully practiced bounced landing recovery during recurrent training. In my experience, this recovery training usually occurs from a higher bounce, a more level attitude, and a higher energy state. Finally, in the future, I will continue to monitor the landing flare very closely and will be more conservative in the allowable descent rate at touchdown.