



**SURVIVAL FACTORS ATTACHMENT**

**Bus Passenger Interviews**

**Bryce Canyon City, UT**

**HWY19MH012**

(156 pages)

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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\* \* \* \* \*

Interview of: BING MEI XIE  
Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

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Interview of Bing Mei Xie:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: -- date is October -- excuse me, September 24.  
3 I'm here at Dixie Regional Hospital with -- I'm Ronald Kaminski  
4 with the NTSB. I'm here with Meg Sweeney with the NTSB, and also  
5 Susan Cui, C-U-I. And she's going to be our interpreter. And  
6 we'll be talking to passenger Bing Mei Xie. Bing is B-I-N-G, M-E-  
7 I, last name Xie, X-I-E. And she's going to give us a description  
8 of what she remembers about the crash.

9 (Whereupon, MS. CUI, an interpreter, translated the questions  
10 and answers for BING MEI XIE.)

INTERVIEW OF BING MEI XIE

11  
12 BY MR. KAMINSKI:

13 Q. So why don't we start with her date of birth?

14 A. [REDACTED].

15 Q. Okay, and her -- I hate to ask a woman this, but I need to  
16 get her approximate height and weight.

17 A. Yes. [REDACTED].

18 Q. Okay. And she was sitting next to her husband --

19 A. Yes.

20 Q. -- in the window seat?

21 A. Yes. Next to husband by the window.

22 Q. And what does she remember about the crash?

23 A. Okay. She said that she was very alert. She aware the car  
24 was driving really, really fast. And all of a sudden, the car was  
25 driving on the left side, and she feel the car start jumping. And

1 then she try to hold the front seats.

2 Q. She tried to hold on to the seat in front of her?

3 A. Yeah. She really doesn't remember where, but she tried to  
4 hold something. She says on the left there was some, like --

5 DR. SWEENEY: The handle?

6 INTERPRETER: Handles on --

7 MR. KAMINSKI: Like, the armrest.

8 DR. SWEENEY: Armrest.

9 INTERPRETER: Armrest, that she tried to hold on this. She  
10 said all of a sudden the -- drive so fast, shift on the left. And  
11 hit the center divider, maybe.

12 BY MR. KAMINSKI:

13 Q. Hit the guardrail, maybe?

14 A. Yeah. Yeah. She said she vividly remembers she might try to  
15 hold the front seats, actually. And then the car was driving --  
16 she says the car was -- just started speeding fast. Everybody  
17 told them the same story. The driver was so fast, and all of a  
18 sudden the car shifted to the left side. So she hit the divider,  
19 the pinning, whatever --

20 Q. The guardrail. Yeah.

21 A. -- guardrail so hard, and then shifted to the, to the other  
22 side. The opposite direction. Okay. She said that the car was  
23 hit on the, on the guardrail and starting, like, shift back and  
24 forth, back and forth, back (indiscernible) jumping side --

25 Q. Did it flip? Did it flip?

1 A. The very beginning there, it was just jumping and --

2 Q. Shaking?

3 A. -- shaking. Yeah.

4 Q. Okay. And then they hit the guardrail and --

5 A. So hit the guardrail first. Very, very fast, and then hit  
6 the guardrail, and then the shaking back and forth. She said that  
7 she vividly recall that, after the car was hit the guardrail, the  
8 car was, like, jumping, lost the control. Then all of a sudden,  
9 then she remember the car was flip towards the -- towards to the  
10 left -- the right side. She said that, she said that there was  
11 one moment she lost the connection. Like, from this way to the  
12 other way, she know the car start flipping. But she doesn't  
13 remember how the car landed, to which side, how they landed. But  
14 when the car finally stop, she said -- she was telling me, the  
15 seatbelt is on the feet.

16 Q. Oh, okay.

17 A. Yeah. So she said she doesn't remember how many times the  
18 car was flipped. That's the, that's the seatbelt. The seatbelt  
19 landed here. She said they hold this part, the leg. She said  
20 she's -- body was outside the car, but the feet was inside because  
21 the seatbelt, the belt.

22 Q. The belt -- seatbelt kept her --

23 A. Yeah. So that was -- saved the life. That's important.

24 Q. Yes. Very important. Yes.

25 A. Yeah. Her body was outside of the car. Her leg was inside

1 because seatbelt hold, and you see the mark.

2 Q. So the belt at her feet held her in.

3 A. Yeah.

4 Q. And what types of -- well, first of all, did she recall, did  
5 the bus driver ever mention to the passengers about wearing  
6 seatbelts?

7 A. She said that, when they sit in the car, they look at the  
8 car. It's like this car has just been fixed, just painted it.  
9 Like, this is an older car being a little remodeled whatsoever.  
10 And she's questioning. She said, how can this car -- this is so  
11 old. Like, in China, we don't even use this kind of car. That's  
12 what's in her mind.

13 Q. Okay.

14 A. She said they have four friends, two family of four. They  
15 all believe this car is, like, a very lousy car.

16 Q. Okay. And then how about -- did the bus driver ever mention  
17 about wearing seatbelts or any emergency exit windows, any --

18 A. She said she doesn't recall that. She said her husband  
19 reminded everybody, said that you have to put the seatbelt on,  
20 because this car is kind of, you know, not good. So she said that  
21 she had a habit. Every time she get in the car and she put  
22 seatbelt on. But you can see that save her.

23 Q. Yes, it sure did.

24 A. Yeah.

25 Q. And what types of injuries did she sustain?



1 A. She said that she has some sort of the head injury. And then  
2 she --

3 Q. What kind of injury? Head injury. Okay.

4 A. Head injury. And then she said that she has a shoulder  
5 dislocation.

6 Q. The left shoulder.

7 A. And then she has multiple fractures on the femur on the left  
8 side. The arm.

9 Q. Left arm.

10 A. Left arm.

11 Q. Left arm. Upper or lower?

12 A. Upper. Upper. Femur. Yeah. You can just put the upper  
13 arm, multiple fracture. So see, that makes sense, because the one  
14 hold on that way, she started leaning that way.

15 Q. And says that she got the bruise on her right leg.

16 A. Yeah. She said that that's what the, that's what the --

17 Q. Seatbelt.

18 A. -- seatbelt mark here. Yeah.

19 Q. Anything else you'd like to tell me?

20 A. She said that her body was outside, that the leg was inside.  
21 She was howling for help. It was the driver put her body back in  
22 the car.

23 Q. Oh, so at the end of the crash, she was hanging out --

24 A. Yeah. At the end -- when the car landed, her body was  
25 outside of the car. Her leg was inside the -- because she was

1 sitting by the window.

2 Q. Right. Yeah.

3 A. So she was yelling her help, and the driver pulled the body  
4 back to the car. Because she leaning, like, halfway outside. So  
5 the -- all her body was -- it's only the leg it's inside of the  
6 car.

7 MR. KAMINSKI: Wow.

8 INTERPRETER: So it was dangerous. Can you imagine? That  
9 would --

10 MR. KAMINSKI: Yes. Yes. Good thing she was wearing her  
11 seatbelt.

12 INTERPRETER: Yes. Yeah.

13 MR. KAMINSKI: Okay. Well, tell her we thank her very much  
14 and we wish her a speedy recovery. That concludes our interview.

15 MS. XIE: (Through interpreter) It's my pleasure, and I have  
16 to give you the --

17 MR. KAMINSKI: Thank you.

18 MS. XIE: -- best knowledge about the things that happened.

19 MR. KAMINSKI: Thank you. That concludes our interview here.  
20 It's 10 after 12.

21 (Whereupon, at 12:10 p.m., the interview was concluded.)  
22  
23  
24  
25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD



IN THE MATTER OF:            TOUR BUS CRASH  
                                      BRYCE CANYON CITY, UTAH  
                                      SEPTEMBER 20, 2019  
                                      Interview of Bing Mei Xie

ACCIDENT NO.:                HWY19MH012

PLACE:                         St. George, Utah

DATE:                         September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.

  
  
Eileen Gonzalez  
Transcriber

UNITED STATES OF AMERICA

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TOUR BUS CRASH \*

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Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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Interview of: DENGXING CHEN

Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

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Interview of Dengxing Chen:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: Today's date is September 24. My name is  
3 Ronald Kaminski with the NTSB. I'm here with Meg Sweeney, also  
4 with the NTSB, and Susan Cui, who is our -- going to be our  
5 interpreter. And we're going to be talking to a bus passenger, D-  
6 E-N-G-X-I-N-G, last name Chen, C-H-E-N.

7 (Whereupon, MS. CUI, an interpreter, translated the questions  
8 and answers for DENGXING CHEN.)

INTERVIEW OF DENGXING CHEN

9  
10 BY MR. KAMINSKI:

11 Q. And could you ask Mr. Chen what his birthdate is?

12 A. (Through interpreter) The date of birth of [REDACTED].

13 Q. Okay. And his approximate height and weight?

14 A. He weighs -- I know that. [REDACTED].

15 Q. Okay. And his weight?

16 A. [REDACTED].

17 Q. [REDACTED] Okay. And if you could just ask him what he --

18 A. [REDACTED]

19 Q. And he said he was sleeping with -- give us a description of  
20 what he remembers.

21 A. First thing -- he said he doesn't remember, he was sleeping.  
22 He doesn't remember how this -- when he woke up, he was in the  
23 hospital. That's all.

24 Q. Okay.

25 A. He doesn't remember anything. When he woke up, he was in the

1 hospital. He cannot even remember how he get on the bus.

2 Q. Oh, okay.

3 A. Yeah.

4 Q. And does he remember where he was sitting?

5 A. He says, he says he was sitting -- from a count on the back,  
6 the second row.

7 (In English) Yes.

8 Q. This one?

9 A. (In English) This one. No, because I'm here.

10 (Through interpreter) Okay. So he was sitting here.

11 Q. In the aisle or window? Aisle?

12 A. He was sitting -- this one.

13 Q. In the aisle. Okay.

14 A. And the wife was here.

15 Q. Okay. Thank you. Okay. And did he, did he know there was  
16 -- did he see that there was seatbelts on the bus?

17 A. He says he knows. He says he --

18 (In English) Every time.

19 (Through interpreter) Every time he got on bus, he put a  
20 seatbelt on.

21 Q. Okay. And did he get any bruising or anything on his stomach  
22 where the seatbelt was?

23 A. He said he can take a, he said he can take a look.

24 Q. Oh, there it is.

25 A. Okay, this -- no, this is a shot from insulin shot.



1 Q. Oh, okay.

2 A. Yeah. This, I think --

3 Q. That looks like bruising.

4 A. Yeah, this look like bruise here.

5 Q. Yeah, that's bruising.

6 A. No, this one. This one. Yeah. Yeah.

7 Q. So he does have seatbelt bruising across his abdomen.

8 A. Because I will tell him -- that will tell the seatbelt, where  
9 it is, and it caused the mark there.

10 Q. Yes. Yes. Yes. And what other injuries did he sustain?

11 A. He has a rib fracture.

12 Q. A rib fracture?

13 A. Rib fracture. He says he doesn't know which one is which,  
14 but --

15 Q. Is it on the left side?

16 A. Yes. He says he really doesn't know which part is fractured,  
17 but he knows -- he says his back is hurting. And I remember he  
18 had, he had some fractures. He said (indiscernible) in the bed.  
19 When he turn, he's very hurting.

20 Q. Okay. I'm sorry. So he doesn't remember anything else?

21 INTERPRETER: I have a note here. He has L2 compression  
22 fracture and a multiple right rib fracture.

23 MR. KAMINSKI: Okay. And his -- we'll talk to his wife. She  
24 stepped out, but we can talk to her.

25 INTERPRETER: Yes.

1 MR. KAMINSKI: Okay. That concludes our interview here with  
2 Mr. Chen. It is approximately 11:45.

3 (Whereupon, at 11:45 a.m., the interview was concluded.)  
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Interview of: GUOSHENG GAO  
Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

CINDY LAKE, Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

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Interview of Guosheng Gao:

By Mr. Kaminski

4

1 I N T E R V I E W

2 MR. KAMINSKI: Today's date is September 24 at Dixie Regional  
3 Hospital. Ronald Kaminski with the NTSB, Cindy Lake with the NTSB  
4 and Susan Cui of -- our interpreter.

5 We're going to be talking to Mr. Gao, G-A-O, first name, G-U-  
6 O-S-H-E-N-G. Date of birth: [REDACTED]. [REDACTED]

7 [REDACTED]  
8 (Whereupon, SUSAN CUI, an interpreter, translated the  
9 questions and answers for GUOSHENG GAO.)

10 INTERVIEW OF GUOSHENG GAO

11 Q. So I think Mr. Gao is going to confirm where he was seated  
12 first. So that's the door. Fourth row. Okay. Fourth row?  
13 You're in the third row?

14 A. Third row on this side.

15 Q. Third row. Okay. Third row. He is in the aisle seat?

16 A. Yeah.

17 Q. And his wife is in the window seat.

18 A. He's here. Wife by the window.

19 Q. Right. The wife is by the window seat in the third aisle on  
20 the passenger side. Okay.

21 A. This, from here.

22 Q. Yes. Yes. Third aisle, passenger side.

23 A. It's on the right side.

24 Q. Okay, wife is in the window seat. Okay, and just, if he can  
25 tell me what he remembers about the crash?

1 A. He said that they left the park and that they're driving.  
2 And he doesn't remember. He was dozing or sleeping. All of a  
3 sudden, the car starting violent, and he just fell on the ground.  
4 He said, I tried to recall what happened, and I vaguely recall  
5 that the car was driving very fast. He said, I had a seatbelt on.  
6 He said that he had a seatbelt on, and when the car finally  
7 stopped and he was laying on the ground, and he couldn't find his  
8 wife.

9 And he tried to get out, but the door was -- cannot open the  
10 door. He said that some people, passersby, get out of their  
11 truck, get out of their car. Tried to help them open the, open  
12 the door. He was able to get off the car, and then he was  
13 bleeding so bad from the nose. He said that he was looking for --  
14 when he get out of the car, he said that there's bodies all over  
15 the place. You know, some bodies out of the car, some bodies on  
16 the ground. And he was looking for the wife. The wife was  
17 yelling, screaming for help.

18 Q. And where was she? She was outside?

19 A. She was halfway outside, halfway inside. The leg was hanging  
20 on the edge of the broken car, and yelling for help. He said that  
21 his wife's whole body was outside, but that the -- the two legs  
22 was hanging on the broken piece. He doesn't know what it is.

23 Q. So she was hanging out, but her legs were caught by some  
24 broken piece that was --

25 A. Yeah, so she's hanging there. Yeah. He says he remembers



1 there was three people laying by the door. He says, even though I  
2 have a lot of bleedings, because my mind is too clear that time; I  
3 see what happens. He said that there was three persons laying by  
4 the door, or three females.

5 There's one, he doesn't know who are they. He said the ones  
6 from Nanjing, the -- because the people from -- they all remember  
7 where they come from. From Nanjing. He said that there was three  
8 people laying at the very first -- the first one is from Nanjing,  
9 the second one next to Nanjing is from Shanghai. And then the  
10 next -- the three lady, the next lady, the number three lady was  
11 from Wonju. All these three -- he said that these three  
12 passengers, all the husbands standing there. Says, oh, she's  
13 gone, she's gone, what I'm going to do, what I'm going to do. And  
14 that's the first one -- first lady, from Nanjing. The second one  
15 is from Shanghai. Was sitting there, oh, they're gone, they're  
16 gone. The number three one looked and started yelling, screaming  
17 to the driver, who was standing in front of the --

18 Q. Bus?

19 A. -- bus. He says, you know this car has issue; why don't you  
20 stop it? Now they're all gone. So somebody was telling him,  
21 let's just don't talk this right now, because -- since happens --  
22 already happened. We need to focus on how to, how to get our  
23 people, you know, emergency service.

24 Q. Yes, yes. So I had a question. He said that he was on  
25 ground. Did he mean he was on the floor of the bus?

1 A. He fell on the, on the middle of the aisle. He says it  
2 happened so quick, you really don't know how this happened in  
3 between, like from one way to the other.

4 Q. Right. But he said, he said he was wearing his seatbelt.

5 A. He says, I have a habit to put a seatbelt on, especially this  
6 guy was driving so crazy, so people get scared.

7 Q. But he ended up -- the seatbelt came off?

8 A. So he said, he said that he couldn't remember how he get up  
9 on the ground, but he was able to get up. But he was not on -- he  
10 said, I have a seatbelt when he tried to get on the ground. Get  
11 on the floor.

12 Q. So does he think the seatbelt -- I don't want to say -- I  
13 don't want to put words in his mouth. Failed, but --

14 A. He said that, you know, the buckle, the buckle is one side.  
15 It's the -- you slide it in, right?

16 Q. Yes.

17 A. He said the other -- the one side, it's always hanging on the  
18 -- you have to find where they are and then pull out. Yeah.

19 Do you know what he's talking -- the buckle on one side?

20 Q. Yeah, it hangs on the --

21 A. Hangs on the ground, and they -- when they, when they need  
22 it, they have to look around. And sometimes the back seats  
23 (indiscernible) here, they were hanging down. Yeah, they're  
24 hanging.

25 Q. Do you have any bruises on his -- at the --

1 A. No. He said he thought that there was some issue with the  
2 seatbelt. Otherwise he would have bruises here. Yeah.

3 Q. Okay. And so he went out the front door. His wife was  
4 hanging out -- oh, so what types of injuries? Did the driver ever  
5 ask anybody about wearing seatbelts?

6 A. He said that the tour guide asked people to put the  
7 seatbelts. He says he didn't remember the driver tell people to  
8 put the seatbelt on, but that it was the tour guide.

9 Q. Was it every time, or just on occasion?

10 A. No, not all the time.

11 Q. Occasionally.

12 A. He says, he says, to be honest, it was most time. Not every  
13 time. The tour guide.

14 Q. And what types of injuries did he sustain?

15 A. He got the laceration from the lip and the nose.

16 Q. The nose. And the -- stitches?

17 A. The stitches is all -- yeah.

18 Q. Stitches?

19 A. He said he was bleeding so much. He thought he was bleeding  
20 from the, from the sinus or somewhere.

21 MS. LAKE: Sinus. Yeah.

22 A. But it was not.

23 Q. Does he know how he, how he cut himself on, how he --

24 A. He says he cannot remember how this -- he said it was from  
25 the sinus, and then they found out it was not. It's from the cut

1 here. So they stitched up. Because he said that he was keep  
2 seeing the blood maybe coming from the sinus, that he was bleeding  
3 quite a bit. So the -- then they transfer him from the hospital  
4 over there to this one so he can, he can go there for first -- you  
5 know.

6 Q. Okay. So what hospital did he go to initially?

7 A. I don't know. He said it's a small hospital.

8 Q. Kane. Probably Kane County.

9 A. He said they drive, like, about 2 hours to get here.

10 Q. To get here?

11 A. Yeah.

12 Q. Okay. Okay.

13 UNIDENTIFIED SPEAKER: Sorry. I just bring the luggage.

14 MR. KAMINSKI: Oh, great.

15 MS. LAKE: Thank you.

16 UNIDENTIFIED SPEAKER: Just identify.

17 BY MR. KAMINSKI:

18 Q. Okay, any other bumps, bruises, scrapes, anything?

19 And then we're done.

20 UNIDENTIFIED SPEAKER: Sorry. I am so busy.

21 MS. LAKE: Oh, no, no, I know. And thank you.

22 UNIDENTIFIED SPEAKER: I try to get luggage. Just  
23 identify --

24 MS. LAKE: Thank you. Thank you.

25 UNIDENTIFIED SPEAKER: (Indiscernible) so she sign, yeah.

1 She sign.

2 MS. LAKE: This is amazing.

3 MR. KAMINSKI: That concludes our interview here. It's  
4 approximately 3:40.

5 (Whereupon, at 3:40 p.m., the interview was concluded.)

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SEPTEMBER 20, 2019 \*

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Interview of: GUIFANG ZHANG and  
DONG JIANG  
Passengers

Holiday Inn Express  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter



I N D E X

ITEM

PAGE

Interview of Guifang Zhang and Dong Jiang:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: Today's date is the 24th. I'm at the Holiday  
3 Inn Express here in St. George. I'm going to be talking to a  
4 husband and wife. The wife's name is -- first name is G-U-I-F-A-  
5 N-G, last name Z-H-A-N-G. The husband's -- her date of birth is  
6 [REDACTED]. She's [REDACTED] kilograms.

7 Her husband's name is -- first name is Dong, D-O-N-G, last  
8 name is J-I-A-N-G. Date of birth is [REDACTED]. He's [REDACTED]  
[REDACTED] kilograms.

10 (Whereupon, MS. CUI, an interpreter, translated the questions  
11 and answers for GUIFANG ZHANG AND DONG JIANG.)

## INTERVIEW OF GUIFANG ZHANG AND DONG JIANG

12  
13 MR. KAMINSKI: So which one would like to talk first and tell  
14 us -- hold on. Okay. Who would -- which one would like to talk  
15 first?

16 INTERPRETER: Let's start with her.

17 MR. KAMINSKI: Okay. And what does she remember about the  
18 crash?

19 INTERPRETER: She said that, she said that they were in the  
20 rest area to use the bathroom. So they -- she saw the driver try  
21 to fix the car. And somebody was asking, what's wrong with the  
22 car? And then the driver says, no problem; everything is okay.  
23 They start getting on the road. So he says -- she says maybe,  
24 like, 10 to 15 minutes, and all of a sudden, the car starting  
25 shift from one side to the other side, and then starting jumping.

1 So next thing is the car flipped.

2 MR. KAMINSKI: Okay. And was she --

3 INTERPRETER: She had the seatbelt on.

4 MR. KAMINSKI: Okay.

5 INTERPRETER: She said that because she had the seatbelt on,  
6 the whole -- the seats turned over, so over her body. So her leg,  
7 it gets bruises. Because she -- yeah. So somebody pulled her out  
8 from the seat. The seats got -- she said that the -- after the  
9 back and forth shifting, the chair lost shape. The car -- the  
10 chair was shift over and got her caught inside.

11 MR. KAMINSKI: And she got caught in the seat, then.

12 INTERPRETER: In the seat. They tried to release her from  
13 the seatbelt and pull her out.

14 MR. KAMINSKI: Okay. And did she get any seatbelt bruises or  
15 anything? Okay, how about any --

16 (Conversation in Chinese)

17 MR. KAMINSKI: So the seatbelt went down?

18 INTERPRETER: Yeah, the seatbelt went down. So both  
19 seatbelts --

20 MR. KAMINSKI: Seatbelts slid down. Okay.

21 INTERPRETER: Yeah. On the back of the -- yeah. Yeah, yeah,  
22 yeah. She said all her bruises on the butt, on the, on the belly,  
23 because they pulled her out. The first day, she had to use the,  
24 she had to use the crutch to walk. There was so much pain. So to  
25 walk, the crutch. The crutch. Got the crutch.

1 MR. KAMINSKI: Okay. Any other injuries?

2 INTERPRETER: Have some cut -- she said that her neck is  
3 hurting. Is always -- had the spasm on the back.

4 MR. KAMINSKI: Spasm in the back?

5 INTERPRETER: Yeah. She said when the, when the car flip  
6 over, she always complain the chair was cut her, cut her leg. She  
7 was in so much pain. She was screaming for help.

8 MR. KAMINSKI: Yeah. Okay. Anything else you'd like to tell  
9 me?

10 INTERPRETER: She said that the guy tried to help actually  
11 lost the wife.

12 MR. KAMINSKI: Oh, okay. Okay, now her husband. Tell me  
13 what he remembers about the crash.

14 INTERPRETER: He said that he saw they fixed the car, waiting  
15 to get the road. He heard this noise. It's like some of a noise,  
16 sound. And he was talking to some of the other passengers as, you  
17 know, this guy doesn't know how to fix a car; hear the noise he  
18 makes this car makes.

19 He said that he was dozing. And all of a sudden, he feel the  
20 car was swinging on the side to side. And the next thing he  
21 remember, he was threw out of the window. He said that usually he  
22 has a habit to put the seatbelt on. But that day -- and he has a  
23 habit to put the seatbelt on. But he doesn't recall if it was on,  
24 was not on.

25 MR. KAMINSKI: It was not on?

1 INTERPRETER: He would not --

2 MR. KAMINSKI: He doesn't recall. Okay.

3 INTERPRETER: He doesn't recall.

4 MR. KAMINSKI: But did he say he was thrown out?

5 INTERPRETER: He said he was thrown out. He said that the  
6 impact is huge. So he cannot recall what he had at the exact  
7 time. Yeah. But it happened so quick. Right away, get on the  
8 road, it just happens.

9 MR. KAMINSKI: And which side did he end up outside the bus?

10 INTERPRETER: He thrown out from the passenger side.

11 MR. KAMINSKI: Okay. On the passenger -- okay.

12 INTERPRETER: Because he sat here.

13 MR. KAMINSKI: Yeah. So he sat by the window and he went out  
14 that window.

15 INTERPRETER: Yes.

16 MR. KAMINSKI: And that's where he ended up on --

17 INTERPRETER: He said that he -- when he was threw out --  
18 hello? When he threw out, he doesn't -- he lost, he lost --

19 MR. KAMINSKI: He lost consciousness?

20 INTERPRETER: He lost conscious. So when the wife was  
21 yelling, screaming and shaking for him, and he woke up, then he  
22 realized there was a lot of blood.

23 MR. KAMINSKI: Okay.

24 UNIDENTIFIED SPEAKER: I'm sorry. So she -- the wife was  
25 able -- you got -- get out of the bus, and then went to him.

1 INTERPRETER: Yeah. Looking.

2 UNIDENTIFIED SPEAKER: Okay.

3 MR. KAMINSKI: And how did, how did his wife get out of  
4 the --

5 INTERPRETER: The wife said somebody pulled her out.

6 MR. KAMINSKI: Oh, that's right. Somebody pulled her out.  
7 And she went out the loading door? Or how did she get out after  
8 they pulled her out?

9 INTERPRETER: They get out from the loading zone.

10 MR. KAMINSKI: The loading --

11 INTERPRETER: Somebody tried to open the door. The door they  
12 get in and out for the passenger was open. So he got -- she got  
13 out from this door.

14 MR. KAMINSKI: Okay, okay.

15 INTERPRETER: Somebody used the, used the stick, a metal  
16 stick, and open the door.

17 MR. KAMINSKI: Okay. Okay. And what types of injuries did  
18 he sustain?

19 INTERPRETER: He has the neck. Neck injury.

20 MR. KAMINSKI: Neck injury?

21 INTERPRETER: Fracture. Neck fracture. He has, he has a lot  
22 of muscle strain, so he's in a lot of pain, shoulders. And then  
23 he has the laceration on the -- he has, he has five -- he has a  
24 stich here, a stich there. Total of five.

25 MR. KAMINSKI: He had stitches in his --

1 UNIDENTIFIED SPEAKER: Forehead.

2 INTERPRETER: It's all, it's all here, there.

3 MR. KAMINSKI: Oh, stitches in (indiscernible).

4 INTERPRETER: It's all -- it's here, there. Like, one stitch  
5 here, one stitch there.

6 UNIDENTIFIED SPEAKER: One here, one here.

7 INTERPRETER: There's a lot of cut.

8 MR. KAMINSKI: Anything to his legs, arms, chest?

9 INTERPRETER: Yeah, just all the --

10 MR. KAMINSKI: Left leg.

11 INTERPRETER: Yeah. It feels like he was very lucky.

12 MR. KAMINSKI: Yes. Yes. Tell him that -- yeah. Okay.

13 INTERPRETER: You want to tell them you done?

14 MR. KAMINSKI: Yes.

15 UNIDENTIFIED SPEAKER: Sorry. Did the tour guide or bus  
16 driver tell them to wear seatbelts?

17 INTERPRETER: He said that sometimes the tour bus driver --  
18 the tour bus guide will tell them to wear seatbelts, sometimes  
19 not. Okay.

20 MR. KAMINSKI: Okay. Tell them thank you very much. We wish  
21 them a speedy recovery.

22 MR. JIANG: Thank you, thank you.

23 MR. KAMINSKI: That concludes our interview here with the  
24 husband and wife, and it's 5:45.

25 (Whereupon, the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD


IN THE MATTER OF: TOUR BUS CRASH  
BRYCE CANYON CITY, UTAH  
SEPTEMBER 20, 2019  
Interview of Guifang Zhang and Dong Jiang

ACCIDENT NO.: HWY19MH012

PLACE: St. George, Utah

DATE: September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.

  
Eileen Gonzalez  
Transcriber



UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

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TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \* Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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Interview of: HANG CHE  
Passenger

Holiday Inn  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

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Interview of Hang Che:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: Ron Kaminski at the Holiday Inn. NTSB. I'm  
3 with Meg Sweeney and Susan Cui, and we're going to be talking to a  
4 female passenger, Hang Che, first name H-A-N-G, last name C-H-E.

5 (Whereupon, MS. CUI, an interpreter, translated the questions  
6 and answers for HANG CHE.)

INTERVIEW OF HANG CHE

7  
8 BY MR. KAMINSKI:

9 Q. And her date of birth?

10 A. [REDACTED]. [REDACTED]

11 Q. [REDACTED]?

12 A. [REDACTED] kilo.

13 Q. Okay. Okay. And she was sitting in the fourth row in the  
14 aisle seat?

15 A. Yes. This.

16 Q. Right side --

17 (Conversation in Mandarin.)

18 MR. KAMINSKI: They're talking about the seating chart.  
19 Discussing seating positions.

20 MS. CHE: (Through Interpreter) So we changing the seats on  
21 the, on the number 5.

22 MR. KAMINSKI: Okay. She was in the fifth row aisle seat?

23 INTERPRETER: Fifth row. Fifth row.

24 MR. KAMINSKI: Okay.

25 INTERPRETER: Okay. She said that before they get on the

1 road, that she saw the guy -- the driver was opened up to try to  
2 fix the car. She saw that they just routine check everything  
3 before they get on the road. So when they get at the -- stop at a  
4 gas station, the guy was fix the car again. She said that, when  
5 they get on the -- get back to the car, they believe the car is  
6 kind of unsafe because they fixed it twice on the road --

7 MR. KAMINSKI: Right.

8 INTERPRETER: -- so she put the seatbelt on.

9 MR. KAMINSKI: Okay.

10 INTERPRETER: She said that, when they started driving, get  
11 on the road, all of a sudden, the car starting -- hit on the --  
12 get on the right side, and it shift on the right side and it come  
13 back to the left side, then get on the, get on the --

14 MR. KAMINSKI: Side?

15 INTERPRETER: -- side. Yeah, on the left side. So she said  
16 that she tried to get out, but because she had this arm, and then  
17 she tried to hold to the seats.

18 BY MR. KAMINSKI:

19 Q. Okay. How did she hold onto the -- was it the seat, like,  
20 the armrest or the seat in front?

21 A. She said it's because the first seat was laid on the back, so  
22 she's able holded to both sides and try to hold it.

23 Q. Okay.

24 A. She said she went in the car. She saw the driver was able to  
25 open the door and then get out the front, his side. That was the

1 driver.

2 Q. So she went out the driver's door?

3 A. No, no, no. She saw the driver get out. The driver was  
4 okay.

5 Q. Okay.

6 A. She said that during the crash, the seatbelt got loose, so  
7 she was able to get out. Because --

8 INTERPRETER: Okay. Let me ask one more.

9 MR. KAMINSKI: Okay.

10 (Conversation in Mandarin.)

11 INTERPRETER: She said that, when the car started shifting  
12 back in (indiscernible), she automatically tried to hold the front  
13 seat. And then the back was thrown out, and then the seatbelt got  
14 loose. But she was still --

15 MR. KAMINSKI: In her belt.

16 INTERPRETER: -- in the, in the position.

17 MR. KAMINSKI: In the seat.

18 INTERPRETER: In the seat.

19 MR. KAMINSKI: Okay. She didn't get thrown out?

20 INTERPRETER: No, she did not. So she --

21 MR. KAMINSKI: But it did loosen up a little bit, the belt.

22 INTERPRETER: Yeah, she's loose. Yeah.

23 MR. KAMINSKI: Okay. And anything else?

24 INTERPRETER: She got a collarbone fracture. She has a  
25 stitch on the hands. Oh, there's four stitch. Two sets -- and

1 then she has a lot of bruises here. She has a mark. Yeah. She  
2 says that this side even more.

3 MR. KAMINSKI: Yes. Yes.

4 INTERPRETER: Her back is hurting very badly.

5 MR. KAMINSKI: And how did -- does she remember, how did she  
6 get out of the bus? Did she go out the front door?

7 INTERPRETER: She just said that she walked out. She tried  
8 to walk -- yeah.

9 MR. KAMINSKI: Walked out the front -- the main door?

10 INTERPRETER: Yeah.

11 MR. KAMINSKI: Okay. Okay.

12 INTERPRETER: So she had to hold the one -- she had to use  
13 one hand to hold it, the other one to get out of the car. She  
14 said there's a lot of bleeding.

15 BY MR. KAMINSKI:

16 Q. Yeah. Now does she remember the tour guide or the bus driver  
17 giving -- telling them to wear seatbelts?

18 A. She said that she doesn't remember that day, was the  
19 beginning of the day or middle. But she didn't mention that day.

20 Q. That day, but how about on the first couple days at all?

21 A. So before, sometimes they say it, sometimes they don't. Not  
22 every time. She said that the air condition is either too hot --  
23 they cannot turn the heater on, or the air on, or it's too cold  
24 and wouldn't turn on. They say, you cannot turn it back on or  
25 adjust it; that will burn the car.

1 Q. Yeah. Tell her we've heard that from several other  
2 passengers.

3 INTERPRETER: Are we done? Any more questions?

4 BY MR. KAMINSKI:

5 Q. Yeah, I -- do we know who was sitting by her?

6 A. The next one is the one sitting next to her.

7 MR. KAMINSKI: Okay, okay. Tell her thank you, thank you  
8 very much, and we wish her a speedy recovery.

9 That concludes our interview here at 10 after 6.

10 (Whereupon, at 6:10 p.m., the interview was concluded.)

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NATIONAL TRANSPORTATION SAFETY BOARD



IN THE MATTER OF:            TOUR BUS CRASH  
                                      BRYCE CANYON CITY, UTAH  
                                      SEPTEMBER 20, 2019  
                                      Interview of Hang Che

ACCIDENT NO.:                HWY19MH012

PLACE:                         St. George, Utah

DATE:                          September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.

  
  
Eileen Gonzalez  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \* Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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\* \* \* \* \*

Interview of: JIAGI LIU  
Passenger

Holiday Inn Suites  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

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Interview of Jiagi Liu:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: September 24th, I'm at the -- or excuse me --  
3 the Holiday Inn Suites in Saint George. Ronald Kaminski, NTSB.  
4 Also with me is Meg Sweeney, NTSB, our interpreter, Susan Cui, and  
5 we're going to be talking to passenger J-I-A-G-I, L-I-U, born  
6 [REDACTED] female, [REDACTED] centimeters tall, [REDACTED] kilograms.

7 She was seated in the sixth row, passenger side in the window  
8 seat.

9 (Whereupon, SUSAN CUI, an interpreter, translated the  
10 questions and answers for JIAGI LIU.)

## INTERVIEW OF JIAGI LIU

11  
12 BY MR. KAMINSKI:

13 Q. She's going to give us a description of what she remembers  
14 about the crash.

15 A. She says that when they got on the road from the west area,  
16 she started dozing and she put her seatbelt on, ready to go to  
17 sleep. And then she heard this noise, this kind of noise. She  
18 said after hearing this noise, and the car starting shift. She  
19 feel like the car was go to on the right side first. Seems like  
20 the car like flying to the left side, back and forth a couple  
21 times. The car flip, the car is turned over. When she opens her  
22 eyes, she said that the seatbelt was broken, she was outside of  
23 the car.

24 Q. So she was ejected as well?

25 A. Yes. She was very lucky. Look at her.

1 Q. Yes.

2 A. She was so traumatized.

3 Q. Yes. Yes. So did she get any bruising at all from the way  
4 it sounds?

5 A. Let me take a look. Yeah. Look. You see? She says, I see  
6 the bruises.

7 Q. Okay.

8 A. Yeah.

9 Q. So where did she end up outside, on the passenger side or  
10 the --

11 A. On the, on the right side.

12 Q. Okay. And does she remember the tour guide or the bus driver  
13 telling them to wear seatbelts?

14 A. She said from the first couple days, they being reminded  
15 that, to put the seatbelt. But that day, that day, no. No.

16 Q. And who would make the announcement? Was it the driver or  
17 the tour guide?

18 A. The tour guide.

19 Q. Okay. After that, after three days, nothing. And what types  
20 of injuries, what types of injuries did she sustain?

21 A. The ear.

22 Q. How many stitches?

23 A. She doesn't know how many stitch.

24 Q. Okay.

25 A. I think it's more than about -- she has two stitch on the

1 face and this one --

2 Q. Oh, yeah, yeah, yeah. Definitely.

3 A. Oh my God. That's a part of it. I think it's like more than  
4 15.

5 Q. Oh and look at your hand. Yeah. Nothing broken?

6 A. No. She was very lucky.

7 Q. And it was your left hand and finger.

8 A. Mm-hmm.

9 Q. Badly bruised?

10 A. Mm-hmm.

11 Q. No other cuts or lacerations other than her left cheek.

12 A. Oh she has a lot of --

13 Q. No, you don't have to show me.

14 A. No, that's okay. I saw. I saw.

15 Q. Okay.

16 A. There was a lot of cuts here or there.

17 Q. A lot of cuts on your right leg?

18 A. Both legs.

19 Q. Okay.

20 A. Look at this. Just like this. All of the cuts.

21 DR. SWEENEY: Cuts and bruises.

22 BY MR. KAMINSKI:

23 Q. Okay. Cuts and bruises.

24 A. Yeah. And her back got a strain.

25 Q. Back strain?

1 A. Back strain and she cannot turn and move the back and as well  
2 as the neck because it hit on that side.

3 Q. And that, sure. Sure.

4 A. Yes. She feels dizzy most of the time.

5 Q. Was she, did she have a concussion or anything?

6 A. No.

7 Q. Was she knocked out?

8 A. She said that there was a short time she lost her, she  
9 doesn't know what happened.

10 Q. Okay. Okay. Anything else, or do you think we got it all?

11 DR. SWEENEY: Your shirt? Your shirt? Did you get that on  
12 this trip?

13 INTERPRETER: No, they gave it to her. It was a volunteer.  
14 Somebody gave it to her.

15 DR. SWEENEY: Okay.

16 MS. LIU: She lost -- she could not find her phone and her  
17 bag, the backpack.

18 MR. KAMINSKI: Okay. Tell her I will look tomorrow when we  
19 go to the bus.

20 MS. LIU: Thank you.

21 MR. KAMINSKI: I will look for that. I will look for the  
22 phone, and whatever I find, we will -- I'll give you a call, maybe  
23 before --

24 INTERPRETER: She'll give me a call. Yeah, we'll call it in.  
25 Yeah.



1 MR. KAMINSKI: Okay. Hey, I need to get your phone number.  
2 I don't think I have it.

3 INTERPRETER: Huh?

4 MR. KAMINSKI: I don't think I have your phone number yet.

5 INTERPRETER: No, you called me.

6 MR. KAMINSKI: That's right. I do have it. I texted you.  
7 Yes. Yes.

8 INTERPRETER: Yeah. Yeah.

9 MR. KAMINSKI: I'm sorry.

10 INTERPRETER: No.

11 MR. KAMINSKI: Okay. Anything else? Is there anything else  
12 you want us to know? Tell her thank you and a speedy recovery.  
13 That concludes our interview here. It's five minutes to 6.

14 (Whereupon, at 5:55 p.m., the interview was concluded.)  
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:            TOUR BUS CRASH  
                                      BRYCE CANYON CITY, UTAH  
                                      SEPTEMBER 20, 2019  
                                      Interview of Jiagi Lui

ACCIDENT NO.:                HWY19MH012

PLACE:                         St. George, Utah

DATE:                         September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.



Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: JIANGUANG CHU  
Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

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By Mr. Kaminski		4
By Dr. Sweeney		7
By Mr. Kaminski		8

I N T E R V I E W

1  
2 MR. KAMINSKI: Today's date is September 24th. I'm at Dixie  
3 Hospital. This is Ronald Kaminski with the NTSB. I'm here with  
4 Meg Sweeney with the NTSB. And our interpreter, Susan Cui, C-U-I,  
5 C-I-U --

6 MS. CUI: C-U-I.

7 MR. KAMINSKI: C-U-I. And we're going to be talking to bus  
8 passenger, J-I-A-N-G-U-A-N-G, last name Chu, C-H-U, date of birth  
9 is [REDACTED].

10 (Whereupon, SUSAN CUI, an interpreter, translated the  
11 questions and answers for JIANGUANG CHU.)

## INTERVIEW OF JIANGUANG CHU

12  
13 BY MR. KAMINSKI:

14 Q. And his approximate height and weight is?

15 A. [REDACTED] centimeters.

16 Q. [REDACTED] Okay.

17 A. [REDACTED] kilos.

18 Q. Okay. And could he, what does he remember about the -- oh,  
19 does he remember where he was seated?

20 A. That one.

21 Q. All the way in the back?

22 A. Yes, this one.

23 Q. But all the way in the center seat?

24 A. Last one, this one.

25 Q. The second seat?

1 A. Yeah.

2 Q. Okay.

3 A. That's what he told me.

4 Q. Okay. And was anyone seated next to him?

5 A. He said nobody seated there. It's a woman in the other  
6 corner. He was sitting, they both were sitting at the back, back  
7 row. And he was sitting on the --

8 Q. Okay. And he was, he was there.

9 A. He is here.

10 Q. And he was -- okay.

11 A. Yeah.

12 Q. Okay. And does he remember what happened in the crash?

13 A. He said that he's lost all the memory. He doesn't remember  
14 things very clear.

15 Q. He's lost his memory?

16 A. He said, whatever he remembers, he tells you.

17 Q. Okay. We're talking what he remembers?

18 A. Yeah.

19 Q. Okay.

20 A. He said, I tell whatever I can recall.

21 Q. Okay. Okay.

22 A. He said the car was driving very, very fast. They keep  
23 telling the driver, slow down. The car didn't slow down. The car  
24 was driving same fast, speeding on the very smooth road. All of  
25 the sudden the car drive very fast.

1 Q. Okay.

2 A. Even faster. He said, he doesn't remember anything after.  
3 So, all he remembers the car was driving. All of a sudden, the  
4 car speed up again, and he doesn't remember after all.

5 Q. Okay. And so, does he remember how he got out of the bus?

6 A. No, he doesn't remember anything.

7 Q. Okay. And --

8 A. He said that when he woke up, he was in the hospital.

9 Q. Okay. And was he wearing his seat belt?

10 A. Yes.

11 Q. Okay. Does he have any seat belt bruising on his waist?

12 A. He said no.

13 Q. No?

14 A. Mm-mmm.

15 Q. And --

16 A. He said, he made the seat belt kind of loose, not very tight.

17 Q. Okay. Does he remember the driver ever talking about wearing  
18 their seat belts?

19 A. He said, not always.

20 Q. But he did mention it but not always, not every --

21 A. He said that never.

22 Q. Okay.

23 A. They never recall. Doesn't know the, I was asking them if  
24 the driver has at that time an emergency exit. They say no.

25 Q. An emergency what?



1 A. Emergency door, exit.

2 Q. Yes. They didn't have one. No.

3 A. They don't have one. Okay. The car didn't, didn't tell them  
4 to wear seat belts. They don't recall that.

5 Q. Okay. And so, he was, the car was going fast, they told him  
6 to slow down. The road was smooth, but then the car started going  
7 a little faster. And then the accident happened. And he doesn't  
8 remember anything after that.

9 A. No. Mm-mmm.

10 Q. He had no idea how he got out. He woke up in the hospital.  
11 He was wearing his seat belt, but he didn't have any bruising.  
12 But he was wearing the seat belt loosely.

13 A. Yes.

14 Q. And the bus driver never mentioned anything about wearing  
15 seat belts that they could remember.

16 A. No, they don't remember.

17 Q. They can't remember. Okay. Okay. Thank you.

18 DR. SWEENEY: Can I ask one question?

19 MR. KAMINSKI: Sure. Yes.

20 BY DR. SWEENEY:

21 Q. Did the driver drive fast normally, or was it just this one?

22 A. He said that sometime, he said that he didn't know why  
23 sometimes the driver drive very fast. They can tell. And  
24 sometime, it's kind of, you know, slow. But they don't why. He  
25 said that they don't know before the accident happened, all of a

1 sudden, the car speed up before the car got accident.

2 MR. KAMINSKI: Okay.

3 MR. CHU: Yeah.

4 BY MR. KAMINSKI:

5 Q. And what types of injuries did he sustain?

6 A. He said that, he said that he had pain to the chest every  
7 time he breathes in, out, it's hurting. And also, he gets hurt,  
8 he got hurt on the left knee.

9 Q. Left knee. Okay.

10 A. So, and he has very poor memory. He doesn't remember.

11 Q. So, he had a head injury of some sort?

12 A. He has a concussion. Doesn't remember. He said, he cannot,  
13 he says, he cannot get up real fast because he gets really dizzy.

14 Q. Gets dizzy, huh?

15 A. Very dizzy, and he cannot sit up for, he cannot sit up.  
16 That's why he's laying there. He, when he said --

17 Q. No injuries to his back or anything? Neck?

18 A. He says the neck is hurting.

19 Q. Okay.

20 A. Yeah.

21 Q. And then he's got bumps and bruises and scrapes?

22 A. Yes. He says that he has a pain in here.

23 Q. Okay.

24 A. He said if he tries to get up, it's very hurting here.

25 Q. Abdomen pain. Okay.

1 A. Yeah. Yeah.

2 Q. Okay.

3 A. Yeah, this part is very, very hurting, on the chest. He was  
4 laying down, it's hurting up here.

5 Q. Okay. Okay. Did we miss anything? I think we got it.

6 A. We got it.

7 MR. KAMINSKI: Okay. Tell them thank you very much. We wish  
8 him a speedy recovery.

9 MR. CHU: Thank you.

10 MR. KAMINSKI: Okay.

11 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: TOUR BUS CRASH  
BRYCE CANYON CITY, UTAH  
SEPTEMBER 20, 2019  
Interview of Jianguang Chu

ACCIDENT NO.: HWY19MH012

PLACE: Dixie Regional Medical Center  
Saint George, Utah

DATE: September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.



Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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\* \* \* \* \*

Interview of: JIN WANXIA  
Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

PAGE

Interview of Jin Wanxia:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: Today's date is September 24th. I'm at Dixie  
3 Hospital. My name is Ronald Kaminski with the NTSB. I'm here  
4 with Meg Sweeney from the NTSB and our interpreter, Susan Cui.

5 And we're going to be taking to Jin Wanxia, first name,  
6 J-I-N, last name, W-A-N-X-I-A. Date of birth is August [REDACTED]  
[REDACTED]

8 (Whereupon, SUSAN CUI, an interpreter, translated the  
9 questions and answers for JIN WANXIA.)

INTERVIEW OF JIN WANXIA

10  
11 BY MR. KAMINSKI:

12 Q. Her approximate height and weight?

13 A. [REDACTED]

14 Q. Okay. Does she remember where she was seated?

15 A. She was sitting here.

16 Q. Fifth row, window seat, left side.

17 A. And this is the husband.

18 Q. Okay. And her husband was in the aisle seat, next to her?

19 A. Yes.

20 MR. KAMINSKI: And I don't know, it seems like it's kind of  
21 hard for her to talk.

22 INTERPRETER: No, she can talk. She can talk.

23 MR. KAMINSKI: She can, okay.

24 INTERPRETER: She can talk. Now you ask question, let me try  
25 to, yeah.



1 BY MR. KAMINSKI:

2 Q. If she remembers what, how, what happened?

3 A. She doesn't remember.

4 Q. Okay.

5 A. She said that when she woke up, she woke up she was outside  
6 of the car.

7 Q. Okay. And was she wearing her seat belt?

8 A. She said, she remembered she did something cross it, the seat  
9 belt, because she did these actions.

10 Q. She remembers doing that?

11 A. Yeah.

12 Q. Okay. Did she, oh, she doesn't know. Does she any bruising  
13 or anything?

14 A. Yes. There is some bruises here, look.

15 Q. No? Yes? Yes. Okay.

16 A. Yeah.

17 Q. And what other injuries does she have?

18 A. She said that she lost eight teeth.

19 Q. Okay.

20 A. And the lower jaw broke three pieces, into the three pieces.

21 And she had a surgery to fix it. Also, she has a neck fracture.

22 And then she has left upper arm fracture. And she has

23 lacerations, the small we talk about here and there.

24 Q. Right. Okay.

25 A. Yeah.

1 Q. And does she want to say, tell us anything else about the  
2 trip or anything that happened?

3 A. She cannot talk that much.

4 MR. KAMINSKI: Okay. Okay.

5 INTERPRETER: Yeah.

6 MR. KAMINSKI: Well you tell her we wish her a speedy  
7 recovery and we thank her for her time.

8 INTERPRETER: She got two units transfusion. They had to  
9 transfuse because she lost the blood.

10 MR. KAMINSKI: Right. Okay. And that concludes our  
11 interview here. It's approximately 1 p.m.

12 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:            TOUR BUS CRASH  
                                  BRYCE CANYON CITY, UTAH  
                                  SEPTEMBER 20, 2019  
                                  Interview of Jin Wanxia

ACCIDENT NO.:                HWY19MH012

PLACE:                        St. George, Utah

DATE:                         September 24, 2019

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Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \* Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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\* \* \* \* \*

Interview of: QUIN XU  
Passenger

Holiday Inn Express  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

PAGE

Interview of Quin Xu:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: Today is the 24th. I'm at the Holiday Inn  
3 Express in St. George. Ronald Kaminski, NTSB. I'm here with Meg  
4 Sweeney, NTSB, Susan Cui, our interpreter and we're going to be  
5 talking to a female, first name is Q-U-I-N, last name is X-U.

6 And she was seated in the fifth row, window seat on the right  
7 side. And they're going to, we're going to get her height and  
8 weight and her date of birth. Okay.

9 (Whereupon, SUSAN CUI, an interpreter, translated the  
10 questions and answers for QUIN XU.)

## INTERVIEW OF QUIN XU

11  
12 BY MR. KAMINSKI:

13 Q. Her date of birth is [REDACTED]. And her height is [REDACTED]  
14 centimeters and weight is [REDACTED] kilograms. Now she's going to give  
15 us a description of what she remembers about the crash.

16 A. She said that, she said that the things happened. The first  
17 there was a very abnormal noise. And it feels like the car was  
18 shift and it's like flying somehow, this feeling. So, she just  
19 yells, screaming to the next one, the next passenger, her friend.

20 This is something that happened. Somebody let her hold. So,  
21 she had the seatbelt on. She holds to the front seat. And that's  
22 why she gets a very minor injury. She had seatbelt on, and she  
23 was able to hold so she was sitting, she would stay in the  
24 position.

25 DR. SWEENEY: Was there someone in that Row 4?

1 INTERPRETER: Huh?

2 DR. SWEENEY: Was there somebody sitting?

3 INTERPRETER: She said that someone in front of the seat and  
4 row. But I didn't have that information yet.

5 BY MR. KAMINSKI:

6 Q. Okay. So, there was somebody in front in that seat?

7 A. Yeah.

8 Q. Okay.

9 A. Someone row.

10 Q. Oh, somebody that was in front --

11 A. In front of the row.

12 Q. Was that person that was thrown out in front of her, was she  
13 one of the deceased?

14 A. She said she wasn't sure. Yes. Okay. She said that she was  
15 sitting, still sitting in the seats when this happened. And she  
16 was holding the front chair tight, so that's why she didn't have  
17 too much injury.

18 Q. Yes. Okay.

19 A. So, she said, after, when the car landed on the side, she was  
20 still in the, she still had the seatbelt on. She said that the  
21 driver come to say, you need to come out. So, she was able to  
22 loosen the --

23 DR. SWEENEY: Unlatch?

24 INTERPRETER: -- unlatch the seatbelt and use the strip from  
25 the, from the car to hold the bleeding.



1 WITNESS: Yes.

2 INTERPRETER: She was bleeding very bad. Yeah.

3 BY MR. KAMINSKI:

4 Q. And how did she get out of the seat? Did she go out the  
5 front door?

6 A. She from the front.

7 Q. The front door?

8 A. Yeah.

9 Q. Okay.

10 A. Front door.

11 Q. Now does she remember the tour guide or the bus driver  
12 telling her to wear her seatbelt?

13 A. She said that they didn't tell time by time you have to wear  
14 seatbelt. But not ever time they get in the car. Sometimes. But  
15 she doesn't recall specifically that day if they told or not told.

16 She said when they tried to fix her in the rest area, she  
17 feels like something might happen to get a scrape. She said, she  
18 put the seatbelt right away.

19 Q. And what types of injuries did she get?

20 A. She has a stitch on the eyeball, on the lower.

21 Q. The lower eye. Bruised, stitches.

22 A. Yes. She said that every time she breathing the chest is  
23 hurting. And that she cannot cough. If cough, the back is  
24 hurting.

25 Q. Does she have seatbelt bruises?

1 A. See that's, that's on the side.

2 Q. Oh, okay. Yeah.

3 A. It's both sides.

4 Q. Bruise on both hips?

5 A. Yeah, both hips. Yeah.

6 Q. Both hips.

7 A. Yeah. It's like above the public area. Yeah.

8 Q. Okay. Yep.

9 A. That's a gooder one.

10 Q. Right. Yeah.

11 A. That's a gooder one.

12 Q. Yeah, yeah.

13 A. She has a lot of bruise on the arm.

14 MR. KAMINSKI: Okay. They said sometimes, so I think we got  
15 all the questions on that. Okay. That concludes our interview  
16 here at 6:15.

17 (Whereupon, the interview was concluded.)

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NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:            TOUR BUS CRASH  
                                      BRYCE CANYON CITY, UTAH  
                                      SEPTEMBER 20, 2019  
                                      Interview of Quin Xu

ACCIDENT NO.:                HWY19MH012

PLACE:                         Holiday Inn Express  
                                      St. George, Utah

DATE:                          September 24, 2019

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complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.



Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: SHENSHOU QI

Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MEG SWEENEY, Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

PAGE

Interview of Shenshou Qi:

By Mr. Kaminski

4

I N T E R V I E W

(1:16 p.m.)

1  
2  
3 MR. KAMINSKI: Today's date is September 24th and we're at  
4 the Dixie Regional Hospital. Ronald Kaminski, NTSB, Meg Sweeney,  
5 NTSB, and our interpreter, Susan Cui. We're going to be talking  
6 to Mr. Shenshou Qi, S-H-E-N-S-H-O-U, last name, Q-I. Date of  
7 birth is [REDACTED], [REDACTED] centimeters and [REDACTED] kilos.

8 (Whereupon, SUSAN CUI, an interpreter, translated the  
9 questions and answers for SHENSHOU QI.)

## INTERVIEW OF SHENSHOU QI

10  
11 MR. KAMINSKI: So if you can just confirm where he was  
12 seated? That's the driver, yeah.

13 Okay. And was he seated next to his wife or --

14 INTERPRETER: Yes, wife.

15 MR. KAMINSKI: And we talked her, didn't we then?

16 INTERPRETER: Yeah, we talked her, with the key issues.

17 MR. KAMINSKI: Right. But -- okay. So she was in the fifth  
18 row in the window seat?

19 INTERPRETER: She's a window seat. She's a window and he is  
20 here.

21 MR. KAMINSKI: What was her name?

22 INTERPRETER: That's the J-I-N.

23 MR. KAMINSKI: Okay.

24 INTERPRETER: No, J-I-N, no G.

25 MR. KAMINSKI: Okay. And if you could -- you indicated he

1 was in the fifth row, left side, aisle seat.

2 INTERPRETER: Yes.

3 MR. KAMINSKI: And his wife was seated next to him. And if  
4 you could give me a description of what he remembers about the  
5 crash?

6 INTERPRETER: She said that usually they get like a 15-minute  
7 break. This time when they stopped, the driver gave them more  
8 time, so like 25 minutes. And the reason he did that because  
9 there were too many people here. Maybe it's on the line to get to  
10 the toilet.

11 MR. KAMINSKI: Okay.

12 INTERPRETER: So, when they come out, they found the driver  
13 was under the car, to fix the car. He said someone helped the  
14 driver to fix something, but they, he didn't see who exactly fixed  
15 with the driver, the car.

16 MR. KAMINSKI: Probably the tour guide. Could it be the tour  
17 guide?

18 INTERPRETER: Maybe the tour guide.

19 MR. KAMINSKI: Okay. Okay. Go ahead.

20 INTERPRETER: He's about half hour when they get back on the  
21 road, maybe half hour. All of a sudden, the car speed up. He  
22 said, maybe couple, even couple seconds after that, he feels the  
23 car is kind of --

24 MR. KAMINSKI: Swaying?

25 INTERPRETER: -- the car is swaying back and forth, like



1 flying. Then I heard a, then he said, I, he said I heard a bang,  
2 a big bang and the, he said that he heard a big, big noise and  
3 then, he said, somebody, somebody get out of the car and it, he  
4 started blackout. I cannot see this.

5 MR. KAMINSKI: So, he heard a big bang --

6 INTERPRETER: Yeah.

7 MR. KAMINSKI: And somebody flew out?

8 INTERPRETER: He said, all of a sudden, he found somebody  
9 that was sitting next to him, was gone. He says, he believed they  
10 got out. He said, like this is all I could just check. He said  
11 at the same time, the car --

12 MR. KAMINSKI: The bus.

13 INTERPRETER: The right, the bar, the bus, the right side  
14 started to lift. He said, I realized the car is going to, is  
15 going to roll over.

16 He says, I just hold the front seat and put my head in front  
17 of the chair. He said, very short, it's like one to two seconds.  
18 He says, finally the car land on the wheel. He said, he felt  
19 hard. He said it's very, very quick, a very short time.

20 So, everything happened in like in one to two seconds. So  
21 quick, you know. All he remembers was bang and it started to  
22 shift, and --

23 MR. KAMINSKI: And it flipped and then it tipped over.

24 INTERPRETER: -- it flipped. And that's it. Tipped over,  
25 yeah.

1 MR. KAMINSKI: Okay.

2 INTERPRETER: Then he feels everything from the ceiling.

3 MR. KAMINSKI: Oh, the roof came down.

4 INTERPRETER: The roof come down, too. He afraid that  
5 something exploded.

6 MR. KAMINSKI: Oh.

7 INTERPRETER: He jump up from the window.

8 MR. KAMINSKI: Oh.

9 INTERPRETER: He said I started looking for my wife.

10 MR. KAMINSKI: And where was she seated?

11 INTERPRETER: She sat next to him. The one we went there  
12 with the teeth, jaw.

13 MR. KAMINSKI: Yes.

14 INTERPRETER: Yeah, that's the wife.

15 MR. KAMINSKI: Okay. But he said, he said that there was a,  
16 the woman next to him was gone.

17 INTERPRETER: Yeah.

18 DR. SWEENEY: And was that across the aisle maybe?

19 MR. KAMINSKI: Or was it --

20 DR. SWEENEY: Or because he was sitting next to her. Yeah?

21 INTERPRETER: She was, he was sitting here. She was sitting  
22 here.

23 MR. KAMINSKI: Right. But he said his wife was, the woman  
24 next to him was gone.

25 INTERPRETER: The woman is the wife.

1 MR. KAMINSKI: Oh. Where was, where did she end up? Does he  
2 know?

3 INTERPRETER: He said the wife was sitting on the, on the  
4 road. There was blood on the blonde (ph.) woman sitting. One of  
5 the Americans, older lady, use the gauze to hold the bleeding from  
6 the jaw.

7 MR. KAMINSKI: So, the, so he, does he think his wife was  
8 thrown out of the bus, too?

9 INTERPRETER: He jumped out of the bus. The bus was thrown  
10 off the bus. And he found the wife outside of the car.

11 MR. KAMINSKI: Right. But he found the wife outside?  
12 Because he said, she was gone.

13 INTERPRETER: Yeah.

14 MR. KAMINSKI: So, was she ejected? Was she thrown out  
15 during the crash?

16 INTERPRETER: Yeah. Yeah. He went, he said, she's gone,  
17 she's gone for the life. Just she disappeared from this --

18 MR. KAMINSKI: Right. That's what I'm saying. So, she's  
19 gone out of the seat.

20 INTERPRETER: Yes.

21 MR. KAMINSKI: So, and he found her outside sitting.

22 INTERPRETER: Yes. On the ground.

23 MR. KAMINSKI: Bleeding.

24 INTERPRETER: Yes.

25 MR. KAMINSKI: But so, does that mean that she was thrown out

1 the window?

2 INTERPRETER: Yes.

3 MR. KAMINSKI: Okay.

4 DR. SWEENEY: And bruises.

5 MR. KAMINSKI: Oh, she --

6 INTERPRETER: He said when the car roof landed, the wife next  
7 to him was not sitting there. And when --

8 MR. KAMINSKI: But she had the seatbelt marks. Remember?

9 INTERPRETER: Yeah. Yes. Yes. She had --

10 DR. SWEENEY: But outside the bus?

11 INTERPRETER: Yeah. He said, whatever that he feels like she  
12 was on the other side of the roof.

13 MR. KAMINSKI: So okay, was he wearing his seatbelt?

14 INTERPRETER: Yes.

15 MR. KAMINSKI: Yes. Okay. Was his wife?

16 INTERPRETER: He say, he said that we all have the knowledge,  
17 but we just come driving so far.

18 MR. KAMINSKI: And so, she was wearing her seatbelt?

19 INTERPRETER: Yeah.

20 MR. KAMINSKI: So, does he think that her seatbelt failed?

21 INTERPRETER: He said he wasn't sure. Or he said the  
22 connector was reduced because he said he doesn't know what  
23 happens.

24 MR. KAMINSKI: So, she did have the belt?

25 INTERPRETER: Yeah.

1 MR. KAMINSKI: The belt?

2 DR. SWEENEY: Because she had the bruise --

3 MR. KAMINSKI: Right.

4 DR. SWEENEY: -- from the seatbelt. Right?

5 MR. KAMINSKI: Right.

6 DR. SWEENEY: Because she was, yes. Yeah.

7 MR. KAMINSKI: I could pull that belt and we can get it  
8 tested, you know. We may do that.

9 DR. SWEENEY: Yeah. That one.

10 MR. KAMINSKI: Yes, on that belt. Yeah.

11 INTERPRETER: That's the seat here.

12 MR. KAMINSKI: Yeah. Fifth row, window. Yes.

13 INTERPRETER: He said the wife was wrong that if he, 16  
14 meters.

15 MR. KAMINSKI: (indiscernible). Which side of the -- when he  
16 got out, how did he -- he jumped out the window on the left side,  
17 was it?

18 INTERPRETER: He got out from the left side.

19 MR. KAMINSKI: And is that where he saw his wife?

20 INTERPRETER: She was on the same side of where he got out,  
21 which is on the left side.

22 MR. KAMINSKI: So, he got out on the driver side and he saw  
23 that his wife was 16 meters farther down the road?

24 INTERPRETER: Yeah. Yes.

25 MR. KAMINSKI: Got it. Wow. And what types of injuries did

1 he sustain?

2 INTERPRETER: The head.

3 MR. KAMINSKI: Head injury?

4 INTERPRETER: The major is the head. Yes.

5 MR. KAMINSKI: Concussion?

6 INTERPRETER: No broken.

7 MR. KAMINSKI: Okay. No broken bones, but did he have a  
8 concussion?

9 INTERPRETER: He said, he did not know what happened to him.  
10 He's got bigger bruises and he was so worried about wife, when he  
11 found the wife alive, he felt a little bit relieve and then he  
12 realizes there's a bruise on his face.

13 MR. KAMINSKI: Okay. Does he have any, he's wearing his  
14 seatbelt, did he get any, a bruise across his waist?

15 INTERPRETER: He said, no more right now. He didn't pay  
16 attention at that time. But right now, he doesn't have.

17 MR. KAMINSKI: He doesn't have anything?

18 INTERPRETER: No. He was trying to just stand up. How can  
19 he bruise? The seatbelt will cause the bruise. I said, somebody  
20 seatbelt caused the, in total trauma.

21 MR. KAMINSKI: Yes.

22 INTERPRETER: We have a liver rupture.

23 MR. KAMINSKI: Yes.

24 INTERPRETER: The spleen rupture, you know, stomach rupture  
25 because seatbelt too tight.

1 MR. KAMINSKI: Right. Right. Yeah. Because you can say,  
2 his wife had the seatbelt, that's why we were asking him, you  
3 know, that's why. Okay. Anything else he wants to say about  
4 the --

5 INTERPRETER: He said, he believes this car had some issues  
6 and they got it on the road with a problem, they did not fix. He  
7 said that the car on the road, always has this weird noise.

8 MR. KAMINSKI: Well you can tell him our expert is, our  
9 vehicle expert, car expert is looking at the bus very thoroughly.  
10 He's looking at the brakes and steering wheel, that stuff.

11 INTERPRETER: He said, he said that he feels like the driver  
12 always like steer or overdrive, that it cracked the back, always  
13 like a --

14 MR. KAMINSKI: Kind of a little swerving, corrected.

15 INTERPRETER: Swerve and correct. And he said, he said, they  
16 were like a, the people with the body would shift from this side  
17 around so much. Yeah.

18 MR. KAMINSKI: Okay. Is that right before the crash or the  
19 whole trip?

20 INTERPRETER: On the whole road they had same, they had the  
21 same issues with his driving, like shifting on one side. He said  
22 like we tried, all tried to over correct it.

23 DR. SWEENEY: Hello?

24 MR. KAMINSKI: Hold on.

25 DR. SWEENEY: Yes. Yeah.

1 MR. KAMINSKI: Yeah.

2 INTERPRETER: I know he was --

3 DR. SWEENEY: Just the driver, or the driver never instructed  
4 you to wear a seatbelt?

5 MR. KAMINSKI: Oh, yeah.

6 DR. SWEENEY: Sorry. No, not, thank you.

7 MR. QI: Thank you. Thank you.

8 MR. KAMINSKI: We just asked if the driver, if he knows the  
9 driver ever mentioned about wearing a seatbelt?

10 INTERPRETER: He said sometimes he mentioned. Sometimes he  
11 did not. He said sometimes he will tell the people, we'll get it  
12 on the freeway, please wear seatbelt. He said maybe half of the  
13 time.

14 Yeah, it's only half of the time when they get on the road,  
15 get in the car, he will mention it.

16 MR. KAMINSKI: Okay. Okay. I think that's it, huh?

17 DR. SWEENEY: Mm-hmm.

18 MR. KAMINSKI: Tell him we thank him very much. Xièxiè. And  
19 we wish him a speedy recovery, him and his wife.

20 INTERPRETER: You have no questions?

21 DR. SWEENEY: No. We answered it. It was the driver.

22 MR. KAMINSKI: The driver.

23 INTERPRETER: Thank you.

24 DR. SWEENEY: Thank you.

25 INTERPRETER: He's a very nice guy.



1 MR. KAMINSKI: Oh yes. I can tell.

2 INTERPRETER: He feeds me all the time. Says, come to eat.

3 I've got food for you.

4 MR. KAMINSKI: That concludes our interview here at 1:35.

5 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:            TOUR BUS CRASH  
                                      BRYCE CANYON CITY, UTAH  
                                      SEPTEMBER 20, 2019  
                                      Interview of Shenshou Qi

ACCIDENT NO.:                HWY19MH012

PLACE:                         Dixie Regional Medical Center  
                                      Saint George, Utah

DATE:                          September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.



Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: WEIGANG XIE

Passenger

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

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Interview of Tg Xie Weigang:

By Mr. Kaminski

4

I N T E R V I E W

(9:20 a.m.)

1  
2  
3 MR. KAMINSKI: The date is the 24th. We're going to be  
4 talking to the tour operator. His first name -- last name is X-I-  
5 E, first name is W-E-I-G-A-N-G. His date of birth is [REDACTED],  
6 [REDACTED]. And he was the tour guide seated in the first row,  
7 in the aisle seat behind the driver.

8 (Whereupon, SUSAN CUI, an interpreter, translated the  
9 questions and answers for WEIGANG XIE as needed.)

## INTERVIEW OF WEIGANG XIE

BY MR. KAMINSKI:

11  
12 Q. So why don't you just describe what you remember about the  
13 crash.

14 A. (In English) Okay. That day we first leaving Dovetail (ph.)  
15 8:30.

16 Q. Okay.

17 A. Oh, sorry. 8 o'clock, sorry.

18 Q. Okay.

19 A. It was 8 o'clock. Yeah. Okay. Forty minutes later, we are  
20 going to Zion National Park.

21 Q. To Zion. Okay.

22 A. Yeah. That's the park. No stop.

23 Q. Okay.

24 A. No stop. And 9:40, we are leaving Zion National Park.

25 Q. Okay.

1 A. Okay. And 30 minutes later, 10 to -- okay, we are arriving  
2 at gas station. I will give you gas station, the gas station's  
3 address. Just one second.

4 Q. Okay. We're waiting to get, waiting to get an address.

5 A. Yes. Gas station address. Here. So our bus stop here,  
6 because it's called Zion National Park --

7 Q. White Mountain Trading Post.

8 A. -- has no restroom, you know. Zion Park, then Zion Park, no  
9 restroom. So our buses stops here because here is restroom.  
10 Because that day, two or three buses stop here, so I think this is  
11 many, many. So two or three groups here, so I think it's --  
12 people is, many, many people in there. So I (indiscernible) to my  
13 group persons, you can stop here, go to the restroom, it's 20  
14 minutes, because it's two or three or four buses here.

15 Q. Right.

16 A. Okay. Okay. But wait, I will -- outside, I will be outside  
17 of this restroom for (indiscernible) to stop.

18 Q. Right.

19 A. Okay. My driver told me -- okay. My driver has told me,  
20 okay, do you have key? Do you have key? Yes. I say, yes. Okay.  
21 What's wrong? Okay. He take the -- (Chinese spoken)

22 INTERPRETER: The bat?

23 MR. XIE: (Chinese spoken)

24 INTERPRETER: A wooden stick?

25 MR. XIE: (In English) Yeah, wood stick. Yeah, wood stick,

1 to take a wood stick as he told me. So you just turn on the key.  
2 Like five uses turn on the key with, I hit our bus, use a wood  
3 stick. Okay. So just hit with stick with --

4 (Conversation in Chinese)

5 MR. XIE: (In English) So, I think our bus, okay, do you map?  
6 This is bus, yeah?

7 MR. KAMINSKI: Yeah.

8 MR. XIE: This bus is our -- the bus top. Bus top.

9 Do you have a bus map? Yeah. Yeah. This is bus top. Yeah.  
10 Okay. This is gate. Yeah.

11 BY MR. KAMINSKI:

12 Q. The door?

13 A. Yeah, it's a door; gate. Okay. Here.

14 Q. That's the hood?

15 A. Yeah. Yes. Yes, our -- yes, here.

16 (Conversation in Chinese)

17 MR. XIE: Yes. The whole (Chinese spoken) under the bus.

18 BY MR. KAMINSKI:

19 Q. Right. He went under the bus with a stick?

20 A. Yes. Our driver hit the bus.

21 Q. Right.

22 A. Okay. Okay. Now hit our bus and the way -- sorry. Hit our  
23 bus. I turned the key. Okay. But on the first turn of the key,  
24 bus is not working. Okay. Bus not working.

25 Q. Okay.



1 A. And the next time, okay, turn the key, and the bus is okay.

2 Q. Okay.

3 A. Okay. And from our gas station to restaurant, I think 30  
4 minutes later. Okay. No stop, but -- okay, 30 minutes later  
5 traffic accident is over.

6 Q. Okay.

7 DR. SWEENEY: It's happened?

8 MR. XIE: Yeah. It happened.

9 BY MR. KAMINSKI:

10 Q. Okay. And what do you remember about the, about the crash?  
11 The driving, what do you --

12 A. I don't know, because I say, when we our way, when our go to  
13 the restaurant, Subway.

14 Q. Okay.

15 A. So, okay, I use my phone and make our reservation for Subway.  
16 So I don't see anything, you know, with bus.

17 Q. Oh, okay.

18 A. Okay.

19 (Conversation in Chinese.)

20 MR. XIE: (In English) I mean, I think, because I remember  
21 the bus is -- at first on our left, on our left. But it's very,  
22 very --

23 (Through interpreter) Shaking.

24 (In English) Yeah, shaking, yeah. It's on our left. And --

25 (Through interpreter) Yeah. So, when we go left, on our

1 left, we go to the left first, then come back to right, and then  
2 wreck.

3 (In English) Okay. Yeah. But it's, I think -- 5 seconds.  
4 Five seconds, it's the bus is turn over.

5 Q. It flipped over?

6 INTERPRETER: Flip over.

7 MR. XIE: (In English) Okay. Yeah. It's turned over.

8 (Conversation in Chinese)

9 INTERPRETER: He doesn't remember the car flip over from on  
10 the left side, this roll or this roll, he doesn't remember.

11 MR. XIE: (In English) Yeah, because --

12 BY MR. KAMINSKI:

13 Q. Okay.

14 A. (In English) So another -- finally after the accident, okay,  
15 I find glasses and I open another door, so driver's another door,  
16 you know --

17 (Through interpreter) There was, there's a, there is --

18 (In English) This is, this is bus driver's door, yeah, you  
19 know? And there's another seat.

20 (Conversation in Chinese)

21 INTERPRETER: He opened the, he opened the --

22 MR. KAMINSKI: The driver door?

23 INTERPRETER: -- the driver, the other side.

24 MR. XIE: (In English) No, no, no, not the driver door.

25 Driver's door on --

1 INTERPRETER: Not driver door. On the other side.  
2 MR. XIE: -- on the right.  
3 INTERPRETER: The side.  
4 MR. XIE: Sorry.  
5 INTERPRETER: The front door.  
6 MR. KAMINSKI: The front door?  
7 INTERPRETER: The front door, on the driver --  
8 MR. KAMINSKI: Not the, not the --  
9 INTERPRETER: -- passenger side.  
10 MR. XIE: Okay. Yeah.  
11 INTERPRETER: The door only for the passenger enter.  
12 MR. XIE: The driver door is on our left.  
13 INTERPRETER: The other side.  
14 MR. XIE: On our front.  
15 INTERPRETER: The front door.  
16 MR. XIE: On the right. On right, yeah.  
17 INTERPRETER: The front door on the right.  
18 MR. XIE: Yeah.  
19 INTERPRETER: Okay.  
20 MR. KAMINSKI: Right. Okay.  
21 INTERPRETER: The passenger side.  
22 MR. KAMINSKI: Right.  
23 MR. XIE: And I call 911. And I call my company, America  
24 Shangjai Company.  
25 BY MR. KAMINSKI:

1 Q. Right.

2 A. (In English) Okay. So after things, you know, okay. After  
3 things, okay, (indiscernible) come here and there are some peoples  
4 come here who help me and go to a rest -- go to a hospital.

5 Q. Okay. Now do you, were you wearing your seatbelt?

6 A. A seatbelt? Yes.

7 Q. Okay. Do you know did you or -- did you or the bus driver  
8 ever tell the passengers to wear their seatbelts?

9 A. I told all the people, you must wear seatbelts, but is this  
10 bus, but is not that day. It's just -- you know, they are a  
11 group. It's for 2 weeks, you know, America. So it's 3 days; it's  
12 our first 3 days, you know, Los Angeles. So I told my group  
13 persons every day.

14 Q. So the first couple days of the trip you told them, but then  
15 after that you didn't tell me, after -- every day to wear their  
16 seatbelts?

17 A. Yes. Yes. Yes, yes.

18 (Through interpreter) Yes. After 3 days, he kind of tell  
19 them, but then --

20 (In English) But I think also it review but not every day --

21 (Through interpreter) He said, after 3 days, not that he  
22 tells people every day, every time, but he will tell -- remind the  
23 people, don't forget seatbelt.

24 Q. Okay. And when you -- was there anyone sitting next to you  
25 in a window seat?

1 A. (In English) No. No people.

2 Q. Nobody? Okay.

3 A. Yeah.

4 Q. And was there anybody sitting in the front seat next to you  
5 across the aisle from you?

6 INTERPRETER: This is the door.

7 DR. SWEENEY: It's the door.

8 MR. KAMINSKI: Oh, the door.

9 MR. XIE: (In English) Yes.

10 MR. KAMINSKI: That's right. Okay, okay.

11 BY MR. KAMINSKI:

12 Q. And after the -- what types of injuries did you get?

13 A. Okay, the head. Okay. The head and there are seven stitch.

14 INTERPRETER: He has here seven stitches.

15 DR. SWEENEY: Stitches?

16 MR. XIE: (In English) Yes. Yes. Yeah, seven. And rest,

17 rest --

18 INTERPRETER: The rest?

19 MR. XIE: No.

20 INTERPRETER: Back?

21 MR. XIE: It's just the muscle.

22 INTERPRETER: Muscle. Muscle strain.

23 MR. KAMINSKI: Muscle strain? Okay.

24 DR. SWEENEY: Muscle strain.

25 MR. XIE: Yeah, muscle strains. Leg, this here.

1 BY MR. KAMINSKI:

2 Q. Did you have any seatbelt bruising? Bruises --

3 A. (Speaking Chinese)

4 Q. Oh. Yeah, okay.

5 INTERPRETER: Yeah, yeah, yeah, you can tell, yeah.

6 BY MR. KAMINSKI:

7 Q. Okay. What hospital did you go to?

8 INTERPRETER: Gabel? Gabel? Garbel?

9 MR. XIE: Just one second.

10 DR. SWEENEY: Garfield?

11 MR. KAMINSKI: Garfield.

12 MR. XIE: (In English) Okay, Garfield. Sorry. Garfield,  
13 yeah, yeah. Yes. I know, Garfield.

14 BY MR. KAMINSKI:

15 Q. And you were just treated and released?

16 A. (Through interpreter) Yes.

17 Q. And then he came here?

18 A. Yeah.

19 Q. Okay. Okay. What's -- do you live here in the United  
20 States?

21 INTERPRETER: No. He's from China.

22 MR. KAMINSKI: You're from China?

23 MR. XIE: Um-hum.

24 MR. KAMINSKI: Okay. Then can you get his email?

25 MR. XIE: (In English) Yes.

1 INTERPRETER: Yes.

2 MR. XIE: [REDACTED]

3 (Interpreter clarifying.)

4 INTERPRETER: [REDACTED]

5 MR. XIE: Point.

6 INTERPRETER: Dot?

7 MR. XIE: Dot.

8 INTERPRETER: Com?

9 MR. XIE: Yes.

10 INTERPRETER: Okay.

11 MR. KAMINSKI: [REDACTED]?

12 MR. XIE: Yeah, .com.

13 MR. KAMINSKI: Okay. [REDACTED] com.

14 MR. XIE: Yes.

15 MR. KAMINSKI: Okay. Okay. That's all the questions I have.

16 INTERPRETER: Okay.

17 MR. XIE: (Through interpreter) One centimeter high.

18 MR. KAMINSKI: Okay, yeah, you're height. Yeah, height and

19 weight I forgot.

20 MR. XIE: (In English) Eight kilometers.

21 INTERPRETER: [REDACTED] ki.

22 MR. KAMINSKI: [REDACTED] ki, okay. And height, centimeters?

23 INTERPRETER: [REDACTED] centimeters.

24 MR. KAMINSKI: Okay.

25 DR. SWEENEY: Anything else?

1 MR. KAMINSKI: Anything else you want to say?

2 MR. XIE: No. So I know you just it's remember something,  
3 remember information for this accident. So you don't have this  
4 out. Yeah?

5 INTERPRETER: What you say?

6 MR. XIE: He's out.

7 INTERPRETER: He said, you still -- you investigate and no  
8 resolve yet. That's what it is.

9 MR. KAMINSKI: Oh, yeah.

10 MR. XIE: Okay. Yeah.

11 MR. KAMINSKI: Yeah. We're still looking at everything.  
12 Everything, yeah.

13 MR. XIE: Okay.

14 MR. KAMINSKI: Okay. That concludes our interview here at  
15 5:20.

16 (Whereupon, at 5:20 p.m., the interview was concluded.)  
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                                  BRYCE CANYON CITY, UTAH  
                                  SEPTEMBER 20, 2019  
                                  Interview of Weigang Xie

ACCIDENT NO.:                HWY19MH012

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UNITED STATES OF AMERICA

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\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: YOUXIN SONG

Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

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Interview of Youxin Song:

By Mr. Kaminski

4

I N T E R V I E W

1  
2 MR. KAMINSKI: The date is September 24th. I'm at the Dixie  
3 Hospital, Dixie Regional Hospital, St. George. The name is Ronald  
4 Kaminski with the NTSB. I'm here with Meg Sweeney with the NTSB  
5 and our interpreter is Susan Cui. And we're going to be talking  
6 to bus passenger Y-O-U-X-I-N, last name, S-O-N-G.

7 (Whereupon, SUSAN CUI, an interpreter, translated the  
8 questions and answers for YOUXIN SONG.)

INTERVIEW OF YOUXIN SONG

9  
10 BY MR. KAMINSKI:

11 Q. And his date of birth?

12 A. [REDACTED].

13 Q. Okay. His approximate height and weight?

14 A. [REDACTED]

15 Q. Centimeters?

16 A. Yes, centimeters. [REDACTED] kilos.

17 Q. Okay. And does he remember where he was seated?

18 A. There.

19 Q. In the aisle seat?

20 A. Yes.

21 Q. Okay. Okay. And can he give me a description of what he  
22 remembers about the crash?

23 A. Okay. He said they left the hotel about 8, and he didn't  
24 see, but some other passenger saw the driver was trying to fix the  
25 car. The driver opened the hood. He said the driver was under

1 the car and the tour guide on the steering wheel. He didn't see,  
2 but somebody told him.

3 Q. Okay.

4 A. But they went to a park, called the Zion Park. I don't know  
5 the name.

6 Q. Zion Park.

7 A. Zion Park, yeah. They went to view the landscape, take some  
8 pictures, then they got to the gas station. But I don't remember  
9 the gas station name.

10 Q. Okay.

11 A. The gas station, the driver started to fix the car again.  
12 The driver opened the hood.

13 Q. Okay.

14 A. The driver got under the car. But we don't know what he  
15 tried to fix.

16 Q. So, the driver got under the car two times, and once at the  
17 hotel and then another time?

18 A. Yeah. When they were in the gas station.

19 Q. Okay.

20 A. One of the, someone would ask, what are you trying to fix.  
21 He didn't answer. Then the driver said, all fixed. Come out of  
22 the, into the car. He closed the hood. Tell everybody to get in  
23 the car. They started move on the road.

24 Q. Okay.

25 A. So, he did, about drive 15 miles -- no, 15 minutes. But the

1 car had some issue. He said, all of a sudden after 15 minutes  
2 later when they go back on the road, the car started to shift from  
3 side to side, hit both side on the guardrail.

4 Q. Okay.

5 A. He said the highway, both sides has the guardrail and  
6 retaining wall on both sides. The hit on the wheel, the power is  
7 very strong. It's a very strong hit. He said, I tried to hold  
8 the front seats. I cannot hold it.

9 Q. The seat in front him? Okay.

10 A. Yeah. Next the car started to flip.

11 Q. Okay.

12 A. He said, when the car flipped, he closed eyes. When the car  
13 finally stops, he feels like, so when he woke up, he is on the  
14 roof of the car.

15 Q. He was on --

16 A. Said at that time, the car was, the roof was on the, on the  
17 bottom.

18 Q. Yes.

19 A. And the wheel is on the top. So, he landed on the roof.

20 Q. Oh, when it flipped?

21 A. Yeah.

22 Q. Okay. Right.

23 A. Because I will sit back. He was, because I have, I wear seat  
24 belt, I was like hanging in the middle in the air.

25 Q. When it was flipping?

1 A. Yeah. He said my two feet, it's up in the air. He said,  
2 when I look down, it's very dark. It's like it's a deep, deep  
3 hole. He said, he looked around, nobody, nobody around. So, they  
4 all flew out of the window.

5 Q. Oh, so he jumped out the window?

6 A. No. He said, he looked around, nobody there, and the people  
7 are out of the window, to surround by the --

8 Q. Oh, other people jumping out of the window?

9 A. No. Everybody, he saw everybody flew out of window. When he  
10 looked around, nobody there.

11 Q. Oh, he thought everybody went out the window?

12 A. Window, yes.

13 Q. Flew out when the crash.

14 A. Yes.

15 Q. Okay.

16 A. Then the car flipped back. Then the car went back on the  
17 level position --

18 Q. On the wheels?

19 A. -- the driving position.

20 Q. Right. On the wheels?

21 A. On the wheels. At that time, the car is totally misshaped.  
22 He said, he was sitting on the left. He saw whole panel on the  
23 left, it's all ripped.

24 Q. Yeah. And it come down?

25 A. Yeah.



1 Q. Yeah.

2 A. He says there was some like, he doesn't know what happened,  
3 so like a some, like metal shift inside of the --

4 Q. Yeah. The whole roof shifted. You could tell the roof  
5 shifted over.

6 A. He says, so at that time, he looked at the car, he said,  
7 inside the space become very, very narrow, very small.

8 Q. Yes.

9 A. He has a very good memory.

10 Q. Yes.

11 A. Very detailed.

12 Q. Yeah. Yeah.

13 A. He says he got up, get up and looking for wife. The wife was  
14 on the ground.

15 Q. Where was, was the wife sitting next to him in the window  
16 seat?

17 A. Yeah. Yeah. Yeah, he said, he said wife, he said wife  
18 still, wife

19 UNIDENTIFIED SPEAKER: (Chinese spoken).

20 WITNESS: (Chinese spoken).

21 UNIDENTIFIED SPEAKER: (Chinese spoken).

22 WITNESS: (Chinese spoken).

23 INTERPRETER: He wants, can you get us some hot water.

24 WITNESS: Hot water. Hot water.

25 BY MR. KAMINSKI:

1 Q. So, his wife was on the floor. Was his wife sitting next to  
2 him in the window seat?

3 A. The wife sitting next to, next to him.

4 Q. In the window seat or across?

5 A. Next to him. Yeah. The wife was sitting on the aisle, at  
6 the front seat.

7 Q. In front of him?

8 A. Yeah. In front of him.

9 Q. Oh, okay.

10 A. He was sitting, he was sitting, he was sitting --

11 Q. There? Right?

12 A. There.

13 Q. Okay.

14 A. The wife, this is the wife.

15 Q. Okay.

16 A. And he was sitting here. This one, this one deceased.

17 Q. Okay.

18 A. Yes. Thank you.

19 Q. And who was the passenger that was deceased? Was it a woman  
20 next, is that a woman or a man who is --

21 A. The man. The man.

22 Q. Okay. So, the man next to him in the window seat, on the  
23 driver side, he died? Okay.

24 A. He said that his wife was on the seat belt and then got on  
25 the ground. And something hit the head.

1 Q. Hit her head?

2 A. The wife was bleeding so bad from head. And the eye was, the  
3 eye was swelling, bulging. He said when he tried to call her  
4 name, he was barely answered. He said, he asked wife, can you  
5 move your leg.

6 And she said, she moves a little bit. He does assessment.  
7 He said that, from the seat belt, it's, it's, it's like a lump,  
8 that he tried to pull her up, so he can release her from the seat  
9 belt.

10 Q. Oh, so how, she was still, she was on the floor, but she  
11 still had the seat belt on her feet, or where was the seat belt?

12 A. It was still on the, on the bench.

13 Q. Oh, so she was just kind of bent over, leaning by the floor  
14 there?

15 A. Yes.

16 Q. Okay.

17 A. But he, the body is on the ground.

18 Q. Yes.

19 A. So, he tried to take her, take her from the seat belt, but  
20 cannot.

21 Q. Yeah. Undo the seat belt. Yes.

22 A. And so, he had to pull her up, so relieve the seat belt a  
23 little bit.

24 Q. Yes.

25 A. He can take off.

1 Q. Yes. And then he could take it off. Okay. Okay.

2 A. Yes. He said that time, America guy got on the car, and  
3 speak Chinese, tell him to get out of the car, get out of the car.  
4 He said, at that time, he tried to manage it, get the wife off the  
5 feet and get out of the car.

6 Q. And what type of injuries did he sustain?

7 A. He got two rib fracture.

8 Q. Which side?

9 A. The right. He had two rib fracture. And then the right, the  
10 right, the left forearm, but a muscle, severe laceration. The  
11 bone exposed. He said because the car was shifting back inside,  
12 he was hurting both sides, his shoulder is very painful.

13 He feels like sometimes he could feel like suffocated and  
14 cannot breathe very well. The leg is very hurting.

15 Q. The right leg?

16 A. And no fracture. The knee, the right knee, the right leg.

17 Q. And did he get any seat belt bruising? Oh yeah, yeah.

18 A. Yes, see? Yeah.

19 Q. And ask, did he remember that the, about the driver  
20 explaining wearing the seat belts?

21 A. No.

22 Q. No, he doesn't? Driver never mentioned wearing seat belts.

23 A. Okay. No. He says, when he sees something happen because  
24 seat belt issues, so they be very cautious and wear seat belts.

25 Q. Yes. Yes. And how is, how is his wife doing?

1 A. The wife is very, very sick, and want to go and take a look.

2 Q. Oh, she's ICU?

3 A. No, she's here.

4 Q. Oh, okay. Yeah, we'll, yeah, we'll probably go talk to her.

5 A. She got a subdural hematoma. Now she got a DVT, deep vein  
6 thrombosis, after being back.

7 MR. KAMINSKI: Right, right. Right. Okay.

8 Okay. Anything else here?

9 DR. SWEENEY: I think we got it.

10 MR. KAMINSKI: And so, how -- so when the man told him to get  
11 off the bus, how did he -- how did he get off the bus? Did he  
12 walk out or did he jump out a window or --

13 INTERPRETER: They got out from the door.

14 MR. KAMINSKI: His wife, too?

15 INTERPRETER: He pulled the wife. He said then they tried to  
16 move slowly, get out from the door. You cannot get out from  
17 anywhere else. There's a lot of damage in the car.

18 MR. KAMINSKI: Yes. Yes. Very bad.

19 INTERPRETER: He said he got the wife to sit on the ground to  
20 wait for the ambulance and they got a towel somebody gave to them,  
21 to hold the blood. He said, he's bleeding to the (indiscernible).  
22 The whole thing was bleeding from the arm.

23 MR. KAMINSKI: His left arm. Okay.

24 INTERPRETER: The bleeding very bad.

25 MR. KAMINSKI: Yeah, yeah. Okay. Well tell him we wish him

1 a speedy recover, and we thank him very much. Thank you. Is  
2 there anything else he wants to tell us about?

3 INTERPRETER: No.

4 MR. KAMINSKI: The driver, the trip, anything? Is there  
5 anything else he wants to tell me? We're good? Okay. Thank you.  
6 Yes. We'll get their email and --

7 INTERPRETER: I will get all the emails together and send it  
8 over to you.

9 MR. KAMINSKI: Okay. That concludes our interview. It's 10  
10 to 1.

11 (Whereupon, at 12:50 p.m., the interview was concluded.)  
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:            TOUR BUS CRASH  
                                  BRYCE CANYON CITY, UTAH  
                                  SEPTEMBER 20, 2019  
                                  Interview of Youxin Song

ACCIDENT NO.:                HWY19MH012

PLACE:                        St. George, Utah

DATE:                         September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.



Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: ZHANG YIQIN and  
TIANYA QU  
Passengers

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019



## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

CYNDI LAKE, Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

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By Mr. Kaminski		8

I N T E R V I E W

1  
2 MR. KAMINSKI: Today's date is September 24th. I'm at Dixie  
3 Regional Medical Center. Name is Ronald Kaminski of the NTSB.  
4 I'm here with Cyndi Lake of the NTSB and Susan Cui, who is our  
5 interpreter. And she's going to be talking to Zhang, Z-H-A-N-G,  
6 first name, and last name is Y-I-Q-I-N.

7 (Whereupon, SUSAN CUI, an interpreter, translated the  
8 questions and answers for ZHANG YIQIN and TIANYA QU.)

## INTERVIEW OF ZHANG YIQIN

9  
10 BY MR. KAMINSKI:

11 Q. And she's going to give us her date of birth, height and  
12 weight, and give us a description of what she remembers about the  
13 crash.

14 A. She said that she's, she said that she's very dizzy and she  
15 doesn't, she said that she had a severe, she was, she just got up  
16 and she's so confused. She says she knows the date of birth.

17 [REDACTED] The height [REDACTED]

18 Q. [REDACTED] ?

19 A. [REDACTED]

20 Q. Okay.

21 A. [REDACTED] kilos.

22 Q. Okay. And does she remember what, where she was seated?

23 A. She that, she remembers. This is where she sits. That's the  
24 son. Yeah.

25 Q. Okay.

- 1 A. Yeah. That's him.
- 2 Q. Okay. So, she's third row, window seat.
- 3 A. Yeah.
- 4 Q. What?
- 5 A. Okay.
- 6 Q. So, she was seated in the third row.
- 7 A. Her son is --
- 8 Q. Passenger side, next to the window.
- 9 A. The son --
- 10 Q. And her son was in the aisle seat?
- 11 A. Yes.
- 12 Q. Okay. And what did, does she remember anything about the  
13 crash? Okay.
- 14 A. She said, all she remembers, she saw the driver was turn back  
15 and forth the wheel sharply, and then she doesn't remember  
16 anything.
- 17 Q. Okay.
- 18 A. And she barely recalls that she might throw out of the  
19 window. And she doesn't remember.
- 20 Q. She thinks she, she thinks she was thrown out the window?
- 21 A. Yeah. Yeah.
- 22 Q. Okay. And --
- 23 A. She can't, she said that she was seeing the driver open the  
24 hood.
- 25 Q. Right.

1 A. And that there was a lot of, had air come out from the front  
2 park. And then she was talking to her husband and she says, why  
3 does the, such hot air come off the car, because really, it's not  
4 the hot.

5 So, this feels very hot. She says, what was wrong. She said  
6 they were in a very hot area. Maybe like Antelope Valley Canyon.  
7 The air condition cannot adjust. It's on, either just off. She  
8 said that the first day, the air was not working. The car was  
9 very hot.

10 So, then the following day, the driver told them, you have to  
11 put your jacket on because it's going to be, turn the air on, it's  
12 going to be very cold. You have to put your jacket on.

13 Q. Okay.

14 A. She said that, yeah, she said that they have to put a heavy  
15 jacket when they sit in the car, but when they have to get off the  
16 car, they have to take everything off because so hot. So, they  
17 cannot adjust the air condition.

18 The driver explanation says, you don't want to adjust  
19 constantly, it will break the air condition.

20 Q. Oh, okay.

21 A. The air cannot, cannot, they tried to adjust it from the  
22 seats. They cannot adjust it.

23 Q. Okay.

24 A. So, they told the, they told the tour guide, says, can you  
25 just turn off the air? It's too cold. And then he says, if you

1 turn off the air, it will be too hot on the back seats.

2 Q. Okay. We got the idea. The air conditioning didn't work.  
3 let's move on to the crash.

4 A. Okay.

5 Q. Okay. Swerving back and forth. Yeah. Got that.

6 A. She says she doesn't remember anything happen after that.

7 Q. Okay. And was she wearing her seatbelt?

8 A. She said, no, I didn't have seatbelt.

9 Q. Okay.

10 A. She said that they didn't tell them they have to put the  
11 seatbelt on.

12 Q. Okay.

13 A. Okay.

14 Q. Okay. Injuries?

15 A. She got a multiple rib fracture, then a shoulder fracture.

16 Q. Left ribs?

17 A. She has a back, neck fracture.

18 Q. Neck fracture. Yeah.

19 A. The rib fracture and the rib has a fracture in the front and  
20 the back.

21 Q. Which side?

22 A. So, the left side, it's more severe than right side. The  
23 right, she has two. The whole, the whole -- she said she was not  
24 sure that she has some back issues and she said, like some  
25 fracture on the, on the arm.

1 Q. Okay.

2 A. And the shoulder fracture.

3 Q. Okay.

4 A. She cannot lift the arm. She has to use the other hand to  
5 hold it.

6 Q. Okay.

7 A. And the pain here.

8 Q. Okay.

9 A. And she had a surgery yesterday to fix the ribs to help her  
10 with the breathing.

11 Q. Good. Good. Yeah, she --

12 A. They operated on the left side. Tried to put a wire in --

13 Q. A wire?

14 A. -- to hold the, the wire tried to hold the --

15 Q. Okay. That's it?

16 A. She said, I just like, like the dog, broken the, broken the,  
17 you know, the backbone and you cannot hold the water anymore.  
18 They have no power to do any activities.

19 INTERPRETER: Let me ask him.

20 MR. KAMINSKI: What?

21 INTERPRETER: That's the son?

22 MR. KAMINSKI: Yes. We can start the next.

23 INTERVIEW OF TIANYA QU

24 BY MR. KAMINSKI:

25 Q. What is his, what is his name?

1 A. The husband died.

2 Q. Yeah, where was the husband seated?

3 A. The husband was sitting here.

4 Q. Oh that's, okay, that one right there. Okay. Got it.

5 Right. Okay. And her son's name is?

6 A. Qu, Q-U, Zhang Yi (ph.). Date of birth?

7 Q. Yeah.

8 A. The height, the kilo?

9 Q. What's, read out, [REDACTED].

10 A. He had a seatbelt on.

11 Q. And his height and weight?

12 A. [REDACTED] kilos.

13 MR. KAMINSKI: All right.

14 INTERPRETER: Back in China, you have to have the belt on  
15 when you sit in the aisle. If you sit inside by the window, it's  
16 not like necessary to tell to wear them.

17 MS. LAKE: Oh, okay. Okay.

18 BY MR. KAMINSKI:

19 Q. Okay. So --

20 A. She said there was, she said she saw what happened. The  
21 husband just threw out the window and died instantly.

22 Q. Right. Okay. So, the son's name is T-I-A-N-Y-A, last name  
23 is Q-U. Date of birth is [REDACTED], [REDACTED] centimeters tall, [REDACTED]  
24 kilograms in weight. He says he had his seatbelt on, and we'll be  
25 asking more questions. Did he have any seatbelt bruises? No, no,



1 no.

2 A. No, no, no, it's okay. I seated with mom, there.

3 Q. Okay. Does he remember, was his mother thrown out? Too many  
4 people talking.

5 A. He says he remembered before this happened, they were trying  
6 to fix the car.

7 Q. Right.

8 A. He said that he thought it might, something happens, you  
9 know. So, he started putting the seatbelt on.

10 Q. Right. So, did he, was his mother thrown out? After the  
11 crash, he has his belt on. Was she out?

12 A. He said, because I had seatbelt, I was, I was not thrown out.

13 Q. Right. Was his mother?

14 A. He said mom was thrown out.

15 Q. And so how did he get out?

16 A. He said that he takes off the belt and tried to, tried to  
17 look for the phone because he said, he can use -- oh, he asked for  
18 help and nobody, nobody listened to him. And tried to look for it  
19 he says, because the language, he uses the phone for the  
20 translation.

21 So, people yelling him, said get out the car, get out the  
22 car. You don't want to get hit again. So, he said at that time,  
23 somebody opened, opened the door, so he gets out from the door.

24 Q. Okay. And when he walked out the door, was his mother out  
25 that side of the bus or did he have to walk around it?

1 A. So, mom was nearby the front part of the car and on the left  
2 side.

3 Q. Okay. On the left side, so the side he came out the door or  
4 the other side?

5 A. They try to where he got, they try to figure how they, how  
6 they, where they got out. She said, she throws out, hit on the  
7 ground and that's what, that's what, all the injuries on the left  
8 side.

9 Q. On the left side, yeah.

10 A. So, he got out of the car from the front door.

11 Q. She got out?

12 A. He did.

13 Q. He did.

14 A. He did. She threw out.

15 Q. Right. Right.

16 A. He doesn't remember how, where he got out. But anyway, he  
17 got out and it was on the left side of the car.

18 Q. Okay. So that was on the driver side, then.

19 A. It was on the driver side.

20 Q. Okay.

21 A. Yeah. Then he was looking for mom and ask, sir, can please  
22 help my mom. Help my mom.

23 Q. And did he get any injuries?

24 A. He said that he was looking for daddy. He found a male body  
25 laying there. And he was not sure if it was daddy or not, but he

1 said, my daddy is very strong. He says, nothing happened to me.  
2 He's just looking for mom, helping mom.

3 Q. Okay. And so, he didn't have any injuries? A bruise,  
4 scratches.

5 A. He has, he has a little bit, like a fine fracture on the  
6 back. They have some scratch. The doctor said, that he might  
7 have some concussion.

8 Q. Okay. Yes. Okay.

9 A. He said, when he sees the male body laying on the ground, he  
10 thought it was daddy. He wasn't sure. He said, my daddy should  
11 be okay. And after that, he don't, he still don't, wasn't sure,  
12 if this is the, if this is the male body, if it was father. He  
13 scared, it should have been.

14 MR. KAMINSKI: Right. Right. Okay. Okay. Okay. I think  
15 we're, that's about it. That concludes the interview here. It's  
16 approximately 4:35.

17 (Whereupon, at 4:35 p.m., the interview was concluded.)  
18  
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IN THE MATTER OF:            TOUR BUS CRASH  
                                  BRYCE CANYON CITY, UTAH  
                                  SEPTEMBER 20, 2019  
                                  Interview of Zhang Yiqin and Tianya Qu

ACCIDENT NO.:                HWY19MH012

PLACE:                        St. George, Utah

DATE:                         September 24, 2019

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been transcribed  
to the best of my skill and ability.

A black rectangular redaction box covers the signature area. Above the box, there are faint, illegible handwritten marks.

Romona Phillips  
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

TOUR BUS CRASH \*

BRYCE CANYON CITY, UTAH \* Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

\*

\* \* \* \* \*

Interview of: ZUFANG HE

Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

RONALD KAMINSKI, Senior Survival Factors Investigator  
National Transportation Safety Board

MARGARET SWEENEY, Ph.D., Accident Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

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Interview of Zufang He:

By Mr. Kaminski

4

I N T E R V I E W

(12:18 p.m.)

1  
2  
3 MR. KAMINSKI: The name is Ronald Kaminski, NTSB. I'm here  
4 with Meg Sweeney, NTSB. We're at the Dixie Regional Hospital,  
5 along with our interpreter, Susan Cui. And we will be talking to  
6 another passenger, Zufang, Z-U-F-A-N-G, last name, He, H-E. Date  
7 of birth is [REDACTED].

8 (Whereupon, SUSAN CUI, an interpreter, translated the  
9 questions and answers for ZUFANG HE.)

## INTERVIEW OF ZUFANG HE

BY MR. KAMINSKI:

10  
11  
12 Q. And approximate height and weight?

13 A. [REDACTED] centimeters.

14 Q. Okay. Weight?

15 A. [REDACTED] kilos.

16 Q. Okay. And she was seated on the right side, next to the  
17 window, last row?

18 A. Yes.

19 Q. Okay. And why doesn't she tell me what she remembers about  
20 the crash?

21 A. She says that she was sitting in the back and all she  
22 remembers, all of the sudden the car flip over.

23 Q. And did she happen to be wearing her seatbelt?

24 A. She said because the car driver and even sometimes just  
25 really fast, sometimes the driver's slow. So, she feels like she



1 needs to put the seatbelt on. So, she always wears a seatbelt.

2 Q. And did she have any bruising on her waist?

3 A. She said, she on this part, her muscle is very hurting. It's  
4 very hurting on the abdominal area.

5 Q. Oh, yeah.

6 A. Yeah, no, see that mark.

7 Q. Yeah. Seatbelt mark. Yeah.

8 A. Yeah, yeah, yeah. That's it. Yeah.

9 Q. And what other injuries did she sustain?

10 A. She sustained, she sustained a subdural hematoma.

11 Q. Oh, okay.

12 A. And the neck fracture.

13 Q. She doesn't have to do that.

14 A. Oh, the bruises.

15 Q. Her whole right side, from her hip up to her -- from her hip  
16 to her knee?

17 A. Yes. And then she has a stitch here. Yeah. And the --  
18 teeth also cracked after the injury. See they put, they put the  
19 bracelet to hold the teeth.

20 Q. Did she lose any teeth or chip them?

21 A. She said the teeth is all shift.

22 Q. Oh. She didn't break her jaw or anything?

23 A. No. No.

24 Q. No.

25 A. Because she said that they put the, put the braces --

1 Q. Braces?

2 A. -- hold the teeth --

3 Q. And teeth?

4 A. -- in the position. And she doesn't know if it, going to  
5 here or she needs a, she gets a loss of teeth later on.

6 Q. Right. Right. Okay.

7 A. She cannot eat anything, cannot chew anything.

8 Q. Okay. Now does she know who was sitting in front of them or  
9 anything?

10 A. She remembered the one we just presented the car.

11 Q. Oh okay. Yeah, yeah.

12 A. Which is the right. Because I see them.

13 Q. Okay.

14 A. Yes.

15 Q. Anything else? Okay. Okay. Anything else she would like to  
16 tell us?

17 A. She said that he does like, the ear has the noise.

18 Q. Oh, okay. Your -- okay. But anything else? Anything about  
19 the drive or anything?

20 A. She said that they tried to tell driver to slow down. The  
21 driver said, cannot slow down. That's the speed. They want to  
22 turn the air condition low a little bit. She said there's no  
23 adjustment. Either you turn on or you turn off, that's it.

24 MR. KAMINSKI: Okay. Okay. Tell her thank you very much and  
25 we wish her a speedy recovery.

1 INTERPRETER: He was just asking me if somebody was involved,  
2 you know, in the, you know, the discharge arrangements. I said,  
3 you only folks doing the investigation of the accident.

4 MR. KAMINSKI: Yes. Yes. Yes.

5 INTERPRETER: And not anything else.

6 MR. KAMINSKI: Okay. That concludes our interview. It's  
7 12:25.

8 (Whereupon, at 12:25 p.m., the interview was concluded.)  
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BRYCE CANYON CITY, UTAH \*

Accident No.: HWY19MH012

SEPTEMBER 20, 2019 \*

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Interview of: ZUMIAN WANG

Passenger

Dixie Regional Medical Center  
St. George, Utah

Tuesday,  
September 24, 2019

## APPEARANCES:

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National Transportation Safety Board

MEG SWEENEY, Investigator  
National Transportation Safety Board

SUSAN CUI, Interpreter

I N D E X

ITEM

PAGE

Interview of Zumain Wang:

By Mr. Kaminski

4

I N T E R V I E W

(1:02 p.m.)

1  
2  
3 MR. KAMINSKI: Today's date is September 24. Ronald Kaminski  
4 at Dixie Hospital, NTSB, along with Meg Sweeney, and our  
5 interpreter Susan Cui. And we're going to be talking to passenger  
6 Z-U-M-I-A-N, last name Wang, W-A-N, or Wang, W-A-N-G. Female, [REDACTED]  
7 centimeters, [REDACTED] kilos, date of birth is [REDACTED].  
8 (Whereupon, SUSAN CUI, an interpreter, translated the questions  
9 and answers for ZUMIAN WANG as needed.)

## INTERVIEW OF ZUMIAN WANG

BY MR. KAMINSKI:

10  
11  
12 Q. So, if she could just give us a, does she remember where she  
13 was seated? Oh, she was seated next to her husband.

14 A. Yes.

15 Q. Okay. And what she remembers about the crash?

16 A. She said that she, all of a sudden, she feels like her body  
17 shifted like towards the 90 degrees on the left side. She said,  
18 then the next she remembered, the car was shift so strongly on the  
19 right side. Then she doesn't remember anything.

20 She said that the, she doesn't even remember she gets out of  
21 the car, but when she remembers, she was sitting on the ground.

22 Q. Okay. And was she wearing her seatbelt?

23 A. Yes.

24 Q. Any seatbelt bruising?

25 A. Because she doesn't wear underwear, I'm going to take a look



1 at --

2 Q. I'm not looking.

3 A. Yeah.

4 Q. Hold on, hold on, hold on. That's okay. If she's got --

5 A. Yes.

6 Q. Okay.

7 A. I see the bruise.

8 MR. KAMINSKI: Okay. Thank you very much.

9 NURSE: Does she need something?

10 INTERPRETER: She said on the road, she remind her husband,  
11 said, please put the seatbelt on; let's put the seatbelt on.

12 NURSE: Does she need anything?

13 INTERPRETER: (Indiscernible) because we touch it.

14 NURSE: Oh, okay.

15 BY MR. KAMINSKI:

16 Q. And did the bus driver ever mention to her, the group about  
17 wearing their seatbelts?

18 A. No.

19 Q. No? Hold on one minute.

20 DR. SWEENEY: Can we clarify her seat? Because I thought she  
21 was in the seat in front of her husband.

22 MR. KAMINSKI: Her husband is in row -- fifth row. Husband,  
23 no. That was a different one. Oh, this is -- he was in the  
24 second row from the back.

25 BY MR. KAMINSKI:

1 Q. What, I'm trying to just verify what seat she was in. Oh,  
2 she was in front of her husband in Row 7? The seat position? In  
3 front of her husband.

4 A. This one. Yes.

5 Q. Okay. Yeah? Was anyone, anyone next to her?

6 A. Nobody sat next to her.

7 Q. Okay. How about next to her across the aisle? That's okay.

8 A. She doesn't remember. She says, I'm not a social.

9 Q. Okay. Does she, oh, wearing seatbelt, lost memory, woke up  
10 outside, ground. Okay. Anything else she wants to tell us about  
11 the trip or the drive?

12 A. She, oh do we know the, did you ask the injury?

13 Q. Oh. I need to ask the injuries, too, yes.

14 A. Okay. She has subdural hematoma.

15 Q. Okay.

16 A. And then she's got an eye injury. You can tell.

17 Q. Yes.

18 A. And then she had break on the right, or the left side.

19 Q. Left wrist or left arm?

20 A. Wrist. Left wrist. And they cannot fix it. They just put a  
21 thing together, let's heal. And then she had severe laceration  
22 and a broken finger, and this, they had to tie them together  
23 because of the lost muscle and the tissue.

24 Q. Anything, shoulders, chest, any?

25 A. Yeah. All the injury is the hematoma.

1 Q. Okay.

2 A. Subdural hematoma and the eye, and the head injury.

3 Q. Does she have any fractures on her face, cheek bone?

4 A. No.

5 Q. No? Okay. Anything else? I guess, anything else that she'd  
6 like to tell us?

7 A. She said that this car had some issues. The driver kept  
8 getting under the bus to fix the car.

9 Q. Okay. Anything else?

10 A. Oh, she developed a leg, in the, a thrombosis because of  
11 the --

12 Q. Oh thrombosis. Yeah.

13 A. From both legs, so she's on Heparin, she's on Heparin drip.

14 MR. KAMINSKI: Okay. Tell her we thank her very much and we  
15 wish her a speedy recover.

16 INTERPRETER: Thank you.

17 (Whereupon, the interview was concluded.)

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