



Internal Memorandum

Date: 4/19/2018

From: Anthony Rossetti

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

After takeoff there was a flash of light and the entertainment completely shut down also noticed the plane was flying funny. Not long after we climbed the captain advised us that we had an issue with the right engine and we were returning to ATL. The purser Michael Barrett briefed the crew that we had a yellow emergency and our descent would be fast and the landing Hard. After landing emergency vehicles immediately began spraying foam on our right engine. The captain advised the purser to call the cockpit. The crew was put on stand-by to evacuate Left side only. After several minutes the Fire Captain advised the Pilots the fire was extinguished and we would not evacuate. We were towed to gate E12 and deplaned with no injuries.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Anthony Rossetti
Employee [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Michael Barrett

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

Shortly after lifting off it felt to me like it was not a normal takeoff, it felt like the pilot was having a hard time keeping the airplane leveled. Then the lights flickered in the cabin and I noticed the IFE go into a reboot. I was seated at 1L and was talking to the other flight attendants seated next to me about it when the captain called. He informed me that instruments in the cockpit were showing indications of a failure of the engine on the right side of the aircraft and that we may be returning to the airport. He asked if I could send a flight attendant to take a look to see if they observed anything that might look irregular to them. I called back to the 3 doors and asked them to look and was advised that from their vantage point it was difficult to see anything that looked out of the norm. I called the cockpit and relayed the info and he advised me that he would call back with an update. A few minutes later he called back and let me know that he was declaring a yellow emergency and would be back on the ground in 7 minutes and that fire trucks were going to meet us and use the hoses on the engine. Also, we were to wait for him, if necessary, to give the signal to evacuate and to only use the doors on the left. He was going to make a PA to inform the customers, while he did this I briefed the crew on what I had just been told. Because we were all still seated from take-off I followed his pa with the standard prepare for landing pa. I did turnoff the entertainment so that they would be focused in the event we had to evacuate. We landed and were immediately met by the fire trucks. They sprayed the engine and I make a pa to ask them to remain seated and advised the passengers that as soon as the captain's duties allowed he would give us an update, which he did. They captain informed the passengers that the issued had been contained and that we would be returning to the gate via a tug. While we waited for the tug to arrive I had someone cover the door so I could walk through the cabin to answer any questions the passengers had. Everyone was very calm and many mentioned that they had already been re-booked on a later version of our flight. When we started taxing back I returned to my jumpseat and waited for the plane to stop and after the all call I made a pa to ask the passengers to please wait till we got some info as to our next steps. The ACS supervisor make the pa to customers and we did a sweep of the plane to insure that everything was taken off and after "door check" we stepped on the jetway to brief with the ATL FSM's. I stood at the boarding door and was thanked repeatedly for how calm the crew had responded. The flight attendants kept their composure and remained professional throughout and it was the reason that customers were actually thanking us on the way out the door. Our captain made calm and very informative pa's that really helped because we never had to tell them more than what he had already shared.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Michael Barrett
Employee [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Brenda Beaver

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

During climb out...the aircraft dropped and pulled towards the right....

Flight leader (Michael) called me at 3r... And asked me to look out my window for smoke or fire.

I could not see down that far, so I Asked Tina at 3L to help me look out passenger Windows... At this point I could not see anything. Passengers thought we were looking for landmarks and had no idea.

Flight leader calls on interphone and all flight attendants are on....

We have lost an engine and we're going back to Atlanta, we will dump all fuel. At this point I could see smoke coming out of the right side engine.

Flight leader (Michael) calls and tells us we have seven minutes until landing and to prepare for a yellow emergency. We set our watches... Landing at 735pm.

We have seven minutes to prepare and we all set our clocks. I then as well as Tina at the 3L and 3R brief our passengers. I stood in front of three right and instructed all passengers to remain calm. I also instructed the passengers that if we are to evacuate.... when we land we only use left side. I pointed to the side. I also inspected all passengers to please remain seated follow my commands if and when necessary. All passengers were extraordinarily calm. (not a cry or anything)

By minute seven airplane came to a stop with Black smoke outside on the engine.

The fire trucks were immediately there and put the fire out. We are waiting for instructions to evacuate. We were then towed into gate.

Passengers were very calm were complementary and how the situation was handled.

Our flight leader Michael handled the emergency so professional and his PAs were very clear and concise

I thank our pilots for everything they did!! I realize that when the cockpit has to dump fuel, they must make a clear and concise decision and our captain saved everyone's life.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Brenda Beaver

Employee # [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Stephanie Broering

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

Immediately after takeoff I saw the lights flicker and the plane began flying in a strange way. Plane dropped a little and we were flying in what seemed like an S pattern. I looked at the FA in 4L and said "something is up". We then noticed the IFE system was out. Then I saw the FA at 3R get up and look out the window after the Purser called her. I tried to call the Purser but the line was busy so I walked up to the front. He was on the phone with the Captain and at that point we learned something was wrong with the engine and we were heading back to ATL. On my way back to 4R I made sure the FA's at doors 2 and 3 heard the info. At that point we continued assessing our conditions and answering any passenger questions. The pilot made a PA about an indication with something wrong with our engine and we are heading back to ATL and they would see emergency vehicles outside. Everyone remained calm. The captain had declared a yellow emergency and told us we would be landing in 7min and if we evacuate it would be out the left side. I saw the FA's at the 3 doors brief the passengers if we had to evacuate. I could see smoke coming from the engine when I looked out 4R. I periodically would walk up and look out the passengers windows and be there if they had any questions. The landing was normal and at that point I could see black smoke billowing out of the engine. The fire trucks were there immediately to extinguish the fire. Once the fire was confirmed extinguished we were towed to the gate.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Stephanie Broering
Employee # [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: L. Omeara

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

Flt 30 ATL LHR lost thrust due to an issue with the number 2 engine during takeoff. I noticed the plane bank slightly on the right side and lack of thrust and altitude. The Purser informed us we have a yellow emergency. He advised us we had lost the right engine and we were returning to ATL. Upon landing, black smoke and small flames were visible under the number 2 engine. Fire trucks immediately began extinguishing it. Purser advised, if we evacuate we would do so out of the Left side. Pax advised me black smoke was still coming from an engine vent closest to the fuselage that the Fire Extinguisher hadn't reached. Visually confirmed this through PAX window and contacted the Flight Deck. Within minutes, the vent fire was extinguished. Aircraft was towed safely to the gate and passengers deplaned. The Passengers and crew remained calm throughout the incident. The Crew's professionalism and training masked any anxiety we felt.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

L. Omeara

Employee # [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Melinda Florio

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

Shortly after takeoff all of the Flight Attendants at the 1L-1R jumpseats felt that the airplane was not behaving in a normal manner. Several minutes later the cockpit called the purser and advised that we were going to burn off fuel and return to ATL in 7 minutes. The number 2 engine had a possible fire. The cockpit advised the passengers of our return to the airport, and that we would have a normal landing but be met by emergency vehicles. Our purser informed us that it was a Yellow Emergency and that the Captain would let us know if we needed to evacuate using left side only. We landed and as soon as we stopped the fire trucks began dousing the right engine with foam. All flight attendants remained by their doors and ready to evacuate for roughly 30 minutes. The fire department then released us to be towed to the gate. The passengers remained calm and there were no injuries.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Melinda Florio

Employee # [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Jayne Steinbrenner

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

I was seated at the 2L door for takeoff and was working the galley position. About a minute or so after takeoff the airplane kind of dipped real hard to the left and then back up again, so hard that I felt kind of nauseated. We were flying a little tilted and I noticed that the galley power had gone out and some of the passenger's screens went blank. I went up to the 1L door and that is when Michael told me we were headed back to the airport. We flew around in a circle, low. We were then told by Michael that the captain had declared a yellow emergency. The captain then came on the pa and told the passengers what had happened with the engine and that he expected a normal landing, but that there would be fire trucks following us just to check us out and make sure we were safe. Everyone was very calm and quiet. The captain made a great landing and then we were told that we would evacuate out the left side of the airplane if need be. I stepped into the cabin and then saw that our engine was smoking and on fire! I ask everyone if they were ok and if anyone was in need of any help or reassurance. Everyone said they were just happy to be back on the ground and that we all did a great job.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Jayne Steinbrenner
Employee # [REDACTED]



Internal Memorandum

Date: 4/19/2018

From: Tina Rossetti

Subject: NTSB Investigation: Flight 30 (ATL-LHR), A330-300 (N806NW), 18 April 2018

Once we took off I felt almost immediately, at my 3L jumpseat location, a strange veering and motion of the aircraft into our ascent. The captain advised that there was an issue with the right engine and we were returning to ATL.

Brenda, at 3R, was called and told to get a look at the engine through the windows. Together, we attempted this by asking passengers individually to raise their window shades but we could only see the top of the wing (not the engine itself).

Michael, our purser, personally came through the cabin and briefed me individually that the captain had declared a yellow emergency. To expect an abrupt landing, emergency vehicles and wait for direction.

Upon landing, emergency vehicles immediately responded to put out the fire. Shortly after, we heard a PA, "Purser Called The Cockpit". At that time we were put on standby to evacuate LEFT SIDE only. Because of the situation at our 3-door location and the smoke/fire being addressed outside, Brenda and myself briefed our ABP's for our doors should an evacuation become necessary.

Several minutes later, a PA was made from the cockpit saying the fire had been extinguished. We were towed to gate E12, passengers and crew were deplaned with no injuries.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Tina Rossetti

Employee # [REDACTED]