



Aviation Investigation Final Report

Location:	Tacoma, Washington	Accident Number:	DCA22LA134
Date & Time:	May 21, 2022, 20:00 Local	Registration:	N256WN
Aircraft:	Boeing 737-700	Aircraft Damage:	None
Defining Event:	Cabin safety event	Injuries:	1 Serious, 66 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

According to a flight attendant (FA) on Southwest Airlines flight 2046, during cruise flight with no reported turbulence, she and several passengers noticed the forward lavatory was occupied for an unusually long time (10-15 minutes) requiring passengers to use the back lavatory. The FA realized the passenger had unlocked the lavatory door and cracked it open but did not exit. She knocked on the door and asked if everything was okay but there was no response. When the FA attempted to open the door, a female passenger started to exit the lavatory when she began to fall and grabbed on to the FA. The FA immediately requested for the front two passengers to assist her in getting the passenger up and moved to a seat. While assisting the passenger, the FA noticed the passenger's foot was swollen and piece of bone was sticking through her skin. A volunteer medical professional who was onboard the airplane assisted and positioned the injured passenger in the front galley for landing. Emergency medical personnel met the airplane at the gate and transported the passenger to a local hospital.

Probable Cause and Findings

The National Transportation Safety Board determines the probable cause(s) of this accident to be:

During cruise flight with no reported turbulence a passenger sustained a serious injury for an unknown reason.

Findings

Personnel issues

(general) - Passenger

Factual Information

History of Flight

Enroute-descent	Cabin safety event (Defining event)
------------------------	-------------------------------------

Pilot Information

Certificate:	Airline transport	Age:	49
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	5-point
Instrument Rating(s):	Airplane	Second Pilot Present:	
Instructor Rating(s):	None	Toxicology Performed:	
Medical Certification:	Class 1 Without waivers/limitations	Last FAA Medical Exam:	January 13, 2022
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	
Flight Time:	13900 hours (Total, all aircraft), 8100 hours (Total, this make and model), 3960 hours (Pilot In Command, all aircraft), 135 hours (Last 90 days, all aircraft), 60 hours (Last 30 days, all aircraft), 6 hours (Last 24 hours, all aircraft)		

Co-pilot Information

Certificate:	Airline transport	Age:	46, Male
Airplane Rating(s):	Single-engine land; Multi-engine land	Seat Occupied:	Right
Other Aircraft Rating(s):	None	Restraint Used:	5-point
Instrument Rating(s):	Airplane	Second Pilot Present:	
Instructor Rating(s):	Airplane single-engine	Toxicology Performed:	
Medical Certification:	Class 1	Last FAA Medical Exam:	December 1, 2021
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	
Flight Time:	12011 hours (Total, all aircraft), 93 hours (Total, this make and model), 5145 hours (Pilot In Command, all aircraft), 93 hours (Last 90 days, all aircraft), 93 hours (Last 30 days, all aircraft), 6 hours (Last 24 hours, all aircraft)		

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N256WN
Model/Series:	737-700	Aircraft Category:	Airplane
Year of Manufacture:	2006	Amateur Built:	
Airworthiness Certificate:	Commuter	Serial Number:	32514
Landing Gear Type:	Retractable - Tricycle	Seats:	151
Date/Type of Last Inspection:	May 15, 2022 Continuous airworthiness	Certified Max Gross Wt.:	155000 lbs
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:	52645 Hrs as of last inspection	Engine Manufacturer:	CFM INTL
ELT:	Installed, not activated	Engine Model/Series:	CFM56-7B24
Registered Owner:	SOUTHWEST AIRLINES CO	Rated Power:	24200 Lbs thrust
Operator:	SOUTHWEST AIRLINES CO	Operating Certificate(s) Held:	Flag carrier (121)

Meteorological Information and Flight Plan

Conditions at Accident Site:	Visual (VMC)	Condition of Light:	Day
Observation Facility, Elevation:		Distance from Accident Site:	
Observation Time:		Direction from Accident Site:	
Lowest Cloud Condition:	Few	Visibility	10 miles
Lowest Ceiling:	None	Visibility (RVR):	
Wind Speed/Gusts:	10 knots /	Turbulence Type Forecast/Actual:	None / None
Wind Direction:	360°	Turbulence Severity Forecast/Actual:	N/A / N/A
Altimeter Setting:	3019 inches Hg	Temperature/Dew Point:	18°C / 6°C
Precipitation and Obscuration:			
Departure Point:	Oakland, CA (KOAK)	Type of Flight Plan Filed:	IFR
Destination:	Bellingham, WA (KBLI)	Type of Clearance:	IFR
Departure Time:	18:30 Local	Type of Airspace:	Class A

Wreckage and Impact Information

Crew Injuries:	5 None	Aircraft Damage:	None
Passenger Injuries:	1 Serious, 61 None	Aircraft Fire:	None
Ground Injuries:		Aircraft Explosion:	None
Total Injuries:	1 Serious, 66 None	Latitude, Longitude:	47.1857,-122.2737

Administrative Information

Investigator In Charge (IIC): Hauf, Michael

Additional Participating Persons:

Original Publish Date: July 20, 2022

Last Revision Date:

Investigation Class: [Class 4](#)

Note: The NTSB did not travel to the scene of this accident.

Investigation Docket: <https://data.ntsb.gov/Docket?ProjectID=105307>

The National Transportation Safety Board (NTSB) is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant events in other modes of transportation—railroad, transit, highway, marine, pipeline, and commercial space. We determine the probable causes of the accidents and events we investigate, and issue safety recommendations aimed at preventing future occurrences. In addition, we conduct transportation safety research studies and offer information and other assistance to family members and survivors for each accident or event we investigate. We also serve as the appellate authority for enforcement actions involving aviation and mariner certificates issued by the Federal Aviation Administration (FAA) and US Coast Guard, and we adjudicate appeals of civil penalty actions taken by the FAA.

The NTSB does not assign fault or blame for an accident or incident; rather, as specified by NTSB regulation, “accident/incident investigations are fact-finding proceedings with no formal issues and no adverse parties ... and are not conducted for the purpose of determining the rights or liabilities of any person” (Title 49 *Code of Federal Regulations* section 831.4). Assignment of fault or legal liability is not relevant to the NTSB’s statutory mission to improve transportation safety by investigating accidents and incidents and issuing safety recommendations. In addition, statutory language prohibits the admission into evidence or use of any part of an NTSB report related to an accident in a civil action for damages resulting from a matter mentioned in the report (Title 49 *United States Code* section 1154(b)). A factual report that may be admissible under 49 *United States Code* section 1154(b) is available [here](#).