



Aviation Investigation Final Report

Location:	PACIFIC OCEAN, Pacific Ocean	Accident Number:	LAX96LA035
Date & Time:	November 1, 1995,	Registration:	N4714U
Aircraft:	BOEING 747-122	Aircraft Damage:	None
Defining Event:		Injuries:	1 Serious, 300 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

As the flight approached an area in which preceding flights had reported moderate turbulence, the flight crew turned on the fasten seatbelt sign, announced the impending turbulence to the cabin, and instructed the flight attendants to be seated. While the fasten seatbelt sign was on, a female, English-speaking passenger, left her seat and went to the lavatory despite a verbal warning from a flight attendant about the eminent turbulence. As the passenger was exiting the lavatory the flight encountered moderate turbulence and the passenger fell to the floor. The passenger complained of pain in her right leg. Cabin and flight crew personnel stabilized her leg and helped her to a nearby seat. Post-flight medical examination revealed that the passenger had suffered multiple fractures of the right leg and foot.

Probable Cause and Findings

The National Transportation Safety Board determines the probable cause(s) of this accident to be: the failure of the passenger to comply with the fasten seatbelt signs and the verbal directives of the flight and cabin crew.

Findings

Occurrence #1: MISCELLANEOUS/OTHER
Phase of Operation: CRUISE

Findings

1. WEATHER CONDITION - TURBULENCE
2. (C) PROCEDURES/DIRECTIVES - NOT FOLLOWED - PASSENGER

Factual Information

On November 1, 1995, at 1515 UTC, one passenger was seriously injured onboard United Airlines flight 830, during a moderate turbulence encounter over the Pacific Ocean. The aircraft, a Boeing 747-122, N4714U, was operated by United Airlines, Inc., as a regularly scheduled non-stop international passenger flight from Tokyo, Japan, to Honolulu, Hawaii. The accident occurred in international airspace between latitudes 28 - 33 degrees north and at longitude 173 degrees west, while the aircraft was in cruise at flight level 350. The aircraft was not damaged. The remaining 279 passengers, 18 flight attendants, and flight deck crew of three were not injured. The flight originated from Narita Airport, Tokyo, Japan, at 1037 UTC and subsequently landed at Honolulu, Hawaii, at 1721 UTC.

Reports provided by the flight crew to the United Airlines Flight Safety Department stated that at the time of the accident the aircraft was in clear air. Convective activity associated with a front was visible in the distance ahead and on radar. The flight crew characterized the radar return as a solid yellow band across their flight course with an area of green return to the south. The flight crew elected to alter course to the south and follow a preceding Japan Airlines flight through the area of lighter returns. In response to a report of moderate turbulence from the preceding aircraft, the flight crew turned on the fasten seat belt sign about 1500 hours. Ten minutes later, because of turbulence, the cabin attendants were instructed to take their seats.

During the period that the flight attendants were seated and the flight was encountering light turbulence, a female passenger in the upper deck lounge left her seat to go to the lavatory. According to reports by the flight attendants and other passenger witnesses, the flight attendants called to the English-speaking, American passenger to remain seated, but she declined and continued to the lavatory. While returning to her seat, moderate turbulence was encountered and the passenger fell in the aisle. The passenger complained of pain in her right leg and flight attendants, assisted by the second officer, immobilized her leg prior to helping her to a nearby seat. Two medical doctors aboard the flight talked with the passenger and paramedic personnel met the flight in Honolulu. Subsequent examination revealed multiple fractures of the passenger's right leg.

Pilot Information

Certificate:	Airline transport	Age:	56, Male
Airplane Rating(s):	Multi-engine land	Seat Occupied:	Left
Other Aircraft Rating(s):	None	Restraint Used:	
Instrument Rating(s):	None	Second Pilot Present:	Yes
Instructor Rating(s):	None	Toxicology Performed:	No
Medical Certification:	Class 1 Valid Medical—no waivers/lim.	Last FAA Medical Exam:	June 1, 1995
Occupational Pilot:	Yes	Last Flight Review or Equivalent:	
Flight Time:	18137 hours (Total, all aircraft), 2123 hours (Total, this make and model)		

Aircraft and Owner/Operator Information

Aircraft Make:	BOEING	Registration:	N4714U
Model/Series:	747-122 747-122	Aircraft Category:	Airplane
Year of Manufacture:		Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	19876
Landing Gear Type:	Retractable - Tricycle	Seats:	413
Date/Type of Last Inspection:	January 7, 1995 Continuous airworthiness	Certified Max Gross Wt.:	750000 lbs
Time Since Last Inspection:	2404 Hrs	Engines:	4 Turbo fan
Airframe Total Time:	14672 Hrs	Engine Manufacturer:	P&W
ELT:	Installed, not activated	Engine Model/Series:	JT9D-7AH
Registered Owner:	UNITED AIRLINES, INC.	Rated Power:	44000 Lbs thrust
Operator:		Operating Certificate(s) Held:	Flag carrier (121)
Operator Does Business As:		Operator Designator Code:	UALA

Meteorological Information and Flight Plan

Conditions at Accident Site:	Visual (VMC)	Condition of Light:	Night/dark
Observation Facility, Elevation:		Distance from Accident Site:	
Observation Time:		Direction from Accident Site:	
Lowest Cloud Condition:	Unknown	Visibility	
Lowest Ceiling:	Unknown	Visibility (RVR):	
Wind Speed/Gusts:	/	Turbulence Type Forecast/Actual:	/
Wind Direction:	0°	Turbulence Severity Forecast/Actual:	/
Altimeter Setting:		Temperature/Dew Point:	
Precipitation and Obscuration:			
Departure Point:	NARITA , OF (RJAA)	Type of Flight Plan Filed:	IFR
Destination:	HONOLULU , HI (PHNL)	Type of Clearance:	IFR
Departure Time:		Type of Airspace:	Class A

Airport Information

Airport:		Runway Surface Type:	
Airport Elevation:		Runway Surface Condition:	
Runway Used:	0	IFR Approach:	
Runway Length/Width:		VFR Approach/Landing:	None

Wreckage and Impact Information

Crew Injuries:	21 None	Aircraft Damage:	None
Passenger Injuries:	1 Serious, 279 None	Aircraft Fire:	None
Ground Injuries:	N/A	Aircraft Explosion:	None
Total Injuries:	1 Serious, 300 None	Latitude, Longitude:	

Administrative Information

Investigator In Charge (IIC):	Parker, Richard
Additional Participating Persons:	EDWARD RHEAM; SAN FRANCISCO , CA
Original Publish Date:	April 18, 1996
Last Revision Date:	
Investigation Class:	Class
Note:	
Investigation Docket:	https://data.nts.gov/Docket?ProjectID=29330

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](#).