



National Transportation Safety Board Aviation Accident Data Summary

Location:	PACIFIC OCEAN, PO	Accident Number:	LAX96LA035
Date & Time:	11/01/1995, 1515 GMT	Registration:	N4714U
Aircraft:	BOEING 747-122	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

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

Pilot Information

Certificate:	Airline Transport	Age:	56
Airplane Rating(s):	Multi-engine Land	Instrument Rating(s):	None
Other Aircraft Rating(s):	None	Instructor Rating(s):	None
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	Engines:	4 Turbo Fan
Operator:	UNITED AIRLINES, INC.	Engine Manufacturer:	P&W
Operating Certificate(s) Held:	Flag carrier (121)	Engine Model/Series:	JT9D-7AH
Flight Conducted Under:	Part 121: Air Carrier - Scheduled		

Meteorological Information and Flight Plan

Conditions at Accident Site:	Visual Conditions	Condition of Light:	Night/Dark
Observation Facility, Elevation:	, 0 ft msl	Weather Information Source:	Pilot
Lowest Ceiling:	Unknown / 0 ft agl	Wind Speed/Gusts, Direction:	/ ,
Temperature:		Visibility	0 Miles
Precipitation and Obscuration:			
Departure Point:	NARITA, OF (RJAA)	Destination:	HONOLULU, HI (PHNL)

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
Latitude, Longitude:			

Administrative Information

Investigator In Charge (IIC):	RICHARD B PARKER	Adopted Date:	04/18/1996
Investigation Docket:	NTSB accident and incident dockets serve as permanent archival information for the NTSB's investigations. Dockets released prior to June 1, 2009 are publicly available from the NTSB's Record Management Division at pubinq@ntsb.gov , or at 800-877-6799. Dockets released after this date are available at http://dms.nts.gov/pubdms/ .		

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