

3/31/2014

FOR YOUR INFORMATION

2014-15/3-5

1143854

To: Boeing Commercial Airplane Company

Info: FAA (AVP-1, AVP-200, AFS-200, AFS-230, AFS-300, ANM-100, SEA-ACO, SEA-AEG, AQS-230), A4A, AFA, ALPA, AMFA, APA, APFA, ASAP, ATSG, CAPA, IAM, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU, USAPA

From: Linda J. Connell, Director
NASA Aviation Safety Reporting System

Re: B737-700 Coffee Maker Incident

We recently received an ASRS report describing a safety concern which may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dennis Doyle at (408) 541-2831 or email at dennis.j.doyle@nasa.gov



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN: 1143854

Time

Date: 201401

Local Time Of Day: 1201-1800

Environment

Aircraft 1

ATC / Advisory.Center: ZZZ

Make Model Name: B737-700

Component 1

Aircraft Component: Galley Furnishing

Person 1

Function.Flight Attendant: Flight Attendant (On Duty)

ASRS Report Number: 1143854

Person 2

Function.Flight Attendant: Flight Attendant (On Duty)

ASRS Report Number: 1143856

Events

Anomaly.Aircraft Equipment Problem: Critical

Anomaly.Flight Deck / Cabin / Aircraft Event: Illness

Detector.Person: Flight Attendant

Result.General: Declared Emergency

Result.General: Physical Injury / Incapacitation

Result.Flight Crew: Diverted

Narrative 1

I was in the aft galley by myself during the cruise portion of the flight. The coffee pot was making a hissing noise, and the burner was filled up with coffee. I lifted the handle of the coffee maker and hot coffee grounds exploded out onto my chest and face. I received medical assistance on board the plane. The aircraft diverted. It was met by medical personnel. I was taken to the hospital. I received second degree burns to my face and chest.

Had there been a crew bulletin or warning from/by the company explaining that this can happen with the coffee makers, I would have taken precautions. I found out that in January 2013, the FAA let airlines know that this was something that could happen. Everything I read was exactly what happened to me.

Callback 1

The reporter stated that after this event she saw a news item about exploding aircraft coffee makers. Her Company had not put out any information about this potentially serious event.

Narrative 2

I was flying "B" position. "C" came to the back while I was setting up galley for service and said she was going to go take her drink orders. Before I went into the cabin, I did start the coffee pot and everything seemed normal. I did not hear any strange sounds. When I went to take drink orders, "C" was in the aft galley. Just a couple of minutes later into my orders, I heard a scream come from the back. I then stopped and went to see what was going on. I found the "C" face and chest covered in coffee grounds. She was crying and said that the coffee pot was making a strange sound, so she lifted the handle and the coffee grounds exploded on her. I then called the

"A" and Captain to let them know what had just happened. "A" came to the back and made a PA for a Doctor. A Doctor who happened to be a burn specialist came to the back and assisted the "C" He then spoke to the Captain and said she will need medical attention and go to the hospital when we land. Then Captain then made the decision to divert.

Synopsis

A B737 coffee maker produced a hissing sound while dripping coffee, so the flight attendant opened the coffee tray and received second degree burns from exploding coffee grounds. An emergency was declared and the flight diverted for medical attention.

Previous Alert(s)

8/16/2012

FOR YOUR INFORMATION

2012-106/3-20

1008802

To: Boeing Commercial Airplane Company

Info: FAA (AFS-200, AFS-230, SEA-AEG, ANM-100, AFS-300, AQS-230, ASA-100), AASC, AFA, ALPA, APFA, IFALPA, AMFA, APA, ASAP, A4A, IATA, CAPA, IAM, ICASS, IPA, PAMA, TWU, USAPA

From: Linda J. Connell, Director
NASA Aviation Safety Reporting System

Re: B757 Coffee Maker Explosion

We recently received an ASRS report describing a safety concern which may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Gary Brauch at (408) 541-2800 or email at gary.j.brauch@nasa.gov.



Aviation Safety Reporting System
385 Moffett Park Dr · Suite 200 · Sunnyvale · CA · 94089



ACN: 1008802

Time

Date: 201204

Local Time Of Day: 1201-1800

Place

Locale Reference.ATC Facility: ZZZZ.ARTCC

State Reference: FO

Altitude.MSL.Single Value: 38000

Environment

Aircraft 1

ATC / Advisory.Center: ZZZZ

Make Model Name: B757 Undifferentiated or Other Model

Component 1

Aircraft Component: Galley Furnishing

Person 1

Function.Flight Attendant: Flight Attendant (On Duty)

ASRS Report Number: 1008802

Person 2

Function.Flight Crew: Captain

Function.Flight Crew: Pilot Flying

ASRS Report Number: 1007070

Person 3

Function.Flight Crew: Pilot Not Flying

Function.Flight Crew: First Officer

ASRS Report Number: 1007145

Events

Anomaly.Aircraft Equipment Problem: Critical

Anomaly.Flight Deck / Cabin / Aircraft Event: Illness

Detector.Person: Flight Attendant

Result.General: Physical Injury / Incapacitation

Result.General: Declared Emergency

Result.Flight Crew: Took Evasive Action

Narrative 1

Flight attendant on board aircraft in galley. Coffee machine exploded. Hot coffee grounds spewed on working flight attendant [causing injury] to face, eyes, mouth, neck, chest. Medical personnel on aircraft tended to emergency. Emergency landing our destination. Paramedics met flight. Ambulance arrived, [Flight Attendant] taken to hospital for treatment.

Callback 1

The Reporter stated that the aft galley flight attendants were setting up for the first galley service of the flight shortly after reaching cruise. She had turned both left and right coffee makers on simultaneously, the right one for hot water only and the left one for coffee. Some time later, the brew lights went OFF almost simultaneously so she lifted the handle on the hot water only maker first. As the handle of the machine with coffee was lifted, coffee grounds forcefully exited the brew basket hitting her, the ceiling, floor, side walls and emergency exit. She was severely burned but because the flight was over foreign airspace she and her crew elected to seek aid from onboard medical personnel and not divert to an airport where medical services may be questionable. After

landing at their filed domestic destination, Emergency Medical Technicians met the aircraft and transported her to a nearby medical facility where she was treated for second and third degree burns to her face, neck, chest, hands and arms. The burns were severe enough to cause the affected skin to bubble. She did not remain overnight in the burn center but the next morning was accompanied to her base by the flight's Lead Flight Attendant where she was seen at a major burn center. She returned to work 29 days after the event but continues to use a heavy protective makeup on her face, neck and chest. She did not know the brand of coffee maker but remembers that the coffee bags come in clear cellophane packaging with a written warning about possible coffee ground ejection.

Narrative 2

About 25 minutes into our flight we got a call from the back galley. Our number 2 Flight Attendant was removing the coffee grounds from the brewer and it "exploded" in her face. She suffered 2nd and 3rd degree burns on her face, hands, chest and arms. We did the 'request physician' PA and had an RN and a medical student answer and start assisting the injured Flight Attendant. We did not have a SATCOM airplane (go figure) so we used the Medical Emergency Quick Reference Guide and started our 'attempts' to make contact with the Company. Initial attempts to get a phone patch to Dispatch via VHF proved challenging. We then got an HF frequency and made our initial contact with Dispatch via ATC and eventually the Medical Service. After explaining our situation and the fear that the Flight Attendant was going into shock, we lost contact via HF. This is where Dispatcher really stepped it up and helped save the day. First Officer was flying and talking to ATC while I was typing to Dispatch via ACARS. We were looking at our options, nearby foreign airports or our filed domestic destination. My experience has been to try to get back to the states for the best medical attention. The word "shock" was making that decision difficult. The Dispatcher came up with a better VHF frequency and we were then able to re-establish a phone patch Dispatch and eventually the Medical Service. The Medical Service gave us excellent advice and we administered the "up to 1000mg of Tylenol or Acetaminophen". This worked. As we continued the dialog with the the Medical Service and the flight attendants in the back galley, we were able to stabilize the Flight Attendant and make an informed and confident decision to continue on to our domestic destination. We pushed it up to Mach .83. We declared an Emergency and got priority handling direct to a 'base position' for our approach Runway 8R and best option to roll to the end and pull directly into our gate. I informed the passengers what was going on and asked that they remain seated until the EMT's could get down the aisle and to the back of the jet. I did ask Dispatch if it was possible to have a catering truck available and come in via the galley door in the back of the jet. The Dispatcher said EMT's would be on the jet bridge and come down the aisle. The only slight complaint, the EMT's were about 5 minutes late. Other than that - absolutely fantastic job.

Callback 2

The Reporter stated that he did not know how the coffee grounds ejected so forcefully, but suspected that the water had somehow not shutoff when it was supposed to and so pressurized the brewing compartment. He did not see the injured Flight Attendant until after landing and when he did see her, she was lying in the aft galley in obvious pain and shaking from what appeared to be a state of shock. Skin bubbles were already forming on her upper body and if she had not been wearing glasses, he believes that she would have been blinded.

Synopsis

A B757 galley coffee maker exploded injuring a Flight Attendant after it spewed hot coffee grounds on her face, eyes, mouth, neck and chest.