



AVIATION



HIGHWAY



MARINE



RAILROAD



PIPELINE

Aviation Investigation Final Report

Location:	Kingston, Caribbean Sea	Accident Number:	DCA25LA023
Date & Time:	November 3, 2024, 08:00 UTC	Registration:	N651UA
Aircraft:	Boeing 767-322	Aircraft Damage:	None
Defining Event:	Turbulence encounter	Injuries:	1 Serious, 185 None
Flight Conducted Under:	Part 121: Air carrier - Scheduled		

Analysis

United Airlines flight 128 encountered moderate turbulence while at FL360 and about 60 miles southeast of Jamaica, and a flight attendant (FA) sustained a serious injury.

The flight crew reported that while at FL360, in visual meteorological dark night conditions with no indication of an adverse ride from their onboard weather applications or their weather radar, the flight encountered about 3-5 seconds of moderate turbulence. The fasten seatbelt sign had been illuminated about 15 minutes earlier due to an area of light turbulence and remained illuminated during the event. The captain stated that upon encountering the moderate turbulence he immediately made a public address announcement “flight attendants be seated immediately, be seated immediately”. Following the turbulence encounter the flight crew asked the flight attendants to check in and were advised that a FA had been injured.

The FA assigned to jumpseat 2R reported that they had been seated with their seatbelt fastened for about 10-15 minutes due to a previous announcement from the flight deck about an area of light turbulence. With no turbulence encountered for several minutes the FA elected to stand and began preparations for the water service. When suddenly and without warning, the airplane “violently shook” throwing them into the right galley wall. Their lower back impacted a quarter turn utilized to secure the service carts.

Upon being notified of the injury, the flight crew contacted MedLink and the decision was made to continue to George Bush International Airport (IAH), Houston, Texas. Paramedics met the airplane at the gate and transported the injured FA to the hospital where they were diagnosed with a serious injury.

At the time of the turbulence encounter there were no active significant meteorological information (SIGMETs), convective SIGMETs, airman's meteorological information (AIRMETs), or pilot reports (PIREPs) of any significant turbulence.

Probable Cause and Findings

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

An inadvertent encounter with convective turbulence while in enroute cruise flight.

Findings

Environmental issues	(general) - Effect on personnel
Environmental issues	(general) - Awareness of condition

Factual Information

History of Flight

Enroute-cruise	Turbulence encounter (Defining event)
----------------	---------------------------------------

Information

Certificate:	Age:
Airplane Rating(s):	Seat Occupied:
Other Aircraft Rating(s):	Restraint Used:
Instrument Rating(s):	Second Pilot Present:
Instructor Rating(s):	Toxicology Performed:
Medical Certification:	Last FAA Medical Exam:
Occupational Pilot:	Last Flight Review or Equivalent:
Flight Time:	

Aircraft and Owner/Operator Information

Aircraft Make:	Boeing	Registration:	N651UA
Model/Series:	767-322	Aircraft Category:	Airplane
Year of Manufacture:	1992	Amateur Built:	
Airworthiness Certificate:	Transport	Serial Number:	25389
Landing Gear Type:	Retractable - Tricycle	Seats:	218
Date/Type of Last Inspection:	November 10, 2024 Continuous airworthiness	Certified Max Gross Wt.:	407000 lbs
Time Since Last Inspection:		Engines:	2 Turbo fan
Airframe Total Time:	128781 Hrs as of last inspection	Engine Manufacturer:	P&W
ELT:	Not installed	Engine Model/Series:	PW4000 SER
Registered Owner:	UNITED AIRLINES INC	Rated Power:	60000 Lbs thrust
Operator:	UNITED AIRLINES INC	Operating Certificate(s) Held:	Flag carrier (121)

Meteorological Information and Flight Plan

Conditions at Accident Site:	Visual (VMC)	Condition of Light:	Night
Observation Facility, Elevation:	MKJP,10 ft msl	Distance from Accident Site:	79 Nautical Miles
Observation Time:	03:00 Local	Direction from Accident Site:	292°
Lowest Cloud Condition:	Scattered / 2000 ft AGL	Visibility	6 miles
Lowest Ceiling:	Broken / 3400 ft AGL	Visibility (RVR):	
Wind Speed/Gusts:	/ None	Turbulence Type Forecast/Actual:	/
Wind Direction:		Turbulence Severity Forecast/Actual:	/
Altimeter Setting:		Temperature/Dew Point:	27°C / 24°C
Precipitation and Obscuration:	No Obscuration; No Precipitation		
Departure Point:	Rio de Janeiro, Brazil	Type of Flight Plan Filed:	IFR
Destination:	Houston , TX	Type of Clearance:	IFR
Departure Time:		Type of Airspace:	Class A

Wreckage and Impact Information

Crew Injuries:	1 Serious, 9 None	Aircraft Damage:	None
Passenger Injuries:	176 None	Aircraft Fire:	None
Ground Injuries:		Aircraft Explosion:	None
Total Injuries:	1 Serious, 185 None	Latitude, Longitude:	17.578056,-75.464167

Administrative Information

Investigator In Charge (IIC): Banning, David

Additional Participating Persons: AVP110; FAA AVP-110; DC

Original Publish Date: March 27, 2025

Last Revision Date:

Investigation Class: [Class 4](#)

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

Investigation Docket: <https://data.nts.gov/Docket?ProjectID=195439>

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](#).