

**AAIB Bulletin No: 12/95**

**Ref: EW/G95/10/02**

**Category: 1.1**

**Aircraft Type and Registration:** Boeing 747-136, G-AWNB

**No & Type of Engines:** 4 Pratt & Whitney JT9D-7 turbofan engines

**Year of Manufacture:** 1970

**Date & Time (UTC):** 4 October 1995 at 0724 hrs

**Location:** London Heathrow Airport

**Type of Flight:** Public Transport

**Persons on Board:** Crew - 18                      Passengers - 362

**Injuries:** Crew - None                      Passengers - None

**Nature of Damage:** Damage to door 1L

**Commander's Licence:** Airline Transport Pilot's Licence

**Commander's Age:** 46 years

**Commander's Flying Experience:** 10,765 hours (of which 4,350 were on type)  
Last 90 days - 120 hours  
Last 28 days - 50 hours

**Information Source:** Aircraft Accident Report Form submitted by the pilot and  
AAIB enquiries

The aircraft was engaged on a scheduled flight from New York to Heathrow. After arrival on Stand S3, the jetty was positioned as normal at door 1LD. However, during the disembarkation process the jetty started to rise and in doing so jammed solidly against the door, causing the departure of the passengers to be halted. It was not possible immediately to free the jetty from the door, and alternative arrangements were made to disembark the remaining passengers.

The jetty's hoist limit was then overridden to relieve the load on the door and the jetty and aircraft were then separated. A visual check of the aircraft found damage to the door and its hinge mechanism which subsequently required removal of the door for dressing, NDT inspection and repairs to the upper hinge, and other parts of the mechanism. The jetty was examined and subsequently found to have a hoist fault, causing it to rise against the aircraft door. The jetty was removed from service at 0721 hrs, inspected, the auto leveller adjusted and it was also subjected to a full functional test. The jetty was then returned to service at 0950 hrs. The repairs to the aircraft took several days, including other work.