

Boeing 747-236B, G-BDXK

AAIB Bulletin No: 11/2000 **Ref:** EW/G2000/08/09 **Category:** 1.1

Aircraft Type and Registration: Boeing 747-236B, G-BDXK

No & Type of Engines: 4 Rolls Royce RB211-524D4 turbofan engines

Year of Manufacture: 1981

Date & Time (UTC): 10 August 2000 at 1430 hrs

Location: London Heathrow Airport

Type of Flight: Public Transport

Persons on Board: Crew - 17 - Passengers - 337

Injuries: Crew - None - Passengers - None

Nature of Damage: Hole in upper surface of inboard left wing

Commander's Licence: Airline Transport Pilot's Licence

Commander's Age: Not known

Commander's Flying Experience: 14,148 hours (of which 5,976 were on type)
Last 90 days - 135 hours
Last 28 days - 55 hours

Information Source: Aircraft Accident Report Form submitted by the pilot

The aircraft was on a scheduled flight from London Heathrow to Newark with the jetty BT5 being removed ready for push back. The dispatcher attempted to reverse the jetty away from the aircraft but found it could only travel about one foot. The jetty moved to the left of the aircraft door but still did not reverse. The dispatcher tried to change the direction of the wheels but, as this was attempted, the jetty continued to move. The jetty then moved back towards the aircraft whereupon the dispatcher released the control stick. The jetty continued moving and the dispatcher pushed the emergency stop button but the jetty struck the wing root.

Investigation by the aircraft and airport operators identified a faulty relay, which may have caused the jetty to lurch in a different direction to that which the operator had intended.