

INCIDENT

Aircraft Type and Registration: Airbus A320-211, G-BUSG

No & Type of Engines: 2 CFM 56-5-A1 turbofan engines

Year of Manufacture: 1989

Date & Time (UTC): 25 November 1994 at 1747 hrs

Location: London Heathrow Airport

Type of Flight: Public Transport

Persons on Board: Crew - N/K Passengers - N/K

Injuries: Crew - None Passengers - None

Nature of Damage: Minor to front passenger door

Commander's Licence: Airline Transport Pilot's Licence

Commander's Age: 48 years

Commander's Flying Experience: 11,500 hours (of which 2,500 were on type)
Last 90 days - N/K
Last 28 days - N/K

Information Source: Aircraft Accident Report Form submitted by the pilot

Having obtained pushback clearance and ensured that all doors were closed, the commander informed the ground engineer that he was ready for the push. The tug driver saw the passenger jetty start to retract from the aircraft and heard the bell that indicates that the jetty is in motion. Having satisfied himself that the aircraft's path was unobstructed, the tug driver started to push the aircraft away from the stand. After the aircraft had moved about five feet, the tug driver glanced to his right and noticed that the jetty had stopped moving a short distance from the aircraft. He immediately stopped the push and saw some plastic fragments fall from the area around the aircraft door which was now open. He left his tug and observed that the open aircraft door had made contact with the end of the jetty.

The aircraft door had been opened after the start of the push to allow the boarding of some late passengers. During the pushback and before the first engine is started, the door warning system on the flight deck is inhibited.

The commander attributed the cause of the accident to a breakdown in communication between the various parties involved in the pushback.