

**No:** 7/92

**Ref:** EW/G92/05/01

**Category:** 1a

**Aircraft Type and Registration:** Airbus A320-212, G-HAGT

**No & Type of Engines:** 2 CFM56-543 turbofan engines

**Year of Manufacture:** 1992

**Date & Time (UTC):** 2 May 1992 at 1125 hrs

**Location:** Luton Airport, Bedfordshire

**Type of Flight:** Public Transport

**Persons on Board:** Crew - 7                      Passengers - 168

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

**Nature of Damage:** Damage to rear left passenger door and support strut

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

**Commander's Age:** 45 years

**Commander's Flying Experience:** 9,900 hours (of which 63 were on type)  
Last 90 days - 63 hours  
Last 28 days - 46 hours

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

The aircraft was being prepared for departure on a charter flight to Cyprus. A set of vehicle mounted mobile passenger steps were located at the rear left passenger door, their height having been adjusted for the A320 aircraft. The aircraft was refuelled to a total of 14000 kg, and the passengers boarded for departure. Just prior to pushback, the steps were being withdrawn from the rear door by the ground crewman, and a cabin staff member was about to commence door closure. The lower edge of the door was in contact with part of the steps, causing it to be damaged. The upper support strut was also broken away from its mounting.

The passengers were deplaned and engineering inspection requested. The damage was such that the planned flight could not be undertaken, and the passengers later departed on a sub-chartered aircraft. The A320 was positioned empty to Gatwick for repair.

The Captain considered that the steps had been set to too high a position in relation to the door, such that the loading of the aircraft caused it to settle lower on its landing gear and thus to bring the door into contact with the steps.

The operator has requested that the handling agent provide an extra ground crew member to check door clearance on future occasions when steps are being removed from the aircraft.