

---

## Collision with jetway, Boeing 757-2G7, July 24, 1999

---

**Micro-summary:** This Boeing 757-2G7 collided with the jetway during pushback, causing substantial damage.

---

**Event Date:** 1999-07-24 at 0805 MST


**Investigative Body:** National Transportation Safety Board (NTSB), USA

**Investigative Body's Web Site:** <http://www.nts.gov/>

---

### **Cautions:**

1. Accident reports can be and sometimes are revised. Be sure to consult the investigative agency for the latest version before basing anything significant on content (e.g., thesis, research, etc).
  2. Readers are advised that each report is a glimpse of events at specific points in time. While broad themes permeate the causal events leading up to crashes, and we can learn from those, the specific regulatory and technological environments can and do change. ***Your company's flight operations manual is the final authority as to the safe operation of your aircraft!***
  3. Reports may or may not represent reality. Many many non-scientific factors go into an investigation, including the magnitude of the event, the experience of the investigator, the political climate, relationship with the regulatory authority, technological and recovery capabilities, etc. It is recommended that the reader review all reports analytically. Even a "bad" report can be a very useful launching point for learning.
  4. Contact us before reproducing or redistributing a report from this anthology. Individual countries have very differing views on copyright! We can advise you on the steps to follow.
-

		NTSB ID: LAX99LA322		Aircraft Registration Number: N910AW	
		Occurrence Date: 07/24/1999		Most Critical Injury: None	
		Occurrence Type: Accident		Investigated By: NTSB	
Location/Time					
Nearest City/Place PHOENIX	State AZ	Zip Code 85034	Local Time 0805	Time Zone MST	
Airport Proximity: On Airport		Distance From Landing Facility:		Direction From Airport:	
Aircraft Information Summary					
Aircraft Manufacturer Boeing		Model/Series 757-2G7		Type of Aircraft Airplane	
Sightseeing Flight: No			Air Medical Transport Flight: No		
Narrative					
Brief narrative statement of facts, conditions and circumstances pertinent to the accident/incident:					
<p>On July 24, 1999, at 0805 hours mountain standard time, America West Flight 2082, a Boeing 757-2G7, N910AW, contacted the jet way during pushback in Phoenix, Arizona. The aircraft sustained substantial damage; however, none of the 190 passengers or 6 crewmembers aboard were injured. The aircraft was being operated as a scheduled domestic passenger flight by America West Airlines, Inc., under 14 CFR Part 121 when the accident occurred. The flight was originating from Phoenix Sky Harbor Airport as a nonstop flight to San Diego, California. Visual meteorological conditions prevailed at the time and an IFR flight plan was filed.</p> <p>In his written statements, the captain noted that there were repeated delays for the 0732 scheduled departure time. The first delay occurred in dispatch when the printers were not working and no flight release was available. He then proceeded to the gate to drop off his bags and found that the airplane was still in the maintenance hangar. The captain then went back to dispatch, where the printers were still not working. He walked back to the gate, where the aircraft was finally towed into position at 0720. After dropping off his bags, he went back to dispatch where a release was finally produced. The aircraft was finally loaded with passengers and was ready for pushback by 0800. A few minutes later, a mechanic boarded the aircraft and told the captain that a serviceable hydraulic actuator on his aircraft needed to be "swapped out" with the same part from another aircraft. The captain said at this point his blood pressure "was up to the stroke level," and he was very distracted by the thought of another delay. About a minute later, another mechanic entered the cockpit and told the captain that maintenance control had thought better of the swap idea and they were not going to exchange parts. The mechanic ended the conversation with, "we are all closed up and ready to go."</p> <p>The captain said he believed the mechanic's statement meant that the aircraft doors were secured for departure. In his statement, the mechanic said he meant that the exterior access panels on the aircraft were closed. The captain further said that he was unaware that the gate agent and a customer service representative were onboard the aircraft trying to sort out an oversold situation, and that the L2 door was still open with the jet bridge still connected to the aircraft.</p> <p>As the captain made a public address (PA) departure announcement to the passengers, the first officer called for pushback and advised "You are cleared to push, tail south on Lima." The captain then asked the tug driver "Are you guys ready to go?" According to the captain, the tug driver replied with the "all doors and access panels are closed" speech. According to the tug driver, he replied that all service doors and cargo doors, except for the jet bridge, were secured and locked. The captain then advised the tug driver, "Brakes released, you are cleared to push, tail south, on Lima." The tug operator repeated the order and signaled the wing walkers that he was preparing to push back. As the push began, the sounds of the aircraft contacting the jet bridge were heard by the flight crew. The pushback damaged the jet way, the aircraft skin, the L-2 aircraft door, and caused the uncommanded deployment of the L-2 evacuation slide.</p>					
FACTUAL REPORT - AVIATION					
					Page 1

National Transportation Safety Board

## FACTUAL REPORT

AVIATION

NTSB ID: LAX99LA322

Occurrence Date: 07/24/1999


Occurrence Type: Accident


## Narrative (Continued)

After the accident, the right wing walker stated that he had not given the tug driver the "all clear" signal that is required prior to pushback by company directive. The left wing walker said that he assumed that something was wrong with the jet bridge since the captain had said it was okay to push back. He raised his wand to show the driver that the ramp was clear.

Although the door light on the overhead panel and the engine indicating and crew alerting system (EICAS) screen were both illuminated, showing that the L-2 door was open, neither the captain nor first officer noticed them prior to push.

The team lead that was responsible for the gate operation was still in the jet bridge doorway with a gate agent while the gate agent supervisor was trying to resolve an "oversold" problem with two passengers. The supervisor was not able to seat the passengers and they were sent back up the jet bridge. The team lead and gate agent were waiting for the supervisor to get off the aircraft when the pushback began. The jet bridge is normally retracted by the gate agent after the door is secured, but may be secured by other trained airline or contract personnel.

 <b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b>		NTSB ID: LAX99LA322				
		Occurrence Date: 07/24/1999				
		Occurrence Type: Accident				
<b>Landing Facility/Approach Information</b>						
Airport Name SKY HARBOR INTERNATIONAL		Airport ID: PHX	Airport Elevation 1135 Ft. MSL	Runway Used 0	Runway Length	Runway Width
Runway Surface Type:						
Runway Surface Condition:						
Type Instrument Approach: NONE						
VFR Approach/Landing: None						
<b>Aircraft Information</b>						
Aircraft Manufacturer Boeing		Model/Series 757-2G7		Serial Number 24523		
Airworthiness Certificate(s): Transport						
Landing Gear Type: Retractable - Tricycle						
Homebuilt Aircraft? No		Number of Seats: 196	Certified Max Gross Wt. 240000 LBS		Number of Engines: 2	
Engine Type: Turbo Fan		Engine Manufacturer: Rolls-Royce		Model/Series: RB211-535E	Rated Power: 41679 LBS	
- Aircraft Inspection Information						
Type of Last Inspection Continuous Airworthiness		Date of Last Inspection 07/1999	Time Since Last Inspection 123 Hours		Airframe Total Time 40681 Hours	
- Emergency Locator Transmitter (ELT) Information						
ELT Installed?		ELT Operated?		ELT Aided in Locating Accident Site?		
<b>Owner/Operator Information</b>						
Registered Aircraft Owner WILMINGTON TRUST COMPANY		Street Address ATN CORP, TR ADM				
		City WILMINGTON		State DE	Zip Code 19890	
Operator of Aircraft AMERICA WEST AIRLINES, INC.		Street Address 4000 EAST SKY HARBOR BOULEVARD				
		City PHOENIX		State AZ	Zip Code 85034	
Operator Does Business As: AMERICA WEST AIRLINES, INC.				Operator Designator Code: AWXA		
- Type of U.S. Certificate(s) Held:						
Air Carrier Operating Certificate(s): Flag Carrier/Domestic						
Operating Certificate:			Operator Certificate:			
Regulation Flight Conducted Under: Part 121: Air Carrier						
Type of Flight Operation Conducted: Scheduled; Domestic; Passenger Only						
FACTUAL REPORT - AVIATION						

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: LAX99LA322
	Occurrence Date: 07/24/1999
	Occurrence Type: Accident

<b>First Pilot Information</b>				
Name On File	City On File	State On File	Date of Birth On File	Age 52

Sex: M	Seat Occupied: Left	Principal Profession: Civilian Pilot	Certificate Number: On File
--------	---------------------	--------------------------------------	-----------------------------

Certificate(s): Airline Transport; Commercial

Airplane Rating(s): Multi-engine Land; Single-engine Land

Rotorcraft/Glider/LTA: None

Instrument Rating(s): Airplane

Instructor Rating(s): None

Type Rating/Endorsement for Accident/Incident Aircraft? Yes

Current Biennial Flight Review?

Medical Cert.: Class 1	Medical Cert. Status: Valid Medical--w/ waivers/lim.	Date of Last Medical Exam: 06/1999
------------------------	--	------------------------------------

- Flight Time Matrix	All A/C	This Make and Model	Airplane Single Engine	Airplane Multi-Engine	Night	Instrument		Rotorcraft	Glider	Lighter Than Air
						Actual	Simulated			
Total Time	15000	5500								
Pilot In Command(PIC)										
Instructor										
Last 90 Days	179	179								
Last 30 Days	50	50								
Last 24 Hours										

Seatbelt Used? Yes	Shoulder Harness Used? No	Toxicology Performed?	Second Pilot? Yes
--------------------	---------------------------	-----------------------	-------------------

**Flight Plan/Itinerary**

Type of Flight Plan Filed: IFR	
--------------------------------	--

Departure Point Same as Accident/Incident Location	State	Airport Identifier PHX	Departure Time 0805	Time Zone MST
---	-------	---------------------------	------------------------	------------------

Destination SAN DIEGO	State CA	Airport Identifier SAN	
--------------------------	-------------	---------------------------	--


Type of Clearance: IFR

Type of Airspace: Class D

**Weather Information**

Source of Briefing:  
Company

Method of Briefing:

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: LAX99LA322
	Occurrence Date: 07/24/1999
	Occurrence Type: Accident

**Weather Information**

WOF ID	Observation Time	Time Zone	WOF Elevation	WOF Distance From Accident Site	Direction From Accident Site
PHX	0756	MST	1135 Ft. MSL	0 NM	0 Deg. Mag.

Sky/Lowest Cloud Condition: Unknown 0 Ft. AGL Condition of Light: Day

Lowest Ceiling: Broken 12000 Ft. AGL Visibility: 10 SM Altimeter: 29.00 "Hg

Temperature: 28 °C Dew Point: 22 °C Wind Direction: 100 Density Altitude: Ft.

Wind Speed: 5 Gusts: Weather Conditions at Accident Site: Visual Conditions

Visibility (RVR): 0 Ft. Visibility (RVV) 0 SM Intensity of Precipitation: Unknown

Restrictions to Visibility: None

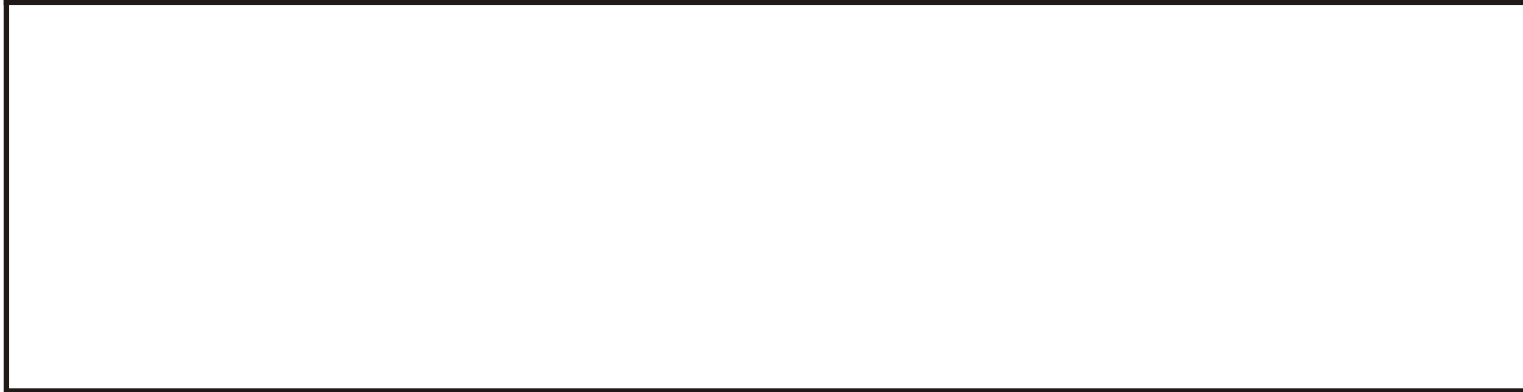
Type of Precipitation: None

**Accident Information**

Aircraft Damage: Substantial Aircraft Fire: None Aircraft Explosion: None

Classification: U.S. Registered/U.S. Soil

- Injury Summary Matrix	Fatal	Serious	Minor	None	TOTAL
First Pilot				1	1
Second Pilot				1	1
Student Pilot					
Flight Instructor					
Check Pilot					
Flight Engineer					
Cabin Attendants				4	4
Other Crew					
Passengers				190	190
- TOTAL ABOARD -				196	196
Other Ground	0	0	0		0
- GRAND TOTAL -	0	0	0	196	196



National Transportation Safety Board

**FACTUAL REPORT**

**AVIATION**



NTSB ID: LAX99LA322

Occurrence Date: 07/24/1999

Occurrence Type: Accident

Administrative Information

Investigator-In-Charge (IIC)

ROBERT R. CRISPIN

Additional Persons Participating in This Accident/Incident Investigation:

RONALD J ROSENHAHN  
WP-PHX-CMO  
PHOENIX, AZ 85008

PATRICK T SAKOLE  
AMERICA WEST AIRLINES  
PHOENIX, AZ 85034