

Follow-up Action on Occurrence Report

**ACCIDENT TO BOEING B777-236B, G-VIIA, NEAR REIGATE, SURREY ON 26 JUNE 2003
(ACCESS DOOR FELL FROM AIRCRAFT SHORTLY AFTER TAKEOFF)**

CAA FACTOR NUMBER : F13/2005
FACTOR PUBLICATION DATE : 12 April 2005
OPERATOR : BA
CAA OCCURRENCE NUMBER : 2003/04039
AAIB REPORT : Bulletin 3/2005

SYNOPSIS

(From AAIB Report)

A large access door, measuring 4 x 6 feet and weighing 70 lb, detached from the aircraft shortly after take-off from Gatwick Airport, causing substantial damage to two cabin windows and minor damage to the fuselage and fin. Fragments of the door penetrated into the cabin and large parts of it landed close to persons on the ground. It was likely that only one of the thirteen door catches had been fastened and that the door had suffered overload failure due to aerodynamic forces as the aircraft accelerated, allowing it to open and detach. Multiple walk-round inspections of the aircraft by different personnel had failed to detect the open catches. The inadequate fastening had apparently occurred during a routine maintenance check due to a deviation from standard procedures; a practice that reportedly had been fostered by features of the maintenance system and may have been commonplace. It appeared likely that the human performance factors evident in this event could be affected beneficially by improvements in the operator's maintenance and inspection systems. One safety recommendation has been made.

FOLLOW UP ACTION

The one Safety Recommendation, made by the AAIB following their investigation, is reproduced below, together with the CAA's response.

Recommendation 2004-77

It is recommended that British Airways, when reviewing their maintenance inspection and management systems and practices should consider:

- (a) reviewing work packs to ensure that no duplicate or unnecessary tasks are specified;
- (b) combining access panel opening and re-securing actions during maintenance with the associated maintenance task on a single work card
- (c) including on work cards illustrations indicating access panel locations;
- (d) additional measures to ensure the re-securing of access panels after maintenance;
- (e) measures aimed at ensuring that access panel latch pads wear is rectified before it becomes excessive and,
- (f) examining the possible benefits of varying the walk-round direction for some of the multiple airframe inspections.

CAA Response

This Recommendation is not addressed to the CAA.

CAA Status - Closed