Republic of the Philippines
DEPARTMENT OF TRANSPORTATION
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES
MIA Road, Pasay City 1300

AIRCRAFT ACCIDENT INVESTIGATION AND INQUIRY BOARD

FINAL REPORT

A6-ENN
BOEING B777-31 HER

OPERATOR: EMIRATES AIRLINES

TYPE OF OPERATION: SCHEDULED COMMERCIAL OPERATION

DATE OF OCCURRENCE: AUGUST 14, 2020

PLACE OF OCCURRENCE: TERMINAL 3 GATE 112 AT NINOY AQUINO INETRANTIONA AIRPORT (NAIA), PASAY CITY, PHILIPPINES

BASIC INFORMATION

Aircraft Registration No.	:	A6-ENN
Aircraft Make and Model	:	Boeing Commercial Airplanes, B777-31 HER
Operator	:	Emirates Airlines
Address of Operator	:	Dubai International Airport, United Arab Emirates (UAE)
Place of Occurrence	:	Terminal 3 Date 112 at Ninoy Aquino International Airport (NAIA), Pasay City, Philippines
Date/Time of Occurrence	:	August 14, 2020 / 1640H / 0840 UTC.
Type of Operation	:	Scheduled Commercial Operation
Phase of Flight	:	Boarding
Type of Occurrence	:	Passenger boarding bridge malfunction causing damage to the aircraft passenger door

EXECUTIVE SUMMARY

On or about 1645H, local time August 14, 2020, a Boeing Commercial Airplane, B777-31HER type of aircraft with Registry Number A6-ENN sustained substantial damage on its L1 door after the NAIA Terminal 3 Gate 112 Passenger Boarding Bridge (PBB) Malfunctioned at Ninoy Aquino International Airport, Pasay City, Philippines. The aircraft was ready for boarding and initially experienced the Passenger Boarding Bridge Malfunctioned of the airport terminal. It was being operated by Emirates Airlines under a scheduled commercial flight (PCAR Part 10). The four (4) flight crew and thirteen (13) cabin crew on board were not injured. Visual meteorological conditions (VMC) prevailed on the time of occurrence, and a scheduled flight plan had been filed. The flight originated at Dubai International Airport (OMDB) and was on a return flight as intended. There were no significant remarks listed on the aircraft logbook before the occurrence.

PROBABLE CAUSE

- **Primary Cause Factor**

  a. The Auto-Level Roller Arm Sensors malfunctioned that resulted in the unexpected movement of the PBB. (Material failure)

- **Contributory Factors**

  a. The Programmable Logic Controller (PLC) Control Panel was contaminated with water.

  b. The deteriorated water proofing of the Programmable Logic Controller (PLC) Control Panel housing.

SAFETY RECOMMENDATIONS

- For **CAAP- AANSOO** to ensure that MIAA:

  a. Properly maintain their facilities housing sensitive electronic equipment such as Programmable Logic Controller (PLC) Control Panel.

  b. Include in their policies and procedures on Aerobridge operations the manning of PBB stations at all times until tuck-out operations.

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