



**GENERAL DIRECTION OF CIVIL AERONAUTICS ACCIDENT PREVENTION  
DEPARTMENT**

**PRELIMINARY REPORT OF AVIATION INCIDENT No. 2052-24**

**DATE: March 11, 2024**

**BACKGROUND:**

The methodology of the investigation includes the Standards and Recommended Practices (SARPS) set out in Annex 13, "Aircraft Accident Investigation," of the Convention on International Civil Aviation, and established in the "Regulations on the Investigation of Aviation Accidents and Incidents" (DAR-13), approved by Supreme Decree No. 302 dated October 20, 2020. This is preliminary information and may be subject to changes.

<b>Incident Date:</b>	March 11, 2024.
<b>Incident Time:</b>	16:00 local time in Auckland, New Zealand.
<b>Location:</b>	During a commercial flight from Kingsford Smith International Airport in Sydney (YSSY), Australia, to Auckland International Airport (NZAA), New Zealand at coordinates 37°03'55" S and 168°03'46" E, at flight level 410 (41,000 feet).
<b>Occupants:</b>	2 pilots, 7 cabin crew members, 263 passengers.
<b>Aircraft:</b>	Boeing model 787-916.
<b>Certificates:</b>	Registration and airworthiness, no observations.
<b>Pilot (PM):</b>	Airline Transport Pilot (ATP) license valid.
<b>First Officer (CP):</b>	Airline Transport Pilot (ATP) license valid.
<b>Nationality:</b>	Both Chilean.

**A. Incident Overview**

The aviation incident on March 11, 2024, at 16:00 local time in NZ, according to information gathered in Auckland, NZ, and later in Santiago, Chile, involved a flight crew consisting of a captain and a first officer, along with 7 cabin crew members and 263 passengers aboard the Boeing 787-916, registration CC-BGG. The aircraft had departed from Kingsford Smith International Airport in Sydney, Australia, heading for Auckland International Airport, New Zealand. Subsequently, while the aircraft was en route at flight level 410 in international airspace, it experienced an unintended sharp descent, which was subsequently recovered by the flight crew.

As a result, 3 cabin crew members and 10 passengers suffered various injuries (1 cabin crew member, 1 passenger of Chilean nationality, and 1 passenger of Australian nationality were hospitalized due to the severity of their injuries).

## **B. Actions Taken**

Inspections were conducted on the aircraft at Auckland Airport, NZ. To date, the following actions have been taken:

- The Transport Accident Investigation Commission (TAIC) of NZ provided communications and meteorological information and delivered the Enhanced Airborne Flight Recorder (EAFR) to the Chilean investigation authority.
- Statements were obtained from all crew members involved in the incident, including the crew that transferred the aircraft from Chile to New Zealand the day before.
- Statements were obtained from maintenance personnel who verified the condition of the captain's seat, which was changed in Australia, NZ, and Chile.
- Personal files of the flight crews were received from the aircraft operator.
- Technical information on the maintenance of the involved aircraft and the history of incidents related to cockpit seats from the operator were obtained.
- Technical information from bulletins and letters issued by the aircraft manufacturer and the operator concerning the condition of the involved seat was obtained.
- Ongoing actions are being maintained with the National Transportation Safety Board (NTSB) of the USA, which has been requested for information and coordination with the Federal Aviation Administration (FAA) of the USA and the manufacturer Boeing of the USA, concerning the captain's seat (left side) and the EAFR equipment (VCR/FDR).

A photo and video set was conducted on the condition of the Captain's seat (left side of the cockpit) according to images N°1, 2, and 3.



Images N°1, 2, and 3: Captain's seat.

A photo and video set was conducted on the condition of the First Officer's seat (right side of the cockpit) according to images N°4, 5, and 6.



Images N°4, 5, and 6: First Officer's seat.

A recreation was visualized with the flight data at the time of the incident, performed by the operating company, according to image N°7.



Image N°7

### C. Meteorological Information

According to the operational technical report issued by TIAC, initial calculations of the location and altitude of the flight were made, which should only be considered approximate. From the location, the coordinates were calculated as 37.03°S 168.96°E. In meteorology, altitudes are often considered in terms of pressure levels (which decrease with altitude). Using the international standard atmosphere, the pressure at FL410 was calculated to be 178 hPa.

In summary: from an initial assessment, no adverse conditions for flight were observed according to images N°8 and N°9.

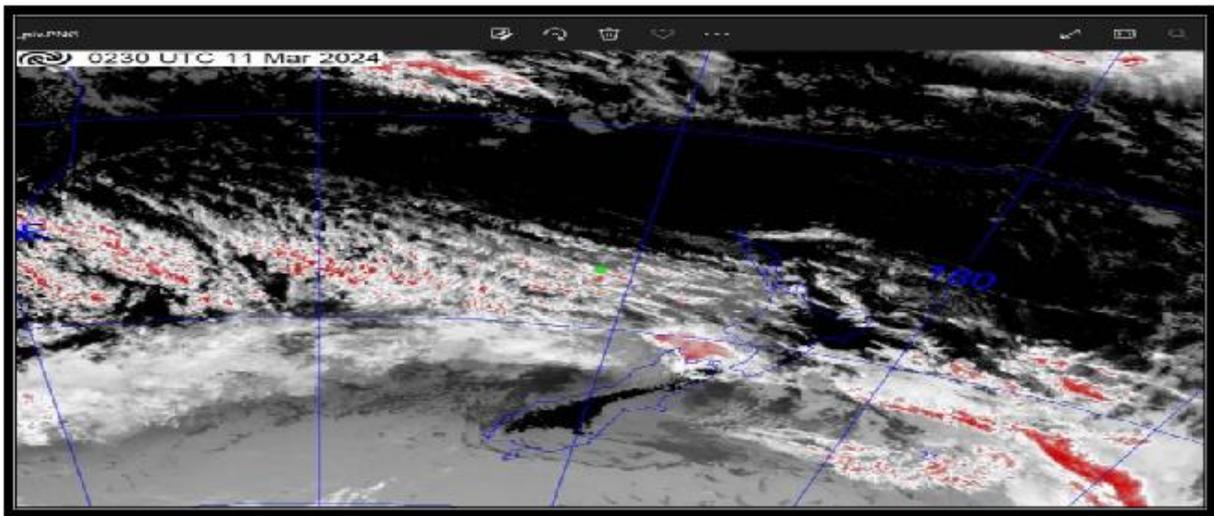


Image N°8

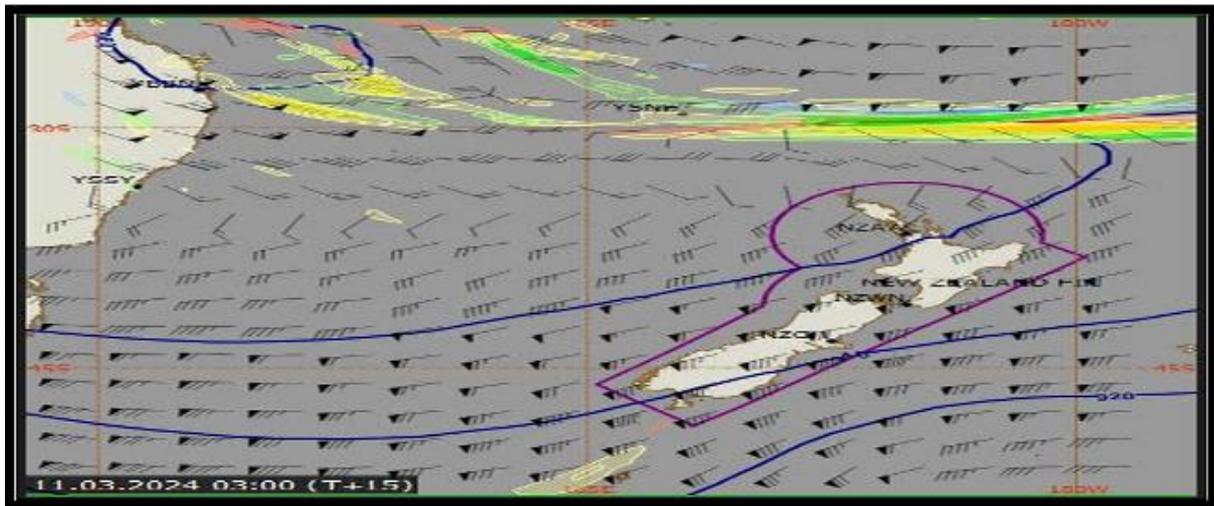


Image N°9

#### **D. Maintenance**

Maintenance records of the aircraft are included in the investigative file, which is being analyzed by the Investigative Board.

#### **E. Location of the Incident**

The incident occurred during a commercial flight from Kingsford Smith International Airport in Sydney, Australia, to Auckland International Airport, New Zealand (international airspace), while the aircraft was en route at flight level 410, as per image N°10.



Image N°10

#### **F. Established Facts**

- At the time of the incident, the aircraft was established at flight level 041 (41,000 feet).
- The seat on the left side of the cockpit, with the captain in position, began an involuntary movement forward.
- The recovery of the aircraft by the flight crew from an unintended descent of approximately 400 feet did not exceed the positive or negative loads allowed by the manufacturer for this type of flight condition.
- The meteorological conditions and lack of turbulence at the time of the incident were not causal or contributing factors in the operation.

#### **G. Pending Actions**

- Sending the EAFR equipment (FDR/VCR) to the National Transportation Safety Board (NTSB) of the USA for reading and analysis.
- Coordination with the Federal Aviation Administration (FAA) of the USA and the manufacturer Boeing of the USA to perform the physical inspection of the seat.



Firmado electrónicamente por  
**CLAUDIO PANDOLFI GARRIDO**  
09/04/2024 17:25:57 -0400  
Incorpora Firma Electrónica  
Avanzada

**CLAUDIO PANDOLFI GARRIDO**  
**ACCIDENT PREVENTION DEPARTMENT**