

**Aviation Safety Investigation Report
199604050**

**Airbus
A320**

20 November 1996

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NOTE: All air safety occurrences reported to the ATSB are categorised and recorded. For a detailed explanation on Category definitions please refer to the ATSB website at www.atsb.gov.au.

- flight crews did not always record that the defect existed,
- flight attendants gave incomplete reports to flight crews,
- a lack of timely advice to maintenance management, and
- the difficulty in visually identifying the seal flutter.

The investigation also found there had been inadequate communication links between:

- flight attendants and the company's cabin safety management,
- the flight attendants union and the company cabin safety management,
- cabin safety management and maintenance, and
- flying operations, cabin safety management and maintenance.

While it is undesirable to have a defect existing for so many sectors, this particular defect was difficult to detect in normal service and was not found until after the door trim was removed and the seal closely inspected in flight. The major safety concern was that on some sectors the cabin crew wore ear muffs which could have prevented them from immediately responding to some other problem, should one have occurred.

Safety actions taken.

The operator is introducing a system of recording cabin defects that will stand alone from the technical report used by flight crews. This will require appropriate certification to transfer technical items into the maintenance log, and will also enable cabin crews to have access to a running history of cabin reports.

The operator has also instituted an enhanced communications structure that will allow pilot reports to be rapidly conveyed to maintenance management, ensuring direct contact between operations, maintenance and cabin safety management. The operator's cabin safety management has advised cabin crews to make immediate telephone contact with them in the event of similar problems occurring.

