Information regarding delay of flight on the route Antalya - Tashkent

2024 3 June

On June 02, 2024 at Antalya airport during preparation of flight HY 3224 on the route Antalya – Tashkent on Boeing 787-01 aircraft a malfunction of the left engine starting system was detected. The scheduled departure time of the flight was 15:00 local time in Antalya.

There were 198 adult passengers and 13 infants on board.

The crew discovered the malfunction while starting the engines after closing the doors and receiving clearance to take off. For the safety of passengers and crew, the aircraft commander decided to delay the flight to eliminate the causes of the malfunction. However, after all the measures taken and during the next start of the engines, the malfunction sensor was triggered again.

A team of technicians from “Turkish Technic", certified to provide repair work on Boeing 787 aircraft, with which Uzbekistan Airways has a contract for aircraft maintenance at Turkish airports in case of malfunctions, were called in.

Passengers were on board the aircraft at the time. The crew and technical staff worked to eliminate the problem.

To fully eliminate the problem, after a two-hour delay, passengers had to be disembarked back to the departure terminal, as it is prohibited by aviation safety rules to have passengers on board in such cases.

After a second round of troubleshooting of the engine start system, passengers were brought in and placed on the airplane an hour later. At the same time, the engine start failed.

After a four-hour wait in the airport terminal, passengers were provided with food and beverages as technicians were confident that the malfunction would be resolved as soon as possible. However, after another 2 hours, a decision was made to find a

hotel and accommodate the 198 passengers and 13 infants for the duration of the delay and arrange transportation of passengers from the airport to the hotel and back.

The airline organized a headquarters to resolve the disruptive situation.

Passengers in this case were assisted in passing passport control formalities due to the forced postponement of the flight, for going out into the city and overnight accommodation in hotels.

At 22:00 local time in Antalya the passengers' luggage was unloaded from the cargo compartments of the airplane and put on the baggage belt for the passengers of the delayed flight to receive it and escorted to the buses.

Passengers were informed before going to the hotel that an outbound flight on the airline's reserve aircraft would be organized for their return to Tashkent in the morning. After the passengers were accommodated in hotels, they were provided with hot meals.

The Airline's flight schedule for June 3, 2024 was revised by the Headquarters of faulty situations in order to provide an outbound flight for passengers from Antalya, as a result of which minor delays were required in departure of scheduled flight HY423 on the Tashkent – Delhi route, flight HY613 on the Tashkent – Moscow route and departure of charter flight HY3223 on the Tashkent – Antalya route.

The reserve Airbus A321 landed at Antalya airport at 09:06 local time.

Passengers of the delayed flight Antalya – Tashkent of June 2, safely flew to Tashkent on June 3 at 11:51 local time (Antalya) on the reserve aircraft.

Preliminary time of arrival to Tashkent is 18:00 local time (Tashkent).

Uzbekistan Airways apologizes for the inconvenience and assures that the safety of our passengers and crew remains the top priority in the airline's operations.