

Statement of Jim Reusch, JetBlue Captain, operating FLT 551 on 8FEB2024

The following is to the best of my recollection:

1. Normal pre-flight and taxi out to de-ice. Boston ground control had us holding short of runway 4L on E till Aeromag cleared us to come to the Earhart De-ice pad. We were clearing by Aeromag () to come to spot OD4. We told ground control that Aeromag was ready for us. Instructions were to cross 4L left on B. Abeam firehouse Captain talked to Aeromag and were told to continue to OD4 and follow the truck, we did so.
2. We were then told we were going to pad D2. We slowly followed their truck to pad D2. As we got close the truck turned off to our right, close to pad D1, no one ever got out of truck and commands were given from the truck. We were told to stop on their command. They gave us a 3,2,1 stop verbal commands which we did.
3. I switched to iceman frequency () and informed iceman that our request would be for one step de-icing for the frost on the wings and that Captain would let them know when we were ready and configured. The FO then started the Hot Calculator Configure checklist. After completing the checklist and being configured for de-icing, I informed iceman of the tail number, one step de-ice request and aircraft was prepared for spraying.
4. Spraying started at 0627 (lcl). After the process was completed the trucks moved away. We sat there for a couple of minutes waiting on de-ice report for iceman. I called them and they gave us the report, safewing 45%, beginning at 0627 (lcl) and we were cleared to call ground. FO ran the reconfiguration checklist and once we done with that FO called ground control ready for taxi.
5. Instructions were behind JetBlue aircraft to the right, EMB 190, we could taxi to runway 9 via left J,B,M cleared past 4L approach path. As 190 taxied by Captain released parking brake and within a couple of seconds we felt jolts and vibrations, the aircraft was swaying back and forth. I set parking brake and we said to each other that maybe we were hit by the de-ice truck or another aircraft.
6. I called iceman and asked if they could see if a de-ice truck or aircraft had hit us. They told us they would look. In the meantime, inflight called from back and stated that a passenger had taken a picture of a piece of aircraft on the ground. Iceman called back and stated that another aircraft had indeed hit us.
7. Crew talked to passenger multiple times over the next approximately hour and a half, giving them what information we had from company and our planned course of action to come. I also talked to Massport and maintenance. During this time we saw people outside the aircraft taking pictures and measurements. I talked to Massport and asked if we were in the correct spot. My recollection is that they said we were 35 feet short. JB maintenance checked our aircraft for damage that would keep from starting our APU which was a concern to Captain/FO for starting second again or single taxing. Mx ok'd the aircraft and I asked about raising the flaps or leaving them in current position and Mx said to leave them, which was a Flaps 3. We started the APU and single engine taxied back to gate C9. Jetbridge was hooked up and I addressed passengers one last time from cabin, and they were deplaned.

Statement of Jay Styles, JetBlue First Officer, operating FLT 551 8FEB2024

The following is to the best of my recollection:

1. Normal pre-flight and uneventful taxi from the gate to the Earhart deice pad. After receiving clearance to enter the pad from Areomag ground gave a clearance to cross 4L on Bravo. Areomag told us to follow the truck to pad D2.
2. We proceeded to follow the driver to the D2 parking spot where he turned off to our right with the headlights facing 180 degrees towards the back of the aircraft. We were not guided by Aeromag wing walker. The driver started the 5 4 3 2 1 stop countdown and the Captain set the brake. At the time I had forgotten the line in bullet point number 3 where it states "A wing walker will exit the truck for the final marshal and follow his or her signal to the final spot"
3. After being parked, Captain initiated the deice configuration checklist. After verbally going through all the checklist items, he communicated with the Iceman that we were ready to spray the one step fluid. Once deicing was done, we received the deice report and I started the Reconfiguration checklist.
4. I then called ground after asking Captain if he was ready and received taxi instructions to runway 9. My recollection is that after a "Clear left and right," we felt the aircraft being rather violently rocked back and forth. Captain had just released the parking brake and I don't believe we had begun to move before that. He immediately put the brake back on. Our first thought was the deice truck had hit us; so, I called ground control and told them we had been hit by a deice truck but shortly after that we got a call from inflight saying that an aircraft had hit us and that passengers could see part of the tail laying on the ground from the window. I informed Boston ground control that we would not be moving.
5. At this point, our focus was about safely returning to the gate to get the passengers off. After many conversations with company, maintenance, Massport and watching all of the people on the ground for approximately 1-2 hours take pictures and roll around with their measuring wheels, we were told by our JetBlue maintenance that it was ok to start the APU and single engine taxi (Not a SETWA aircraft) we were cleared to C9 and got everyone off. The passengers were updated several times on the situation during the process.