



Internal Memorandum

Date: 6/28/2023

To: Captain Doug Martin, Regional Director & Chief Pilot – ATL CPO

From: Captain Steven Drollette

Subject: Delta Flight Safety - NTSB Statement Request
DL1092 28 JUN 2023 ATL-CLT N955AT B717-202 (9514)
CAP: DROLLETTE, S.M.; **FO:** BARBER, J.H.

This statement is provided at the request of the ATL Chief Pilot's Office.

On June 28, 2023, I was Captain (Pilot Flying) of Delta Air Lines Flight #1092 from Atlanta to Charlotte.

The flight started normally (takeoff, climb cruise, and descent). On the JONZE arrival in Charlotte, we received radar vectors to runway 36L. We joined the LOC and then were cleared for the ILS 36L.

At approximately 2000' AGL, I requested flaps 18, gear down. The First Officer lowered the gear handle.

At this point, the First Officer pointed out the NOSE WHEEL unsafe indication. This was confirmed on the CONFIG page of the EIS system. I initiated a go-around, and we requested radar vectors to trouble shoot and run the appropriate checklist.

Once the aircraft was in level flight and 160kts, we again lowered the gear, but with the NOSE WHEEL unsafe indication. The QRH was run for gear unsafe. The manual gear extension was unsuccessful.

Via ACARS, we notified ATL flight control, and an emergency was declared with ATC. We once again proceeded inbound on the ILS 36L. All deferred items on the checklist were completed.

At approximately 300' AGL, Tower notified us the nose gear was not visible. Once again, we elected to accomplish a go-around (fuel was sufficient), in an attempt to lower the nose gear. Leveling at 4000', I turned the AC over to the First Officer while I attempted to contact MTC through ATL radio. After five different frequencies, we were unable to make contact.

We attempted three normal gear extensions, followed by two manual extensions.

At this juncture, we were at a decision point with our fuel. After discussing the issue, we decided to proceed with the landing. The NOSE WHEEL unsafe QRH was run once again, and the NOSE WHEEL unsafe was still illuminated.

The checklist was completed, A/P and A/T turned off, and the landing was accomplished at about 1400' down the runway. The nose was lowered to the ground about 80kts.

We stopped the AC just prior to taxiway W7. When stopped, CFR sprayed the nose area with water, and the shutdown and evacuation checklist was completed.

After the fire chief verified the area was safe, an evacuation was performed through the two front doors (entry and galley). Once all passengers were deplaned, I did a cabin sweep to verify all passengers were off the plane. During this time, smoke was visible through the cabin.

Pilot Statement - Captain Steven Drollette

June 28, 2023

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The First Officer, flight attendants, CFR, and CLT ops personnel did a great job moving the passengers to one area. Once I exited the aircraft, I had the flight attendants perform a head count confirming our numbers.

I acknowledge release of this statement to [Delta Flight Safety](#) and to the [National Transportation Safety Board \(NTSB\)](#).

Respectfully Submitted,

Captain Steven Drollette

Employee [REDACTED]

(Signature on file)



Internal Memorandum

Date: 6/28/2023

To: Captain Doug Martin, Regional Director & Chief Pilot – ATL CPO
From: First Officer James Barber
Subject: Delta Flight Safety - NTSB Statement Request
DL1092 28 JUN 2023 ATL-CLT N955AT B717-202 (9514)
CAP: DROLLETTE, S.M.; **FO:** BARBER, J.H.

This statement is provided at the request of the Chief Pilot's Office.

I was First Officer (Pilot Monitoring) of Delta Air Lines Flight #1092 from ATL-CLT on 28JUN23.

It was a normal arrival and approach to runway 36L. At approximately 2000' AGL the Captain began calling for final configuration.

When selecting gear down, we received a nose gear unsafe indication. We conducted a go-around. We cycled the gear, but that did not help. We ran the appropriate checklist and attempted the alternate gear extension without success.

At this point, we declared an emergency. We completed the appropriate checklist and deferred items and initiated another approach. The same gear configuration remained.

At approximately 300', AGL tower notified us that the nose gear appeared to be retracted. We conducted another go-around. We attempted to reach MTC through Atlanta radio for further assistance but were unable to establish contact.

We attempted the alternate gear extension a second time without success. We initiated another approach, ran the appropriate checklists, and made a normal visual approach to runway 36L. The touchdown was smooth, and the nose was held off until around 80kts. The nose touchdown was gentle, and we came to a stop with approximately 3000' of runway remaining and about 4600 lbs. of fuel onboard.

Prior to landing, we had conducted an evacuation brief. At this point, we elected to evacuate through the forward doors. While finishing the evacuation checklist, there was smoke in the cockpit (coming from below my eye level).

Once we completed the evacuation checklist, the Captain directed me to evacuate and manage passengers outside of the aircraft. I exited through the 1L door and guided passengers away from the plane. Fire rescue personnel were on hand and directing passengers, so I deferred to them once the passengers were clear of the plane. The evacuation was calm and orderly.

I acknowledge release of this statement to [Delta Flight Safety](#) and to the [National Transportation Safety Board \(NTSB\)](#).

Regards,

First Officer James Barber
Employee [REDACTED]
(Signature on file)



Internal Memorandum

Date: 28JUN2023

From: Cynthia Spann

Subject: NTSB Investigation: DL1092 ATL-CLT 28JUN23 Ship 9514

A red level emergency was declared on DL1092 ATL-CLT on June 28, 2023. Upon descent, the nose gear failed to come down after several go-around/recycling measures. Flight deck said we only had about 5 minutes to landing initially, but we went around again which gave us more time to prepare. We turned lights on bright, secured the galley, and briefed ABPs at each exit. As flight leader, I read from the EPC on the PA to the passengers advising how to prepare. This included how to brace and the commands we would most likely be shouting. We gave the ABPs a quick basic briefing on if we were incapacitated how to open the door and evacuate. The ABPs took their original seats. I used the men in the front row as my ABPs. We had advised the passengers we were most likely going to use the two front doors but listen for our commands. The other FAs briefed the windows and the tail cone, just in case. The customers were very calm. They listened, no one grabbed bags or panicked. We landed smoothly and before coming to a complete stop we heard scraping of the metal on the concrete, opened both doors as directed by the captain, and both slides inflated in seconds. There was a burnt rubber smell. The firefighters sprayed the nose gear with water, no foam. There was a misty smoke in the cockpit along with the burnt rubber smell. You could still breathe. We evacuated everyone through both doors safely. The firefighters were on both sides helping get people off and away from the aircraft. No one was injured. We checked on customers afterwards and conducted a headcount. They loaded everyone onto buses. This took some time. I told the flight attendants to each go to a separate bus with the customers. We handed out a few water bottles. After we got to the terminal, we were taken down to a break room away from the passengers.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Cynthia Spann [REDACTED]

Flight Leader



Internal Memorandum

Date: 28JUN2023

From: Julia Kosteniuk

Subject: NTSB Investigation: DL1092/28 ATL-CLT Ship 9514

I was jump seating and had a seat, two rows from the back in the aisle. I woke up on final and noticed the aircraft climbing back up. After a few minutes, I could hear the chimes of the interphone calling the flight attendants. Marvin went to the front of the aircraft and came to the back to sit down. We continued to circle in the air. I heard chimes again and looked back at Marvin and he pointed to me to come back to him. We went to the front. We huddled up front and Cynthia briefed us that there was an emergency. Cynthia already had the EPC out and I briefed about the emergency with the nose gear. We had 5 minutes and Cynthia read the EPC to the customers. She read as much as we could with the time we had. The customers were advised to get their Safety Information Card out to review and learn the brace position. We walked throughout the cabin during the briefing to ensure everyone was briefed. We showed them the brace position. We continued to check the customers. At the beginning, we noticed a few passengers panicking. I gave confirmation that we were trained for this and everything was going to be fine. Passengers were looking for reassurance. At this point, we sat down. We noticed the flight circled again at which point, Cynthia told us to find ABPs because we now had time to brief them at the exits. Marvin briefed the back, I briefed the exit rows and Marquis came back to the exit rows to assist. I made sure there was 3 ABPs at each window exit. We told them to take the Safety Information Card and review how to open the exit. Two were told to help people off and get them away from the aircraft. Cynthia advised us we would be evacuating through the 1L and 1R. Captain advised us to be seated for landing. I told my window exit passengers not to evacuate from the window and the plan would be to come forward. I remained in my seat, which was helpful, as I had a visual on some emotional customers. I had no visual of the outside, so I was unaware of when we were going to touch down. As I was waiting for a "brace for landing" PA I felt us touch down. The landing was very soft. There was not much momentum on the aircraft, I didn't see anyone hit the forward seatbacks. The back and the front gear came down very softly and the aircraft came to a complete stop very quickly. It was a very close to normal landing. At this time, the captain gave an evacuation command. We began shouting "Stay seated!" Marvin stayed in the back and I went to window exits to make sure they didn't open. Everyone stayed in their seats. A few rows in front of the window exit, a customer told me they saw smoke. As I came forward, I saw it was white and softly lingering in on aircraft right. I did not smell it at this point. I knew there were empty seats towards the front. We had no further instruction from the captain at this time, so I asked the customers near the smoke to go forward to empty seats. I told flight leader, Cynthia, there was smoke in the cabin. Shortly after, Cynthia announced to evacuate. I began shouting, "Come this way leave everything! Leave everything, go forward." I told customers not to take their bags. We proceeded to evacuate. After everyone was off, Marvin checked the lavatories to ensure they were clear. We both walked through cabin to ensure no one was left onboard. We told Cynthia and Captain that everyone was off. I evacuated through 1L door. Majority of customers were on right side of aircraft. Personnel were directing people on the left to go around trucks to the right. I made sure any lingering customers taking photos were directed to the right side of aircraft. Captain asked us to take count of customers. We formed 3 lines and counted customers. We each took a line and cross-checked each other. We counted 104 including ourselves. The EMTs assessed the customers asking if anyone needed medical assistance. No customers needed any medical assistance. The airport provided 4 buses for customers, we each took a separate bus to keep an eye on customers and offer assistance. EMTs came twice onto the bus asking if there were any customers needing medical or any type of attention. Everyone advised they were ok. Buses took us to gate A1. We initially went with customers to gate. Local authorities allowed customers to use restroom if they returned to gate A1 afterwards. We were then escorted down to the break room. The crew was in sync from the first

moment. No one showed any fear or confusion and used the training we receive. Many customers thanked us while we were in the tarmac and in the gate.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Julia Kosteniuk [REDACTED]

Jump seat Flight Attendant



Internal Memorandum

Date: 28JUN2023

From: Marquis Selph

Subject: NTSB Investigation: DL1092/28 ATL-CLT Ship 9514

It started when we began to descend. As we were coming down, not sure how many feet in the air we were, the landing gear came out, and that is when the flight deck noticed something was malfunctioning. We noticed before they called us that we were ascending back up. The aircraft began circling- We thought the runway was busy. Captain called flight leader, Cynthia, and advised there was something wrong with the nose landing gear. Cynthia notified me. Marvin overheard on the interphone and came to the front. Cynthia advised it was a yellow emergency. Captain called back and advised us to prepare for a red emergency. As we were getting close to the runway, we ascended a second time and did a go-around. This is when we began to gather ABPs. Captain and Cynthia were making announcements informing the customers that we were going to have to make an emergency landing and that we were going to help in the cabin and let them know what to do. I had a flight attendant and another customer willing to be ABPs. Cynthia grabbed a few people from First Class and others from the back. We let them know what was going on and briefed them with the Safety Information Card. We initially thought we were going to evacuate out the window exits since the nose gear was allegedly going to fail. We let the rest of the customers know to remain calm and everything was going to be ok. Since we thought we'd evacuate from the window, my ABPS in their initial window seats. The ABPs in the back, stayed in the back. It was a pilot and a few others. We descend again and as we came down, the captain did a PA about bracing for advised the cabin that the nose gear was malfunctioning. He advised we will hear scraping but not to worry. He landed very softly without smacking the ground. I could tell he was hitting the breaks and we slowly went down to the nose and we heard the scraping and felt him hitting breaks more and more. Then we saw smoke from the nose and as we finally stopped, it had come to the galley area. It wasn't thick, you could look right through it. It smelled like metal. It didn't smell like a fire. It smelled like it was the ground and metal rubbing together, rather than a fire. As captain was doing his commands, we did our "Bend over stay down" commands. After commands, a few customers in the back advised there was smoke. I don't know where the smoke came from. Since there was smoke in the back as well, we were making a "no doubt get out" decision. We were sitting for about a minute before captain opened door and we saw smoke and he said, we need to evacuate. We opened the doors and commanded "Come this way, leave everything, jump and slide." The customers came to the front and everyone started to evacuate. The customers were calm. The only time I saw that they were nervous was the first aborted landing. They were staring up at me with wide eyes, nervous. They didn't grab bags, they came to both 1L and 1R and evacuated. Once we cleared everything, that's when Marvin and Julia came from the back and said everyone was out and the cabin is clear. Then we, as a crew evacuated out of 1R. Firefighters were at the bottom of the slide pulling people off the entire evacuation and eventually helped us off. Once we were all on the ground, all the customers were scattered on one side by the grass and all had their cameras out. Customers were on their phone, calling their family members and we put everyone in 3 single file lines so we could get a head count based on Captain's instructions. All of us counted the 3 single file lines and went through one line each, counted and added it all up. Four buses pulled up to transport us to the terminal. Each FA (including jump seater) were on separate buses. The jump seater was very helpful, she was a part of the crew and ready to help. The customers were very complimentary and giving "fist bumps" to us and were very happy that we made it. We were able to come together as a team and make everyone feel safe during a very stressful situation.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Marquis Selph [REDACTED]

1R Flight Attendant



Internal Memorandum

Date: 28JUN2023

From: Marvin Henderson

Subject: NTSB Investigation: DL1092/28 ATL-CLT Ship 9514

We had finished doing our final cabin checks. As I sat down, I noticed the plane going back up. I'm in the back and I didn't have a window, but I felt it. The red light came on for a call on the interphone. I picked it up and it was the captain. He was advising Cynthia that the nose of the plane had an issue, and the landing gear wasn't coming down. He told her to prepare for this as a red emergency. She asked how much time, and he advised 4 or 5 minutes. She didn't know I was on the phone, so I immediately walked to the front to her and Marquis and asked what the plan was. I was trying to understand what was going on. She called the captain back and he re-explained and said to do a red emergency. I asked Cynthia if I should get the jump seater, and I went back to the tail cone and got our jump seater, Julia, who I had already been chatting with. She followed me to the front and we explained what was going on. We talked about which sections of the plane we were briefing and we split up. As I went to the back, I was advising the customers that everything was ok and to remain calm. Cynthia was also making an announcement. Julia and I went to the back as we're telling customers that we are having an emergency landing and I demonstrated the brace position. I did this for half the cabin from the window exits. I was specific with the customers about the brace position. As I got to the back, Julia asked if I had grabbed ABPs. I then got a commuting pilot, a woman and man sitting in the back and briefed. I told them that if we have to go out of the emergency exits at the exit window or tail cone, follow specific instructions I gave them. If we had to evacuate out of window exits, tell everyone to go forward, if we must evacuate out of the tail cone, wait for my command. They understood right away. I told an additional ABP to tell everyone to get away from the aircraft after she went down the slide. They understood, we sat down, and I walked the cabin again as I could tell customers were nervous, kids were crying. Few customers had other family members onboard they weren't sitting with. They asked to sit together. I told one lady, that her daughter was being briefed, and I'd bring her up afterwards. She was ok with not moving since we were all going out the same exit. Julia was right behind me briefing. She briefed window exits while Marquis and Cynthia were briefing up front. I was focused on window exits to the back. We all took our jump seats. Julia was 2 rows ahead on the right in her actual seat. I was in tail cone with no windows, so I wasn't sure when we were going to be landing. I asked my ABP pilot to let me know when we get close to the ground. He told me we were close, and I started my commands. I didn't hear others commands because it was loud. I look up to see if everyone is bent over and they were. We landed and skid for a little and the plane started to rock. We heard the front of the plane scraping the ground. It was almost silent from landing until we stopped. Once we stopped, everyone clapped cheered. I got up and released the strap as Julia got up. We started commanding, "Stay seated, stay seated" until we got to the window exit where a customer said she saw smoke in the cabin. Julia moved them forward, and I went to the seats to see the smoke and where it was coming from. I didn't see where it was coming from, but it smelled like burnt rubber. After we moved everyone forward, I stayed with passengers behind the window exits and advised them to stay seated in case there was a fire. Captain continued to the command to evacuate and the flight deck doors opened. Once we identified there was no fire, and the customers up front started evacuating I told them to stay seated and get up once the forward customers were off the aircraft. I remained in the back and watched them evacuate. I began walking up front and Julia recommended checking bathrooms. They were clear. Captain came out did a second check behind me. I evacuated out 1R door. Initially, there was no fire or smoke, but I still wanted to get the people away so told them to go to a designated area and kept everyone in a central area. One of the firefighters asked if we had a headcount. I instructed and yelled everyone to line up in 2 single file lines... it ended up being 3 lines. We counted everyone 2 or 3 times and got to the number, including us as a crew, as 104. Once we

counted, we kept customers back and waited for the bus. Once buses came, we each got on one bus. We rode to the terminal. The customers were fine. They asked a lot of questions about what happened. They wanted to take photos of us and we told them no. They asked about luggage. Overall, they were very thankful. I checked for injuries more than twice. I walked up and down the bus to make sure everyone was ok and if anyone needed medical assistance. Everyone was fine, just inquisitive. We got them off the bus and we were separated from them so we could speak with the OCC. We were then taken down to the break room.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Marvin Henderson II [REDACTED]

Tail cone Flight Attendant