



AIRCRAFT SERIOUS INCIDENT PRELIMINARY REPORT

SI 10/26

**Air Accident Investigation Bureau (AAIB)
Ministry of Transport Malaysia**

**Fixed-Wing Boeing 737- 800NG,
Registration PK-GFR, at Kuala Lumpur International Airport, Selangor
on 15 August 2026**



Air Accident Investigation Bureau
Ministry of Transport
No.26, Jalan Tun Hussein, Precinct 4
Federal Government Administrative Centre
62100 PUTRAJAYA
Phone: +603-8892 1072
E-mail: AAIB@mot.gov.my
Website: <http://www.mot.gov.my/en>

Issued on 15 September 2026
MOT.(S).600-5/4/114

PRELIMINARY REPORT SI 10/26

AIR ACCIDENT INVESTIGATION BUREAU (AAIB) MALAYSIA

PRELIMINARY REPORT NO: SI 10/26

OPERATOR	: PT. GARUDA INDONESIA (PERSERO), TBK
AIRCRAFT TYPE	: BOEING 737-800NG
NATIONALITY	: INDONESIA
REGISTRATION	: PK-GFR
PLACE OF OCCURRENCE	: KUALA LUMPUR INTERNATIONAL AIRPORT, SELANGOR
DATE AND TIME	: 15 AUGUST 2026 AT 1142 LT (0342 UTC)

This preliminary report contains statement of facts which have been determined up to the time of issue only. It must be regarded as tentative and is subject to alteration or correction if additional evidence becomes available.

This investigation is carried out to determine the circumstances and causes of the serious incident in the future. It is not the purpose of this investigation to apportion blame or liability (Annex 13 to the Chicago Convention and Civil Aviation Regulations 2016).

All times in this report are Local Time (LT) unless stated otherwise. LT is UTC +8 hours.

INTRODUCTION

The Air Accident Investigation Bureau (AAIB) is the authority responsible for investigating air accidents and incidents in Malaysia, operating under the Ministry of Transport. The AAIB's mission is to promote aviation safety through independent and objective investigations into air accidents and serious incidents.

All investigations by the AAIB are conducted in accordance with Annex 13 to the Convention on International Civil Aviation (ICAO Annex 13) and the Civil Aviation Regulations 2016. It is important to note that AAIB reports are not intended to apportion blame or determine liability, as neither the investigations nor the reporting processes are designed for those purposes. The sole objective of this investigation is the prevention of accidents and incidents.

In accordance with ICAO Annex 13 paragraph 4.1, notification of the serious incident was sent out on 17 August 2026 to the Civil Aviation Authority of Malaysia (CAAM), the National Transportation Safety Committee (NTSC), Indonesia as the State of Registration and the State of Operator, to National Transportation Safety Board (NTSB) as the State of Design and Manufacture, and to the International Civil Aviation Organization (ICAO).

Unless otherwise indicated, recommendations in this report are addressed to the investigating or regulatory authorities of the State responsible for the matters concerning the recommendations. It is up to those authorities to decide what actions to take.

TABLE OF CONTENTS

SECTION		TITLE	PAGE NO
		TABLE OF CONTENT	iv
		GLOSSARY OF ABBREVIATIONS	v
		SYNOPSIS	1
1.0		FACTUAL INFORMATION	2
	1.1	History of the Flight	2
	1.2	Injuries to Persons	2
	1.3	Damage to Aircraft	3
	1.4	Other Damage	3
	1.5	Personnel Information	4
	1.6	Aircraft Information	5
	1.7	Meteorological Information	5
	1.8	Aids to Navigation	5
	1.9	Communications	6
	1.10	Aerodrome Information	6
	1.11	Flight Recorders	7
	1.12	Wreckage and Impact Information	7
	1.13	Medical and Pathological Information	7
	1.14	Fire	8
	1.15	Survival Aspects	8
	1.16	Tests and Research	8
	1.17	Organisational and Management Information	8
	1.18	Additional Information	9
	1.19	Useful or Effective Investigation Techniques	9
2.0		ANALYSIS	9
3.0		CONCLUSION	9
	3.1	Findings	9
	3.2	Causes/Contributing Factors	10
4.0		SAFETY RECOMMENDATIONS	10
5.0		LIST OF APPENDICES	11

GLOSSARY OF ABBREVIATIONS

AAIB	Air Accident Investigation Bureau
A/C	Aircraft
AOCC	Airport Operations Control Centre
AOG	Aircraft on Ground
ASD	Airport Security Department
ATC	Air Traffic Control
AVSEC	Aviation Security
CAAM	Civil Aviation Authority of Malaysia
C of A	Certificate of Airworthiness
C of R	Certificate of Registration
CVR	Cockpit Voice Recorder
FDR	Flight Data Recorder
FWD	Forward
GSE	Ground Support Equipment
ICAO	International Civil Aviation Organization
KLIA	Kuala Lumpur International Airport
KUL	Kuala Lumpur International Airport (IATA)
WMKK	Kuala Lumpur International Airport (ICAO)
LT	Local Time
MAB	Malaysia Airports Berhad
MSL	Mean Sea Level
MOR	Mandatory Occurrence Report
NTSC	National Transportation Safety Committee of Indonesia
NTSB	National Transportation Safety Board
POB	Persons on Board
RSA	Ramp Service Assistant
UTC	Coordinated Universal Time
CGK	Soekarno-Hatta International Airport, Jakarta (IATA)
WIII	Soekarno-Hatta International Airport, Jakarta (ICAO)

SYNOPSIS

On 15 August 2026, at approximately 1142 LT, a ground collision event occurred involving a Boeing 737-800NG aircraft, registration PK-GFR, operating flight GA820/821, and a POS Aviation belt loader, registration NE904, at Stand C11, Terminal Building, Kuala Lumpur International Airport (KLIA).

The event occurred while the aircraft was being prepared for ground handling operations and passenger disembarkation. The tractor driver, who had volunteered to operate belt loader NE904, was assisting the loadmaster, who was performing marshalling duties at the forward bulk cargo hold door. While the belt loader was being manoeuvred towards the aircraft, the brake system reportedly malfunctioned, causing the belt loader to continue moving forward. The belt loader subsequently struck the forward cargo hold undercarriage area of the aircraft.

As a result of the collision, the aircraft sustained significant scratching and a puncture/perforation of the lower fuselage skin. Following an assessment by Deviation Engineering, the aircraft was declared Aircraft on Ground (AOG). No personal injuries were reported in connection with the event.

.

A Mandatory Occurrence Report (MOR) was submitted to the Civil Aviation Authority of Malaysia (CAAM), and the Air Accident Investigation Bureau (AAIB) Malaysia was notified of the occurrence by the National Transportation Safety Committee (NTSC) of Indonesia on 16 August 2026. The investigation team was subsequently dispatched to the occurrence site on the following day.

1.0 FACTUAL INFORMATION

1.1 History of Flight

On 15 August 2026, Garuda Indonesia Flight GA820, operated by a Boeing 737-800NG aircraft, registration PK-GFR, arrived at Kuala Lumpur International Airport (KLIA) from Soekarno-Hatta International Airport (CGK), Jakarta. The aircraft landed and parked at Stand C11 at approximately 1130 LT for turnaround operations.

Sequence of Events

- **1142 LT:** A POS Aviation tractor driver operated belt loader NE904 to assist the loadmaster, who was performing marshalling duties at the forward bulk cargo hold door. While the belt loader was being manoeuvred towards the aircraft, the brake was reportedly unable to arrest the movement of the belt loader, causing it to move forward and strike the forward cargo hold undercarriage area of the aircraft.
- **1155 LT:** The Airport Operations Control Centre (AOCC) received notification of the ground collision.
- **1158 LT:** Airport Operations (Kilo 1 Unit) arrived at Stand C11 to secure the area and conduct an initial assessment of the occurrence.
- **1159 LT:** Kilo 1 investigators obtained initial statements from the POS Aviation tractor driver and documented the position of the GSE and the damage sustained by the aircraft using photogrammetric techniques. □
- **1218 LT:** Formal statements from the tractor driver were recorded at the Airport Security Department (ASD) Office.
- **1330 LT:** Aviation Security (AVSEC) escorted the tractor driver to the AVSEC Office, where his airport pass was suspended pending further inquiry.

The occurrence was subsequently identified as having not been reported to the AAIB Malaysia by the operator within the applicable notification timeframe. The circumstances surrounding the delay in notification were subsequently examined as part of the investigation.

1.2 Injuries to Persons

Injuries	Crew	Passengers	Others	Total
Fatal	-	-	-	-
Serious	-	-	-	-
Minor				
None	7	154	-	161
Total	7	154	-	161

Table 1: Injuries to Persons

1.3 Damage to Aircraft

1.3.1 Impact Damage

The aircraft sustained structural impact damage to the lower fuselage and the forward cargo hold undercarriage area following contact with the conveyor handrail of the belt loader.

1.3.2 Physical Damage

The observed damage included significant scratching and deformation of the lower fuselage skin, together with a puncture/perforation resulting in a hole in the fuselage skin.

1.3.3 Aircraft Operational Status

Following the occurrence, the aircraft was declared **Aircraft on Ground (AOG)** by D'viation Engineering pending further structural assessment, determination of the extent of damage, and completion of the required repairs and certification for return to service.

1.4 Other Damage

The POS Aviation belt loader NE904 sustained damage to its railing following contact with the aircraft. No damage to third-party airport infrastructure was reported or identified.

1.5 Personnel Information

1.5.1 Tractor Driver

Status	Driver
Nationality	Malaysian
Age	31
Gender	Male
Designation	Ramp Service Assistant (RSA)
Date joined	4 July 2022
Employment Status	Permanent
Year of Service	4 Years, 1 month
Task during occurrence	Belt loader operator
Staff Roster	0700-1400H

1.5.2 Loadmaster

Status	Loadmaster/Belt loader Driver
Nationality	Malaysian
Age	38
Gender	Male
Designation	Aircraft Handling Officer
Date joined	2009
Employment Status	Permanent
Year of Service	17 Years

PRELIMINARY REPORT SI 10/26

Task during occurrence	Marshaller
Staff Roster	2400-0900H

During the occurrence, the tractor driver volunteered to operate belt loader NE904 to assist the loadmaster, who was performing marshalling duties. The loadmaster was working overtime at the time of the occurrence.

1.6 Aircraft Information

Aircraft Type	Boeing 737-800NG
Manufacturer	Boeing Company
Owner	MASC France SARL
Registration No.	PK-GFR
Aircraft Serial No.	39417

Additional information to be included in the Final Report.

1.6.1 Equipment Involved

Equipment	Belt loader
Unit No	NE904
Validity of Vehicle Permit	11 March 2027
Last Date of Servicing	9 August 2026

1.7 Meteorological Information

The occurrence took place during daylight hours. The apron conditions were reported as clear, with no adverse weather conditions identified as affecting the occurrence.

1.8 Aids to Navigation

Not Applicable

1.9 Communications

All relevant ATC communication frequencies were reported to be operating normally.

1.10 Aerodrome Information

Kuala Lumpur International Airport (IATA: KUL, ICAO: WMKK), located in Sepang, Selangor, approximately 45 km south of Kuala Lumpur city centre, serves as the principal international gateway to Malaysia. The airport is situated at coordinates N2°44.85' / E101°42.59' and operates three runways: Runway 14L/32R (4,000 m), Runway 14R/32L (4,056 m), and Runway 15/33 (3,960 m). The aerodrome elevation is approximately 21 meters above Mean Sea Level (MSL).

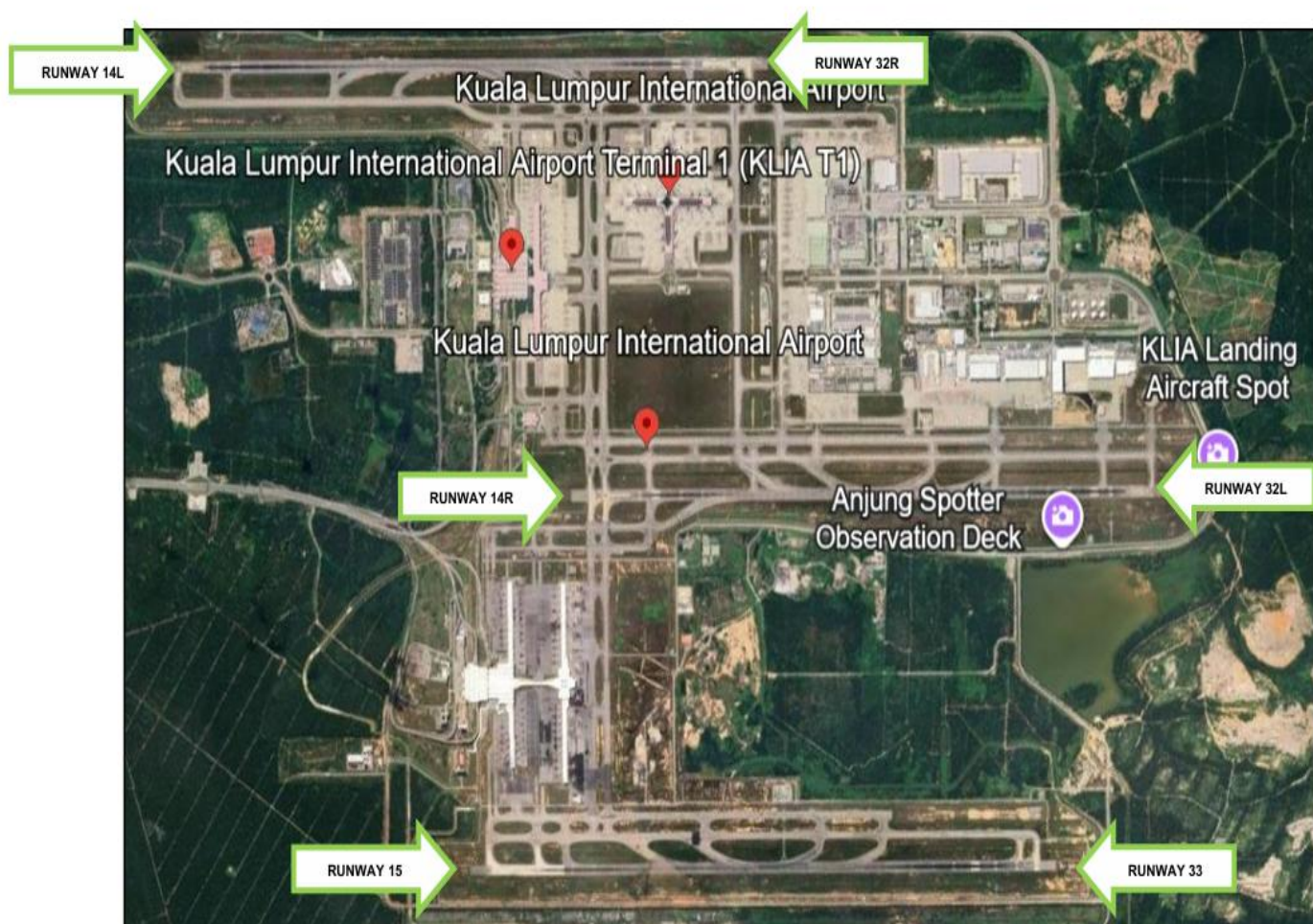
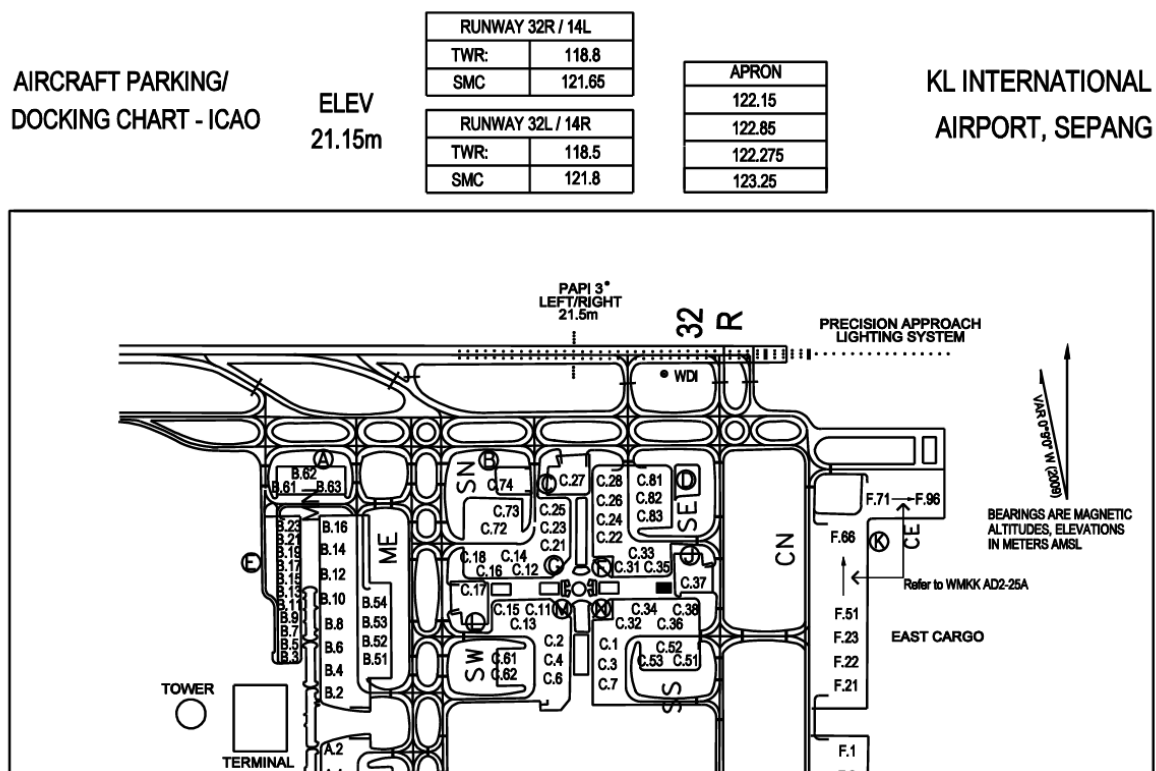


Figure 1: Aerial View of Kuala Lumpur International Airport
(Source: Google Earth)

PRELIMINARY REPORT SI 10/26

AIP MALAYSIA

WMKK AD 2 - 25



1.11 Flight Recorders

1.11.1 Aircraft Recorders

The aircraft was equipped with a Cockpit Voice Recorder (CVR) and Flight Data Recorder (FDR). Retrieval and readout of the recorders were considered unnecessary, as the occurrence took place while the aircraft was parked at the stand with the engines and other propulsion systems shut down during passenger disembarkation. The recorders were therefore not expected to contain data relevant to the circumstances of the occurrence.

1.12 Wreckage and Impact Information

Not Applicable

1.13 Medical and Pathological Information

Medical examination was conducted for the driver immediately after the occurrence, the results were negative for alcohol and prohibited substances.

1.14 Fire

There was no fire.

1.15 Survival Aspects

Not Applicable

1.16 Tests and Research

To be included in Final Report.

1.17 Organisational and Management Information

1.17.1 GSE Operator

Pos Aviation Sdn Bhd (POS Aviation), a subsidiary of Pos Malaysia Berhad, is an aviation ground handling service provider operating at major airports in Malaysia, including Kuala Lumpur International Airport (KLIA).

POS Aviation provides a range of ground handling services, including:

- Ramp Handling and GSE Operations: Provision and operation of Ground Support Equipment (GSE) for aircraft turnaround and ramp operations.
- Passenger Services: Passenger handling and related airport services.
- Cargo Handling: Handling, loading and unloading of cargo and baggage.
- In-Flight Catering: Provision of catering-related ground support services.
- Line Maintenance and Engineering: Provision of engineering and technical support associated with ground operations.

For belt loader NE904, maintenance and servicing records indicated that Nilai Equipment was involved as a third-party maintenance provider for belt loader NE904. Relevant maintenance records, defect reports, inspection records, work orders and equipment history are being reviewed to establish the maintenance status and serviceability of the equipment prior to the occurrence.

1.18 Additional Information

1.18.1 The investigation identified evidence of a deficiency affecting the braking system of belt loader NE904. Further examination of the maintenance, inspection and serviceability arrangements identified the need to strengthen assurance of the mechanical integrity and effectiveness of GSE braking systems used during aircraft ground operations.

1.18.2 Closed-Circuit Television (CCTV) footage covering Stand C11 was obtained and secured by MAB AVSEC for the purpose of verifying the movement and positioning of the belt loader, the aircraft, and other relevant ground support equipment immediately before and during the occurrence. The CCTV footage was reviewed to establish the sequence of events, the approach path of belt loader NE904, its position relative to the aircraft, and the actions of the personnel involved.

1.19 Useful or Effective Investigation Techniques

To be included in the Final Report.

2.0 ANALYSIS

To be included in the Final Report.

3.0 CONCLUSION

3.1 Findings

PRELIMINARY REPORT SI 10/26

The preliminary findings of the investigation are as follows:

3.1.1 The tractor driver and loadmaster were qualified for their respective assigned duties.

3.1.2 The tractor driver volunteered to operate the belt loader NE904 with the intention of assisting the loadmaster.

3.1.3 The loadmaster was working overtime at the time of the occurrence.

3.1.4 Belt loader NE904 had valid certification and registration.

3.1.5 The occurrence was not notified to the AAIB Malaysia within the applicable notification timeframe.

3.1.6 The investigation identified evidence of a deficiency affecting the braking system of belt loader NE904.

Additional findings to be included in the Final Report.

3.2 Causes/Contributing Factors

To be included in the Final Report.

4.0 SAFETY RECOMMENDATIONS

4.1 Occurrence Reporting

AAIB recommends that Pos Aviation Sdn Bhd review and strengthen its internal occurrence-reporting procedures to ensure that accidents, serious incidents and other reportable occurrences are promptly identified, assessed and notified to the Air Accident Investigation Bureau (AAIB) Malaysia and other relevant authorities in accordance with ICAO Annex 13 and applicable national notification requirements.

(AAIB Recommendation SR SI10/26-1)

4.2 Fleet-Wide Ground Support Equipment (GSE) Inspection

AAIB recommends that Pos Aviation Sdn Bhd conduct a comprehensive technical inspection of its belt-loader fleet and other relevant GSE to verify the mechanical integrity and serviceability of their braking systems, including service brakes and parking/emergency braking mechanisms. Particular attention should be given to identifying potential failure modes that could result in unintended movement of GSE during aircraft approach and positioning, and to ensuring that identified defects are rectified before the affected equipment is returned to airside service.

(AAIB Recommendation SR SI10/26-2)

Other safety recommendations to be included in the Final Report.

5.0 LIST OF APPENDICES

A	Initial Damage Assessment	A-1
----------	---------------------------	-----

INVESTIGATOR IN-CHARGE

Air Accident Investigation Bureau
Ministry of Transport Malaysia

INITIAL DAMAGE ASSESSMENT

Photo of Incident



**Belt loader conveyor handrail contacted
A/C fuselage**

Damage on the Belt loader conveyor handrail



Damage on the lower sector of the a/c fuselage