AIRCRAFT SERIOUS INCIDENT

PRELIMINARY REPORT

SI 09/25

Air Accident Investigation Bureau (AAIB)

Ministry of Transport, Malaysia

Fixed Wing Aircraft Boeing 737-800, Registration 9M-MXR

at Bintulu Airport (BTU)

on 21 October 2025

Air Accident Investigation Bureau
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AIR ACCIDENT INVESTIGATION BUREAU (AAIB)
MALAYSIA

REPORT NO : SI 09/25

OPERATOR	**: MALAYSIA AIRLINES BERHAD**
AIRCRAFT TYPE	**: BOEING 737-800**
NATIONALITY	**: MALAYSIA**
REGISTRATION	**: 9M-MXR**
PLACE OF OCCURRENCE	**: BINTULU AIRPORT (BTU)**
DATE AND TIME	**: 21 OCTOBER 2025 AT 1010 LT (0210 UTC)**

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

The sole objective of the investigation is the prevention of accidents and incidents. In accordance with Annex 13 to the Convention on International Civil Aviation, it is not the purpose of this investigation to apportion blame or liability.

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

INTRODUCTION

The Air Accident Investigation Bureau of Malaysia

The Air Accident Investigation Bureau (AAIB) is the air accident and serious incident investigation authority in Malaysia and is responsible to the Minister of Transport. Its mission is to promote aviation safety through the conduct of independent and objective investigations into air accidents and serious incidents.

The AAIB conducts these investigations in accordance with Annex 13 to the Chicago Convention, the Civil Aviation Act of Malaysia 1969, and the Civil Aviation Regulations of Malaysia 2016.

It is inappropriate that AAIB reports should be used to assign fault or blame or determine liability since neither the investigations nor the reporting processes have been undertaken for that purpose.

In accordance with ICAO Annex 13 paragraph 4.1, notification of the accident was sent out on 23 October 2025 to the National Transportation Safety Board (NTSB) of the United States of America as the State of Design and Manufacture.

Unless otherwise indicated, recommendations in this report are addressed to the investigating or regulatory authorities of the State having responsibility for the matters with which the recommendations are concerned. It is for those authorities to decide what action is to be taken

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ABBREVIATIONS

A	
AAIB	Air Accident Investigation Bureau
AOC	Air Operator's Certificate
ARP	Aerodrome Reference Point
C	
CAAM	Civil Aviation Authority of Malaysia
CoA	Certificate of Airworthiness
CoR	Certificate of Registration
CVR	Cockpit Voice Recorder
F	
FDR	Flight Data Recorder
ft	feet
fpm	feet per minute
L	
LDA	Landing Distance Available
LT	Local Time
M	
METAR	Meteorological Aerodrome Report
MOR	Mandatory Occurrence Report
R	
RA	Radio Altimeter
T	
TOD	Top of Descent
U	
UTC	Coordinated Universal Time
V	
VFR	Visual Flight Rules

SYNOPSIS

On 21 October 2025, Malaysia Airlines Berhad Boeing 737-800, registration 9M-MXR, operating flight MH2742 from Kuala Lumpur International Airport (KUL) to Bintulu Airport (BTU), experienced an abnormal cabin pressurisation event while in cruise at Flight Level 350 (FL350), approximately 40 NM prior to Top of Descent. The cabin rate of climb increased and cabin altitude rise, leading to the activation of the Cabin Altitude Warning and an emergency descent to 10,000 ft.

Post flight maintenance and data analysis showed no structural damage to the aircraft. The investigation is ongoing, detailed analysis, conclusions and safety recommendations will be included in the Final Report.

1.0 FACTUAL INFORMATION

1.1 History of the Flight

Malaysia Airlines Flight MH2742 was a scheduled domestic service operating on Tuesday, 21 October 2025, from Kuala Lumpur International Airport (KUL) to Bintulu Airport (BTU) in Sarawak. The flight was operated by a Boeing 737-800, registration 9M-MXR, and carried a total of 117 people, comprising 109 passengers and 8 crew members. The flight deck crew consisted of three pilots: A Pilot in Command (PIC), a Pilot in Training serving as the Second-in-Command (SIC), and a Safety Co-Pilot (SO), whose primary responsibility was to monitor the Pilot in Training and provide guidance during any emergency situations.

Approximately 2 hours and 15 minutes into the flight, while cruising at Flight Level 350 (FL350) and about 40 nautical miles prior to the planned top of descent (TOD), the PIC notice the aircraft experienced an abnormal cabin pressurization event. The cabin rate of climb increased to approximately 1,200 feet per minute, leading to a rise in cabin altitude.

In response to the abnormal pressurization event, the PIC promptly selected the pressurization mode to “MANUAL” and fully closed the outflow valve according to emergency procedures; however, the cabin altitude continued to rise. Simultaneously, the “BLEED TRIP OFF (2)” annunciator illuminated, indicating a high temperature or pressure condition and resulting in the isolation of the No. 2 engine bleed air supply. Recognizing the seriousness of the situation, the PIC initiated a precautionary descent.

As the cabin altitude exceeded 10,000 feet, triggering the cabin altitude warning, the PIC and SIC followed the non-normal checklist, and the SO immediately deployed the passenger oxygen masks manually, with the cabin altitude peaking at approximately 15,000 feet. The situation was stabilized at an intermediate altitude of 10,000 feet, allowing the crew to reset the tripped bleed system and extinguish the warning light. The aircraft subsequently continued to its destination at Bintulu Airport (BTU), where all crew members and passengers landed safely without any injuries.

1.2 Injuries to Persons

Injuries	Crew	Passengers	Others	Total
Fatal	NIL	NIL	NIL	NIL
Serious	NIL	NIL	NIL	NIL
Minor	NIL	NIL	NIL	NIL
None	8	109	NIL	117

Figure 1: Injuries to Person

1.3 Damage to Aircraft

Not applicable.

1.4 Other Damage

Not applicable.

1.5 Personnel Information

1.5.1 Pilot

Status	Pilot in Command (PIC)	Safety Co-Pilot (SO)	Pilot in Training (SIC)
Nationality	Malaysian	Malaysian	Malaysian
Age	53	32	30
Gender	Male	Male	Male
License Type	ATPL	CPL	CPL
License Validity	28.02.26	31.01.2026	31.03.2026
Total Hours on Type	13669	1202.11	18.32
Total Flying Hours	18193	1262.11	178.32
Rest Period Since Last Flight	12 Hours	12 Hours	12 Hours
Medical Certificate Class	Class 1	Class 1	Class 1
Medical Expiry Date	28.02.26	31.01.2026	31.03.2026

Figure 2: Pilot Information

1.6 Aircraft Information

1.6.1 The Boeing 737-800 Next Generation (NG) aircraft in Malaysia Airlines Berhad (MAB) fleet features a standard wingspan for the type, design features a wingspan of 34.32 meters (augmented by advanced winglets to significantly reduce drag), and an overall length of 39.50 meters for maximum operational efficiency. Power is provided by two dependable CFM56-7B turbofan engines, each producing 117 kN of thrust. These capabilities enable the aircraft to cruise efficiently at Mach 0.79 (460 knots), operate with a high service ceiling of 41,000 feet, and achieve a substantial maximum range of up to 2,000 nautical miles.

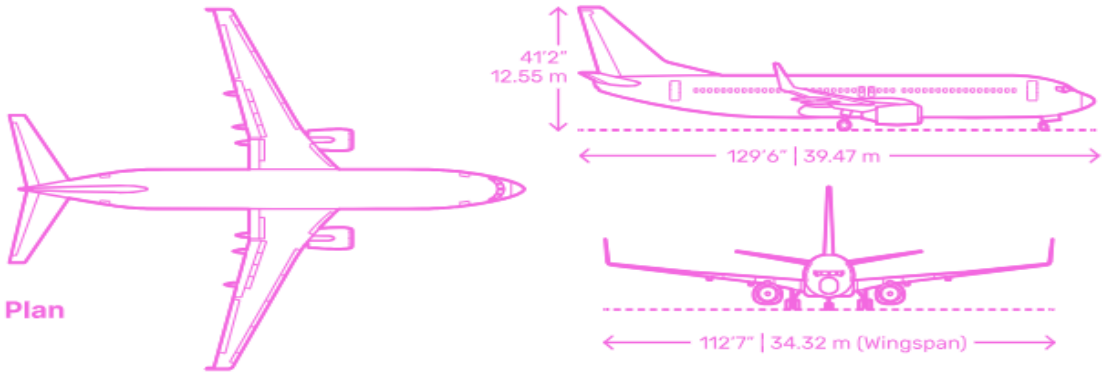

Figure 3: Three views of the aircraft

1.6,2 The aircraft flown that day was in airworthy condition.

Aircraft Type	Boeing 737-800
Manufacturer	The Boeing Company
Year of Manufacturer	2014
Aircraft Owner	Malaysia Airlines
Aircraft Operator	Malaysia Airlines
Registration No.	9M-MXR
Aircraft Serial No.	40155 (MSN)
C of R Validity Period	24/01/2027
C of A Validity Period	30/01/2026
Insurance Validity Period	30/11/2026
Total Flying Hours	33766

Engine Type and Model	CFM56-7B26E
Engine Serial No.	962319 / 960204
Total Engine Cycle	16559 / 19074

Figure 4: Aircraft Data

The aircraft had a valid C of R and C of A, and it has been maintained in compliance with the regulations. The maintenance records indicated that the aircraft is equipped, and maintained in accordance with existing regulations and approved procedures.

1.7 Meteorological Information

To be included in the Final Report

1.8 Aids to Navigation

Not applicable.

1.9 Communications

All communication frequencies were operating normally.

1.10 Aerodrome Information

Not applicable.

1.11 Flight Recorders

The aircraft was equipped with a Flight Data Recorder (FDR) and a Cockpit Voice Recorder (CVR).

1.12 Wreckage and Impact Information

Not applicable.

1.13 Medical and Pathological Information

The pilot underwent a urine drug test and the results were negative for substance abuse. Where else for the blood alcohol screening, the result was negative for the alcohol abuse.

1.14 Fire

Not applicable.

1.15 Survival Aspects

To be included in the Final Report.

1.16 Tests and Research

To be included in the Final Report.

1.17 Organisational and Management Information

Malaysia Airlines Berhad (MAB), the national flag carrier and core entity of the Malaysia Aviation Group (MAG), anchors its operations at its main hub, Kuala Lumpur International Airport (KUL), while maintaining significant domestic connectivity through focus cities like Kota Kinabalu and Kuching to serve East Malaysia. The airline operates a network of approximately 70 destinations across Asia, Oceania, and Europe, and leverages its membership in the Oneworld Alliance to facilitate global reach.

The active fleet of Malaysia Airlines Berhad (MAB) currently comprises approximately 89 aircraft as of late 2025, a number that is dynamic due to an ongoing comprehensive modernization and renewal program.

1.18 Additional Information

To be included in Final Report.

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

3.1.1 Pilot

i) The PIC is holds an Airline Transport Pilot License (ATPL), which is valid until 28 February 2026.

3.1.2 Co-Pilot

i) The Pilots, Safety Co-Pilot and Pilot in Training hold Commercial Pilot Licenses (CPL), with their licenses valid until 31 January 2026 and 31 March 2026.

3.1.3 Aircraft

i) The aircraft has a valid C of A and has been maintained in compliance with the regulations.

3.2 Probable Cause

To be included in the Final Report.

4.0 IMMEDIATE SAFETY ACTIONS

4.1 The Operator

i) The operator's Engineering department has implemented interim safety measures in coordination with Boeing, including additional monitoring and inspection of the B737NG pressurisation and pack systems to support early detection of abnormalities.

ii) The operator's Flight Operations has issued internal safety communication to all flight crew to raise awareness of this event, including emphasise on clear, deliberate communication when using oxygen masks.

iii) Other safety recommendations will be included in the Final Report.

Investigator-in-charge
AAIB
Ministry of Transport, Malaysia