

SERVICE DISCREPANCY / INCIDENT REPORT FORM

Reference Nbr:		49 2023 WW		Raised by:		SARUZI		Ops Exec:		KANESH	
DATE	01 Aug 2023			FLIGHT NBR		WW 1613		ACFT REGN		9M-KXB	
STA	15:05	STD	15:45	ACFT TYPE		B738F		STN	KUL	BAY	F29R
ATA	15:26	ATD	17:40	DELAY		01	Hr	53	Mins	Time of Incident 16:17	
TYPE OF REPORT		DISCREPANCY		INCIDENT		X		CUSTOMER COMPLAINT (If yes refer below)			
COMPLAINT BY		PHONE		FAX		SITA		EMAIL		State Name & Designation of Complainant.	
DEPT / SECTION / SERVICE / COMPLAINT (Tick one or more boxes)									IOCC		
Aircraft Maintenance & Engineering / GSE									Ground Handling		Catering
	Arrival		W/around		Cabin M		Water S		GPU	X	ACU
											PLB
											AIC
											Others (specify)
X	Depart		Refuel		Pushback		Toilet S	X	ASU		Marshal
											Door Op
											Cgo Ld

Brief Description of the incident/service deficiency / complaint (tick) a additional information on reverse

GTSU HOSE BURST DURING ENGINE START AT BAY AND CAUSED DAMAGE TO RH LANDING LIGHT ASSY 1 HOUR 53 MINS DELAY INCURRED.

VT MSG

WW1613/KUL-KCH 01 AUG 2023

9M-KXB

STD : 0745z

PB : 0940z

AB : 0956z

EA : 1134z

DELAY : DL93 / LIAC FROM WW2688

DELAY : DL99 / PASB GTSU OVERHEAT AND IT CAUSE LANDING LIGHT GLASS BROKEN

SI: DL93 / 00:21

SI: DL99 / 01:53

SI : PARKING BAY IN KCH CA10B

Was safety of <u>aircraft</u> affected when the incident/service deficiency / complaint occurred?	YES		NO	X
Was safety of <u>personnel</u> affected when the incident/service deficiency / complaint occurred?	YES		NO	X
Has there been a history of same incident/service deficiency / complaint being repeated?	YES	X	NO	

Finding and Recommendation to prevent re-occurrence

From our investigation by compiling the information and on data available:

Chronology in local time :

- 1526** Aircraft on chock
- 1600** GTSU standby at bay
- 1613** Main cargo door closed
- 1615** GTSU positioned. Hose flushed and connected to the aircraft. Coupling checked for security found satisfactory.
- 1617** Flight crew request GTSU power-up for engine start at bay. Approximately 10 seconds after power-up the GTSU hose burst and the coupling detached from the aircraft receptacle. The GTSU operator immediately closed the supply valve and the GTSU was immediately shutdown.
- 1620** Inspection of the area carried out by Kargo Express engineering crew found RH Landing Light lense shattered due to GTSU hose whiplash.
- 1700** Tarmac area cleaned from broken glass and hose debris.
- 1730** Defect rectification completed.
- 1733** Door closed.
- 1735** GTSU connected, engine #1 start at bay.
- 1740** Aircraft off chock.

Root Cause:**Equipment failure :**

The ASU hose burst when GTSU power up to increase the supply pressure for engine start.

Corrective action / Preventive Measure:

- 1 Unit EAS 3009/18 quarantined for investigation.
- 2 Agriquip to carry out inspection on all other GTSU unit for hose condition.
- 3 GTSU operator to inspect condition of GTSU hose assy prior use on aircraft.

HoLMK: Mohd Saruzi	HoAME Mohamad Daud	Copy to:		HoQA		Others :.....
Date: 01 Aug 2023	Date: 1 Aug 2023	HoQA:	Date:			
CAFR No	MOR		YES	X	NO	MOR No.

FEEDBACK FROM COMPLAINANT**COMMENTS (IF ANY)**

NAME

SIGNATURE

POSITION

DATE

The actions taken were reviewed. No / Follow Up Action Required (Delete as appropriate)

DateSign**Further Action (if any)****HoLMK Comments (if any)**