

**AAIB Bulletin No:** 6/95

**Ref:** EW/G95/03/07

**Category:** 1.1

**Aircraft Type and Registration:** Boeing 767-300, C-GLCA

**No & Type of Engines:** 2 GE CF6-80 turbofan engines

**Year of Manufacture:** 1991

**Date & Time (UTC):** 15 March 1995 at 1145 hrs

**Location:** London Heathrow Airport

**Type of Flight:** Scheduled Public Transport

**Persons on Board:** Crew - N/A                      Passengers - N/A

**Injuries:** Crew - None                      Passengers - None

**Nature of Damage:** Aircraft: two dents in fuselage skin below and to the left of the rear bulk cargo door and a cracked stringer  
Baggage Conveyor: Safety rail bent and conveyor boom twisted

**Commander's Licence:** N/A

**Commander's Age:** N/A

**Commander's Flying Experience:** N/A

**Information Source:** Aircraft Accident Report Form submitted by the airline's Station Manager

The aircraft was being prepared for flight on Stand E9 and there were persons on board. One member of the handling agent's staff was inside the rear hold and another was driving a baggage conveyor vehicle. The driver was attempting to reposition the vehicle to allow the staff member to alight from the hold. As he did so, the vehicle lurched forward and struck the fuselage denting it. One dent was 12 inches long and 8 inches wide; the other was 15 inches long and 6 inches wide.

The aircraft was withdrawn from service for damage assessment. Although the outer skin was not punctured, there was secondary cracking damage to a stringer beneath the skin which had to be accessed and stop-drilled.

The vehicle was also damaged and withdrawn from service for examination which revealed that the engine idling speed was set too high. This had the effect of causing the vehicle to lurch forward whenever the drive position was engaged.

The handling agent's Motor Transport staff are reviewing their service and inspection procedures to minimise the possibility of a recurrence.