

## Boeing 747-400, JA8955

<b>AAIB Bulletin No:</b>	<b>11/98</b>	<b>Ref:</b>	<b>EW/G98/08/26</b>	<b>Category:</b>	<b>1.1</b>
<b>Aircraft Type and Registration:</b>	Boeing 747-400, JA8955				
<b>No &amp; Type of Engines:</b>	4 General Electric CF6-80C2 turbofan engines				
<b>Year of Manufacture:</b>	1992				
<b>Date &amp; Time (UTC):</b>	17 August 1998 at 1715 hrs				
<b>Location:</b>	Heathrow Airport				
<b>Type of Flight:</b>	Public Transport (Passenger)				
<b>Persons on Board:</b>	Crew - 15 - Passengers - 376				
<b>Injuries:</b>	Crew - None - Passengers - None				
<b>Nature of Damage:</b>	Minor to rear cargo door				
<b>Commander's Licence:</b>	Airline Transport Pilot's Licence				
<b>Commander's Age:</b>	Not Known				
<b>Commander's Flying Experience:</b>	Not Known				
<b>Information Source:</b>	Aircraft Accident Report Form submitted by the pilot				

On completion of a scheduled passenger service, the aircraft was parked on Stand L23. One operator positioned a mobile baggage loader adjacent to the rear freight door while another operator opened the freight door using the switch located next to the door. The second operator asked the first operator to check the clearance between the loader and the door but the message was not understood because of the high noise level in the area. As the door opened, it struck a metal handrail on the loader causing minor damage to the door. The aircraft was examined and returned to service.

The baggage loading equipment has since been modified to prevent a recurrence.