

Responsible entity	<i>Indonesia AIB</i>	File number	<i>KNKT.22.07.10.04</i>
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Occurrence

Headline

Headline	<i>SINCID; KNKT.22.07.10.04; Airbus A320-200 PK-GLW; MED; Near Juanda Airport, Indonesia; 21 July 2022</i>
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Occurrence filing information

File number	<i>KNKT.22.07.10.04</i>	Responsible entity	<i>Indonesia AIB</i>
Occurrence status	<i>Closed</i>		
Occurrence moderator	<i>Henry Poerborianto</i>		
Detection phase		Aviation sector	<i>Flight Operations</i>

Occurrence validation

Validation status	<i>Yes</i>	Validation date	<i>9/2/2025</i>
Authority occ. closure			

When

Local date	<i>7/21/2022</i>	UTC date	<i>7/20/2022</i>
Local time	<i>6:16 AM</i>	UTC time	<i>11:16 PM</i>

Where

State/area of occ	<i>Asia Indonesia</i>	Location of occurrence	<i>Near Juanda Airport</i>
		Latitude of occurrence	<i>7:20:08 South</i>
		Longitude of occurrence	<i>112:42:02 East</i>

Severity

Highest damage	<i>None</i>	Damage not to a/c	<i>None</i>
Injury level	<i>None</i>	Object damaged	<i>None</i>
Third party damage	<i>No</i>		

Classification

Occurrence class	<i>Serious incident</i>
Occurrence categories	<i>MED: Medical</i>

Risk grade	<i>High (Red)</i>	Applicability SES perf	
Risk confidence	<i>High</i>		

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ATM relation

ATM contribution	<i>None</i>	Effect on ATM service	<i>No effect</i>
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Injury totals

	Fatal	Serious	Minor	None	Unknown	Total
Total on ground						
Total on aircraft				<i>177</i>		<i>177</i>
Grand total				<i>177</i>		<i>177</i>

Reports

Report properties

1- KNKT.22.07.10.04

Factual information

Reporting entity	<i>Indonesia AIB</i>	Reporting form type	<i>ICAO Final Report</i>
File Nr	<i>KNKT.22.07.10.04</i>	Report status	<i>Closed</i>
Report source	<i>Accident/Incident investigation</i>	Reporting date	<i>9/2/2025</i>
Parties informed		Report version	
Reporter's language	<i>English</i>	Export control	<i>No</i>
Reporter's description			
Other report inform.			

Analysis

Analysis / follow up	
Risk mitig. action	Conclusions
Risk classification	Tracking sheet numb
Risk methodology	
Risk assessment	

Narrative

Narrative

Narrative language English

On 21 July 2022, an Airbus A320-200 aircraft, registered PK-GLW was operated by PT Citilink Indonesia on a scheduled passenger flight from Juanda International Airport (WARR), Surabaya to Sultan Hasanuddin International Airport (WAAA), Makassar with flight number CTV307.

Prior to the flight, both pilots underwent alcohol, blood pressure and oxygen saturation tests, and the result for both pilots were normal. During the flight preparation, the Pilot in Command (PIC) conducted a pre-flight briefing for all crew members in the aircraft. There was no report of health issues among the crew members or aircraft abnormality.

The flight consisted of two pilots, four flight attendants, and 171 passengers. The PIC acted as the Pilot Monitoring (PM) and the Second in Command (SIC) acted as the Pilot Flying (PF).

At 2315 UTC (0615 LT), in daylight condition, the aircraft departed Surabaya. A minute after takeoff, the SIC noticed the PIC was in a rigid position. The SIC attempted to check the PIC's consciousness, but there was no response. Thereafter, the SIC advised the FA of the PIC incapacitation. The FA made an announcement to seek any medical doctor or paramedic onboard and type of qualified pilot onboard. A medical doctor showed up and the FA took the medical doctor to the cockpit, however there was no type of qualified pilot onboard among the passengers.

The physical examination on the PIC which was conducted by a medical doctor during the occurrence flight found that the PIC was pulseless followed by no breathing. There was no sign of stomach illness, respiratory problem, or neurological problem. The medical doctor suspected the PIC had a heart attack or stroke.

At 0620 LT, the SIC declared an urgency message (PAN PAN) to TMA controller and requested for returning to Surabaya due to one pilot incapacitation. At 0656 LT, the aircraft landed on Runway 10.

Considering that the PIC required immediate medical treatment, the SIC decided to vacate the runway and continued taxi to the parking stand. After the aircraft stopped at the parking stand and the forward cabin door was opened, the medical personnel of the airport entered the aircraft to examine the PIC condition. The PIC then transported to a hospital. Afterward, the passengers disembarked the aircraft. The PIC was pronounced deceased upon arrival at the hospital, and the time of death was unknown.

The investigation concluded that the absence of a further and fuller review to clarify the anomaly indication during the last resting ECG, the duration of exercise ECG which was less than nine minutes, and the absence of a heart computed tomography (CT) scan during the last medical examination resulted in a loss opportunity to have a more comprehensive review of the PIC's cardiovascular condition. In addition, the possibility of cardiovascular events resulting from inadequate intervention measures to mitigate vascular risk factors might have rendered the PIC's incapacitation.

During the investigation, the Komite Nasional Keselamatan Transportasi (KNKT) had been informed of several safety actions taken by the Directorate General of Civil Aviation (DGCA) and the aircraft operator. KNKT acknowledged that the safety actions were relevant to improving safety, however there are still safety issues remaining to be considered. Therefore, the KNKT issued safety recommendations to the aircraft operator, Aviation Medical Center and DGCA to address the safety issues.

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Events and factors

Events and factors

- 1. Cardiovascular related event, during Initial climb*
- 2. Fluctuating Workload related event, during Landing: Other*

Potential factors and safety issues

Emergency procedures , Insufficient/insufficient details (High workload with low experience)
Cabin crew - actions , Insufficient/insufficient details

Weather

General weather conditions

Weather relevant	<i>No</i>	Weather conditions	<i>IMC</i>
Visibility		Light conditions	<i>Daylight</i>

Aircraft

Aircraft identification

Manufacturer/model	<i>AIRBUS A320 200</i>	State of registry	<i>Indonesia</i>
		Aircraft registration	<i>PK-GLW</i>
Year built	<i>2013</i>	Call sign	<i>PK-LUV</i>
Serial number	<i>5597</i>	Flight number	<i>CTV307</i>

Aircraft description

Aircraft category	<i>Fixed Wing Aeroplane Large Aeroplane Large Aeroplane</i>	Wake turb. category	<i>Medium</i>
		GNSS installed	<i>Yes</i>
		EFIS	<i>Yes, full</i>
Type of Exempt A/c	<i>Not Applicable</i>	Landing gear type	<i>Tricycle Tricycle, retractable</i>
Propulsion type	<i>Turbofan</i>		
Number of engines	<i>2</i>	Maximum t/o mass	<i>77000 kg</i>
Mass group	<i>27 001 - 272 000 kg</i>		

Aircraft status

Total cycles a/c	<i>18022</i>	Maintenance docs	<i>Current</i>
Aircraft total time	<i>22575 Hour(s)</i>	Airworthiness cert.	<i>Valid</i>

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Aircraft operation

Operator	<i>Indonesia Citilink Indonesia</i>	Operation type	<i>Commercial Air Transport</i>
Operator type	<i>Corporate/executive</i>		
ICAO information	<i>None</i>	Flight status (STS)	
Schedule type	<i>Scheduled</i>		
Ops range	<i>Domestic</i>		

Consequences

Aircraft damage	<i>None</i>	Recovery status	
A/C out of service			
Cost of repair		Loss of revenue	

Persons on board and medical info

Injury status of persons on board

	Fatal	Serious	Minor	None	Unknown	Total
Pilot				<i>1</i>		<i>1</i>
Co-pilot				<i>1</i>		<i>1</i>
Cabin crew				<i>4</i>		<i>4</i>
Other flight crew						
Crew Total				<i>6</i>		<i>6</i>
Passengers				<i>171</i>		<i>171</i>
Other on Aircraft						
Unknown						
Total				<i>177</i>		<i>177</i>

Autopsy

Persons autopsied	<i>None</i>
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Incapacitation

Person incapacitated	Severity of incap	Reason for incapacity
<i>Flight crew member</i>	<i>Complete</i>	<i>Medical condition</i>

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History of flight

Person at controls

Person at controls	<i>Co-pilot</i>
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Itinerary

Last departure point	<i>Indonesia WARR : SURABAYA/JUANDA</i>	Flight phase	<i>En route</i>
		Duration of flight	<i>53 Minute(s)</i>
Planned destination	<i>Indonesia WAAA (UPG) : Ujung Pandang/Hasanuddin</i>	Occ. on ground	<i>No</i>

Flight plan

Filed flight rules	<i>Instrument flight rules (IFR)</i>	Current flight rules	<i>IFR</i>
Filed traffic type	<i>GAT</i>	Current traffic type	<i>GAT</i>
Flight plan type	<i>FPL</i>	SSR code	
		SSR mode	

Flight crew Member

Flight crew member

Age	<i>26 Year(s)</i>	Category	<i>Co-pilot</i>
Gender	<i>Male</i>		

Flight crew experience

	Last 24 hours	Last 90 days	Total
This aircraft type	<i>5 Hour(s)</i>	<i>86 Hour(s)</i>	<i>128 Hour(s)</i>
All types	<i>5 Hour(s)</i>	<i>86 Hour(s)</i>	<i>128 Hour(s)</i>

Licenses

1 - Commercial pilot

License type	<i>Aeroplane pilots Commercial pilot</i>	Validity	<i>Valid, no waivers</i>
		Ratings	
License issued by		Instrument rating	
Date of license		Instructor rating	

Recommendations

Safety Recommendations

Area of concern	<i>Medical / Human Factors</i>						
Recommendations	<i>Personnel - Medical / Human Factors</i>						
Recommendation Data Link	Eccairs	Responsib	Last	Descriptio	Inserted	Organizati	Repositor

Area of concern	<i>Training / proficiency / check</i>						
Recommendations	<i>Personnel - Training / proficiency / check</i>						
Recommendation Data Link	Eccairs	Responsib	Last	Descriptio	Inserted	Organizati	Repositor

Area of concern	<i>Other</i>						
Recommendations	<i>Procedures / Regulations - Other</i>						
Recommendation Data Link	Eccairs	Responsib	Last	Descriptio	Inserted	Organizati	Repositor

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Investigation

Investigation information

Investig report ID	KNKT.22.07.10.04	Final Report	
Investigating entity	AIB	Date published	9/2/2025
Investigation scope	Full (Annex 13) type investigation	Original language	English
Invest. delegated	No	Other language(s)	

Management

System data

Date entered			
Date report created	9/4/2025 11:02:16 AM	Report last modified	9/9/2025 2:50:52 PM

Modifications

Modifications	Modification date	Modification made by	Modification note
	9/4/2025 11:02:16 AM	KNKTREPOSITORY\HERY	
	9/9/2025 2:50:42 PM	KNKTREPOSITORY\HERY	

Database History

DB History	Database access date	Database access by	Database access type
	9/4/2025 3:34 PM	KNKTREPOSITORY\HERY	Inserted
	9/4/2025 3:34 PM	KNKTREPOSITORY\HERY	Locked
	9/4/2025 3:44 PM	KNKTREPOSITORY\HERY	Released
	9/9/2025 2:43 PM	KNKTREPOSITORY\HENRY	Locked
	9/9/2025 2:47 PM	KNKTREPOSITORY\HENRY	Released
	9/9/2025 2:50 PM	KNKTREPOSITORY\HERY	Locked
	9/9/2025 2:50 PM	KNKTREPOSITORY\HERY	Updated