

## Captain Statement:

**Submitted By:** Christopher Strong  
**Event Title:** Fuel truck backed into nose of aircraft  
**Event Date:** 09/17/2021

**Flight #:** 3937  
**Fleet #:** 444ZW  
**Departure Airport:** KAVL  
**Scheduled Arrival Airport:** KORD  
**Landing Airport:** KAVL

**Flight Phase:** Standing (Parked) > Engine(s) Operating

**Captain:** Christopher Strong ( )  
**First Officer:** Zack Hepler ( )  
**Flight Attendant:** Saima Iqbal ( )

**Narrative:** Fuel truck was late fueling the airplane and was parked in front of right wing when we pushed off gate 3 at KAVL. There was a Delta aircraft parked to the right at gate 2. Push back was normal, started right engine normally. AVL ground requested we hold position because we had a 30 minute delay before takeoff to KORD. We had the right engine running and parking brake set when the fuel truck began to back up. The fuel truck had no marshallers. The driver turned towards our aircraft to avoid the aircraft parked to our right. The truck was close enough that I couldn't move our aircraft in a way to avoid the truck. I tried flashing the taxi light but the truck continued back until it struck the aircraft. I immediately shut down the right engine and made a PA for the passengers to remain seated. KAVL operations personnel came over quickly and established communications. There was no fuel leaking and no immediate danger to passengers or crew. Emergency personnel responded. I contacted dispatch, the fuel truck was moved and we were towed back to the gate where the passengers deplaned via jet bridge. After the passengers were deplaned and we were gathering our bags, the flight attendant became dizzy and disoriented. She was evaluated by local EMT and went to the emergency room via ambulance.

#### First Officer Statement:

**Submitted By:** Zack Hepler

**Event Title:** Aircraft struck by fuel truck

**Event Date:** 09/17/2021

**Flight #:** 3937

**Fleet #:** 444ZW

**Departure Airport:** KAVL

**Scheduled Arrival Airport:** KORD

**Landing Airport:** KAVL

**Flight Phase:** Standing (Parked) > Engine(s) Operating

**Captain:** Christopher Strong ( )

**First Officer:** Zack Hepler ( )

**Flight Attendant:** Saima Iqbal ( )

**Narrative:** After boarding the aircraft at gate 3 the fuel truck arrived late and fueled the aircraft. We pushed from the gate while the fuel truck was still sitting in the spot from which it fueled us at the gate in front of the right wing. After pushback we started the right engine and set the parking brake. I called ground control who told us to remain parked in our current position on the ramp while we awaited our flow time into ORD which was in roughly 30 minutes. After several minutes parked, the fuel truck began backing up from its position and towards the aircraft. In our position we were unable to move without moving even closer to the fuel truck coming towards us. To get the driver's attention, Chris turned on the taxi light, but the truck continued backward. The fuel truck struck the nose on the right-hand side of the aircraft at approximately the point of the first officer's seat. After impact we immediately shut down the right engine and Chris made a PA to the passengers to remain seated. Ground personnel responded almost immediately bringing a headset out to the aircraft, so we were able to confirm that no fuel was coming from the truck. Once we knew the passengers and crew were no longer at risk and the flight attendant confirmed no one was injured, Chris contacted the company to loop them into the incident. While Chris was on the phone, we opened the main passenger door so I could document the incident and make contact with first responders. Chris and I then decided the best course of action was to have the aircraft pulled back into the gate and deplane via jet bridge. After the aircraft was fully deplaned the flight attendant became dizzy and was seen to by the first responders who were still on scene. They eventually called an ambulance and took her to the hospital.

### Flight Attendant Statement:

**Submitted By:** Saima Iqbal  
**Event Title:** Aircraft hit by fuel truck  
**Event Date:** 9/17/2021

**Flight #:** 3937  
**Fleet #:** 444ZW  
**Departure Airport:** KAVL  
**Scheduled Arrival Airport:** KORD  
**Landing Airport:** KAVL

**Flight Phase:** Pushback/Towing > Assisted, Engine(s) Start-Up

**Captain:** Christopher Strong ([REDACTED])  
**First Officer:** Zack Hepler ([REDACTED])  
**Flight Attendant:** Saima Iqbal ([REDACTED])

**Narrative:** Flight 3937 pushed back from gate, all passengers were sitting with their seat belts on and I was in the galley doing my final checks. Suddenly, I heard a sound and felt that something hit the plane and it shook the aircraft. The Captain immediately did an announcement that our aircraft was hit by a fuel truck and asked all passengers to remain seated. Later deplaned all passengers safely.

### Fuel Truck Driver Statement:

**From:** West Jr., James ([REDACTED]) <[REDACTED]>  
**Sent:** Friday, September 17, 2021 2:35 PM  
**To:** Haynes, David <[REDACTED]>  
**Subject:** Robert's Statement

On Sept.17, 2021, between 1:30 and 2:00 PM, I was assigned to work the Commercial ramp. While fueling a Air Wisconsin CRJ, a Delta B717 parked at the gate to my right. After finishing with the CRJ the ground crew asked me to stay where I was so that they could push the aircraft back from the gate. I did as they requested and completed my paperwork. After the tug driver returned and received his copies of the paperwork, he and the other ground personnel left to do other things. The aforementioned B717 was still parked on my right and was waiting for fuel. I had to back away from the gate, and was concentrating on avoiding the cones and wingtip of the aircraft on my right. I was only using my mirrors. I did not see the aircraft that had pushed back still sitting behind and backed into.  
Robert West