

1/7/2022

FOR YOUR INFORMATION

2022-3/3-1

1852442, 1819142, 1817792

To: Boeing Commercial Airplane Company

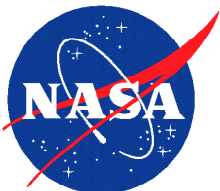
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-280, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG, AQS-230), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: B737 MAX Tail Tipping Issue

We recently received an ASRS report describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 1852442

DATE / TIME

Date of Occurrence 202111
Local Time Of Day 1201 to 1800

PLACE

Locale ZZZ.Airport
State US
Altitude - AGL 0

ENVIRONMENT

Flight Conditions VMC

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Ground ZZZ
Make Model Name B737 MAX 8
Operating Under FAR Part 121

COMPONENT 1

Aircraft Component Company Operations Manual

PERSON 1

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
ASRS Report Number 1852442

EVENTS

Anomaly Aircraft Equipment Problem - Less Severe
Anomaly Deviation / Discrepancy - Procedural - FAR
Anomaly Deviation / Discrepancy - Procedural - Published
Material / Policy
Anomaly Deviation / Discrepancy - Procedural - Weight and
Balance
Anomaly Ground Event / Encounter - Other / Unknown
Detector - Person Flight Crew
Result - Flight Crew Overcame Equipment Problem
Result - Aircraft Equip Problem Dissipated

NARRATIVE 1

During my walk around of a MAX 8 aircraft, I noticed that the nose strut was almost fully extended. By the time that I finished my walkaround the aircraft had settled to a much more normal/level state. I have noticed this on several MAX aircraft, as I did on the -800s before we started using the tail stands. This report is just to highlight a concern that I have with the procedure of not using tail stands on the MAX aircraft. I know that with the larger and heavier engines mounted more forward, we have been told that the MAX will not tip onto its tail during loading and unloading at the gate. It has been my experience though that I have seen several of these aircraft with a severely nose high/ tail low stance during loading and unloading. I am concerned that with the perfect conditions we might have a MAX end up on its tail.

SYNOPSIS

First Officer reported observing the nose strut fully extended during loading of a B737-MAX 8 aircraft.

ACN 1819142

DATE / TIME

Date of Occurrence	202105
Local Time Of Day	No Local Time Of Day Stated

PLACE

Altitude - AGL	0
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AIRCRAFT / EQUIPMENT X

Make Model Name	B737 MAX Series Undifferentiated
Operating Under FAR Part	121

PERSON 1

Function - Maintenance	Other / Unknown
ASRS Report Number	1819142

EVENTS

Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Deviation / Discrepancy - Procedural - Weight and Balance
Anomaly	No Specific Anomaly Occurred - Unwanted Situation
Detector - Person	Other Person
Result - General	None Reported / Taken

NARRATIVE 1

It has been brought to my attention that the 737-MAX aircraft at times sits extremely tail heavy while being loaded and/or unloaded at the gate. I'm not sure of all the details with this specific aircraft, but it is a situation that is happening often according to the line technicians working the gates. According to ramp personnel that have been asked, they have stated that their operating manual does not state that the tail stand needs to be installed. The Aircraft Maintenance Manual states at the very beginning of AMM task 07-10-08-800-801 item 1. A. "The primary function of the tail stand is to support the airplane tail in an aft CG condition during loading and/or unloading of passengers and cargo".

SYNOPSIS

Ground employee reported that the procedure manual does not call out for the use of a tail stand when loading and unloading passengers and cargo from a 737 MAX aircraft.

ACN 1817792

DATE / TIME

Date of Occurrence	202106
Local Time Of Day	1201 to 1800

PLACE

Altitude - AGL	0
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AIRCRAFT / EQUIPMENT X

Make Model Name	B737 MAX Series Undifferentiated
Operating Under FAR Part	121

PERSON 1

Function - Ground Personnel	Ramp
ASRS Report Number	1817792

EVENTS

Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Deviation / Discrepancy - Procedural - Weight and Balance
Anomaly Detector - Person	Ground Event / Encounter - Ground Equipment Issue Ground Personnel
Result - General	None Reported / Taken

NARRATIVE 1

While unloading the aircraft, we removed the city bags first at the direction of the supervisor, which meant we emptied the front of the airplane. There was about 2900 lbs of bags and mail in the rear of the plane. As the passengers were getting off the plane and we started to down load the bags, I notice the first nose strut was starting to move, we were unable to reach the GPU panel to plug the ground power in. A few minutes later the plane nose gear strut appeared to be a full extension BUT THE tire never came off the ground. We were told that tail stands were not needed on the 737 MAX.... I believe we should revisit that decision, or maybe look for another solution.

SYNOPSIS

Ramp employee reported full extension of nose strut of a B737 MAX aircraft during unloading. A tail strike was not reported. Reporter questions the lack of tail stand use procedure.