

1/20/2023

FOR YOUR INFORMATION

2023-10/3-1

1951122

To: Boeing Commercial Airplane Company

Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-260, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG), 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: B737-800 Cabin Door Anomaly

We recently received ASRS reports 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 1951122

DATE / TIME

Date of Occurrence 202211
Local Time Of Day 0001 to 0600

PLACE

Locale ZZZ.Airport
State US
Altitude - AGL 0

AIRCRAFT / EQUIPMENT X

Make Model Name B737-800
Operating Under FAR Part 121

COMPONENT 1

Aircraft Component Exterior Pax/Crew Door

PERSON 1

Function - Flight Attendant Flight Attendant (On Duty)
ASRS Report Number 1951122

EVENTS

Anomaly Aircraft Equipment Problem - Critical
Anomaly Flight Deck / Cabin / Aircraft Event - Other / Unknown
Detector - Person Flight Attendant
Detector - Person Gate Agent / CSR
Result - General None Reported / Taken

NARRATIVE 1

We arrived in ZZZ and Agent met the flight. I saw her hesitate and take a picture. Upon opening of door the Agent showed me the picture and told me she had seen this multiple times. The fuselage door handle was NOT perpendicular and flush. It was out and horizontal. Looked like the door never locked. I informed the pilots and they took a picture of the picture I had taken off of the Agents' phone. I submitted this safety report.

I am very concerned and a little afraid. Especially after the Agent told me she sees the 737 has arrived with the door handle like this, on other occasions.

SYNOPSIS

Air Carrier Flight Attendant reported after arrival at the gate, the gate agent informed the FA the main door handle was not properly stowed for flight.