

3/2/2023

**FOR YOUR INFORMATION**

2023-34/3-3

1958767

To: Boeing Commercial Airplane Company

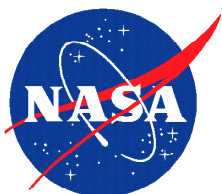
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-260, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU

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

Re: B737 Air Condition Pack Diffuser Door Issue

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](mailto:becky.l.hooey@nasa.gov).



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



## ACN 1958767

### DATE / TIME

Date of Occurrence 202212  
Local Time Of Day No Local Time Of Day Stated

### PLACE

Locale ZZZ.Airport  
State US  
Altitude - AGL 0

### AIRCRAFT / EQUIPMENT X

Make Model Name B737 Undifferentiated or Other Model  
Operating Under FAR Part 121

### COMPONENT 1

Aircraft Component Air Conditioning Distribution Ducting, Clamps, Connectors

### PERSON 1

Function - Maintenance Technician  
ASRS Report Number 1958767

### EVENTS

Anomaly Aircraft Equipment Problem - Less Severe  
Anomaly Deviation / Discrepancy - Procedural - FAR  
Anomaly Deviation / Discrepancy - Procedural - Maintenance  
Anomaly Deviation / Discrepancy - Procedural - Published  
Material / Policy  
Detector - Person Maintenance  
Result - General Flight Cancelled / Delayed  
Result - General Maintenance Action  
Result - Aircraft Aircraft Damaged

### NARRATIVE 1

This is filed to report FAA violation.

Aircraft X arrived ZZZ with left pack exhaust diffuser doorstop (l-angle) cracked-broken-missing. A piece entire length. See log #XXXXXXX for details. The doorstop Manufacturers Part Number 2215673-1 was cracked-broken-missing a piece entire length ref Illustrated Parts Catalog (IPC) 21-51-03-06a and see Service Difficulty Report (SDR) #XXXXXXX for this cracked part. Also see safety bulletin XXXXXXXX. Aircraft taken out of service for this and other discrepancies. [Other reports have been submitted] on this recurring issue.

### SYNOPSIS

Technician reported aircraft arriving at station had a Left Air Condition Pack Diffuser Door Stop cracked its entire length and with pieces missing. The aircraft was removed from service due to lengthy time required for repairs. Reportedly, this is a recurring issue.