

1/31/2025

**FOR YOUR INFORMATION**

2025-20/3-3

2193381

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 NG and MAX FMC Key Anomalies

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 2193381****DATE / TIME**

Date of Occurrence	202412
Local Time Of Day	No Local Time Of Day Stated

**PLACE**

Locale	ZZZZ.Airport
State	FO

**ENVIRONMENT**

Flight Conditions	VMC
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**AIRCRAFT / EQUIPMENT X**

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

**COMPONENT 1**

Aircraft Component	FMS/FMC
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**PERSON 1**

Function - Flight Crew	First Officer
ASRS Report Number	2193381

**EVENTS**

Anomaly	Aircraft Equipment Problem - Less Severe
Detector - Person	Flight Crew
Result - Flight Crew	Overcame Equipment Problem

**NARRATIVE 1**

Conducting Operating Experience (OE), the FMC keys (EXEC, NEXT PAGE, LEGS – most frequently used keys), were worn out such that the wording could not be seen except to cross over to the FO's FMC keyboard and verify the same key position. The background shown through each worn out key as well also made them almost unreadable. The keys worked/functioned if pressed. I have seen this a lot more on all NG and MAX airplanes with the rubber keys and not on the hard plastic keys of other FMC keyboards. This was a distraction and briefed as a threat throughout the flight during this OE flight.

**SYNOPSIS**

B737 First Officer reported the rubber labels of the FMC keys were worn out and illegible. The reporter noted seeing this problem on B737 NG and MAX aircraft where the keys were made of rubber, but not on FMC keyboards where the keys were made of hard plastic.