

ALERT BULLETIN

AB 2025:6/3-3

3/20/2025

2211495, 2182116, 2152408

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. Hooley, Director
NASA Aviation Safety Reporting System

SUBJ: B757 Cabin Entry 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 following:

ASRS received reports from a B757 flight crews describing issues with the cabin entry door during climb. Flight crew stated they received an EICAS alert message AFT L ENT DOOR, and were advised by a Flight Attendant that the door handle had moved to open position and could not be moved back to the closed position. The flight returned to departure airport where Maintenance removed the aircraft from service.

ASRS previously received similar reports describing cabin door anomalies. Reports 2182116 and 2152408 are also enclosed.

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 Hooley at (408) 541-2854 or email at becky.l.hooley@nasa.gov.



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



ACN 2211495

DATE / TIME

Date of Occurrence 202502
Local Time Of Day No Local Time Of Day Stated

PLACE

Locale ZZZ.Airport
State US
Altitude - MSL 2000

ENVIRONMENT

Flight Conditions VMC

AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON ZZZ
Make Model Name B757 Undifferentiated or Other Model
Operating Under FAR Part 121

COMPONENT 1

Aircraft Component Exterior Pax/Crew Door

PERSON 1

Function - Flight Crew Captain
Function - Flight Crew Pilot Flying
ASRS Report Number 2211495

PERSON 2

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
ASRS Report Number 2211462

EVENTS

Anomaly Aircraft Equipment Problem - Critical
Anomaly Flight Deck / Cabin / Aircraft Event - Other / Unknown
Detector - Automation Aircraft Other Automation
Detector - Person Flight Crew
Result - General Flight Cancelled / Delayed
Result - General Maintenance Action
Result - Flight Crew Returned To Departure Airport

NARRATIVE 1

After takeoff in climb EICAS AFT L ENT DOOR message illuminated. We called aft cabin and FA reported that door handle had moved to the open position and was unable to move it to the closed position. To avoid possible pressurization issues we requested to level off and return to ZZZ. We were cleared to return to and maintain 5000 and received radar vectors for the approach to Runway XX. As we were still close to the field, going to land soon and at vector altitudes, we declined to declare emergency. We notified Dispatch, Chief Pilot, and Operations, and a maintenance write-up was made which ultimately removed the aircraft from service for inspection. After reaching the gate we learned that upon landing the door handle swung to a nearly full open position. Passengers were kept briefed on the situation and except for the door issue the flight landed without further incident.

NARRATIVE 2

Shortly after takeoff, around 2,000 MSL, we had an aft left entry door EICAS message pop up. We both knew that this was a previous write-up that had been cleared in the past. I called the flight attendants in the rear of the aircraft and they advised me that the handle to the aft left entry door was up above the "knocker" and they could not re-secure it. The Captain stopped the climb around 6,000 MSL and we started a descent after talking with ATC. We advised Departure that we wanted to return to ZZZ and they gave us vectors around to land on the ILS XX. After we got to the gate, the aft Flight Attendant (FA) mentioned that as we landed, the handle went in to the full open position but the door remained shut.

SYNOPSIS

B757 flight crew reported right after takeoff the aft left entry door handle had moved to the open position on its own and the FAs could not move it to the closed position. The flight crew then performed an air turnback and landed the aircraft without further incident.

ACN 2182116

DATE / TIME

Date of Occurrence 202411
Local Time Of Day 0601 to 1200

PLACE

Locale ZZZ.Airport
State US
Altitude - MSL 6000

ENVIRONMENT

Flight Conditions VMC

AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON ZZZ
Make Model Name B757 Undifferentiated or Other Model
Operating Under FAR Part 121

COMPONENT 1

Aircraft Component Exterior Pax/Crew Door

PERSON 1

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
ASRS Report Number 2182116

EVENTS

Anomaly Aircraft Equipment Problem - Less Severe
Anomaly Flight Deck / Cabin / Aircraft Event - Other / Unknown
Anomaly Deviation / Discrepancy - Procedural - Published
Material / Policy
Anomaly Deviation / Discrepancy - Procedural - Weight and
Balance
Detector - Automation Aircraft Other Automation
Detector - Person Flight Attendant
Result - General Flight Cancelled / Delayed
Result - Flight Crew Landed As Precaution
Result - Flight Crew Returned To Departure Airport

NARRATIVE 1

During climbout observed intermittent aft cabin door indication on EICAS and at the same time received a call from purser stating that aft cabin 4L door handle popped up from the closed position. Relayed the message to the captain at which point it was agreed upon that we return back, initiated a call to ATC for return vectors into ZZZ. Captain handed the flight controls and radio duties to myself while performing his Captain duties and ultimately [requesting priority handling] for an uneventful overweight landing on to RWY XXL into ZZZ. Missed few radio calls and assignments from ATC during setup for approach and observed a discontinuity error in the FMS which was corrected prior to commencing approach due to high workload.

SYNOPSIS

B757 First Officer reported a Flight Attendant informed them during departure climb that an aft cabin door handle had popped up from the closed position. Flight crew returned to departure airport and landed safely.

ACN 2152408

DATE / TIME

Date of Occurrence 202408
Local Time Of Day No Local Time Of Day Stated

PLACE

Locale ZZZZ.ARTCC
State FO
Altitude - MSL 36000

ENVIRONMENT

Flight Conditions VMC
Weather Turbulence

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center ZZZZ
Make Model Name B757 Undifferentiated or Other Model
Operating Under FAR Part 121

COMPONENT 1

Aircraft Component Door

PERSON 1

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
ASRS Report Number 2152408

PERSON 2

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
Function - Flight Crew Relief Pilot
ASRS Report Number 2152435

EVENTS

Anomaly Aircraft Equipment Problem - Critical
Anomaly Flight Deck / Cabin / Aircraft Event - Illness / Injury
Anomaly Deviation / Discrepancy - Procedural - Published
Material / Policy
Anomaly Deviation / Discrepancy - Procedural - Weight and
Balance
Anomaly Ground Event / Encounter - Ground Equipment Issue
Anomaly Inflight Event / Encounter - Fuel Issue
Anomaly Inflight Event / Encounter - Weather / Turbulence
Detector - Automation Aircraft Other Automation
Detector - Person Flight Crew
Result - Flight Crew Returned To Departure Airport

NARRATIVE 1

Upon arriving to the plane we learned this plane was just delivered to ZZZ from ZZZ1 where it had been in MX (Maintenance) for at least two weeks. We were told that the APU Reliability check had been done on this flight to ZZZ which then led to Release 2. Cruising at FL360 through constant light to moderate turbulence we

received a call from the back that both aft door levels had popped out of their armed and locked detent. In the Flight Deck we had no indications of this. While we were still in and out of moderate turbulence the plan of action was that upon reaching smooth air, I would go to the back of the plane and lay eyes on what was going on and try to “close” the doors if necessary.

Before this opportunity we got a “L AFT ENT DOOR” EICAS message. We quickly identified pressurization remained normal. And the CA, with concurrence from me, decided we would be turning around at that moment. We executed a 180 degree turn and requested a descent to FL300 to start to try to get out of the turbulence. We did not [advise ATC] at this time. As we descended the EICAS message went off. The air was smoother at FL300 we asked the FA's to wake up the Relief Pilot and get him to the Flight Deck. When he did I then went to the back to inspect the doors. Both door handles were popped out of their detent with the doors still armed and after checking with the FA's they were comfortable with me pushing the levers back down I attempted to resecure the doors. They popped right back up out of the detent on both doors.

I returned to the Flight Deck and communicated my experience in the back. At this point they informed me that after talking with Dispatch we were going to need to [advise ATC] for an overweight landing back into ZZZ. At some point before descending lower in an attempt to continue to burn fuel we attempted to start the APU and got a FAULT indication. As we got closer to ZZZ we were told XXR is closed and we had to use XXL. We decided to hold until we hit a weight of 210,000 lbs (12,000 lbs overweight) in order to get a landing distance number we were happy with for the shorter runway.

During the hold we started slowing and deployed flaps 1. At this point we got a “FLAP/SLAT ELEC” STATUS message. While we learned this should not have any effect on the flaps deploying correctly we still took the precaution of upon leaving the hold slowing the plane and getting to at least flaps 20 around ZZZZZ for the ILS XXL.

At around 1000 ft AGL we then got what we knew to be a recurring write up from the inbound flight of “MACH/STAB TRIM” EICAS message. At 500 ft AGL we received the same “L AFT ENT DOOR” EICAS message. We landed with Autobrakes 3, Full Reversers and let the autobrakes do their job. Upon exiting the runway we asked Crash and Fire Rescue to follow us to the gate and advised them, operations and ramp to stay clear of both aft doors in case of inadvertent slide deployment. The FAs notified us that on landing the door handle had moved to around the 12 o'clock position. They also requested that MX meet us at the gate to disarm the doors, we coordinated.

As now we had Crash and Fire Rescue behind the plane we attempted to start the APU again. It gave us another fault. We advised ramp and ops we would need GPU power at the gate as we had no APU. Ramp gave us GPU power we shut down both engines. Then they advised us they must disconnect the GPU to get the jet bridge into position. After a passenger announcement we allowed them to disconnect and the plane only to be lit with the Emergency Lights. They got GPU power hooked back up, MX boarded the aircraft, then we turned of the fasten seatbelt sign and allowed deplanement.

At some point during the turbulence one of the FA's in the back of the plane, had went to hang her handset up and it slipped and hit her head resulting in a knot.

The crew did an excellent job putting all the pieces together, briefing properly and taking a methodical approach to get the plane to the ground safely while safeguarding for any potential threats that were introduced during the process.

NARRATIVE 2

The event started while I was on my break in the crew rest seat.

The Purser woke me up mentioning we are turning back to ZZZ due to an unsafe indication of both AFT doors handles.

Before going back to the flight deck, I went to the back of the aircraft and gather information from the flight attendants and visually confirmed the handles were not in their normal horizontal positions.

Back in the flight deck I received a brief from the captain and the first officer. The decision of returning to ZZZ and that [ATC was advised] with ZZZZ ATC.

I helped run diversion checklist, overweight landing non normal and backed the crew up with communication and diversion planning.

We elected to hold near ZZZ in order to bring the Gross weight of the aircraft down. This was to increase safety margins with the oversight landing considering the current runway in use in ZZZ at that time.

500agl final the L aft door open Eicas illuminated again. The landing was conducted safely. After Landin and clearing the runway, I spoke with the AFT FA and she mentioned that the handled had come up even more. The captain instructed me to tell them to move away from the doors until parked.

Maintenance came onboard when we parked to disarmed the doors.

SYNOPSIS

B757 crew reported a cabin door malfunction during cruise while experiencing turbulence on an ETOPS flight. The crew returned to the departure airport and landed overweight.