

ALERT BULLETIN

AB 2025:9/3-5

5/28/2025

2217033, 2220948, 2119181

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

SUBJ: B737 Landing Gear Manual Extension Door Issues

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 recently received three reports from B737 flight crews describing problems with landing gear extension on an approach.

(ACN 2217033) B737 flight crew reported the landing gear system was malfunctioning and after some troubleshooting, the flight crew safely landed on the third attempt.

(ACN 2220948) B737-800 Captain reported the landing gear failed to retract after takeoff and the problem was apparently related to the manual gear extension door integrity.

(ACN 2119181) B737 First Officer reported the landing gear failed to retract after departure but was able to successfully raise the landing gear after leveling off and following the QRH.

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 2217033**DATE / TIME**

Date of Occurrence	202502
Local Time Of Day	1801 to 2400

PLACE

Locale	ZZZ.Airport
State	US

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

ATC / Advisory - Tower	ZZZ
Make Model Name	B737 Undifferentiated or Other Model
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Landing Gear Indicating System
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PERSON 1

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2217033

PERSON 2

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2217036

EVENTS

Anomaly	Aircraft Equipment Problem - Critical
Detector - Automation	Aircraft Other Automation
Detector - Person	Flight Crew
Result - Flight Crew	Executed Go Around / Missed Approach
Result - Flight Crew	Landed in Emergency Condition
Result - Flight Crew	Overcame Equipment Problem

NARRATIVE 1

On approach to ZZZ I called for gear down flaps 15. The gear horn sounded, I glanced down at the landing gear indicator lights on the forward panel and saw three red and three green. We initiated a go-around and requested vectors to run the QRH. After checklist completion we were vectored for the visual XRR. I called for gear down and we received the same indication. We cancelled the approach and troubleshooted again. The Captain [requested priority handling], started communication with the FAs and company. The Captain opened and closed the manual gear extension door. On the third approach attempt I called gear down, we verified the gear was down and locked with three green, no red, and proceeded to land. The entire crew debriefed, the Captain spoke with Dispatch, Maintenance Control, Operations, created an Electronic Log Book (ELB), and eventually made a call to the Chief Pilot.

NARRATIVE 2

Unsafe landing gear indication when gear selected down. 3 reds and 3 greens on landing gear control panel and 3 greens visually confirmed on the overhead panel. We cancelled the approach and went around and the gear retracted as normal. Ran the NG Gear Disagree Checklist while being vectored near the airport. After the checklist was complete we received vectors to XXR. First Officer called for gear down, flaps 15 and the same issue arose and we went around again to troubleshoot. This time we [requested priority handling] and I gave the Purser a briefing for a landing back to ZZZ. FOB was 5.5 and we troubleshooted while running the checklist once more. In addition to visually confirming the landing gear door panel on the floor was flush and secure, I opened the door panel and firmly closed it. Once we felt comfortable with the checklist completion and the flight attendants were finished with their duties we received vectors once again for the approach to XXR. First Officer called for gear down, flaps 15 and finally the gear unsafe indication was no longer and 3 green were visually confirmed on the main panel and overhead. Emergency vehicles were standing by and an uneventful landing was performed and we taxied to Gate XX. I spoke with Dispatch, Maintenance Control, and Operations and informed them of everything we saw. An Electronic Log Book (ELB) was entered and a debrief with the Chief Pilot was made. Additionally, the entire flight crew stayed behind so we could debrief as well.

SYNOPSIS

B737 flight crew reported the landing gear system was malfunctioning during approach. After opening and closing the manual gear extension door to confirm it was secured, the flight crew was able to extend landing gear, and the flight continued to safe landing.

ACN 2220948**DATE / TIME**

Date of Occurrence	202503
Local Time Of Day	1201 to 1800

PLACE

Locale	ZZZ.Airport
State	US
Altitude - AGL	100

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON	ZZZ
Make Model Name	B737-800
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Landing Gear
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PERSON 1

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Flying
ASRS Report Number	2220948

EVENTS

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

NARRATIVE 1

Landing gear failed to retract after takeoff. Ran that checklist which took us to gear disagree checklist. Discovered manual gear extension door ajar. FO tried to close manual gear extension door multiple times with no luck. It kept on popping open. Third or fourth time it stayed closed. Gear retracted with completion of checklist. Continued to ZZZ1. Contacted Dispatch and Maintenance Control to notify them manual gear extension door was difficult to close and keep closed and to check on any history of this issue. Put in maintenance log. ZZZ1 Maintenance found manual gear extension door possibly bent and debris around the manual gear extension door seal.

CALLBACK 1

Reporter stated aircraft type was B737-800.

SYNOPSIS

B737-800 Captain reported the landing gear failed to retract after takeoff and the problem was apparently related to the manual gear extension door integrity.

ACN 2119181**DATE / TIME**

Date of Occurrence	202405
Local Time Of Day	0601 to 1200

PLACE

Locale	ZZZ.Airport
State	US

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON	ZZZ
Make Model Name	B737 Undifferentiated or Other Model
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Gear Extend/Retract Mechanism
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PERSON 1

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2119181

EVENTS

Anomaly	Aircraft Equipment Problem - Less Severe
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Detector - Automation	Aircraft Other Automation
Detector - Person	Flight Crew
Result - Flight Crew	Overcame Equipment Problem

NARRATIVE 1

On departure out of ZZZ while acting as pilot flying I called for gear up. After a few seconds we noticed the gear indicators were not showing it up. All red and green lights were on illuminated. I turned the automation on and the Captain made ATC aware of our situation. We decided to get a level-off at 10,000 ft. and vectors near the airport in case we needed to return. I handed the aircraft to the Captain and I ran the "landing gear fails to retract" QRH that led us into the "gear disagree" QRH. The QRH led me to recycle the manual gear extension door, lower the handle, and then raise. This procedure successfully raised the landing gear and we continued to ZZZ1 after letting Dispatch know as well as an ELB (Electronic Log Book). Upon landing we called Maintenance to inform them of the write-up. During my preflight procedure I ensured the door was down as I am aware of this problem happening sometimes. I am not sure if something popped loose during the takeoff roll, but during my recycle attempt per the QRH it was closed and appeared to be locked.

SYNOPSIS

B737 First Officer reported the landing gear failed to retract after departure but was able to successfully raise the landing gear after leveling off and following the QRH.