

7/1/2025

FOR YOUR INFORMATION

2025-158/3-12

To: Boeing Commercial Airplane Company

2223281

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 Entry Door Security 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 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 2223281**DATE / TIME**

Date of Occurrence	202503
Local Time Of Day	1801 to 2400

PLACE

Locale	ZZZ.ARTCC
State	US
Altitude - MSL	35000

ENVIRONMENT

Flight Conditions	VMC
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AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center	ZZZ
Make Model Name	B737 Next Generation Undifferentiated
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Door
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PERSON 1

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2223281

PERSON 2

Function - Flight Attendant	Flight Attendant On Duty
ASRS Report Number	2223468

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	Diverted

NARRATIVE 1

After leveling off in cruise at FL350, I reached up to turn the 'Fasten Seatbelt' sign off. At that time, I noticed that the 'AFT Entry' door light on the overhead panel had illuminated. It was not on when climbing through 10k feet when doing the 'After Takeoff' flow and checklist. The 'Master Caution Doors' light was not illuminated. I reviewed the QRH which referred to whether the door handle would stay down or not. I called the aft cabin FA. The door in question was 2L. The handle had popped up about 3 inches. The FA pushed the handle down, which caused the 'Aft Entry' door light to extinguish but if the FA let go of the handle, it popped back up about 3 inches and the light came back on. The cabin pressure was normal and there was no evidence of an air leak. The QRH directed us to land at the nearest suitable airport. I contacted Maintenance Control and Dispatch. Maintenance Control agreed that a divert was appropriate. At that time, we were equidistant from ZZZ and ZZZ1 and Dispatch agreed that ZZZ1 was the best choice for a divert so we diverted to ZZZ1 WITHOUT declaring an emergency. In ZZZ1, after Maintenance Control had the opportunity to look at the door, it was determined that the door needed maintenance. So, we swapped into a spare, had 3 of our FAs

swapped out due to timing out, and then departed for ZZZ2. The flight to ZZZ2 was completed without further incident albeit about 4:15 late. We had no passenger issues throughout the event either. All of the ZZZ1 staff (gate agents, Operations, and maintenance personnel) were fantastic to work with.

NARRATIVE 2

Lead Flight Attendant (FA) called for door arming prior to push. I, Person A, [and] Person B, armed the 2R door and cross-checked 2L. Person C armed 2L and cross-checked 2R. Both doors were closed, armed, and cross-checked.

We taxi, take off, level off, set up for the service – approximately 25 minutes into the flight the Captain calls to the back and Person C picks up the phone and asked if the door is closed, Person C pressed on the handle and the handle sprung up about 3 inches.

Captain had the flight divert to ZZZ1 to have Maintenance check on it. Upon descent into ZZZ1, door handle kept rising. Maintenance came on asked when did we get the phone call, we mentioned in flight and he confirmed that it was after 10,000 feet and we agreed. Passengers were asked to deplane, Maintenance took the aircraft out of service.

SYNOPSIS

B737 Captain and Flight Attendant reported the aft entry door was malfunctioning and had moved from the locked position at some point in the flight. The flight safely diverted and Maintenance took the aircraft out of service.