

4/23/2026

**FOR YOUR INFORMATION**

2026-149/3-12

2344087

To: Bombardier Inc. Canadair

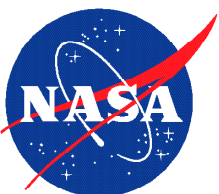
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, AFS-100, AIR-360, AIR-720, AIR-780, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IATA, ICAO, ICASS, IFALPA, NTSB, PAMA, RAA, TWU

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

Re: Challenger CL-350 Door MEL Procedure

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 2344087

### DATE / TIME

Date of Occurrence	202603
Local Time Of Day	1201 to 1800

### PLACE

Locale	ZZZ.Airport
State	US
Altitude - MSL	3000

### AIRCRAFT / EQUIPMENT X

ATC / Advisory - TRACON	ZZZ
Make Model Name	Challenger 350
Operating Under FAR Part	91

### COMPONENT 1

Aircraft Component	Exterior Pax/Crew Door
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### PERSON 1

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Flying
ASRS Report Number	2344087

### EVENTS

Anomaly	Aircraft Equipment Problem - Critical
Anomaly	Deviation / Discrepancy - Procedural - MEL / CDL
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Detector - Person	Flight Crew
Result - Flight Crew	Returned To Departure Airport

### NARRATIVE 1

Door MEL for door that would only close halfway. Departing ZZZ at around 3000 feet loud abnormal noise coming from cabin door area, continued climb to 5000 per ATC instructions monitored noise level. No CAS message displayed, door was locked. Because the pressurization appeared to be working hard and not pressurizing combined with ears sensing pressure changes with a pulsating feel diverted we decided to Return to Base (RTB) due to the traffic volume and task saturation we could only send a very brief ACARS message to a Chief Pilot. Landed at ZZZ XXL without incident. Upon arrival at FBO, Line personnel who had assisted us with the door told us he could see a cable protruding along the side of the main cabin door that wasn't there when we left.

We debriefed the flight. We made a good call to return based on the information available to us. Upon closing the aircraft we did note that the metal retraction cable for the door retraction system seemed jammed and was not retracting. We did discuss that as a result of this experience a possible safety suggestion it seems there needs to be a more specific MEL for a main cabin door that is only closing halfway and binding vs. the electric motor burned out so as to identify binding or parts within the retraction system that are not operating according to design.

## SYNOPSIS

CL-350 Captain reported hearing a loud abnormal noise coming from the cabin door area during climb and returned to departure airport. The reporter stated there needs to be a more specific MEL for a malfunctioning main cabin door.