

ALERT BULLETIN

AB 2024:9/3-5

3/25/2024

2073321

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: B737-800 Flight Control 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 a report from a B737-800 First Officer describing a flight control anomaly shortly after takeoff. Reporter stated the Captain, the pilot flying, reported in initial climb that the ailerons were "snapping fully to the right," causing control difficulties. The flight safely returned to the departure airport. Reporter further stated that this was the aircraft's third flight with this aileron control issue.

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 2073321

DATE / TIME

Date of Occurrence 202401
Local Time Of Day 1201 to 1800

PLACE

Locale ZZZ.Airport
State US
Altitude - AGL 500

AIRCRAFT / EQUIPMENT X

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

COMPONENT 1

Aircraft Component Aeroplane Flight Control

PERSON 1

Function - Flight Crew First Officer
Function - Flight Crew Pilot Not Flying
ASRS Report Number 2073321

EVENTS

Anomaly Aircraft Equipment Problem - Critical
Detector - Person Flight Crew
Result - General Flight Cancelled / Delayed
Result - Flight Crew Landed in Emergency Condition
Result - Flight Crew Overcame Equipment Problem
Result - Flight Crew Requested ATC Assistance / Clarification
Result - Flight Crew Returned To Departure Airport
Result - Air Traffic Control Issued New Clearance
Result - Air Traffic Control Provided Assistance

NARRATIVE 1

The Captain was flying this leg. It was a normal takeoff. After 400 to 500 ft. AGL, we started our right turn to 025 degrees as per the departure procedures are required. During the turn, we were told to contact Departure. As I contacted Departure, they gave us a right turn direct to our next fix. Captain said that the plane wasn't flying right and said we are leveling off at 5000 ft. and remaining on current heading. He then told me to [request priority handling with ATC] and a return to field. He told me that the controls were snapping fully to the right and it was very hard to return the aileron position back to neutral. He then stated that banking the controls to the left was normal but banking it back to the right would snap the ailerons fully to the right again. We told Departure that we could only make left-hand turns and requested to return to the field for Runway XXC.

We then continued to shallowly bank the plane to the left to avoid large control inputs that would cause snapping of the ailerons. Captain mentioned that he was holding the controls with extreme force. As he was flying, I set the plane up for the ILS XXC. I proceeded to look for a flight control QRH regarding the ailerons. I then gave the FAs (Flight Attendant) a call to let them know the situation and that we are landing in about 10 minutes. I then made a PA to the passengers that we had an indication that we needed to return to the

airport. We lined up with [Runway] XXC and the Captain noticed as I extended flaps, he felt binding and snapping of the controls. We had an overweight landing with a smooth touchdown about 200 FPM. As the airplane slowed to around 101 kt., we both noticed the airplane wanting to veer to the right. The Captain applied pressure to correct for it. We exited the runway and taxied safely to the gate.

Flight control issues with right deflections. This was the third flight with this issue. Maintenance needs to do a thorough inspection on the aircraft and test fly to make sure it is good for operation.

CALLBACK 1

Reporter stated he has not had any feedback from Company as to the cause of the flight control anomaly.

SYNOPSIS

B737 First Officer reported the aircraft was restricted to only making left turns due to a malfunction with the flight controls to the right. The flight crew performed an air turnback and as the aircraft slowed down after touchdown, the aircraft wanted to veer to the right. The First Officer stated that this was the third flight with this issue.