

4/17/2024

FOR YOUR INFORMATION

2024-67/3-10

2091086

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

Re: B737 MAX Cabin Monitor Anomalies

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 2091086

DATE / TIME

Date of Occurrence	202402
Local Time Of Day	No Local Time Of Day Stated

PLACE

Altitude - AGL	0
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AIRCRAFT / EQUIPMENT X

Make Model Name	B737 MAX Series Undifferentiated
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Cabin Furnishing
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PERSON 1

Function - Flight Attendant	Flight Attendant (On Duty)
ASRS Report Number	2091086

EVENTS

Anomaly	Aircraft Equipment Problem - Less Severe
Anomaly	Flight Deck / Cabin / Aircraft Event - Other / Unknown
Anomaly	Deviation / Discrepancy - Procedural - FAR
Anomaly	Deviation / Discrepancy - Procedural - Published
	Material / Policy
Detector - Person	Flight Attendant
Result - General	None Reported / Taken

NARRATIVE 1

On the 737 MAX aircraft the drop-down monitors do not retract after demo. According to the Policies and Procedures, all drop-down monitors and retractable video screens must be stowed for taxi, takeoff, and landing. Should the system automatically do this? Is this aircraft an exception? Should we do this via the control panel?

SYNOPSIS

B737 MAX Flight Attendant reported a safety concern with the drop-down cabin monitors not following the policy and procedures requirement of automatically retracting for taxi, takeoff, and landing.