

8/15/2024

**FOR YOUR INFORMATION**

2024-157/3-17

2139266

To: Boeing Commercial Airplane Company

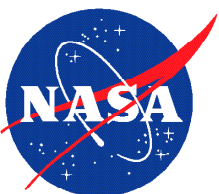
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-260, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU

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

Re: B737-800 Electric Trim System Failure

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 2139266

### DATE / TIME

Date of Occurrence 202407  
Local Time Of Day 0601 to 1200

### PLACE

Locale ZZZZ.ARTCC  
State FO  
Altitude - MSL 12000

### ENVIRONMENT

Flight Conditions VMC

### AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center ZZZZ  
Make Model Name B737-800  
Operating Under FAR Part 121

### COMPONENT 1

Aircraft Component Elevator Trim System

### PERSON 1

Function - Flight Crew Captain  
Function - Flight Crew Pilot Flying  
ASRS Report Number 2139266

### EVENTS

Anomaly Aircraft Equipment Problem - Critical  
Detector - Person Flight Crew  
Result - General Maintenance Action  
Result - Flight Crew Landed in Emergency Condition  
Result - Flight Crew Overcame Equipment Problem  
Result - Flight Crew Returned To Departure Airport

### NARRATIVE 1

On climb-out, the FO was hand-flying and the electric trim system completely failed. We ran the appropriate checklist, [advised ATC], and asked to return to ZZZZ as we were only a few minutes away. Using manual trim, we began the descent, notified passengers and flight attendants of the situation. and set up for the ILS XX. Once all items were completed I took the aircraft for landing, manual trim, flaps 15, uneventful landing and taxi into the gate. Upon conversing with Maintenance Control, it appears this is a repeat issue and they cancelled our flight to ZZZZ1 in wanting to replace the trim motor.

### SYNOPSIS

B737-800 Captain reported the electric trim system failed on climb-out and the flight crew performed an air turnback. According to Maintenance Control, this was a repeat issue.