

11/27/2024

**FOR YOUR INFORMATION**

2024-215/3-26

2177691

To: Boeing Commercial Airplane Company

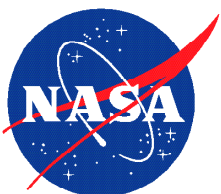
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-900, AFS-260, AFS-100, AIR-720, AIR-780, AIR-360, SEA-AEG), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, IPA, NTSB, PAMA, RAA, SWAPA, TWU

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

Re: B737 NG Cabin Door Handle 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 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 2177691****DATE / TIME**

|                    |                             |
|--------------------|-----------------------------|
| Date of Occurrence | 202410                      |
| Local Time Of Day  | No Local Time Of Day Stated |

**PLACE**

|                |   |
|----------------|---|
| Altitude - AGL | 0 |
|----------------|---|

**AIRCRAFT / EQUIPMENT X**

|                          |                                       |
|--------------------------|---------------------------------------|
| Make Model Name          | B737 Next Generation Undifferentiated |
| Operating Under FAR Part | 121                                   |

**COMPONENT 1**

|                    |      |
|--------------------|------|
| Aircraft Component | Door |
|--------------------|------|

**PERSON 1**

|                             |                            |
|-----------------------------|----------------------------|
| Function - Flight Attendant | Flight Attendant (On Duty) |
| ASRS Report Number          | 2177691                    |

**PERSON 2**

|                    |         |
|--------------------|---------|
| ASRS Report Number | 2177702 |
|--------------------|---------|

**EVENTS**

|                      |  |
|----------------------|--|
| Anomaly              | Aircraft Equipment Problem - Less Severe               |
| Anomaly              | Flight Deck / Cabin / Aircraft Event - Other / Unknown |
| Anomaly              | Deviation / Discrepancy - Procedural - Published       |
|                      | Material / Policy                                      |
| Result - General     | Maintenance Action                                     |
| Result - Flight Crew | Returned To Gate                                       |

**NARRATIVE 1**

During taxi flight attendants (FA's) were out in the aisle doing compliance checks when flight deck called. I went to 1L and answered the phone. The Captain informed me that during taxi the indicator saying that door 1L was open had illuminated during taxi. Both myself and FA 2 visually inspected the door and confirmed on a very close look that the door handle was no longer 180 degrees. Captain asked me to push the door handle down while we were still moving but I stated I would not touch an armed door. We continued to taxi until we came to a stop at which point the Captain called and gave me permission to disarm door 1L. Upon disarming and being cross checked by FA 2 I then pushed down on the door handle, it moved just slightly down into the 180 degree position and Captain confirmed that the indicator saying the door was open turned off. As both FA's had crossed checked the door upon arming at the gate and during push back there was no indicator saying the door was open it was decided that the door would be rearmed and the plane would return to the gate as it was believed by the Captain that something had dislodged the door into the open position while we were taxiing. Maintenance checked door upon arrival at gate.

**NARRATIVE 2**

There were no indicators in the flight deck that the door was not closed and locked before pushback the Captain said. On the taxiway when completing final safety checks the flight deck called the Purser and informed they are getting an indicator that the door is not closed. The flight deck and the Purser discussed the course of action. The plane stopped [and] Purser disarmed door 1L, pushed down on the door operating handle and armed door. The plane then returned to the gate for maintenance to take a look at the door.

## **CALLBACK 1**

Reporter stated the aircraft type was B737 NG.

## **SYNOPSIS**

Flight Attendants reported a main cabin door malfunction during taxi out when the Captain called indicating a door was unlocked. A Flight Attendant reset the door handle and the light extinguished, and then aircraft returned to the gate for a maintenance check of the door.