

11/14/2024

**FOR YOUR INFORMATION**

2024-212/3-25

2171925

To: Embraer-Empresa Brasileira Aeronautic S/A

Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, AFS-100, MKC-AEG, AIR-360, AIR-720, AFS-300, AFS-900), A4A, ALPA, ASAP, ATSG, CAPA, IAM, IBT, ICASS, IFALPA, IPA, NBAA, NTSB, PAMA, RAA, TWU

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

Re: EMB-505 Main Cabin Entry Door 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 2171925

### DATE / TIME

Date of Occurrence	202409
Local Time Of Day	No Local Time Of Day Stated

### PLACE

Locale	ZZZ.Airport
State	US
Altitude - AGL	0

### AIRCRAFT / EQUIPMENT X

Make Model Name	EMB-505 / Phenom 300
Operating Under FAR Part	135

### COMPONENT 1

Aircraft Component	Exterior Pax/Crew Door
--------------------	------------------------

### PERSON 1

Function - Flight Crew	Captain
Function - Flight Crew	Pilot Flying
ASRS Report Number	2171925

### EVENTS

Anomaly	Aircraft Equipment Problem - Critical
Detector - Person	Flight Crew
Result - Flight Crew	Overcame Equipment Problem

### NARRATIVE 1

I discovered during preflight the main entry door handle rubbing/grinding/binding against the door and it took excess force to open the handle. This is a repeat issue where I discovered several E models with the same issue this past spring. Again my main concern is the door can go from simply requiring a little extra force to taking both hands and almost bending it from my experience being temporarily trapped with owners on board this past spring. The possibility of egress being impaired with the combination of questionable brakes is an extreme safety concern and is still a problem with new aircraft coming from Embraer and crews are unaware of the possibility of becoming stuck in till it happens to them.

Inspect all E model doors immediately to ensure correct installation and service.

### SYNOPSIS

EMB-505 Captain reported a malfunctioning main entry door handle that required excess force to to open.