

Appendix 5

Group Chairman's Factual Report

Human Performance

DCA06MA009

**Southwest Airlines
Read Before Fly REF #A-06-29
Dated April 27, 2006**

737-700 Thrust Reversers



READ BEFORE FLY
REF #A-06-29
CANCELLATION DATE: 07/26/06

TO: ALL PILOTS

FROM: TIM LOGAN – DIRECTOR OF FLIGHT OPERATIONAL SAFETY
JEFF HEFNER – SWAPA AIR SAFETY

DATE: APRIL 27, 2006

RE: **-700 Thrust Reversers**

We need your help in documenting any problems you may have with -700 thrust reversers. **If you experience ANY delay or other problems initiating movement of one or both of the thrust reverser handles in a -700 aircraft, we ask that you note the discrepancy in the aircraft logbook upon arrival at the gate.** Please be specific about the exact nature of the delay or other problem. A write-up that “reversers did not deploy” is of very limited use in understanding and troubleshooting the problem.

If you experience such a problem, please contact Maintenance Control immediately. In addition to contacting Maintenance, please **file an ASAP report and an Irregularity Report as soon as possible following the occurrence** so the Flight Safety Department can track the aircraft and review the system for anomalies.

Your assistance in this matter is greatly appreciated, as it will offer us the ability to determine any anomalies in the thrust reverser operation that have not been previously identified through the Maintenance Reliability Program.

xc: SWOT, Mark Clayton, Sonny Childers, Dave Edens, Rob Haynes, Denny Mosseller, Steve West, SAEA, SWAPA

Plane Smart Business Factoid: Our new boarding pass stock is slightly thinner than the previous stock. Additionally, more passes can fit into a carton, resulting in less required change outs and saving SWA \$720K for the year.