

Southwest Airlines  
Burbank, CA  
March 5, 2000  
DCA00MA030

**National Transportation Safety Board  
Washington, DC**

**Attachment 12**

Summary of Boeing customer survey of  
inadvertent slide deployments on B737 airplanes

2 pages

This summary rec'd from Pam Rosnik @ Boeing 11-21-00.

MAK

August 2, 2000

SUBJECT: 737 Escape slides "dropping" off the doors – Customer Survey

On March 16, 2000 Boeing released all-based message M-7200-00-00742. The following questions were presented:

1. **Has escape slides falling out of their stowage compartments been experienced in service?**
2. **If condition has been experienced, how many occurrences have been reported, at what door position, and on what model 737 aircraft?**
3. **If condition has been experienced, has troubleshooting identified a potential cause to the condition(s)? Please provide details.**

Below is a synopsis of the responses that Boeing has received to date:

Operator A (March 17, 2000)

1. They are not aware of this problem occurring.

Operator B (March 23, 2000)

1. Yes.
2. There have been several occurrences on different 737 models and on all four doors.
3. There are two main causes:
  - Flight attendants forget to remove the girt bar from the floor fitting, start opening the door and stop when they see the escape slide stowage compartment beginning to open.
  - When the door is fully open, the escape slide stowage compartment is hit by a catering truck or passenger stair and opens.

Operator C (March 24, 2000)

1. This is a very common occurrence on the 737 fleet.
2. Occurs 3-4 times per week on 737 fleet (737-200,-300, and -500's). This condition seems to be prevalent on door 1L, doors 1R, 2L, and 2R have about the same number of occurrences.
3. Slide drops are the result of the girt bar and lanyard being jostled by crew, passengers, maintenance, caterers, or customer services reps.

Operator D (March 27, 2000)

1. Yes
2. The only known occurrence was on March 16, 2000. It was on door 1L and occurred while closing the door.
3. The operator suspects girt bar was not correctly attached to its door side stowage hooks or the girt was caught on the passenger bridge while the door was being closed.

Operator E (March 28, 2000)

1. There have been several occurrences.
2. During a two-year period, ending sometime last year, there were 12 occurrences.
3. For the 12 occurrences noted above: Six were the result of opening the door with the girt bar attached, four were for unknown reasons, one was caused by the girt being caught in the door, and one was the result of caterers hitting the slide girt during servicing.

Operator F (March 29, 2000)

1. Yes.
2. 112 occurrences in the last two-year period. Occurrence by fleet type is as follows:
  - 737-200: 35 airplanes with 5 reported events.
  - 737-300: 195 airplanes with 89 reported events.
  - 737-500: 25 airplanes with 15 reported events.
  - 737-700: 58 airplanes with 3 reported events.
3. The operator has not identified a cause.

Operator G (March 31, 2000)

1. Yes.
2. A 90-day snapshot revealed 9 occurrences: six on 737-300's (four at door 1L and two at door 1R), two on 737-500's (both at door 1L), and one at door 2L on a 737-700.
3. The operator has not isolated any causes.