



U.S. Department
of Transportation
**Federal Aviation
Administration**

Aviation Safety
Aircraft Certification Service

800 Independence Ave., S.W.
Washington, D.C. 20591

January 10, 2024

File Number: EIR2024NM420001

The Boeing Company
Attn: Ms. Carole Murray
Vice President, Total Quality, Boeing Commercial Airplanes
P.O. Box 3707, MC 0H-325
Seattle, WA 98124-2207

Dear Ms. Murray:

The Federal Aviation Administration (FAA) is conducting an investigation concerning an in-service incident on a Boeing Model 737-9 MAX aircraft. The subject aircraft lost a “plug” type passenger door common to an unused emergency exit location. After the incident, the FAA was notified of additional discrepancies on other Boeing 737-9 airplanes. This investigation is being performed to ensure compliance with Title 14 Code of Federal Regulations (14 CFR) and your FAA approved quality system.

REQUIREMENTS:

Part 21 CERTIFICATION PROCEDURES FOR PRODUCTS, ARTICLES, AND PARTS, Subpart G--Production Certificates, Sec. 21.146, Responsibility of holder, states in part, “The holder of a production certificate must...(c) Ensure that each completed product or article for which a production certificate has been issued ... presented for airworthiness certification or approval conforms to its approved design and is in a condition for safe operation;”

BCA Quality Manual, Revision I dated June 26, 2023, section 8.5.1 Inspection and Testing states in part, “Appropriate inspection and test activities are conducted ... post-delivery activities are conducted in accordance with contract or regulatory requirements.”

ALLEGED NONCOMPLIANCE:

The above-described circumstances indicate that Boeing may have failed to ensure its completed products conformed to its approved design and were in a condition for safe operation in accordance with quality system inspection and test procedures.

This letter is to inform you that the FAA is investigating this matter. We would appreciate receiving any evidence or statements you might care to make concerning this matter within ten (10) business days of receipt of this letter. Any discussions or written statements will be given consideration in the final conclusion of our investigation. However, if we do not hear from you within the specified time, our report will be processed without the benefit of your statement.

Your response should contain the root cause of the encountered condition(s), products/articles affected, service impacts, the extent of any immediate/long-term action taken to correct and preclude its recurrence, and any mitigating circumstances which you believe may be relevant to this case.

Sincerely,

for

John Piccola
Aviation Safety
Director for Integrated Certificate Management Division
Federal Aviation Administration