



Reporter: (b) (6)(b) (6)
Case Status: Closed
Disposition: Action Deemed Appropriate, No Response Required
Closed Date: 09/25/2018
Summary: Exit row seating.

Open Date: 09/24/2018
Assigned Date: 09/25/2018
Due Date:
Appeal Date:

Hotline Contact Info

Lead Analyst: Michelle Moore
Analyst Email: michelle.moore@faa.gov
Analyst Phone #: (202) 267-4402

Case Assignment

Assigned Group: SAFETY-HQ-AIR
Assignment Type: Action as Deemed Appropriate

Reporter Contact Info

Privacy Level: Non-Confidential
Reporter is a: Passenger or Traveler
Name: (b) (6)(b) (6)
Address: (b) (6)
City, State, Zip: (b) (6)(b) (6)
Contact Phone #: (b) (6)(b) (6)
Email Address: (b) (6)(b) (6)(b) (6)
Int. Phone #:

Subject Party Details

Name:
Company / Org:
Address:
Phone #:
City, State, Zip:

Event Info

Event Date:
Event Time:
Event Location
City, State:
Airline Name:
Flight #:
Departure Location:
Arrival Location:
Aircraft
Registration:

Assignments:

Case Description:

Problem Statement: Removal of the exit door and placement on seat arm rests in exit aisles. Violates basic egress rules of safety. See below my dialogue with American Airlines. I also sent a note to Airbus. The potential during emergency exit is the exit aisle to be impacted by the door being brought back into the plane. This is now an FAA decision since American Airlines and Airbus do not appear interested in addressing.

Hello (b) (6):

Thank you for contacting us. I understand you have concerns that you'd like addressed and I'm here to help.

I'm very sorry you are concerned with the safety procedures for the exit row on our Airbus 319 and Boeing 737 Max aircraft. Please allow me to explain.

In compliance with Federal Aviation Administration (FAA) regulations, we have specific requirements for rows containing emergency exit seats. All aircraft go thru a certification process including the operation of all emergency exits, the operator builds its evacuation procedures based on manufactures testing results and FAA certification requirements, across our entire fleet all plug type doors are removed and placed across the seat grouping. The 737 Max aircraft has an over wing "gull wing type, hinged at the top" not a traditional plug type that's removed and placed across the seat grouping. Our safety information Card and sidewall panel placard details its operation.

(b) (6), I hope this information is helpful. It will be our pleasure to welcome you onboard again real soon.

WARNING: FOR OFFICIAL USE ONLY PUBLIC AVAILABILITY TO BE DETERMINED UNDER 5 USC 552



Sincerely,

Vicky Parr

Customer Relations

American Airlines

RESPCONID: 1-CRMZHVC:

RESPID:1-CRMZHVA:

TID:1-CRH8ZGR:

PROCESS:Response:

CONTACTID:1-CRH8ZGO:

NOTICE: This email and any attachments are for the exclusive and confidential use of the intended recipient(s). If you are not an intended recipient, please do not read, distribute, or take action in reliance upon this message. If you have received this in error, please notify me immediately by return email and promptly delete this message and its attachments from your computer.

(b) (6)(b) (6)
3:52 PM (3 minutes ago)
to AACustomerRelations

Thanks for your response...I also sent this concern to Airbus and let them ponder since they will assume the long term liability of this issue. Think in an emergency the three exit row passengers have to cooperate, get out of their seats in the small aisle and position themselves to ensure the door is pulled back in the cabin and positioned on their arm rests. At the same time you have panic passengers pushing towards the exit aisle and you have the perfect storm. Now if that door leaning on the seats slips down into the exit aisle then another impediment for exit. Rule number one in exit egress is zero impediments (guidelines to safe evacuation in corridors, stairways, and exits: Keep all means of egress clean, clutter-free, and unobstructed.) for people. I am going to send my report to the FAA since it is my responsibility to be consider in engineering...if a danger persists remove it. Truthfully, this is not rocket science...all Airbus has to do is practice tossing the door out the exit and review any additional issues. Then you remake all the door signs and replace inside the 319 planes. How much is this going to cost, maybe a couple thousand dollars of signs and labor.

Cheers,

(b) (6)

On Thu, Sep 13, 2018 at 12:23 PM wrote:
An Image

Related Items				
Label	Type	Relationship	Description	Email / Phone
(b) (6)(b) (6)	Person	Complainant/Reporter		(b) (6)(b) (6)(b) (6) (D) (D)(D) (D)

WARNING: FOR OFFICIAL USE ONLY PUBLIC AVAILABILITY TO BE DETERMINED UNDER 5 USC 552

This record contains information that belongs to the Federal Aviation Administration (FAA) and may only be used for official Government purposes. The information contained in this record may not be released without the express permission of the FAA.



Journal Entries

Journal Class	Create Date	Submitter	Category	Summary
Note	09/13/2018 06:03 PM		General Information	Hotline Form Submission - FHIS-0010387

Details

*I am a(n): Passenger or Traveler
What Are You Reporting: Potential Violation*

Information Related To Your Report

*Event Date:
Event Time:
Event Location:
Event City:
Event State:
Aircraft Registration N-
Airline:
Flight Number:
Departure Location:
Arrival Location:*

Responsible Party

*First Name:
Last Name:
Email:
Company/Organization:
Street Address:
Street Address 2:
City:
State:
Zip:
Country: US
Phone:
Web Address:*

Description: Problem Statement: Removal of the exit door and placement on seat arm rests in exit aisles. Violates basic egress rules of safety. See below my dialogue with American Airlines. I also sent a note to Airbus. The potential during emergency exit is the exit aisle to be impacted by the door being brought back into the plane. This is now an FAA decision since American Airlines and Aribus do not appear interested in addressing.

Hello (b) (6):

Thank you for contacting us. I understand you have concerns that you'd like addressed and I'm here to help.

I'm very sorry you are concerned with the safety procedures for the exit row on our Airbus 319 and Boeing 737 Max aircraft. Please allow me to explain.

In compliance with Federal Aviation Administration (FAA) regulations, we have specific requirements for rows containing emergency exit seats. All aircraft go thru a certification process including the operation of all emergency exits, the operator builds its evacuation procedures based on manufactures testing results and FAA certification requirements, across our entire fleet all plug type doors are removed and placed across the seat grouping. The 737 Max aircraft has an over wing "gull wing type, hinged at the top" not a traditional plug type that's removed and placed across the seat grouping. Our safety information Card and sidewall panel placard details its operation.

(b) (6), I hope this information is helpful. It will be our pleasure to welcome you onboard again real soon.

Sincerely,

Vicky Parr

Customer Relations

American Airlines

WARNING: FOR OFFICIAL USE ONLY PUBLIC AVAILABILITY TO BE DETERMINED UNDER 5 USC 552

This record contains information that belongs to the Federal Aviation Administration (FAA) and may only be used for official Government purposes. The information contained in this record may not be released without the express permission of the FAA.



Journal Class	Create Date	Submitter	Category	Summary
---------------	-------------	-----------	----------	---------

RESPCONID: 1-CRMZHVC:

RESPID:1-CRMZHVA:

TID:1-CRH8ZGR:

PROCESS:Response:

CONTACTID:1-CRH8ZGO:

NOTICE: This email and any attachments are for the exclusive and confidential use of the intended recipient(s). If you are not an intended recipient, please do not read, distribute, or take action in reliance upon this message. If you have received this in error, please notify me immediately by return email and promptly delete this message and its attachments from your computer.

(b) (6)(b) (6)
3:52 PM (3 minutes ago)
to AACustomerRelations

Thanks for your response...I also sent this concern to Airbus and let them ponder since they will assume the long term liability of this issue. Think in an emergency the three exit row passengers have to cooperate, get out of their seats in the small aisle and position themselves to ensure the door is pulled back in the cabin and positioned on their arm rests. At the same time you have panic passengers pushing towards the exit aisle and you have the perfect storm. Now if that door leaning on the seats slips down into the exit aisle then another impediment for exit. Rule number one in exit egress is zero impediments (guidelines to safe evacuation in corridors, stairways, and exits: Keep all means of egress clean, clutter-free, and unobstructed.) for people. I am going to send my report to the FAA since it is my responsibility to be consider in engineering...if a danger persists remove it. Truthfully, this is not rocket science...all Airbus has to do is practice tossing the door out the exit and review any additional issues. Then you remake all the door signs and replace inside the 319 planes. How much is this going to cost, maybe a couple thousand dollars of signs and labor.

Cheers,

(b) (6)

On Thu, Sep 13, 2018 at 12:23 PM wrote:
An Image

Other Reports on the Same Subject Matter

To which division or office within the FAA have you reported this matter? No
To which other federal or state agencies or other organizations have you reported this matter? No

Contact Info
First Name: (b) (6)
Last Name: (b) (6)
Company: Self
Street Address: (b) (6)
City: (b) (6)
State: (b) (6)
Zip: (b) (6)
Contact Phone: (b) (6)(b) (6)
Email Address: (b) (6)(b) (6)
International Number:

WARNING: FOR OFFICIAL USE ONLY PUBLIC AVAILABILITY TO BE DETERMINED UNDER 5 USC 552

This record contains information that belongs to the Federal Aviation Administration (FAA) and may only be used for official Government purposes. The information contained in this record may not be released without the express permission of the FAA.