



Reporter: (b) (6) **Open Date:** 03/12/2019
Case Status: Closed **Assigned Date:**
Disposition: **Due Date:**
Closed Date: 03/19/2019 **Appeal Date:**

Summary: Comment/Suggestion related to the recent accident of a 737Max accident

Hotline Contact Info

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

Case Assignment

Assigned Group:
Assignment Type:

Reporter Contact Info

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

Subject Party Details

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

Event Info

Event Date: May 20, 2019
Event Time:
Event Location: BWI
City, State: Baltimore MD
Airline Name: Southwest
Flight #: 1130
Departure Location: BWI
Arrival Location: MCO
Aircraft Registration: 737 Max 8

Assignments:

Case Description:

To whom this concerns,
Please confirm that Southwest is suspending all 737 Max 8 flights until the AutoPilot failures are identified, resolved, and tested. I hope that passenger safety is your highest priority. I am flying to Orlando (Conf #USZXYU) with my autistic daughter (b) (6)(b) (6)(b) (6) on May 20, 2019 returning May 24, 2019.

Sincerely,
(b) (6)(b) (6)
(b) (6)(b) (6)
(b) (6)(b) (6) (cell)
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Airlines ground Boeing 737 MAX planes after Ethiopian air crash
By Ben Westcott, Serenitie Wang and Rob Picheta, CNN
Updated 4:50 AM EDT, Mon March 11, 2019

(CNN)Airlines in multiple countries have suspended the use of Boeing's new 737 MAX 8 aircraft over concerns about its safety, after an Ethiopian Airlines flight of the same model crashed Sunday killing all 157 on board. Flight ET302 to Nairobi had just taken off from the Ethiopian capital of Addis Ababa Sunday when it reported technical problems and asked for permission to turn back. It crashed shortly afterwards.

As the crash investigation got underway, the Civil Aviation Administration of China ordered Monday that all domestic Boeing 737 MAX 8 jets be out of the air by 6 p.m. local time, due to its principle of "zero tolerance for safety hazards."

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China has one of the world's largest fleets of Boeing 737 MAX 8, operating 97 of the planes, according to Chinese state-run media.

The move was followed by an announcement from Ethiopian Airlines that the carrier had grounded its fleet of Boeing 737 MAX 8 jets as an "extra safety precaution." Cayman Airways also said on Monday it was grounding both of its "new Boeing 737 MAX 8 aircraft ... until more information is received."

Sunday marked the second time in less than six months that a new Boeing aircraft crashed just minutes into a flight. A Lion Air Boeing 737 MAX 8 flight went down over the Java Sea in last October, killing all 189 people on board.

Both crashes are under investigation and there is no evidence of a link between the two, but similarities in the incidents have prompted caution among some airlines.

"Given in both air crashes, the aircrafts were newly delivered Boeing 737 MAX 8, and both accidents occurred during the take-off, they share certain similarities," the Chinese administration said in a statement. It added that it would contact Boeing and the US Federal Aviation Administration to confirm "flight safety" issues before allowing the planes to fly again.

Mary Schiavo, a CNN aviation analyst and the former Inspector General of the US Transportation Department, called the two incidents "highly suspicious."

"Here we have a brand-new aircraft that's gone down twice in a year. That rings alarm bells in the aviation industry, because that just doesn't happen," she said.

State-owned Ethiopian Airlines is one of Africa's leading aviation groups, and the continent's largest carrier by number of passengers.

The Kenyan and Ethiopian governments announced a joint disaster response team on Monday to investigate the crash. Kenya's Cabinet Secretary of Transport James Macharia described it as a "very complex investigation."

In a statement Sunday, Boeing said it was "deeply saddened" to hear about the loss of life in the Ethiopian Airlines plane crash.

"A Boeing technical team will be traveling to the crash site to provide technical assistance under the direction of the Ethiopia Accident Investigation Bureau and US National Transportation Safety Board," the statement said.

Investigations ongoing after crash.

The Ethiopian Airlines flight to Nairobi, in Kenya, lost contact with authorities shortly after takeoff at 8.44 a.m. local time, just minutes after it left Bole International Airport.

Tewolde GebreMariam, Ethiopian Airlines CEO, said at a press conference Sunday that the pilot had reported technical difficulties and had been given clearance to return to the Ethiopian capital.

Boeing faces safety questions after second 737 crash in five months

An eyewitness told CNN they saw smoke coming from the plane before it crashed on Sunday.

GebreMariam said a routine maintenance check hadn't revealed anything before takeoff. The pilot was a senior Ethiopian Airlines employee who had flown more than 8,000 hours and had an "excellent flying record," he added.

"As it is a fresh incident, we have not been able to determine the cause. As I said, it is a brand new airplane with no technical remarks, flown by a senior pilot and there is no cause that we can attribute at this time," GebreMariam said.

Speaking on Monday, Kenyan Transport Secretary Macharia said relatives of the victims would be given "the utmost attention," including accommodation and flights to Ethiopia, if necessary.

The US National Transportation Safety Board said on Sunday it would be sending a team of four to assist in the investigation into the crash.

CNN aviation expert Richard Quest said while a "final determination" on the cause of the crash might be years away, information from the flight recorders should be retrieved within a matter of weeks.

Global disaster

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Citizens of 35 countries were among the 157 people killed in Sunday's crash, including 32 Kenyans, 18 Canadians, nine Ethiopians and eight passengers each from China, Italy and the United States.

The United Nations has announced 19 of their staff members were among the dead, including employees of the World Food Programme, the Office of the High Commissioner on Refugees and the Food and Agriculture Organization.

A law student, a famous scholar and a politician's family among those killed in Ethiopian Airlines crash
Not all victims have been named, but some details have been released.

The Ethiopian government expressed its "deepest condolences to the families," in a statement from the office of Prime Minister Abiy Ahmed.

CLARIFICATION: This story has been updated to better reflect the comments made Monday by the Civil Aviation Administration of China.

CNN's Karen Smith and Bethlehem Feleke contributed to this article.

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<https://www.cnn.com/2019/03/10/africa/china-boeing-ethiopian-air-crash-intl/index.html>

Related Items

| Label | Type | Relationship | Description | Email / Phone |
|---------|--------|----------------------|-------------|----------------------------------|
| (b) (6) | Person | Complainant/Reporter | | (b) (6)(b) (6) (D) (b)(D) (b) |

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Journal Entries

| Journal Class | Create Date | Submitter | Category | Summary |
|---------------|---------------------|----------------|----------------|---------------------|
| Email | 03/19/2019 04:19 PM | Michelle Moore | Outbound Email | FAA Hotline Ack Ltr |

Details

Dear (b) (6) :

The safety of the National Airspace System is the FAA's top priority. Regarding your concern related to the Boeing Model 737-8 and 737-9 airplanes, otherwise known as Boeing 737 MAX airplanes, the FAA issued an [Emergency Order of Prohibition](#) on March 13, 2019, temporarily grounding these airplanes. The grounding will remain in effect pending further investigation, including examination of information from the aircraft's flight data recorders and cockpit voice recorders.

We are supporting the ongoing investigations associated with the Lion Air and Ethiopian Airlines 737-8 accidents referenced in the Emergency Order to determine the factors contributing to these accidents. We will take action, as appropriate, to address the continued operational safety of the 737 MAX fleet. Visit our [website](#) for updates, and you may also request [email updates](#) about this incident. The [National Transportation Safety Board](#) also provides frequent updates.

Thank you for your interest in aviation safety.

FAA Hotline Team

| | | | | |
|------|---------------------|--|---------------------|----------------------------------------|
| Note | 03/11/2019 04:14 PM | | General Information | Hotline Form Submission - FHIS-0013346 |
|------|---------------------|--|---------------------|----------------------------------------|

Details

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

Information Related To Your Report

Event Date: 5/20/2019
Event Time:
Event Location: BWI
Event City: Baltimore
Event State: MD
Aircraft Registration N- 737 Max 8
Airline: Southwest
Flight Number: 1130
Departure Location: BWI
Arrival Location: MCO

Responsible Party

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

Description: To whom this concerns,
Please confirm that Southwest is suspending all 737 Max 8 flights until the AutoPilot failures are identified, resolved, and tested. I hope that passenger safety is your highest priority. I am flying to Orlando (Conf #USZXYU) with my autistic daughter (b) (6)(b) (6)(b) (6)) on May 20, 2019 returning May 24, 2019.

Sincerely,
(b) (6)(b) (6)
(b) (6)(b) (6)
(b) (6)(b) (6) (cell)

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Airlines ground Boeing 737 MAX planes after Ethiopian air crash
By (b) (6)(b) (6)(b) (6)(b) (6) and (b) (6), CNN

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| | Updated 4:50 AM EDT, Mon March 11, 2019 | | | <p>(CNN)Airlines in multiple countries have suspended the use of Boeing's new 737 MAX 8 aircraft over concerns about its safety, after an Ethiopian Airlines flight of the same model crashed Sunday killing all 157 on board. Flight ET302 to Nairobi had just taken off from the Ethiopian capital of Addis Ababa Sunday when it reported technical problems and asked for permission to turn back. It crashed shortly afterwards.</p> <p>As the crash investigation got underway, the Civil Aviation Administration of China ordered Monday that all domestic Boeing 737 MAX 8 jets be out of the air by 6 p.m. local time, due to its principle of "zero tolerance for safety hazards."</p> <p>China has one of the world's largest fleets of Boeing 737 MAX 8, operating 97 of the planes, according to Chinese state-run media.</p> <p>The move was followed by an announcement from Ethiopian Airlines that the carrier had grounded its fleet of Boeing 737 MAX 8 jets as an "extra safety precaution." Cayman Airways also said on Monday it was grounding both of its "new Boeing 737 MAX 8 aircraft ... until more information is received."</p> <p>Sunday marked the second time in less than six months that a new Boeing aircraft crashed just minutes into a flight. A Lion Air Boeing 737 MAX 8 flight went down over the Java Sea in last October, killing all 189 people on board.</p> <p>Both crashes are under investigation and there is no evidence of a link between the two, but similarities in the incidents have prompted caution among some airlines.</p> <p>"Given in both air crashes, the aircrafts were newly delivered Boeing 737 MAX 8, and both accidents occurred during the take-off, they share certain similarities," the Chinese administration said in a statement. It added that it would contact Boeing and the US Federal Aviation Administration to confirm "flight safety" issues before allowing the planes to fly again.</p> <p>Mary Schiavo, a CNN aviation analyst and the former Inspector General of the US Transportation Department, called the two incidents "highly suspicious."</p> <p>"Here we have a brand-new aircraft that's gone down twice in a year. That rings alarm bells in the aviation industry, because that just doesn't happen," she said.</p> <p>State-owned Ethiopian Airlines is one of Africa's leading aviation groups, and the continent's largest carrier by number of passengers.</p> <p>The Kenyan and Ethiopian governments announced a joint disaster response team on Monday to investigate the crash. Kenya's Cabinet Secretary of Transport James Macharia described it as a "very complex investigation."</p> <p>In a statement Sunday, Boeing said it was "deeply saddened" to hear about the loss of life in the Ethiopian Airlines plane crash.</p> <p>"A Boeing technical team will be traveling to the crash site to provide technical assistance under the direction of the Ethiopia Accident Investigation Bureau and US National Transportation Safety Board," the statement said.</p> <p><i>Investigations ongoing after crash.</i> The Ethiopian Airlines flight to Nairobi, in Kenya, lost contact with authorities shortly after takeoff at 8.44 a.m. local time, just minutes after it left Bole International Airport.</p> <p>Tewolde GebreMariam, Ethiopian Airlines CEO, said at a press conference Sunday that the pilot had reported technical difficulties and had been given clearance to return to the Ethiopian capital.</p> <p><i>Boeing faces safety questions after second 737 crash in five months</i></p> <p>An eyewitness told CNN they saw smoke coming from the plane before it crashed on Sunday.</p> <p>GebreMariam said a routine maintenance check hadn't revealed anything before takeoff. The pilot was a senior Ethiopian Airlines employee who had flown more than 8,000 hours and had an "excellent flying record," he added.</p> <p>"As it is a fresh incident, we have not been able to determine the cause. As I said, it is a brand new airplane with no technical remarks, flown by a senior pilot and there is no cause that we can attribute at this time," GebreMariam said.</p> |

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| | | | | <p><i>Speaking on Monday, Kenyan Transport Secretary Macharia said relatives of the victims would be given "the utmost attention," including accommodation and flights to Ethiopia, if necessary.</i></p> <p><i>The US National Transportation Safety Board said on Sunday it would be sending a team of four to assist in the investigation into the crash.</i></p> <p><i>CNN aviation expert Richard Quest said while a "final determination" on the cause of the crash might be years away, information from the flight recorders should be retrieved within a matter of weeks.</i></p> <p><i>Global disaster</i></p> <p><i>Citizens of 35 countries were among the 157 people killed in Sunday's crash, including 32 Kenyans, 18 Canadians, nine Ethiopians and eight passengers each from China, Italy and the United States.</i></p> <p><i>The United Nations has announced 19 of their staff members were among the dead, including employees of the World Food Programme, the Office of the High Commissioner on Refugees and the Food and Agriculture Organization.</i></p> <p><i>A law student, a famous scholar and a politician's family among those killed in Ethiopian Airlines crash Not all victims have been named, but some details have been released.</i></p> <p><i>The Ethiopian government expressed its "deepest condolences to the families," in a statement from the office of Prime Minister Abiy Ahmed.</i></p> <p><i>CLARIFICATION: This story has been updated to better reflect the comments made Monday by the Civil Aviation Administration of China.</i></p> <p><i>CNN's Karen Smith and Bethlehem Feleke contributed to this article.</i></p> <p>© 2019 Cable News Network. Turner Broadcasting System, Inc. All Rights Reserved.</p> <p>Terms of Use Privacy Policy AdChoices</p> <p>https://www.cnn.com/2019/03/10/africa/china-boeing-ethiopian-air-crash-intl/index.html</p> <p><i>Other Reports on the Same Subject Matter</i></p> <p><i>To which division or office within the FAA have you reported this matter? No</i> <i>To which other federal or state agencies or other organizations have you reported this matter? No</i></p> <p>Contact Info First Name: (b) (6) Last Name: (b) (6) Company: Citizen Street Address: (b) (6)(b) (6)(b) (6) City: (b) (6) State: (b) (6) Zip: (b) (6) Contact Phone: (b) (6)(b) (6) Email Address: (b) (6)(b) (6)(b) (6) International Number:</p> |

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