



TUI Airline Ground Operations

Safety Alert

B737 Types: safe stowage of external door handles

Notice: GOSA23-019
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Applicability: TUI Airways (TOM-BY) / TUIfly Nordic (BLX-6B) / TUI fly Belgium (JAF-TB) / TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

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Dear partner,

There has been a steady increase where B737 aircraft types have arrived at the destination airport where an external door handle had not been seated correctly in the horizontal door recess and had been left un stowed vertically. This was also missed on the pre-departure walk around.

The doors identified have been either 1R or R4.

Greater care and vigilance is required by all service partners who use any service door to ensure that the handles have been stowed correctly after closure.

Additional focus is also required by the Ramp Supervisor and other ramp staff during the final pre-departure walk around to ensure all door handles have been stowed correctly.

Please find the correct procedure below.

Kind regards,

TUI Airline Ground Operations



B737 External Door Handle Operation

Safe stowage and retraction of the handle

Safety Events

There have been several occurrences when the door handle on the B737 has not been stowed and returned to the correct position after closing. This has also been missed during the pre-departure walk-round.



Opening B737 Door Externally. Handle Operation

Only after you have completed and carried out your initial pre door opening checks and ensured that the slide warning strap is not visible across the viewing window; (thumbs up from crew, door disarmed, GSE, safety rails and platforms are clear etc,) you can then follow the process below.

1. To open, pull handle out, rotate to the direction of the arrow



2. Continue turning to the direction of the arrow, the door will open outward



3. As the door opens return the handle back to the horizontal position



Opening B737 Door Externally. Handle Operation

4. Handle returned to the horizontal position



5. The handle will be flush reseated in its horizontal position



6. The internal handle will look like this



Closing B737 Door Externally. Handle Operation

Simply a reversal of the previous process 1-6

7. Retract any safety rails and lower any platforms as required. Pull door to the closed position



8. Close the door while also rotating the handle opposite to the open arrow



9. Continue turning the handle opposite to the open arrow



Closing B737 Door Externally. Handle Operation

Simply a reversal of the previous process 1-6

10. Once the door is closed the handle can then be located into its closed position



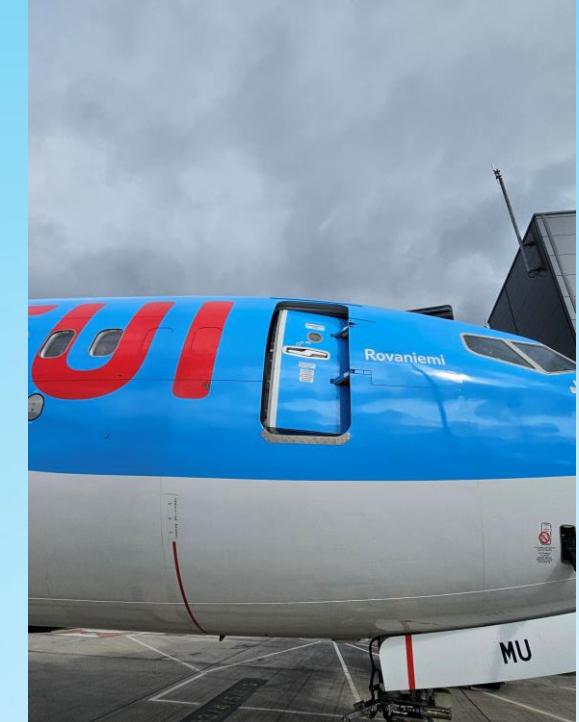
11. Door handle is now correctly secured.



B737 External Door Handle Position

Crew Door Opening From Inside The Cabin

12. When the cabin crew opens and closes the door from the inside, the external handle does not move and will remain closed if stowed correctly and is in its recess.



Pre-Departure Walk Around Check

The pre-departure walk around check shall include the following:

The apron is clear of all FOD items that may cause aircraft damage or pose a risk.

All aircraft servicing panels and/or hatches are closed and secured External power and headset panels.

Cabin and cargo access doors are closed and:

- Handles are flush with the fuselage and, where applicable, all other visible indicators confirm that doors are correctly locked.**
- There is no visible damage on the aircraft, particularly around cabin and cargo doors.**