

20 August 2024  
66-CB-H220-ASI-19354

John Lovell  
Senior Aviation Accident Investigator / Investigator-in-Charge  
National Transportation Safety Board  
Office of Aviation Safety  
Air Carrier and Space Investigations Division (AS-10), Room 5349  
490 L'Enfant Plaza East, SW  
Washington, DC 20594-0003

Subject: Boeing Request for Factual Information on the DCA24MA063 Public Docket –  
Alaska Airlines 737-9 N704AL Decompression in Portland, Oregon on 5  
January 2024

References: (a) NTSB Investigative Hearing, 6-7 August 2024  
(b) NTSB Docket DCA24MA063, 9 August 2024  
(c) NTSB Kiteworks Email, 19 June 2024, Boeing to NTSB, Boeing Data

Dear Mr. Lovell:

Boeing requests that the factual information enclosed with this letter be included in the reference (b) public docket for consideration as additional exhibits or attachments to 11-A MANUFACTURING RECORDS AND HUMAN PERFORMANCE FACTUAL REPORT for completeness in establishing the factual record. This factual information was collected by Boeing and provided to the NTSB over the course of its investigation of the subject accident and was noted in the 11-A factual report. This information was also discussed during the reference (a) NTSB Investigative hearing by witnesses and NTSB technical staff. Please note that Boeing has redacted Boeing Proprietary Information, and where applicable, has removed Boeing personnel names, applying the same personnel functional titles as those used in interview transcripts and other information on the reference (b) public docket.

The information included with this correspondence is controlled under the US Export Administration Regulations (15 CFR Parts 300-799) and has been categorized as ECCN: 9E991.

Please feel free to contact us if you have any questions.

Best regards,



Stella B. Weidner  
Director, Product Safety

Enclosures: Enclosure A – Installation Plan Ok to Install Blankets STA 727-887 Excerpt  
Enclosure B – Installation Plan Aircraft Protection Requirements Excerpt  
Enclosure C – Line Number 8789 Barge Access Records  
Enclosure D – Communications Approved in Reference (c) for NTSB Docket  
Request



cc: Doug Brazy, NTSB Office of Aviation Safety, Hearing Officer  
Pocholo Cruz, NTSB Office of Aviation Safety, Manufacturing Records and Human  
Performance Group Co-Chair  
Dr. Sabrina Woods, NTSB Office of Aviation Safety, Manufacturing Records and  
Human Performance Group Co-Chair





**Enclosure A**  
**Installation Plan Ok to Install Blankets STA 727-887 Excerpt**

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Links | Exceptions | Shop Acceptance                                                                  | Quality Acceptance                                                             |
|------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 30   | 10   | <div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No    | No         |                                                                                  |                                                                                |
| 998  | 10   | ASSURE ALL FOREIGN OBJECTS ARE REMOVED FROM WORK AREAS COMMON TO THIS JOB. VERIFY ALL TOOLS / TOOLKITS USED FOR THIS JOB ARE ACCOUNTED FOR AND REMOVED FROM THE AIRCRAFT. (Stand Text FODXX)<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/01/2023 04:39<br><br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No    | No         | XXXXXX<br>09/01/2023<br>Shop Accpt                                               | XXXXXX                                                                         |
| 999  | 10   | WITHOUT DISASSEMBLY, QA VERIFY THE FOLLOWING:<br>- VISUALLY EXAMINE THAT PARTS LISTED IN THE BILL OF MATERIALS HAVE BEEN INSTALLED<br>- PERFORM APPROPRIATE VERIFICATION (INSPECT: MEASURE, TEST, OBSERVE) TO ENSURE ASSEMBLIES AND INSTALLATIONS CONFORM TO THE ENGINEERING DRAWING(S) AND COMPLY WITH PROCESS SPECIFICATIONS AS PLANNED<br>- RE-VERIFICATION OF PRODUCT CHARACTERISTICS THAT HAVE BEEN CONFORMED IN PREVIOUS OPERATIONS OR WORK INSTRUCTIONS IS NOT REQUIRED<br>- ENSURE NO OBVIOUS DEFECTS EXIST WITHIN WORK STATEMENT AREA.<br><br>REVIEW DATA ENTRIES TO ENSURE THEY ARE COMPLETE. VERIFY PRODUCT CHARACTERISTIC DATA ENTRIES CONFORM TO ENGINEERING REQUIREMENTS, UNLESS PREVIOUSLY VERIFIED.<br><br>VISUALLY EXAMINE WORK STATEMENT AREA TO ENSURE NO FOREIGN OBJECT DEBRIS/DAMAGE (FOD) EXISTS.<br><br>(Stand Text INSZQ)<br><br>-----<br>APPLY FINAL SHOP SHORT STAMP<br>XXXXXX 09/01/2023 09:17<br>C/L P/U | No    | No         | XXXXXX<br>09/01/2023<br>Fnl S Shrt<br><br><br>XXXXXX<br>09/20/2023<br>Final Shop | XXXXXX<br>09/01/2023<br>Fnl Q Shrt<br><br><br>XXXXXX<br>09/20/2023<br>Final QA |

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                            | Links | Exceptions | Shop Acceptance | Quality Acceptance |
|------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|-----------------|--------------------|
| 999  | 10   | APPLY FINAL QUALITY SHORT STAMP<br>XXXXXX 09/01/2023 11:18<br>C/L P/U<br><br>APPLY FINAL SHOP ACCEPTANCE<br>XXXXXX 09/20/2023 05:08<br>Exception clear<br><br>APPLY FINAL QUALITY ACCEPTANCE<br>XXXXXX 09/20/2023 08:01<br><br>----- | No    | No         |                 |                    |

EXCEPTION SECTION

|  |  |  |  |  |  |  |
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| ACC | POS/WL | Line | CVN   | Order ID | Rev | Order Title                                    | H | Page |
|-----|--------|------|-------|----------|-----|------------------------------------------------|---|------|
| 941 | 1/UAB  | 8789 | 1D762 |          | 0   | OK TO INSTALL BLANKETS - STA 727-887, STR 17L- | N | 7 LP |



**Enclosure B**  
**Installation Plan Aircraft Protection Requirements Excerpt**

INSTALLATION PLAN ORDER

| ACC/POS/WRK LOC |               | LINE/CVN   | ORDER ID |     |           | REV          | ORDER TITLE                      |                |
|-----------------|---------------|------------|----------|-----|-----------|--------------|----------------------------------|----------------|
| 119/10/BME      |               | 8789/1D762 |          |     |           | 0            | AIRCRAFT PROTECTION REQUIREMENTS |                |
| PROGRAM         | LAST REVISION |            | EXP      | I/R | PROD STAT | ORDER STATUS | REL REC                          | ORDER SUB-TYPE |
| 737             | 08/01/2023    |            | COM      | N   | COMP      | Completed    |                                  | IPIS           |



IP Key+Campus: Order Id:



\*\*\*\*\* NOTIFICATION NOTE \*\*\*\*\*

| Description                                                                                                                                                                                                                                                                                                                                                                                                    | Acknowledge By/Date |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--|
| Intent of the work instructions is to provide clear direction on what to build and how to do so in compliance to released and approved engineering product definition data (PDD) as contained in approved repositories (e.g. REDARS and PSDS).<br>If any conflicts between the PDD and the work instruction are identified, a SAT is to be initiated to ensure work instruction alignment to the released PDD. |                     |  |

OPERATION SECTION

| OPERATIONS WITHOUT AN "*" IN THE OPERATION COLUMN MAY BE WORKED IN ANY ORDER. |      |                                                                                                                                                                                                                                                                                                                                                                                                                               |       |            |                                   |                    |
|-------------------------------------------------------------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|-----------------------------------|--------------------|
| Oper                                                                          | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                     | Links | Exceptions | Shop Acceptance                   | Quality Acceptance |
| 10                                                                            | 10   | WARNING: THIS IP/SOI/NCO MAY INVOLVE HAZARDOUS ENERGY. YOU MUST CONTACT THE AIRCRAFT GROUP COORDINATOR (GC) FOR FURTHER INSTRUCTIONS. IF THE GC DETERMINES THAT THE WORK MAY PROCEED WITHOUT CREATING HAZARDS FOR OTHERS AND THAT HAZARDOUS ENERGY CONTROL IS REQUIRED, THE GC WILL DIRECT YOU TO THE PRIMARY AUTHORIZED EMPLOYEE (PAE) WHO WILL OBTAIN THE NECESSARY HAZARDOUS ENERGY CONTROL PROCEDURE (HECP). THE PAE WILL | No    | No         | XXXXXX<br>09/19/2023<br>Shop Acpt | XXXXXX             |



| ACC | POS/WL | Line | CVN   | Order ID | Rev | Order Title                      | H | Page |
|-----|--------|------|-------|----------|-----|----------------------------------|---|------|
| 119 | 10/BM  | 8789 | 1D762 |          | 0   | AIRCRAFT PROTECTION REQUIREMENTS | N | 1    |

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Links | Exceptions | Shop Acceptance                    | Quality Acceptance |
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| 10   | 10   | THEN IMPLEMENT THE HECF. YOU MAY OBSERVE THE PAE IMPLEMENTING THE HECF OR SUBSEQUENTLY VERIFY THE HECF HAS EFFECTIVELY CONTROLLED SOURCES OF HAZARDOUS ENERGY. DO NOT START WORK ON THE JOB UNTIL AFTER THE HECF HAS BEEN IMPLEMENTED.<br>[REDACTED]<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br><br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No    | No         |                                    |                    |
| 10   | 20   | HANDLE UNPROTECTED ESDS ELECTRONIC ASSEMBLIES PER [REDACTED]. *CERTIFIED* (Stand Text MB1AA)<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br><br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |
| 30   | 10   | INITIATE AN NCR TO REQUEST ANY DEVIATIONS.<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br><br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |
| 30   | 20   | STORAGE DOCUMENT<br><br>SECTIONS REFERENCED IN THE OPERATIONS OF THIS IP REFER TO SECTIONS OF D045A033.<br><br>APPENDIX C - PROTECTION OF IN PRODUCTION AIRPLANES.<br><br>THIS APPENDIX DESCRIBES PROCEDURES AND GUIDANCE FROM BOEING REFERENCES THAT CAN BE USED TO ASSESS IN-PRODUCTION AIRCRAFT THAT MAY REDUCE DOWNSTREAM ISSUES THAT CAN RESULT FROM INACTIVITY OR ENVIRONMENTAL EXPOSURE FOR PERIODS OF UP TO 45 DAYS. THIS APPENDIX IS INTENDED FOR PRODUCTION AIRCRAFT THAT REMAIN IN PRODUCTION CONTROL PRIOR TO HAND-OVER TO RENTON FIELD OPERATIONS. SYSTEMS OR COMPONENTS, WHICH HAVE BEEN PRESERVED PER THESE GUIDELINES, MAY BE DISTURBED TO PERFORM THE REQUIRED WORK, BUT MUST BE RETURNED TO PROTECTION CONFIGURATION UPON COMPLETION OF REQUIRED WORK. RESTORE AIRCRAFT USING PROVIDED GUIDELINES AFTER COMPLETION OF WORK. | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Links | Exceptions | Shop Acceptance                    | Quality Acceptance |
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| 30   | 70   | -----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No    | No         | Shop Accpt                         |                    |
| 30   | 80   | GENERAL HUMIDITY CONTROL REQUIREMENTS - HUMIDITY CONTROL MAY NOT BE FEASIBLE WHILE WORK IS BEING PERFORMED. USE HEATER/AIR CARTS TO ENSURE WARM DRY AIR IS CIRCULATED THROUGHOUT THE AIRPLANE AS NEEDED. CONSISTENT INABILITY TO MAINTAIN HUMIDITY LEVELS DURING IDLE PERIODS IS CAUSE FOR REMOVAL OF PARTS.<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br>-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |
| 30   | 90   | REVIEW AIRCRAFT FOR MISSING PARTS SUCH AS DOORS, WINDOWS, PANELS, FAIRINGS, ANTENNAS AND FASTENERS PRIOR TO ROLLOUT. TEMPORARILY INSTALL MISSING COMPONENTS OR COVER OPENINGS AS REQUIRED TO PREVENT MOISTURE OR FOREIGN MATERIAL FROM ENTERING AREAS THAT ARE NOT OTHERWISE ACCESSIBLE IN A COMPLETED AIRCRAFT. DOCUMENT ALL TEMPORARILY INSTALLED PARTS OR COVERED AREAS TO ENSURE THEY ARE RESTORED WHEN THE AIRCRAFT TRANSITIONS TO NORMAL PREFLIGHT OPERATIONS (SEE "REMOVAL" COLUMN).<br><br>EXCEPTION: IT IS NOT NECESSARY TO TEMPORARILY INSTALL OR COVER AREAS THAT ARE INCOMPLETE, PROVIDED THE MISSING PARTS HAVE BEEN DOCUMENTED AND THE AIRCRAFT AND WEATHER CONDITIONS ARE BEING MONITORED TO ENSURE AIRCRAFT IS PROTECTED FROM MOISTURE AND FOREIGN MATERIAL.<br><br>-----<br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/19/2023 18:14<br>REMOVE SHOP ACCEPTANCE<br>XXXXXX 09/20/2023 15:31<br>error<br><br>APPLY SHOP ACCEPTANCE<br>XXXXXX 09/20/2023 15:31<br>MISSING:STABILZER PANELS<br>TEMPORARY: CAMLOCK,NOSE WHEEL WELL<br><br>----- | No    | No         | XXXXXX<br>09/20/2023<br>Shop Accpt | XXXXXX             |

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Links | Exceptions | Shop Acceptance                    | Quality Acceptance |
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| 140  | 10   | <p>FLAGS TO THE MATERIAL COVERING THE OPENINGS:</p> <ul style="list-style-type: none"><li>- QTY (2) GALLEY VENTS, RH SECT 41 AND RH SECT 47</li><li>- QTY (1) LAV VENT, LH SECT 47</li><li>- QTY (1) FLIGHT DECK EMERGENCY EXIT HANDLE, RH SECT 41</li><li>- QTY (2) LOWER AFT FAIRING ACCESS PANEL VENTS</li></ul> <p>NOTE: SPECIFIC TAPES ARE REQUIRED FOR PAINTED AND UNPAINTED ALUMINUM AND OTHER MATERIALS.</p> <p>COVER THE FOLLOWING OPENINGS WITH SCREEN, MESH CLOTH OR SIMILAR MATERIAL AND TAPE IN ACCORDANCE WITH BAC5034-4 AND ATTACH RED FLAGS TO THE MATERIAL COVERING THE OPENINGS:</p> <ul style="list-style-type: none"><li>- QTY (1) OUTFLOW VALVE (WHEN APU IS PRESERVED BY OPERATION)</li><li>- QTY (1) APU FUEL AND HYDRAULIC DRAIN MAST</li><li>- QTY (2) FWD AND AFT DRAIN MAST</li><li>- QTY (1) APU DRAIN MAST</li><li>- QTY (5) AFT DRAIN HOLES (SECT 48). IT IS NOT REQUIRED TO COVER BODY DRAIN VALVES.</li><li>- QTY (4) POTABLE AND WASTE WATER DRAIN VALVES</li><li>- QTY (2) NGS EXHAUST DUCTS</li><li>- DOOR SILL DRAINS, ENSURE COVERING DOESN'T INTERFERE WITH DOOR OPERATION.</li></ul> <p>-----</p> <p>APPLY SHOP ACCEPTANCE<br/>XXXXXX 09/19/2023 18:21</p> <p>-----</p> | No    | No         |                                    |                    |
| 140  | 20   | <p>4.7.3 DOORS AND HATCHES</p> <p>LEAVE ALL DOORS AND HATCHES CLOSED WHEN AIRPLANE IS UNATTENDED.</p> <p>CAUTION:<br/>TO PREVENT DAMAGE TO THE FINISHES, DO NOT APPLY TAPE TO FRESHLY PAINTED SURFACES. ENSURE THAT PAINT CURES FOR A MINIMUM OF 14 DAYS PRIOR TO TAPE APPLICATION. CONTACT ENGINEERING LIAISON FOR INSTRUCTION IF TASKS CANNOT BE ACCOMPLISHED WITHIN INTERVAL TIME REQUIREMENTS.</p> <p>APPLY PRESSURE SENSITIVE TAPE AROUND ALL EXTERNAL OPENING DOORS AND HATCHES ON EXTERIOR OF AIRPLANE TO COVER THE EXISTING GAPS TO ALLEVIATE THE POSSIBILITY OF WATER ENTERING THE AIRPLANE, IN ACCORDANCE WITH BAC5034-4. TAPE THE PERIPHERY ONLY OF DOORS AND HATCHES.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |

OPERATION SECTION

| Oper | Step | Narrative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Links | Exceptions | Shop Acceptance                    | Quality Acceptance |
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| 140  | 20   | <p>CUT A WATER DRAIN HOLE APPROXIMATELY 3/8 IN. (10 MM) IN THE LOWEST PART OF THE TAPE SEAL ON ALL ENTRY, EXIT, CARGO, ACCESS DOORS AND HATCHES.</p> <p>NOTE:<br/>TAPING REQUIREMENTS OF ONE ENTRY OR SERVICE DOOR MAY BE TEMPORARILY SUSPENDED WHEN ACCESS IS REQUIRED TO PERFORM WORK ACTIVITY OR FOR VENTILATION PURPOSES PROVIDED THE DOOR WILL BE OPERATED AT LEAST ONCE EVERY 7 DAYS. WHEN PLANE WILL BE UNATTENDED FOR MORE THAN 7 DAYS, THE TAPING REQUIREMENTS OF THIS SECTION MUST BE MET.</p> <p>-----</p> <p>APPLY SHOP ACCEPTANCE<br/>XXXXXX 09/19/2023 21:03</p> <p>-----</p>                                                                                                      | No    | No         |                                    |                    |
| 150  | 10   | <p>4.8 HYDRAULIC SYSTEM</p> <p>4.8.1 HYDRAULIC LINES</p> <p>HYDRAULIC LINES THAT ARE LEFT EXPOSED BY REMOVAL (OR NON-INSTALLATION) OF ENGINES, APU, AND OTHER COMPONENTS, MUST BE CAPPED OR PLUGGED, AND BAGGED.</p> <p>-----</p> <p>APPLY SHOP ACCEPTANCE<br/>XXXXXX 09/19/2023 18:21</p> <p>-----</p>                                                                                                                                                                                                                                                                                                                                                                                          | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |
| 150  | 20   | <p>4.8.2.3 EXPOSED POLISHED SURFACES</p> <p>CLEAN AND COAT ALL EXPOSED POLISHED SURFACES OF ACTUATOR PISTON RODS, VALVE SLIDES AND OTHER HYDRAULIC EQUIPMENT (E.G. GEAR RETRACT CTUATORS, NOSE GEAR STEERING ACTUATORS, UPLOCK-DOWNLOCK ACTUATORS, AND SEQUENCING VALVES, ETC.) WITH HYDRAULICS ASSEMBLY LUBE [REDACTED]. FOR FLIGHT CONTROLS SEE SECTION [REDACTED] AND FOR THE LANDING GEAR STRUT CYLINDER SEE SECTION [REDACTED] FOR PROTECTION REQUIREMENTS, IN LIEU OF THE REQUIREMENTS IN THIS SECTION.</p> <p>Note: DO NOT USE [REDACTED] ON COMPONENTS THAT CONTAIN [REDACTED] [REDACTED] CONTAINS [REDACTED] HYDRAULIC FLUID AND IS DESTRUCTIVE TO SEALS USED IN THESE OIL SYSTEMS.</p> | No    | No         | XXXXXX<br>09/19/2023<br>Shop Accpt | XXXXXX             |



**Enclosure C**  
**Line Number 8789 Barge Access Records**

| Program | LineNumber | Date                  | Company            | Function                                          | Work Area                   | Activity                   |
|---------|------------|-----------------------|--------------------|---------------------------------------------------|-----------------------------|----------------------------|
| 737     | 8789       | 9/18/2023 5:43:10 AM  | Boeing             | Door Personnel 1                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 7:33 58 AM  | Boeing             | Door Personnel 1                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 11:08:56 AM | Boeing             | Door Personnel 2                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 8 07:37 AM  | Boeing             | Door Personnel 2                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 11:05:47 AM | Boeing             | Door Personnel 2                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 12:28:46 PM | Boeing             | Door Personnel 2                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 11:55:31 AM | Boeing             | Door Personnel 4                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 5:16:35 AM  | Boeing             | Door Personnel 4                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 11:09:12 AM | Boeing             | Door Personnel 5                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 8 08:39 AM  | Boeing             | Door Personnel 5                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 11:05:58 AM | Boeing             | Door Personnel 5                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 12:28:52 PM | Boeing             | Door Personnel 5                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 7:13:23 AM  | Boeing             | Door Personnel 6                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 7:25:27 AM  | Boeing             | Door Personnel 6                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 8:46:38 AM  | Boeing             | Door Personnel 7                                  | Cargo AFT                   | Checked in as a Visitor    |
| 737     | 8789       | 9/20/2023 11:05:38 AM | Boeing             | Door Personnel 7                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 12:28:56 PM | Boeing             | Door Personnel 7                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/20/2023 2 01:33 AM  | Boeing             | Door Personnel 7                                  | Cargo AFT                   | Checked out as a Visitor   |
| 737     | 8789       | 9/18/2023 8:46:32 AM  | Boeing             | Door Team Manager                                 | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 9 02:25 AM  | Boeing             | Door Team Manager                                 | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 8:26:30 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 6 08:15 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 10:25:14 PM | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 8 51:38 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 8 51:38 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 3:15:27 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 1  | Overwing Door / Top of Wing | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 2 01:48 AM  | Boeing             | Functional Test / Aircraft Protection Mechanic 10 | Flight Deck                 | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3:34 04 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 10 | Flight Deck                 | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 8:24 02 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 2  | Engines                     | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3:41 54 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 2  | Engines                     | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 3:34 05 AM  | Boeing             | Functional Test / Aircraft Protection Mechanic 3  | Functional Test             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 10:28:17 PM | Boeing             | Functional Test / Aircraft Protection Mechanic 3  | Functional Test             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 2 01:44 AM  | Boeing             | Functional Test / Aircraft Protection Mechanic 4  | Empennage Area              | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3:33:34 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 4  | Empennage Area              | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 12:38:08 AM | Boeing             | Functional Test / Aircraft Protection Mechanic 5  | Functional Test             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 10:28:02 PM | Boeing             | Functional Test / Aircraft Protection Mechanic 5  | Functional Test             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 3 00:30 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 6  | Engines                     | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 3:34 52 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 6  | Engines                     | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 2 01:41 AM  | Boeing             | Functional Test / Aircraft Protection Mechanic 7  | Engines                     | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3:29:21 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 7  | Engines                     | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 12:38:00 AM | Boeing             | Functional Test / Aircraft Protection Mechanic 8  | Engines                     | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 11:01:36 PM | Boeing             | Functional Test / Aircraft Protection Mechanic 8  | Engines                     | Checked in as a Home Team  |
| 737     | 8789       | 9/18/2023 5:19 58 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 9  | Horizontal Stab             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 3:29:47 PM  | Boeing             | Functional Test / Aircraft Protection Mechanic 9  | Horizontal Stab             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 4:25 05 PM  | Boeing             | Interior Manager                                  | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 4:43:34 PM  | Boeing             | Interior Manager                                  | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3 51:23 PM  | Boeing             | Interior Seat Installer 1                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 6 08:27 PM  | Boeing             | Interior Seat Installer 1                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/20/2023 4 56:10 PM  | Boeing             | Interior Seat Installer 1                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 8 00:42 PM  | Boeing             | Interior Seat Installer 1                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 10:43 01 PM | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3 54 57 PM  | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 5:43 00 PM  | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 7:30 04 PM  | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 4 55:38 PM  | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 7:27:44 PM  | Boeing             | Interior Seat Installer 2                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 10:43:21 PM | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 3:48:29 PM  | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 6 08:36 PM  | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 9:24 04 PM  | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 4 56 02 PM  | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 7:49 06 PM  | Boeing             | Interior Seat Installer 3                         | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/20/2023 11:10 08 PM | Boeing             | Manager FD 6-7 Tooling Assist                     | Audit                       | Checked out as a Home Team |
| 737     | 8789       | 9/20/2023 7:32 56 AM  | Boeing             | Manager FD 6-7 Tooling Assist                     | Audit                       | Checked in as a Home Team  |
| 737     | 8789       | 9/20/2023 2 01:35 AM  | Boeing             | Manager FD 6-7 Tooling Assist                     | Audit                       | Checked out as a Home Team |
| 737     | 8789       | 9/19/2023 11:37:17 AM | Boeing             | Manager FD 6-7 Tooling Assist                     | Audit                       | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 4:40 52 PM  | Boeing             | Shipside Operation Specialist                     | Passenger Cabin             | Checked in as a Home Team  |
| 737     | 8789       | 9/19/2023 4:42:35 PM  | Boeing             | Shipside Operation Specialist                     | Passenger Cabin             | Checked out as a Home Team |
| 737     | 8789       | 9/18/2023 8 00:41 AM  | Spirit Aerosystems | Spirit Manager 1                                  | Cargo FWD                   | Checked in as a Visitor    |
| 737     | 8789       | 9/20/2023 2 01:25 AM  | Spirit Aerosystems | Spirit Manager 1                                  | Cargo FWD                   | Checked out as a Visitor   |
| 737     | 8789       | 9/18/2023 10:53:50 AM | Spirit Aerosystems | Spirit Mechanic 1                                 | Passenger Cabin             | Checked in as a Visitor    |
| 737     | 8789       | 9/19/2023 2 56:23 PM  | Spirit Aerosystems | Spirit Mechanic 1                                 | Passenger Cabin             | Checked out as a Visitor   |
| 737     | 8789       | 9/19/2023 6:35:40 AM  | Spirit Aerosystems | Spirit Mechanic 1                                 | Passenger Cabin             | Checked in as a Visitor    |
| 737     | 8789       | 9/19/2023 6:35:40 AM  | Spirit Aerosystems | Spirit Mechanic 1                                 | Passenger Cabin             | Checked out as a Visitor   |



**Enclosure D**  
**Communications Approved in Reference (c) for NTSB Docket Request**

The data provided in this document includes Boeing and Spirit employee communications (captured in texts, emails, instant messages, and images) identified to date that relates to work performed on the left MED plug on line number 8789 on September 18-19, 2023. Specifically, this data is relevant to the statements requested by the NTSB for the ongoing investigation DCA24MA063.

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**Text messages between Boeing Door Team Manager and Door Personnel 1**

chat transcript

Chat description: none provided

| Timestamp           | Sender                   | Message text                                                                                                                                     |
|---------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 2023-09-18 06:14:02 | Boeing Door Personnel 1  | (1) 155Y 8789                                                                                                                                    |
| 2023-09-18 06:47:02 | Boeing Door Team Manager | Can you walk over to AP8789 and open a mid door so spirit can work some damaged fasteners                                                        |
| 2023-09-18 06:47:29 | Boeing Door Team Manager | Also on 8789. Spirit needs the MID exit doors opened up to rework the damaged rivet SAT 4650723                                                  |
| 2023-09-18 06:48:08 | Boeing Door Personnel 1  | Ok                                                                                                                                               |
| 2023-09-18 06:50:36 | Boeing Door Personnel 1  | Both or or the left?                                                                                                                             |
| 2023-09-18 06:52:50 | Boeing Door Team Manager | Open both for now                                                                                                                                |
| 2023-09-18 06:53:16 | Boeing Door Personnel 1  | Ok                                                                                                                                               |
| 2023-09-18 06:53:44 | Boeing Door Team Manager | It's a plug Door                                                                                                                                 |
| 2023-09-18 07:04:20 | Boeing Door Team Manager | Have install the proximity switches on AP                                                                                                        |
| 2023-09-18 07:07:39 | Boeing Door Personnel 1  | Plus Door takes special tools to open its in progress. Yes I've already assigned proxy switches just looking for MED stands to have put in place |
| 2023-09-18 10:22:50 | Boeing Door Personnel 1  | Both MED door stands are in the Que fir 10:50 & 11:05. Going to get a quick snack and follow up with removals for as well with the temp TL       |
| 2023-09-18 10:23:06 | Boeing Door Team Manager | K                                                                                                                                                |

2023-09-18 10:58:47

Boeing Door Personnel 1

Removals are written fir [REDACTED] MED doors  
\*Non-event aircraft

2023 09 18 10 59 12

Boeing Door  
Team Manager

Are tand in place

2023-09-18 11:00:21

Boeing Door Personnel 1

yes

2023-09-18 12:26:56

Boeing Door Personnel 1

Removals are complete for [REDACTED] med doors  
\*Non-event aircraft



**Text messages between Boeing Door Team Manager and Manager FD 6-7 Tooling Assist**

Messages in chronological order (times are shown in GMT -07:00)



CHAT - [REDACTED] - 2023/09/18

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:33 AM  
Boss man MID exit doors on [REDACTED]? Do we know when those are getting done?

\*Non-event aircraft  
Boeing Door Team Manager ▶ 9/18/2023, 6:36 AM  
Today TL looking for switches now

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:36 AM  
Awesome

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:36 AM  
Ty

Boeing Door Team Manager ▶ 9/18/2023, 6:36 AM  
Who is this

Boeing Manager FD 6-7 Tooling Assist 9/18/2023, 6:37 AM  
Also on 8789. Spirit needs the MID exit doors opened up to rework the damaged rivets SAT 4650723

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:37 AM  
Assist [REDACTED]

Boeing Door Team Manager ▶ 9/18/2023, 6:37 AM  
K

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:37 AM  
Assist Ty

Boeing Door Team Manager ▶ 9/18/2023, 6:37 AM  
Pull the handle

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 6:53 AM  
Assist It's a plug

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 7:29 AM  
Assist



Image: IMG\_0897.jpeg (343 KB)

Boeing Door Team Manager ▶ 9/18/2023, 7:30 AM  
👍

Boeing Manager FD 6-7 Tooling Assist ▶ 9/18/2023, 7:58 AM

*Attachment: 71674185747\_\_DC91A464-6FE0-456A-86B5-5DB1F59E549E.HEIC (2 MB)*

**Boeing Manager FD 6-7 Tooling Assist**

Find out anything?

► 9/18/2023, 9 10 AM

**Boeing Door Team Manager**

He is not answering yet

► 9/18/2023, 9:11 AM

**Boeing Manager FD 6-7 Tooling Assist**

Okay

► 9/18/2023, 9:42 AM

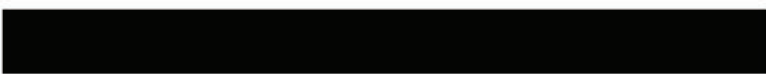
4-82

Crane/PA  
Area: 4-82

|  |      |       |      |   |    |                 |       |      |      |      |           |                                                                 |  |               |   |   |   |
|--|------|-------|------|---|----|-----------------|-------|------|------|------|-----------|-----------------------------------------------------------------|--|---------------|---|---|---|
|  |      |       |      |   |    |                 |       |      |      |      |           |                                                                 |  |               |   |   |   |
|  | 4-82 | FD10C | 8789 | L | PA | MISC PA<br>MOVE | 09/18 | 0815 | 8789 | 8789 | Requested | REQUESTING<br>ASSISTANCE<br>WITH<br>RAISING<br>LEFT HAND<br>... |  | 09/18<br>0729 | - | - | - |



**Text messages between Boeing Door Personnel 1 and Door Personnel 4**



chat transcript

Chat description: none provided



| Timestamp           | Sender           | Message text                                                                                    |
|---------------------|------------------|-------------------------------------------------------------------------------------------------|
| 2023-09-18 06:48:25 | Door Personnel 1 | Can you walk over to AP8789 and open a mid door so spirit can work some damaged fasteners       |
| 2023-09-18 07:13:37 | Door Personnel 4 | Cant find anything in the wip rack                                                              |
| 2023-09-18 07:14:01 | Door Personnel 1 | Ask [REDACTED] pls                                                                              |
| 2023-09-18 07:18:30 | Door Personnel 4 | So [REDACTED] gave the switches to Sean to work them                                            |
| 2023-09-18 07:19:21 | Door Personnel 4 | Im gonna let him work them if that's cool                                                       |
| 2023-09-18 07:23:18 | Door Personnel 1 | Ok but just walk on that plan time to time cuz it's hot. Don't want Men all over you. Stay busy |
| 2023-09-18 07:23:46 | Door Personnel 4 | Alright                                                                                         |
| 2023-09-18 08:37:14 | Door Personnel 1 | I'm at my desk at flow day 8 Gucci                                                              |
| 2023-09-18 08:37:45 | Door Personnel 4 | Ohh I'll be there soon                                                                          |



**Email messages between Spirit Manager 2 and Boeing Manager FD 1-3**

To: [REDACTED] Boeing Manager FD 1-3  
Cc: [REDACTED]  
From: [REDACTED] Spirit Manager 2  
Sent: Mon 9/18/2023 9:31:38 AM (UTC-07:00)  
Subject: [EXTERNAL] Re: 737 SAT#4650723 Line# 8789

EXT email: be mindful of links/attachments.

We just got access today. [REDACTED] will head over after she is done with the stringer clip for [REDACTED]

[REDACTED] Spirit Manager 2  
Spirit Renton Representative

Subject: 737 SAT#4650723 Line# 8789

Hi [REDACTED] is this in work this a.m.?

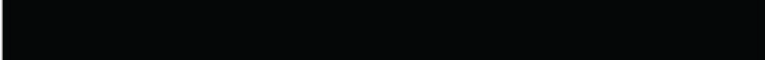
**Message:**

- 1) Program: 737
- 2) Support Cell: 1-Central
- 3) SAT Number: 4650723
- 4) Team Name: Customizers
- 5) Last Assigned Org: Supplier Management
- 6) Last Assigned Problem Type: Spirit Support
- 7) References: [REDACTED]

[REDACTED] StationLoc: 727h, Waterline: 224-254, ButtockLN: L66

- 8) Originators Name and Contact Phone: [REDACTED]
- 9) Problem Statement: NUMEROUS RIVETS ARE DAMAGED C/T THE [REDACTED] EDGE FRAME - MID EXIT DOOR. MARKED WITH ORANGE TAPE [ACTION: SPIRIT REWORK]
- 10) Latest Response: \*\*MFG NEED DATE UPDATE\*\* Door is being opened per [REDACTED] (Door crew Mgr) [REDACTED] \*Line Stop Condition Removed

**Text messages between Boeing Interior Manager and Spirit Manager 1**



chat transcript

Chat description: none provided



| Timestamp           | Sender                  | Message text                                                                                                                                                           |
|---------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2023-09-19 13:13:56 | Spirit Manager 1        | I'll call you back                                                                                                                                                     |
| 2023-09-19 13:14:04 | Boeing Interior Manager | Thank you sir                                                                                                                                                          |
| 2023-09-19 14:29:23 | Boeing Interior Manager | May I have update for 8789 please . Where're we at now ?                                                                                                               |
| 2023-09-19 14:32:51 | Spirit Manager 1        | Everything is installed. We are working on the seal now.                                                                                                               |
| 2023-09-19 14:33:57 | Boeing Interior Manager | Okay sound good, as soon as the seal complete please let me know that way I'll reach out to get the door close, blanket...and move forward with my build. Thanks a lot |



**Text messages between Boeing Interior Manager and Coordination Group (part 1)**

# chat transcript

Chat description: none provided



| Timestamp           | Sender                  | Message text                                                                                                                                  |
|---------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 2023-09-19 16:40:23 | Boeing Interior Manager | 8789 at RO Central. May I have an assist in install 1 blanket on the aft LH where the Med inactive exit door please. SAT 4650723 . Thank you. |
| 2023-09-19 16:45:22 | Boeing Manager FD 1-3   | Where is the blanket located at, is it on the WIP or Plane                                                                                    |
| 2023-09-19 16:45:43 | Boeing Interior Manager | It's hanging on the plane                                                                                                                     |
| 2023-09-19 16:47:40 | Boeing Manager FD 1-3   | Ok, bring a guy to watch them install.                                                                                                        |

2023-09-19 16:48:06

Boeing Interior Manager

You mean when you guy are here ? Yes I will

2023-09-19 16:50:10

Boeing Manager FD  
1-3

Yeah they're going right now

2023 09 19 16 50 19

Boeing Interior Manager

Okay thank

2023-09-19 16:57:57

Boeing Interior Manager

When the person who doing blanket here, please let me know that way  
I'll send my teams to learn.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Instant messages between Boeing Shipline Operation Specialist and Tech Assistant 1**

**To:** [REDACTED] Tech Assistant 1  
**From:** [REDACTED] Shipline Operation Specialist  
**Sent:** Tue 9/19/2023 5:32:13 PM (UTC-07:00)  
**Subject:** Conversation with [REDACTED]

[REDACTED] 5:26 PM: Shipline Operation Specialist

Bro, i need help finding someone that can close the mid exit "door" L/H side on 8789

[REDACTED] 5:27 PM: Shipline Operation Specialist

I've been digging through IVT and CMES for a minute now and the closest thing I can find is the verification of the rig. Could you possibly assist me, or point me in the right direction? Thank you.

[REDACTED] 5:28 PM: Tech Assistant 1

what?? lol

[REDACTED] 5:28 PM: Tech Assistant 1

like anyone can close it

[REDACTED] 5:29 PM: Shipline Operation Specialist

Are you talking about the overwing exits? I'm referring to the mid exit "plug" that's aft of the L/H wing

[REDACTED] 5:29 PM: Tech Assistant 1

ill walk over

[REDACTED] 5:30 PM: Shipline Operation Specialist

Not sure how it's supposed to be secured as there are no visible handles or latching mechanisms that I can see

[REDACTED] 5:30 PM: Shipline Operation Specialist

Thanks bro

[REDACTED]

**Instant messages between Boeing Shipline Operation Specialist and Tech Assistant 2**

To: [REDACTED] Shipside Operation Specialist  
From: [REDACTED] Tech Assistant 2  
Sent: Tue 9/19/2023 6:09:06 PM (UTC-07:00)  
Subject: Conversation with [REDACTED]

5:38 PM: Tech Assistant 2

[REDACTED] DOOR OPERATION, CHECK AND VERIFY FIT AND FAIR ON ALL DOORS Looks like FD1-3  
somewhere installs/rigs the door itself

5:57 PM: Tech Assistant 2

[REDACTED]  
2nd shift

SIDEWALL DIFFUSER ASSY INSTALLATION

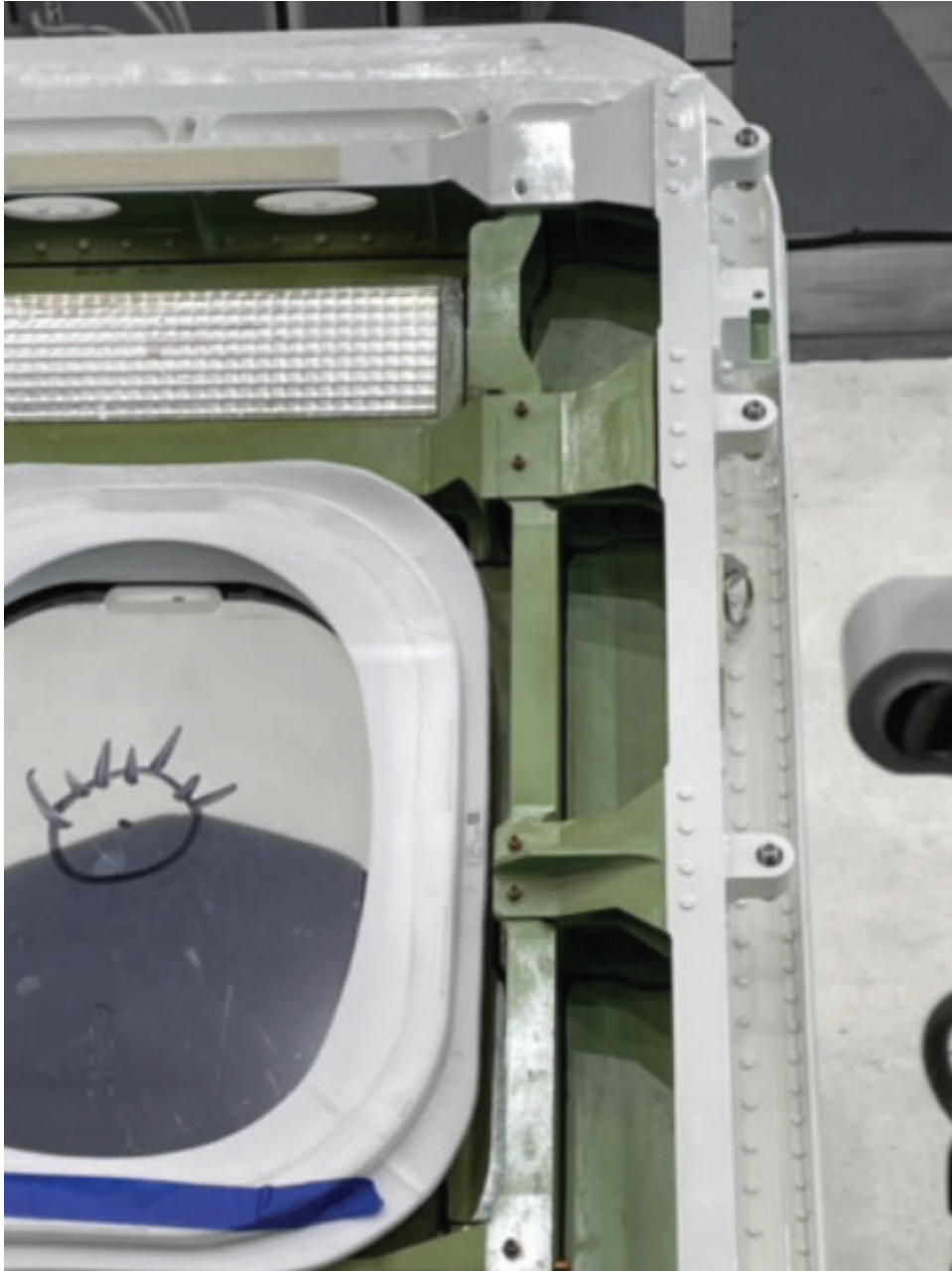
This \*might\* be helpful? I think they put the sidewall/liner/cover on the mid-exit doors and maybe connect the lanyard?

[REDACTED]

**Images of left MED plug opened from Boeing Shipline Operation Specialist**



\*9/19/23 at 5:08pm



\*9/19/23 at 5:09pm



\*9/19/23 at 5:09pm



\*9/19/23 at 5:09pm



\*9/19/23 at 5:09pm

**Text messages between Boeing Interior Manager and Shipline Operation Specialist**

[REDACTED]

chat transcript

Chat description: none provided

[REDACTED]

| Timestamp           | Sender                  | Message text                                                                       |
|---------------------|-------------------------|------------------------------------------------------------------------------------|
| 2023-09-19 17:40:25 | Boeing Interior Manager | This is [REDACTED] fd6-7 manager. May I have an update for the door close please ? |

[REDACTED]

**Text messages between Boeing Interior Manager and Coordination Group (part 2)**

# chat transcript

Chat description: none provided



| Timestamp           | Sender                  | Message text | Data                                                                                                                                                               |
|---------------------|-------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2023-09-19 17:39:50 | Boeing Manager FD 1-3   | [REDACTED]   | All done. Train your team to do these small installs                                                                                                               |
| 2023-09-19 17:40:45 | Boeing Interior Manager | [REDACTED]   | surely will, thank you.                                                                                                                                            |
| 2023-09-19 18:39:05 | Boeing Interior Manager | [REDACTED]   | Just 1 price, I need this to be done tonight Attachment: IMG_0390.HEI<br>please. The plane right now at RO, it holds C<br>up sidewall and seats. Thank you so much |
| 2023-09-19 18:40:39 | Boeing Interior Manager | [REDACTED]   | Piece* thank you.                                                                                                                                                  |

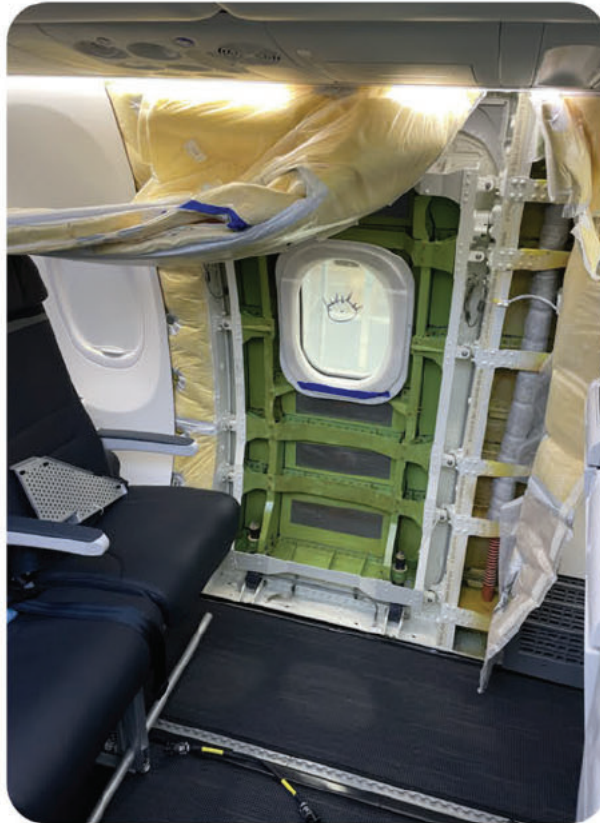
6:39

5G



All done. Train your team to do these small installs

surely will, thank you.



Just 1 price, I need this to be done tonight please. The plane right now at RO, it holds up sidewall and seats. Thank you so much



Text Message



2023-09-19 19:03:17

Boeing Manager FD  
1-3

It's done.

2023-09-19 19:48:09

Boeing Interior Manager

Thank you sir.



**Text messages between Boeing Interior Manager and Senior Manager**



chat transcript

Chat description: none provided



| Timesta<br>mp       | Sender                  | Message text                                                                                                                                                                                                   | Data                     |
|---------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 2023-09-19 18:40:19 | Boeing Senior Manager   | <div>[REDACTED]</div> <div>[REDACTED] this is my help need for you on 8789 RO. I finally got support to get the door closed but now I still don't get support from fd1 to install the blanket [REDACTED]</div> | Attachment: IMG_0391.PNG |
| 2023-09-19 18:41:16 | Boeing Senior Manager   | In a meeting                                                                                                                                                                                                   |                          |
| 2023-09-19 18:41:42 | Boeing Interior Manager | Sorry. When you're available please help me. Thank you                                                                                                                                                         |                          |

