



# SPECIAL AIRWORTHINESS INFORMATION BULLETIN

Aircraft Certification Service  
Washington, DC

U.S. Department  
of Transportation

**Federal Aviation  
Administration**

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<http://www.faa.gov/aircraft/safety/alerts/SAIB>

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*This is information only. Recommendations aren't mandatory.*

## Introduction

This Special Airworthiness Information Bulletin advises you, owners and operators of **The Boeing Company Model 727 and 737 series airplanes equipped with forward airstairs**, of a potential personal injury risk associated with personnel activity on deployed airstairs during opening or closing of the passenger entry door.

## Background

We have received three reports of serious personal injury resulting from activity performed while standing on the airstairs during operation of the forward entry door. During the process of opening or closing the door, flight crew and service personnel lost balance and fell from the airstairs.

Airstairs are equipped with handrail extensions which are secured to the inside of the forward entry door opening and folding handrails providing a continuous support from the ground to the airplane. These handrail extensions close a gap between the fuselage of the airplane and folding handrails.

However, some airplane configurations require these handrail extensions to be stowed to operate the door or airstairs. Attach points for the handrails may be attached to the side of the airplane or inside the door on an interior monument.

## Recommendations

We recommend that you incorporate Boeing Service Bulletins (SBs) 737-11-1129, 737-11-1136, or 727-11-0047 (as appropriate) which add a placard to the exterior of the airplane with a warning and abbreviated instructions regarding door and airstair operation. Boeing has also revised the airplane maintenance manuals and flight attendant manuals, as applicable, to provide instructions for door operation from the airstairs.

## For Further Information Contact

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## For Copies of SBs and manuals, contact

Boeing Company at P.O. Box 3707, Seattle, WA 98124 or through the following website:  
<https://www.myboeingfleet.com/ReverseProxy/Autentication.html>