



U.S. Department
of Transportation

**Federal Aviation
Administration**

AUG 15 2002

800 Independence Ave., S.W.
Washington, D.C. 20591

Mr. Gerald Eastman
11232 SE 222nd Street
Kent, WA 98031-1327

Dear Mr. Eastman:

This is in further response to your letter dated June 12 regarding your concerns about quality issues at Boeing Commercial Airplanes located in Seattle, Washington.

I asked Mr. Kevin Mullin, Manager of the Boeing Certificate Management Office (CMO), to investigate the concerns referenced in your report dated May 30. Our investigation involved five Aviation Safety Inspectors performing an investigation into the allegations referenced in your report. Preliminary results of our investigation determined that several of your allegations appear to merit further review.

Our investigation indicated that there were regulatory as well as nonregulatory issues. The issues included noncompliance to procedures in the following: 1) final acceptance record processing and retention, 2) inspection and record-keeping of designated electrical ground operations, 3) application of Material Review Board (MRB) stamp impressions, 4) sequencing of inspection operations, 5) control of vendor rework, 6) documentation of pickups during shakedown inspections, 7) inspection of close-tolerance holes, and 8) witnessing of critical torques.

Our findings will be documented and formally presented to the Quality Director at Boeing Commercial Airplanes, which will allow Boeing an opportunity to respond to our concerns and provide a corrective action plan.

This office is committed to ensuring that Boeing meets the requirements of Title 14 Code of Federal Regulations and manufactures safe airplanes. Please be assured that we take your issues seriously and will take whatever steps are necessary to correct any noncompliances to the regulations.

Sincerely,

Nicholas A. Sabatini
Associate Administrator for
Regulation and Certification