From:

Subject: American Airlines Pilots Request Sim Trn prior to MAX return

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American Airlines Pilots Boeing MAX Crews Need Better MCAS Tra.pdf

## Lady and Gentleman,

The attached article captures the results of an American Airlines Management Pilot Simulator event that occurred in Miami at Boeings Training center in the past week. Two senior management Captains from American accompanied by a WSJ reporter flew the Boeing MAX Simulator (currently the only MAX simulator in the US) recently. Following their simulator testing of the MAX and the new MCAS 12.1.1 software patch they determined that their pilots need Level C training, that is training in a full motion Level D simulator prior to American returning the MAX 8 to revenue service. This article represents both Boeing and SWA worst nightmare.

One of the critical milestones in the MAX8's certification came in the spring/early summer of 2017 when the Aircraft Evaluations Group (AEG) Flight Standardization Board (FSB) completed their flight testing evaluation (known as T Testing) of the MAX and determined that the MAX Differences Training could be adequately addressed with Level B Training (Computer Based Training (CBT)). AS I have previously reported to the IG and House and Senate Investigators, approximately 6 months before the AEG began their T Testing the Principal Operations Inspector (POI) in my office reported to me that he had received a phone call from AVS-1 (John Duncan – or John Allen, not sure who was at the helm) informing him (POI) that the MAX would not require a separate Type Rating and that it would only require Level B training. To get to the bottom of the MAX issue you must follow the money. SWA is the largest air carrier in the world (based on number of human beings transported) and SWA is Boeings largest customer operating nearly 800 Boeing 737-700's, 800's and MAX -8 aircraft. SWA agreement with Boeing to purchase hundreds of MAX 8 and MAX 7 aircraft (SWA was to begin receiving delivery of the MAX 7 last month) depended on – was contingent on – the MAX remaining a common B 737 Type rating and not requiring Simulator (Level C Training). The reason are as follows – SWA will receive their first MAX Simulator from CAE this coming fall (2019) – SWA began flying the MAX as Boeings US launch customer in October 2017. The simulators are so late (and this was well known by mid-2016) that had the AEG T Testing determined that Level C (Simulator) training was necessary no US Air Carrier could have trained their pilots and put the MAX into revenue service until they had at least two to three MAX simulators and had run all of their MAX pilots through the simulator training. In other words – if the AEG required Sim Training the MAX launch in the US would have been delayed by 18-24 months costing SWA and Boeing tens of millions. Having the leader of FAA Flight Standards call my boss (SWA CMO POI) six months before the MAX was tested by FAA AEG demonstrates the power of SWA to influence FAA management and (in my assessment) this is the root cause of most of the problems at the FAA. SWA had another problem – they were operating 4 737 variants at the time of the MAX contract (737-300, 737-500, 737-700 & 737-800) with Boeing and we (FAA) had told them that they would have to retire the 737 classic (300 & 500) in order to be permitted to have their pilot group fly the 737 Next Gen (NG) – B-737-700 and 800 plus the MAX. So SWA had long planned into their business model to retire the 737-300/500 as the MAX arrived on the property. SWA is the only airline in the US that operates a single fleet type, all 737's, and had the AEG determined that the MAX performed so differently that

it required a separate Pilot Type rating then SWA would be put out of business – because they would have had to of split their 11,000 pilots between the 737 NG fleet and the 737 MAX fleet. This split is not possible under SWA business model, it would bankrupt them. So in late 2016 when pressure was mounting and the AEG was preparing to T test the MAX – it was absolutely critical to SWA and Boeing that the MAX be a common 737 Type rating and that it only require CBT training to qualify SWA pilots to operate it. AVS-1 calling my boss 6 months prior to AEG testing and telling him the outcome before the testing began was one piece of the message – the other piece was that SWA had better get complete cooperation and they better start flying the MAX in revenue service when they wanted or he (my boss) would be held accountable.

I am professional acquaintances with the two AEG Inspectors who conducted the T testing and I know that they were thorough and that their T Testing was comprehensive and the results were that Level B CBT training was sufficient to prepare pilots to operate the new MAX and that it should remain a common type rating. I will also share that had the AEG pilots been properly briefed and had the opportunity to fully evaluate MCAS it is possible (I am not saying probable – but certainly possible) that they might have concluded that Level C (Simulator)

I will also share that shared with me in confidence that the Boeing MAX Chief Technical Pilot, CA Mark Forkner, was a bully and made entire certification process and T Testing difficult. I met CA Forkner in the fall of 2016 when I was in Seattle with the SWA Captains who were evaluating, for SWA, whether or not their CBT training was adequately preparing their pilots. At this time the working expectation at SWA and in our CMO was that the T Testing would result in a common Type and Level B training (SWA expected it because they had been told that Boeing had promised it and I was aware of the phone call my boss had received many months earlier). I found CA Forkner to be difficult to work with, arrogant and I was disappointed when he openly complained about Inspector leading the certification (in his opinion she was a girl (problem 1) and possessed inadequate experience to be representing the FAA AEG on the MAX Certification (problem 2). The MAX project Captains at SWA also openly chided Inspector in front of me as did the other FAA APM in my office, who had some involvement early in our CMO MAX reviews of SWA proposed MAX differences training. I found all of this distasteful and unprofessional and after I had met her and worked with her I came to highly regard her professionalism, dedication to a thorough and complete evaluation, and well qualified to be the B-737 MAX AEG Chair.

All of this comes around full circle to SWA. If the MAX required a new type rating or level C or greater (Sim or training in the Jet) then SWA could not buy the MAX because it would have required a complete change to their business model including splitting their pilot group. It will be fascinating to see what influence (if any) this American sim test of the MAX, especially with

a reporter aboard, may have on the FAA's final determination on what training is needed by airlines prior to returning the MAX to revenue service.



training was necessary.