

CEO: Boeing made mistake in handling warning-system problem

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In this Monday, April 29, 2019 file photo, Boeing Chief Executive Dennis Muilenburg speaks during a news conference after the company's annual shareholders meeting at the Field Museum in Chicago. Boeing's CEO says the company made a "mistake" in handling a problematic cockpit warning system in 737 Max jets ahead of two deadly crashes of the top-selling plane. Chief Executive Dennis Muilenburg told reporters in Paris on Sunday, June 16 that the

company's communication "was not consistent," calling that "unacceptable." (AP Photo/Jim Young, file)

The chief executive of Boeing said the company made a "mistake" in handling a problematic cockpit warning system in its 737 Max jets before two crashes killed 346 people and he promised transparency as the aircraft maker works to get the grounded plane back in flight.

Boeing CEO Dennis Muilenburg told reporters in Paris before the industry-wide air show that Boeing's communication with regulators, customers and the public "was not consistent. And that's unacceptable."

The U.S. Federal Aviation Administration has faulted Boeing for not telling regulators for more than year that a safety indicator in the cockpit of the top-selling [plane](#) didn't work as intended.

Pilots also have expressed anger that Boeing did not inform them about the new software that's been implicated in the crashes in Indonesia and Ethiopia.

"We clearly had a mistake in the implementation of the alert," Muilenburg said.

He expressed confidence that the Boeing 737 Max would be cleared to fly again later this year. The model has been grounded worldwide for three months, and regulators need to approve Boeing's long-awaited fix to the software.

Muilenburg called the crashes of the Lion Air and Ethiopian Airlines jets a "defining moment" for Boeing, but said he thinks the result will be a "better and stronger company."



In this June 20, 2017, file photo Boeing planes displayed at Paris Air Show, in Le Bourget, east of Paris, France. Uncertainty over a Boeing jet and apprehension about the global economy hover over the aircraft industry as it prepares for next week's Paris Air Show. (AP Photo/Michel Euler, File)

Speaking ahead of the Paris Air Show, Muilenburg said Boeing is facing the event with "humility" and focused on rebuilding trust.

In the United States, Boeing has faced scrutiny from members of Congress and the FAA over how it reported the problem involving a cockpit warning light.

The company discovered in 2017 that a warning light designed to alert pilots when sensors measuring the angle of a plane's nose might be wrong only worked if airlines had purchased a separate feature.

The angle-measuring sensors have been implicated in the Lion Air [crash](#) in Indonesia and the Ethiopian Airlines crash in March. The sensors malfunctioned, alerting software to push the noses of the planes down. The pilots were unable to take back control of the planes.

Boeing told the FAA of what it learned in 2017 after the Indonesia crash in October. Boeing and the FAA have said the warning light wasn't critical for flight safety.

Muilenburg forecast a limited number of orders at the Paris show, the first major air show since the crashes, but said it was important to attend to talk to customers and others in the industry.

He also announced that Boeing is raising its long-term forecast for global plane demand, notably amid sustained growth in Asia.

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