



NORDO-AORCRAFT  
NWA188

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2357:01      NWA188      okay three two one seven northwest one eighty eight  
2358  
(2359-0002)  
0003

End of Transcript



# Federal Aviation Administration

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## Memorandum

Date: November 02, 2009  
 To: NTSB  
 From: Denver Air Route Traffic Control Center  
 Subject: **INFORMATION:** Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

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This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 28 RA position for the time period from October 21, 2009, 2341 UTC, to October 22, 2009, 0003 UTC.

Agencies Making Transmissions

Abbreviations

NORTHWEST ORIENT AIRLINES INC., NWA188	NWA188
Denver Center Sector 28 Radar Controller	ZDV28R

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

2341  
 (2342-2345)  
 2346  
 2346:28 NWA188 denver center northwest one eight eight is with you  
 three seven zero

2346:31 ZDV28R northwest one eighty eight denver center roger  
 2347  
 (2348-2355)  
 2356  
 2356:41 ZDV28R northwest one eighty con correction north northwest uh  
 one eighty eight contact denver center one three two  
 point one seven

2356:56 ZDV28R northwest one eighty eight contact denver center one  
 three two point one seven

2357

NORDO-AORCRAFT  
NWA188

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...

2357:01 NWA188 okay three two one seven northwest one eighty eight  
2358  
(2359-0002)  
0003

End of Transcript



# Federal Aviation Administration

## Memorandum

Date: October 23, 2009

To: NTSB

From: Denver Air Route Traffic Control Center

Subject: **INFORMATION**: Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 30 R position for the time period from October 21, 2009, 2334 UTC, to October 21, 2009, 2351 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
NORTHWEST ORIENT AIRLINES INC., NWA188	NWA188
Denver Center Sector 30 Radar Controller	ZDV30R

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

2334  
 (2335-2338)

2339  
 2339:16 NWA188 denver center northwest one eighty eight's with you  
 three seven zero

2339:19 ZDV30R northwest one eighty eight denver center roger  
 2340  
 (2341-2344)

2345  
 2345:49 ZDV30R northwest one eighty eight contact denver center one  
 three four point one two

2345:56 NWA188 three four one two northwest one eighty eight  
 2346  
 (2347-2350)  
 2351

NORDO-AIRCRAFT  
NWA188

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End of Transcript



# Federal Aviation Administration

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## Memorandum

Date: October 23, 2009

To: NTSB

From: Denver Air Route Traffic Control Center

Subject: **INFORMATION:** Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

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This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 18 R position for the time period from October 22, 2009, 0000 UTC, to October 22, 2009, 0032 UTC.

Agencies Making Transmissions

Abbreviations

Denver Center Sector 18 Radar Controller

ZDV18R

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

A handwritten signature in black ink, appearing to read "Kenneth J. Ashworth".

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

0000

(0001-0004)

0005

0005:31 ZDV18R northwest one eighty eight contact denver center one two seven point zero two

0005:53

ZDV18R

northwest one eighty eight contact denver center one two seven point zero two

0006

(0007-0025)

0026

0026:05 ZDV18R northwest one eighty eight denver

0027

(0028-0031)

0032

End of Transcript







# Federal Aviation Administration

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## Memorandum

Date: October 23, 2009

To: NTSB

From: Denver Air Route Traffic Control Center

Subject: **INFORMATION:** Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

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This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 09 R position for the time period from October 22, 2009, 0019 UTC, to October 22, 2009, 0032 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Denver Center Sector 9 Radar Controller	ZDV09R
Minneapolis O'Neil High Sector	ZMP
Denver Center Sector 8 Radar Associate Controller	ZDV08D
Denver Center Area 5 Front Line Manager's Desk	FLM5

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

0019  
 (0020-0023)  
 0024

0024:16      ZDV09R      northwest one eighty eight contact minneapolis center  
 one two four point eight seven see ya

0024:25      ZDV09R      northwest one eighty eight contact minneapolis center  
 one two four point eight seven

0024:32      ZDV09R      northwest one eighty eight radio check

0024:47      ZDV09R      oneil high nine on three

0024:51 ZMP oneil

0024:52 ZDV09R did northwest one eighty eight come over

0024:53 ZMP no he didn't

0024:54 ZDV09R i'll go find him

0024:55 ZDV08D sector eight

0025:00 ZDV09R this is nine can you try northwest one eighty eight for  
me please

0025:04 ZDV08D (unintelligible) wilco

0025:05 ZDV09R thanks  
0026

0026:05 FLM5 area five supervisors desk

0026:07 ZDV09R hey could you go to uh uh company and get northwest one  
eighty eight and and one and got to twenty four eighty  
seven that's minneapolis center

0026:13 FLM5 twenty four eighty seven for northwest i'll do it

0026:14 ZDV09R eighty seven for northwest one eighty eight thanks

0026:35 ZDV09R and oneil high nine on the three went to company on  
northwest one eighty eight should be over like in a few  
minutes

0026:39 ZMP oneil say again

0026:40 ZDV09R went to company on northwest one eighty eight should be  
over in a few minutes

0026:42 ZMP (unintelligible) b

0026:43 ZDV09R (unintelligible)  
0027

NORDO-AIRCRAFT  
NWA188

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(0028-0031)  
0032

End of Transcript



# Federal Aviation Administration

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## Memorandum

Date: October 23, 2009

To: NTSB

From: Denver Air Route Traffic Control Center

Subject: **INFORMATION**: Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

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This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 08 D position for the time period from October 22, 2009, 0020 UTC, to October 22, 2009, 0031 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Denver Center Sector 18 Radar Associate Controller	ZDV18D
Denver Center Sector eight Radar Associate Controller	ZDV08D

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

A handwritten signature in black ink, appearing to read "Kenneth J. Ashworth".

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

0020  
 (0021-0024)

0025  
 0025:50 ZDV18D eighteen

0025:55 ZDV08D yeah see if you got northwest one eighty eight for nine's frequency if you got him

0025:55 ZDV18D northwest what

0025:56 ZDV08D northwest one eighty eight

0025:57 ZDV18D one eighty eight for nine

NORDO-AIRCRAFT  
NWA188

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0025:59      ZDV08D      yeah  
0026  
(0027-0030)  
0031

End of Transcript



# Federal Aviation Administration

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## Memorandum

Date: October 23, 2009

To: NTSB

From: Denver Air Route Traffic Control Center

Subject: **INFORMATION:** Partial Transcript  
 NORDO Aircraft NWA188  
 Goodland, KS, October 21, 2009

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This transcription covers the Denver Air Route Traffic Control Center (ARTCC) 18 D position for the time period from October 22, 2009, 0020 UTC, to October 22, 2009, 0031 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Denver Center Sector 18 Radar Associate Controller	ZDV18D
Denver Center Sector 8 Radar Associate Controller	ZDV08D

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject NORDO Aircraft involving NWA188.

A handwritten signature in black ink, appearing to read "Kenneth J. Ashworth".

Kenneth J. Ashworth  
 Staff Support Specialist  
 Denver Air Route Traffic Control Center

0020  
 (0021-0024)  
 0025  
 0025:50      ZDV18D      eighteen

0025:55      ZDV08D      yeah see if you got northwest one eighty eight for  
 nine's frequency if you got him

0025:55      ZDV18D      northwest what

0025:56      ZDV08D      northwest one eighty eight

0025:57      ZDV18D      one eighty eight for nine

NORDO-AIRCRAFT  
NWA188

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0025:59      ZDV08D      yeah  
0026  
(0027-0030)  
0031

End of Transcript



# Federal Aviation Administration

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## Memorandum

Date: October 30, 2009  
To: Systems Ops Litigation  
From: Minneapolis Air Route Traffic Control Center  
Subject: INFORMATION: Partial Transcript  
Pilot Deviation NWA188  
Minneapolis , MN, October 22, 2009

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This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 29 R position for the time period from October 22, 2009, 0019 UTC, to October 22, 2009, 0118 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Denver ARTCC, Sector 09 Controller	ZDV9
Minneapolis ARTCC, O'Neill High Controller	R29
Unknown	UNK
Northwest One Eighteen	NWA118
Minneapolis ARTCC, Sioux Falls High Controller	R19
Minneapolis ARTCC, Sawyer High Radar Associate Controller	D13

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*

Theodore N. Thomas  
Acting Quality Assurance Manager  
Minneapolis ARTCC

0019  
{0020-0023}  
0024  
0024:46 ZDV9 o'neill high nine on three  
  
0024:50 R29 o'neill  
  
0024:51 ZDV9 northwest one eighty eight come over



0024:53 R29 no he didn't

0024:54 ZDV9 i'll go find him

0024:55 UNK alrighty

0024:59 R29 northwest one eighty eight

0025:00 NWA118 ya got a northwest one eighteen out here

0025:10 R29 ya northwest one eighteen i realize that company behind  
you one eighty eight will be following here should be  
showing up in a minute

0025:16 NWA118 \*(thanks)  
0026

0026:34 ZDV9 (unintelligible) o'neill high nine on the three went to  
company on northwest one eighty eight should be over  
(unintelligible) in a few minutes

0026:39 R29 o'neill say again

0026:40 ZDV9 went to company on northwest one eighty eight should be  
over in a few minutes

0026:42 R29 \*(a b)

0026:43 ZDV9 (unintelligible)  
0027  
(0028-0029)  
0030

0030:36 R29 northwest one eighty eight  
0031  
(0032-0035)  
0036

0036:42 R29 northwest one eighty eight  
0037  
0038

0038:13 R29 sector number nineteen

0038:15 R29 twenty nine northwest one eighty eight is actually nordo

0038:17 R19 okay

0038:18 R29 denver tried going through a flight and then my supe  
went through ah company and he's still nordo so

0038:23 R19 still nordo okay

0038:24 R29 good luck (unintelligible)

0038:25 R19 alright thanks (unintelligible)  
0039

0039:42 R29 northwest one eighty eight contact minneapolis center  
one one niner point eight seven  
0040  
(0041-0110)  
0111

0111:45 R29 hey denver nine on the four line

0111:48 ZDV9 denver nine

0111:49 R29 were you working that northwest one eighty eight that  
was nordo

0111:52 ZDV9 um i'm not sure i just sat down let me check just a  
second

0111:59 ZDV9 ah negative ah the previous controller or the r side  
hasn't worked him  
0112

0112:03 R29 alright um

0112:04 ZDV9 you guys looking for him or

0112:05 R29 ya he's fifty miles northeast of minneapolis at thirty  
seven going east bound he's \*(destination minneapolis)  
nordo

0112:10 ZDV9 (unintelligible) he would he would have come through  
nine or eight or something

0112:13 R29 ya nine gave him to me nordo and ah i was just wondering  
what freq he might have been last talked to us on

0112:18 ZDV9 ah it would have been one it would have been our

frequency one twenty six thirty two if he was here we  
can we'll shout for him in the blind

0112:24 R29 we might have somebody ah he's way northeast of  
minneapolis we may have somebody use that freq though  
for a minute

0112:28 ZDV9 okay if we i don't think we'll hear him \*(but we'll talk  
s r)

0112:30 R29 (unintelligible)

0112:34 D13 \*(um) sector thirteen

0112:35 R29 hey this is twenty nine that northwest one eighty eight

0112:37 D13 ya

0112:38 R29 he might have been on twenty six thirty two back in  
denver center

0112:41 D13 twenty six thirty two

0112:42 R29 try another pilot see if he can get him

0112:43 D13 okay we'll do it

0112:44 R29 just an idea (unintelligible)

0112:45 D13 yep (unintelligible)  
0113  
(0114-0117)  
0118

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the  
best interpretation possible under the circumstances.



# Federal Aviation Administration

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## Memorandum

Date: October 30, 2009  
 To: System Ops Litigation  
 From: Minneapolis Air Route Traffic Control Center  
 Subject: INFORMATION: Partial Transcript  
 Pilot Deviation NWA188  
 Minneapolis, MN, October 22, 2009

This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 19 R position for the time period from October 22, 2009, 0033 UTC, to October 22, 2009, 0109 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Minneapolis ARTCC, Sioux Falls High Controller	R19
Minneapolis ARTCC, O'Neill High Controller	R29
Northwest One Ninety Six	NWA196
Minneapolis ARTCC, Mankato Low Controller	R8/9
Minneapolis ARTCC, Sector Eleven Controller	R11
Unknown	UNK
Minneapolis ARTCC, Nodine High Controller	R15
Minneapolis ARTCC, Eau Claire High Controller	R16

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*  
 Theodore N. Thomas  
 Acting Quality Assurance Manager  
 Minneapolis ARTCC

0033  
 (0034-0037)

0036  
 0036:13 R19 sector number nineteen

0038:15 R29 twenty nine northwest one eighty eight is actually nordo

0038:17 R19 okay

0038:18 R29 denver tried going through a flight and then my supe  
went through ah company and he's still nordo so

0038:23 R19 still nordo okay

0038:24 R29 good luck (unintelligible)

0038:25 R19 alright thanks (unintelligible)  
0039

0039:27 R19 northwest one eighty eight ah descend and maintain  
flight level two six zero

0039:35 R19 correction northwest one eighteen descend and maintain  
flight level two six zero

0039:45 R19 northwest one eighty eight minneapolis

0039:55 R19 northwest one ninety six ah ah do you have a second to  
contact ah your company northwest one eighty eight

0040:03 NWA196 sure

0040:05 R19 (unintelligible) northwest one ninety eight or ninety  
six ah have northwest one eighty eight come up on this  
frequency please

0040:14 NWA196 \*(and you expect him on this frequency) ah northwest one  
eighty eight ah one ninety six on a nineteen eighty  
seven how do you read

0040:25 NWA196 ah what frequency did you think they were on  
0041  
0042

0042:05 R19 and northwest one ninety six were you able to contact  
your company northwest one eighty eight

0042:11 NWA196 ah we passed the message on to ah dispatch to give  
(unintelligible) email

0042:15 R19 ah northwest one ninety six roger

0043  
{0044-0045}  
0046  
0046:56 R19 northwest one eighty eight minneapolis  
0047  
0048  
0048:17 R19 northwest one eighty eight ah if you hear minneapolis  
center ident  
0049  
0050  
0051:00 R8/9 sectors eight nine  
  
0051:01 R19 ah sector number nineteen in reference northwest one  
eighty eight i just \*(p v deed em) up to you he is nordo  
um so just heads up on that i guess  
  
0051:09 R8/9 alright thanks  
  
0051:10 R19 alright  
  
0051:56 R19 northwest one eighty eight minneapolis  
0052  
{0053-0055}  
0056  
0056:12 R11 sector eleven  
  
0056:13 R19 ah sector numbers nineteen reference northwest one  
eighty eight point out at redwood falls ah he is nordo  
  
0056:20 R11 landing minny  
  
0056:21 R19 and we're still not talking to him ya he's suppose to be  
landing minny  
  
0056:26 R11 (unintelligible) try my um u h f see or my ah guard see  
if i can (unintelligible)  
  
0056:32 R19 okay that would be awesome  
  
0056:33 R11 we'll see what i can do  
  
0056:34 R19 okay thanks  
  
0056:35 UNK \*(p w)

0057  
0058  
0058:28 R15 sector fifteen

0058:29 R19 ah sector number nineteen ah point out for you you might have to expand out a little bit to the southwest of gopher is northwest one

0058:35 R15 (unintelligible)

0058:36 R19 eighty eight he's a minny lander

0058:38 R15 okay

0058:39 R19 he is nordo um i'm assuming he's going to hold over minneapolis or

0058:44 R15 ah do you want to work him down or

0058:47 R15 well (unintelligible) he's gonna have to go to one of the arrivals

0058:49 R19 well i mean he's he's nordo so if he

0058:52 R15 i know but if he's gonna go over the top he would go to sector sixteen for their arrival because i don't have an arrival

0058:56 R19 okay

0058:57 R15 ya know what i'm saying i mean if he if he needs to go over the top

0058:59 R19 right i just don't know what what their procedure is if they don't if they can't talk to anybody do they just hold over the airport

0059:03 R15 no i don't know i don't know ya can't reach him at all that's crazy (unintelligible)

0059:07 R19 right i can't reach him on guard or anything so um (unintelligible)

0059:10 R15 arinc and all that

0059:11 R19 ya well for now ah

0059:12 R15 okay i'm watching him \*(point out approved)

0059:14 R19 \*(you just want to watch him) alright thanks \*(p w)  
0100

0100:19 R16 sixteen

0100:20 R19 ah sector number nineteen ah point out for you southwest  
of gopher northwest one eighty eight ah he's a nordo  
aircraft flight level three seven zero he's  
(unintelligible) he's suppose to be landing minneapolis  
\*(but)

0100:29 R16 okay point out approved (unintelligible)

0100:30 R19 \*(alright p w)  
0101  
0102  
0103

0103:01 R16 sector sixteen

0103:02 R19 ah sector number nineteen ah hand off northwest one  
eighty eight i'll have to expand out too far to keep  
watching him you wanna just take him or ya want fifteen  
to take him

0103:08 R16 ah ya i'll take him

0103:11 R19 alright thanks a lot  
0104  
(0105-0108)  
0109

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.





# Federal Aviation Administration

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## Memorandum

Date: October 30, 2009  
To: System Ops Litigation  
From: Minneapolis Air Route Traffic Control Center  
Subject: INFORMATION: Partial Transcript  
Pilot Deviation NWA188  
Minneapolis, MN, October 22, 2009

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This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 13 R position for the time period from October 22, 2009, 0107 UTC, to October 22, 2009, 0133 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Minneapolis ARTCC, Sawyer High Controller	R13
Northwest Fifteen Fifty Three	NWA1553
Northwest One Eighty Eight	NWA188
Minneapolis ARTCC, Eau Claire High Controller	R16

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*

Theodore N. Thomas  
Acting Quality Assurance Manager  
Minneapolis ARTCC

0107  
(0108-0111)

0112

0112:51 R13 northwest fifteen fifty three could you do a relay to ah company

0112:51 R13 northwest fifteen fifty three could you do a relay to ah company

0112:56 NWA1553 sure we can ah do that i did send a message to ah dispatch ah for thirty three seventy five now (unintelligible)

0113:02 R13 okay nope it's ah if you'd switch to a frequency one two six point three two twenty six thirty two broadcast for northwest one eighty eight see if you can raise that aircraft on that frequency please

0113:12 NWA1553 okay and where would you like me to send em if i get em there

0113:15 R13 ah right here if you would please ah twenty three seventy two

0113:19 NWA1553 okay we'll do that  
0114

0114:06 NWA188 minneapolis northwest one eighty eight

0114:10 R13 northwest one eighty eight minneapolis center ah go ahead

0114:14 NWA188 ah roger ah we got ah distracted and we've over flown ah minneapolis we're are over head eau claire and would like to make a one eighty and do arrival from eau claire

0114:24 R13 northwest one eighty eight roger turn to the right to a heading of one zero zero be radar vectors sets you up they are holding there and um we'll see if we can't get you in

0114:36 NWA188 okay copy a right one eighty to eau claire and expect holding at eau claire

0114:41 R13 and a northwest one eight eight fly the heading of one zero zero be ah radar vectors for your descent also and you are cleared to minneapolis ah via radar vectors heading one zero zero for eau claire and the eau claire eight arrival

0114:55 NWA188 okay copy a one zero zero to pick up the eau claire eight arrival northwest one eighty eight  
0115

0115:08 NWA1553 and northwest one eighty eight center um wants you up on ah thirty three seventy five

0115:15 NWA188 okay we'll come up on thirty three seventy five

0115:17 R13 uh and northwest one eighty eight no stay right here one two three point seven two twenty three seventy two for now and i'll have you over that arrival sector here in just a moment

0115:28 NWA188 okay do you want us to stay here on thirty three forty five or twenty three seventy two

0115:32 R13 ah you can stay right here and um on this frequency and i just have to verify that the cockpit is secure

0115:39 NWA188 it is secure we got distracted we were ah

0115:44 NWA188 (unintelligible) \*(never heard a call and we just)  
(unintelligible)

0115:49 R13 northwest one eighty eight roger

0115:56 R13 northwest one eighty eight turn right to a heading of one three five

0115:59 NWA188 right turn to one three five northwest one eighty eight

0116:15 R13 northwest one eighty eight do you have ah enough ah fuel to hold or do you need to ah get into minneapolis

0116:22 NWA188 ah we're ah we're good on fuel we could hold we'd just as soon go right in if we could

0116:27 R13 okay well um we got you stuck on top of a holding stack at a eau claire i'll see i'll see what kind of delay it is and what ah they have planned for ya

0116:37 NWA188 thanks much  
0117

0117:04 R13 northwest one eighty eight turn right to a heading of two one zero

0117:08 NWA188 two one zero northwest one eighty eight

0117:10 R13 northwest one eighty eight descend and maintain flight level three two zero

0117:14 NWA188 down to three two zero northwest one eighty eight

0117:29 R13 and northwest one eighty eight you can contact  
minneapolis center one three three point seven five  
thirty three seventy five we'll see ya later

0117:35 NWA188 thirty three seventy five northwest one eighty eight  
0118  
(0119-0126)  
0127

0127:08 R13 this is sector thirteen

0127:09 R16 sixteen point out east of siren northwest one eighty  
eight we gotta turn him north and west and give him a  
couple turns before we (unintelligible)

0127:14 R13 northwest one eighty eight's your control d t

0127:15 R16 (unintelligible)  
0128  
(0129-0132)  
0133

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



# Federal Aviation Administration

## Memorandum

Date: October 30, 2009  
 To: System Ops Litigation  
 From: Minneapolis Air Route Traffic Control Center  
 Subject: **INFORMATION:** Partial Transcript  
 Pilot Deviation NWA188  
 Minneapolis , MN, October 22, 2009

This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 13 D position for the time period from October 22, 2009, 0107 UTC, to October 22, 2009, 0123 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Minneapolis ARTCC, Sawyer High Radar Associate Controller	D13
Minneapolis ARTCC, O'Neill High Controller	R29
Minneapolis ARTCC, Sawyer High Radar Controller	R13
Northwest Fifteen Fifty Three	NWA1553
Northwest One Eighty Eight	NWA188
Minneapolis ARTCC, Eau Claire High Radar Controller	R16

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*  
 Theodore N. Thomas  
 Acting Quality Assurance Manager  
 Minneapolis ARTCC

0107  
 (0108-0111)  
 0112  
 0112:34 D13 \*(um) sector thirteen  
  
 0112:35 R29 hey this is twenty nine that northwest one eighty eight  
  
 0112:37 D13 ya

0112:38 R29 he might have been on twenty six thirty two back in denver center

0112:41 D13 twenty six thirty two

0112:42 R29 try another pilot see if he can get him

0112:43 D13 okay we'll do it

0112:44 R29 just an idea (unintelligible)

0112:45 D13 yep (unintelligible)

0112:51 R13 northwest fifteen fifty three could you do a relay to ah company

0112:56 NWA1553 sure we can ah do that i did send a message to ah dispatch ah for thirty three seventy five now (unintelligible)

0113:02 R13 okay nope it's ah if you'd switch to a frequency one two six point three two twenty six thirty two broadcast for northwest one eighty eight see if you can raise that aircraft on that frequency please

0113:12 NWA1553 okay and where would you like me to send em if i get em there

0113:15 R13 ah right here if you would please ah twenty three seventy two

0113:19 NWA1553 okay we'll do that

0113:25 D13 alright (unintelligible) your equipment's working the rides (unintelligible) say like rhinelander west i think they're better east bound they're worse is that right denny ya um military none flow none (unintelligible)

0114

0114:06 NWA188 minneapolis northwest one eighty eight

0114:10 R13 northwest one eighty eight minneapolis center ah go ahead

0114:14 NWA188 ah roger ah we got ah distracted and we've over flown ah minneapolis we are over head eau claire and would like to make a one eighty and do arrival from eau claire

0114:24 R13 northwest one eighty eight roger turn to the right to a heading of one zero zero be radar vectors sets you up they are holding there and um we'll see if we can't get you in

0114:36 NWA188 okay copy a right one eighty to eau claire and expect holding at eau claire

0114:41 R13 and a northwest one eighty eight fly the heading of one zero zero be ah radar vectors for your descent also and you are cleared to minneapolis ah via radar vectors heading one zero zero for eau claire and the eau claire eight arrival

0114:55 NWA188 okay copy a one zero zero to pick up the eau claire eight arrival northwest one eighty eight

0115:08 NWA1553 and northwest one eighty eight center um wants you up on ah thirty three seventy five

0115:15 NWA188 okay we'll come up on thirty three seventy five

0115:17 R13 uh and northwest one eighty eight no stay right here one two three point seven two twenty three seventy two for now and i'll have you over that arrival sector here in just a moment

0115:28 NWA188 okay do you want us to stay here on thirty three forty five or twenty three seventy two

0115:32 R13 ah you can stay right here and um on this frequency and i just have to verify that the cockpit is secure

0115:39 NWA188 it is secure we got distracted we were ah

0115:44 NWA188 (unintelligible) \*(never heard a call and we just)  
(unintelligible)

0115:49 R13 northwest one eighty eight roger

0115:56 R13 northwest one eighty eight turn right to a heading of one three five

0115:59 NWA188 right turn to one three five northwest one eighty eight

0116:15 R13 northwest one eighty eight do you have ah enough ah fuel to hold or do you need to ah get into minneapolis

0116:22 NWA188 ah we're ah we're good on fuel we could hold we'd just as soon go right in if we could

0116:27 R13 okay well um we got you stuck on top of a holding stack at a eau claire i'll see i'll see what kind of delay it is and what ah they have planned for ya

0116:37 NWA188 thanks much

0116:41 R16 sixteen

0116:42 D13 ah thirteen

0116:46 R16 say it again

0116:47 D13 ah northwest one eighty eight we are now in communications with and they're on a one thirty five heading and a what would you like them going down to for an altitude

0116:55 R16 ah give him a ah two ten heading to ah flight level three two zero

0116:59 D13 thirty two thousand and two ten on the heading

0117:02 R16 yep and my control

0117:03 D13 affirmative

0117:04 R13 northwest one eighty eight turn right to a heading of two one zero

0117:08 NWA188 two one zero northwest one eighty eight



0117:10 R13 northwest one eighty eight descend and maintain flight  
level three two zero

0117:14 NWA188 down to three two zero northwest one eighty eight

0117:29 R13 and northwest one eighty eight you can contact  
minneapolis center one three three point seven five  
thirty three seventy five we'll see ya later

0117:35 NWA188 thirty three seventy five northwest one eighty eight  
0118  
(0119-0122)  
0123

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the  
best interpretation possible under the circumstances.



# Federal Aviation Administration

## Memorandum

Date: October 30, 2009  
 To: System Ops Litigation  
 From: Minneapolis Air Route Traffic Control Center  
 Subject: INFORMATION: Partial Transcript  
 Pilot Deviation NWA188  
 Minneapolis, MN, October 22, 2009

This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 16 R position for the time period from October 22, 2009, 0058 UTC, to October 22, 2009, 0136 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Minneapolis ARTCC, Eau Claire High Controller	R16
Minneapolis ARTCC, Sioux Falls High Controller	R19
Northwest Fifteen Ten	NWA1510
Minneapolis ARTCC, Sector Eleven Controller	R11
Minneapolis ARTCC, Sawyer High Radar Associate Controller	D13
Northwest One Eighty Eight	NWA188
Minneapolis ARTCC, Sawyer High Controller	R13

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*  
 Theodore N. Thomas  
 Acting Quality Assurance Manager  
 Minneapolis ARTCC

0058  
 (0059-0102)  
 0103  
 0103:01 R16 sector sixteen

0103:02 R19 ah sector number nineteen ah hand off northwest one eighty eight i'll have to expand out too far to keep watching him you wanna just take him or ya want fifteen to take him

0103:08 R16 ah ya i'll take him

0103:11 R19 alright thanks a lot  
0104  
(0105-0106)  
0107

0107:41 R16 northwest one eighty eight minneapolis  
0108  
(0109-0111)  
0112

0112:47 R16 northwest one eighty eight minneapolis  
0113

0113:56 R16 northwest fifteen ten minneapolis

0113:59 NWA1510 go ahead northwest fifteen ten  
0114

0114:08 R16 northwest fifteen ten ah if you would transmit on ah  
change to frequency one three three point four five and  
transmit to a northwest one eighty eight and see if he  
answers ya then come on back here

0114:20 NWA1510 so you want um thirty three forty five northwest one  
eighty eight to come to your frequency

0114:26 R16 northwest fifteen ten if you can ah if you raise raise  
him on that ya have him come over to this freq

0114:30 NWA1510 \*(okay)

0114:48 R16 sector ah sixteen

0114:49 R11 eleven

0114:55 R11 are you talking to that northwest one eighty eight now  
or (unintelligible) thirteen is

0114:56 R16 nope

0114:58 R16 well nobody's talking to him

0114:59 R11 (unintelligible) they took nordo out of his \*(flight  
plan)

0115:01 R16 oh ya you're right maybe something is happening

0115:03 R11 ah i broadcast i heard some (unintelligible) ah chit  
chat about (unintelligible) ah

0115:06 R16 they got him i just heard they got him

0115:08 R11 okay thanks

0115:28 R16 northwest fifteen ten contact minneapolis center one two  
three point seven two

0115:30 NWA1510 twenty three seventy two and um one eighty eight should  
be on your frequency

0115:35 R16 thank you  
0116

0116:20 R16 northwest one eighty eight minnea

0116:41 R16 sixteen

0116:42 D13 ah thirteen

0116:46 R16 say it again

0116:47 D13 ah northwest one eighty eight we are now in  
communications with and they're on a one thirty five  
heading and a what would you like them going down to for  
an altitude

0116:55 R16 ah give him a ah two ten heading to ah flight level  
three two zero

0116:59 D13 thirty two thousand and two ten on the heading

0117:02 R16 yep and my control

0117:03 D13 affirmative

0117:56 R16 northwest one eighty eight minneapolis

0118

0118:02 NWA188 minneapolis northwest one eighty eight's with you out of three five six for three two zero

0118:07 R16 northwest one eighty eight minneapolis center roger a how much fuel do you have left

0118:12 NWA188 \*(oh) we \*(got) plenty of fuel we have eleven thousand pounds two hours of fuel

0118:17 R16 northwest one eighty eight roger

0118:43 R16 northwest one eighty eight ah turn right heading two eight zero expect routing on the a ollee and the gopher five arrival

0118:52 NWA188 okay two eight zero and (unintelligible)---say again the arrival

0118:58 R16 northwest one eighty eight expect ah ollee intersection and the gopher five arrival

0119:02 NWA188 roger ol ollee and the gopher five arrival northwest one eighty eight

0119:44 R16 northwest one eighty eight ah do you have time to give a brief explanation on what happened

0119:52 NWA188 ah \*(just) cockpit distractions that's all i can say

0119:56 R16 northwest one eighty eight roger  
0120

0120:52 NWA188 minneapolis northwest one eighty eight

0120:55 R16 northwest one eighty eight go ahead

0120:57 NWA188 \*(two eight zero) and just confirm ah you want us to go direct to ollee at this time

0121:01 R16 northwest one eighty eight ah fly heading two eight zero expect direct ollee in about ah four zero miles

0121:06 NWA188 okay two eight oh on the heading northwest one eighty eight  
0122

0122:46 R16 northwest one eighty eight ah when you're able cleared direct gollf intersection and the gopher five arrival maintain flight level three two zero

0122:54 NWA188 okay direct to gollf for the ollee five arrival northwest one eighty eight

0122:59 R16 northwest one eighty eight the gollf intersection gopher five arrival

0123:02 NWA188 sorry gollf for the gopher five arrival northwest one eighty eight

0123:58 R16 northwest one eighty eight descend at pilots discretion maintain flight level two four zero  
0124

0124:02 NWA188 down to two four oh northwest one eighty eight

0124:18 R16 northwest one eighty eight fly heading three six zero

0124:23 NWA188 three six zero heading for northwest one eighty eight  
0125  
0126

0126:08 R16 northwest one eighty eight ah is there anyway you can elaborate on the distraction

0126:22 NWA188 \*(ah we're just dealing with some company issues) here and that's all ah that's all all i can tell you right now at this time

0126:28 R16 northwest one eighty eight roger  
0127

0127:08 R13 this is sector thirteen

0127:09 R16 sixteen point out east of siren northwest one eighty eight we gotta turn him north and west and give him a couple of turns before we (unintelligible)

0127:14 R13 northwest one eighty eight's your control (unintelligible)

0127:15 R16 (unintelligible)

0127:45 NWA188 and northwest one eighty eight (unintelligible) kind of  
speed do you like to have

0127:47 R16 northwest one eighty eight ah speed your discretion

0127:50 NWA188 (unintelligible)  
0128

0128:02 R16 northwest one eighty eight fly heading two seven zero

0128:14 R16 northwest one eighty eight fly heading two seven zero

0128:18 NWA188 two seven zero northwest one eighty eight  
0129

0129:58 R16 northwest one eight eight cleared direct ollee gopher  
five arrival

0129:58 NWA188 direct \*(to) ollee for the gopher five arrival northwest  
one eighty eight

0130:29 R16 northwest one eighty eight contact minneapolis center  
one two one point zero five

0130:34 NWA188 one twenty one zero five northwest one eighty eight

0130:39 NWA188 (unintelligible) thanks for your help good day

0130:41 R16 (unintelligible) one eighty eight good day  
0131  
(0132-0135)  
0136

End of Transcript

\*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



# Federal Aviation Administration

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## Memorandum

Date: October 30, 2009  
To: System Ops Litigation  
From: Minneapolis Air Route Traffic Control Center  
Subject: INFORMATION: Partial Transcript  
Pilot Deviation NWA188  
Minneapolis, MN, October 22, 2009

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This transcription covers the Minneapolis Air Route Traffic Control Center (ARTCC) 10 R position for the time period from October 22, 2009, 0125 UTC, to October 22, 2009, 0149 UTC.

<u>Agencies Making Transmissions</u>	<u>Abbreviations</u>
Minneapolis ARTCC, Sectors Three and Four Controller	R3/4
Minneapolis ARTCC, Gopher Low Controller Northwest One Eighty Eight	R10 NWA188
Minneapolis ARTCC, TWINZ Low Controller	R06
Minneapolis Approach, North Feeder Controller	M98NF
Minneapolis Approach, Departure Controller	M98D

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject Pilot Deviation involving NWA188.

*Theodore N. Thomas*  
Theodore N. Thomas  
Acting Quality Assurance Manager  
Minneapolis ARTCC

0125  
(0126-0129)

0130  
0130:40 R3/4 three and four

0130:41 R10 sector ten point out east of siren northwest one eighty eight landing minneapolis (unintelligible)

0130:45 R3/4 northwest one eighty eight point out approved (unintelligible)



0130:46 NWA188 northwest one eighty eight with you ah we're going direct ollee and we're at twenty four

0130:50 R06 ah six

0130:51 R10 sector ten point out north of eau claire northwest one eighty eight landing minneapolis

0130:54 R06 northwest one eighty eight (unintelligible)

0130:55 NWA188 northwest one eighty eight's with you at two four zero

0130:58 R10 northwest one eighty eight minneapolis center roger for now cleared direct ollee for the gopher five arrival cross ollee intersection at and maintain one one thousand minneapolis altimeter three zero zero three

0131:09 NWA188 okay ollee at eleven and ah for the gopher five and ah expect runway three five

0131:13 R10 northwest one eighty eight ah i believe that's what you can expect ah approach will give you the final ah runway

0131:20 NWA188 okay thanks  
0132  
(0133-0138)  
0139

0139:28 R10 north feeder sector ten

0139:33 R10 apreq

0139:34 M98NF north feeder

0139:35 R10 northwest one eighty eight direct gopher for gopher five arrival i'll show departure

0139:40 M98NF (unintelligible) just put him over the arrival please

0139:44 R10 (unintelligible)  
0140  
0141

0141:18 M98D ten north line departure

0141:21 R10 sector ten

0141:23 M98D do you want to go ah direct gopher on one eighty eight

0141:25 R10 i did but feeder said he needs him over the arrival now  
(unintelligible)

0141:28 M98D oh okay (unintelligible)

0141:30 R10 thank you though  
0142  
0143

0143:53 R10 northwest one eighty eight contact minneapolis approach  
one two six point three five good night

0143:59 NWA188 twenty six thirty five northwest one eighty eight  
0144  
(0145-0148)  
0149

End of Transcript