

On Tue November 18, 2014 at approximately 01:30

Aircraft N30MB arrived at our facility to drop off and pick up cargo. When the captain walked up to the front desk I informed him that his company Central Air dispatch called looking for him, because they were unable to reach him. After informing him, I then continued to speak with him and noticed his hands were shaking. I asked him was everything okay, his response was my heater inside the aircraft was not working. After he made this statement I offered him hot coffee or hot chocolate. Once everything was loaded up I mentioned if he would like my jumpsuit for the ride to the next location, and his reply was I'll be ok. I was still concerned I then offered to give him two black garbage bags instead, he accepted my offer. The pilot went to the aircraft for departure; unfortunately he had two unsuccessful engine starts. At this time he ran back inside to request a GPU and informed me that when he was on the ground here at Atlantic Aviation MDW the heater started working again. He said the heater was left which caused the battery to drain. I connected a GPU to the aircraft for start-up, and after two more attempts this time with GPU he got the engines started and preceded to taxi out for take-off.

Kevin Calderon
Supervisor Line Service
Atlantic Aviation MDW

A large black rectangular redaction box covers the signature area. There are some faint, illegible handwritten marks above and to the right of the box.