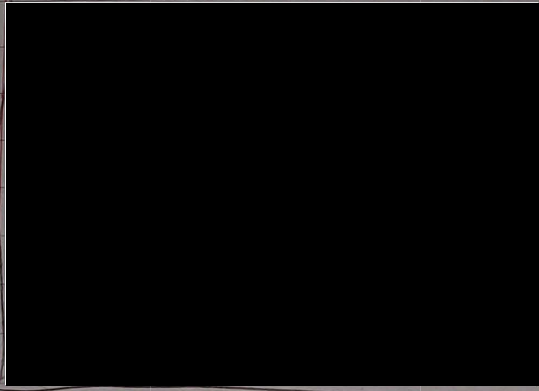


Documented 01/29/20  
@ 2130

EXPLAINED XPDR FUNCTIONS - OWNER SEEMED OK, LITTLE  
CONFUSED BUT UNDERSTOOD BASIC FUNCTIONS - DIDNT WANT TO GO  
INTO BLUETOOTH - KEPT SAYING NEW TECHNOLOGY WASNT FOR HIM  
THAT HIS 3 SONS WERE MORE INTO THAT AND THEY WOULD READ UP ON IT.  
OWNER HAD Q'S ABOUT SETTING UP DIRECT TO FLT PLAN ON GWS 430  
WHEN I STARTED EXPLAINING IT HE SEEMED TO REMEMBER AND  
EVENTUALLY REMEMBERED THE ICAO. I SHOWED HIM HOW TO SWITCH  
FROM GPS TO VLOC ON THE 430 AND HE WAS ABLE TO SEE  
THE NAV INDICATOR SWITCH TO VLOC. I HAD HIM SET THE  
XPDR TO ACT REPORTING AND TURN OFF BATT BECAUSE AT THIS  
TIME, WE WERE ON BATT FOR ABOUT 10 MIN AND I DIDNT WANT  
THE BATT TO DIE. AS I WAS GETTING OUT THE OWNER  
WAS TALKING ABOUT HOW HE LIKED THE PLATE BUT IT WAS TOO  
CRAWPED AND HARD TO MANUEVER AROUND TO GET OUT. I SAID JOKINGLY  
"JUST BUY A BIGGER PLATE", THE OWNER CHUCKLED AND SAID THEY  
WERE LOOKING TO SELL TO BUY AN ELDER KING AIR. I WENT BACK IN  
TO THE SHOP TO FINISH THE WORK ORDER I WAS PREVIOUSLY WORKING.  
ABOUT 20-30 MIN LATER I WAS ASKED TO GO BACK OUT AND LOOK  
AT THE DUKE'S AUDIO PAUL BECAUSE THE OWNER COULNT HEAR OR TALK  
TO TOWER. WHEN I GOT INTO PILOTS SEAT I NOTICED HIS MIC PLUG WAS  
NOT FULLY PUSHED INTO THE JACK. I ASKED HIM IF HE PULLED IT OUT ON  
ACCIDENT AND HE SAID THAT HE HAD TO FUSE IT THAT WAY BECAUSE OF  
A STERO, MOLD ISSUE. I NOTICED THERE WERE TWO MIC JACKS AND ONE  
PHONE JACK ON PILOTS SIDE. I TURNED POWER ON AND VERIFIED NO AUDIO ON  
HEADSETS. I PULLED PHONE JACK OUT TO 1<sup>ST</sup> DETENT AND COOT ATIS BUT STILL NO  
MIC, I SWAPPED TO OTHER MIC JACK AND WAS ABLE TO RECEIVE + XM IT ON  
#1 COMM AND BOTH A+B COMS. ADVISED THAT JACKS NEED TO BE REPLACED



COMTS:

TO STEREO JACKS TO BE COMPATIBLE WITH THE HEADSETS  
THEY WERE USING TO FLY WITH. OWNER SAID HE WOULD JUST  
MAKE SURE TO ONLY SEND PHONE IN 1/2 WAY.

From

Dennis Henderson

Aurora's Technician  
that encountered  
customer on the  
ramp.

CLD

## Lynn Beard

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**From:** Front Desk  
**Sent:** Wednesday, January 29, 2020 8:33 PM  
**To:** Lynn Beard  
**Subject:** N50JR

At approximately 1:45PM-2PM, James Nyerges walked into the lobby and asked to speak to the Avionics Manager. I called Stuart Douglas to the front desk and he took Mr. Nyerges back to the Avionics Shop. They came back to the front desk and Stuart said that Mr. Nyerges was picking up N50JR. Mr. Nyerges pulled out a blank check and asked myself and Stuart if we could fill out the check, we both explained that we were not comfortable filling out the check for him. Mr. Nyerges stated that he would need fuel. I asked if he wanted to pay for the Avionics work and the fuel together or separately. After 5-10 minutes of thinking he decided that he would pay separately. I received the check at 2:28Pm. Overall it took Mr. Nyerges almost 20 minutes to fill out the check. After he handed me the check, he stated he would need 20 gallons per side of 100LL. I called this out over the radio. Once I had fuel meters, I let him know how much the fuel cost would be and he handed me a Credit Card to pay for the fuel. Mr. Nyerges seemed very sporadic throughout my whole interaction with him. Mr. Nyerges came back in again later and asked to speak to Stuart again. He stated to Stuart that he didn't know what he was doing wrong, but that he couldn't get something(I'm not sure what as they were walking out the door into the hangar at that point)started.

Sincerely  
Juliann Kelley  
Abilene Aero, Inc.  
Customer Service Representative  
[REDACTED]

## Lynn Beard

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**From:** Stuart Douglas  
**Sent:** Wednesday, January 29, 2020 8:59 PM  
**To:** Lynn Beard  
**Subject:** N50JR

Hello Lynn

I spoke with the pilot for about 30-45 minutes, he seemed confused and his decision process slow. During the payout process, He requested we fill out the blank check he brought, Juliann and myself declined and it took him several minutes to complete the check.

During this time he requested 20 gal a side be put in the plane.

After paying we walked out to the plane.

He was given a transponder checkout. During the checkout line service checked and added air to his tires as he requested.

Afterwards he made another trip to restroom.

Then went back to the aircraft, started and remained stationary for several minutes.

He shutdown came back inside saying he could not reach the tower.

I sent Dennis out with him to check out the problem, troubleshot and found the headset was not plugged in fully.

Dennis called tower and checked the radios. Op checked good.

Pilot then restarted and left Abilene Aero around 4:00.

Thanks

Stuart

Sent from my iPhone