



**DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**  
**REPORT OF AIRCRAFT ACCIDENT**  
(Continuation Sheet)

REPORT DATE

October 26, 2020

REPORT NO.

20-001-BUF

NAME OF REPORTING FACILITY

Manchester ATCT (MHT)

14. CHRONOLOGICAL SUMMARY OF FLIGHT  
October 02, 2020

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME  
UNLESS OTHERWISE SPECIFIED

1404 N965DM calls Clearance Delivery (CD) for clearance to Buffalo (BUF). CD responds with the clearance.

1411 N965DM calls Ground Control (GC) for taxi.

1413 Local Control (LC) clears N965DM for takeoff RWY 6 heading 320 after departure.

1419 LC instructs N965DM to contact Boston Departure.

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No More Follows



DEPARTMENT OF TRANSPORTATION  
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**REPORT OF AIRCRAFT ACCIDENT**  
(Continuation Sheet)

REPORT DATE

October 07, 2020

REPORT NO.

20-001-BUF

NAME OF REPORTING FACILITY

Boston Consolidated TRACON (A90)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

October 02, 2020

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME  
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1418 N965DM auto-acquires on radar out of 800 feet after departing Manchester Airport (MHT).

1420 The East Sector (SE) at Boston Consolidated Terminal Radar Approach Control (A90) radar identified N965DM out of 2,800 feet and instructed N965DM to climb and maintain 7,000 feet and turn left to a heading of 270. The pilot readback the instructions.

1421 SE instructed N965DM to climb and maintain 10,000 feet. N965DM acknowledged.

1424 SE instructed N965DM to contact Boston Center on 123.75 and the pilot acknowledged as the aircraft was leaving 8,000 feet.

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**DEPARTMENT OF TRANSPORTATION  
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**REPORT OF AIRCRAFT ACCIDENT**  
(Continuation Sheet)

REPORT DATE

October 19, 2020

REPORT NO.

20-001-BUF

NAME OF REPORTING FACILITY

Boston ARTCC (ZBW)

14. CHRONOLOGICAL SUMMARY OF FLIGHT  
October 02, 2020

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME  
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- 1424 N965DM checked in leaving 8400 feet for 10000 feet with the ZBW Gardner Sector Radar Position (R36). R36 acknowledged N965DM's check in and issued climb to Flight Level (FL) 230.
- 1425 N965DM acknowledged climb to FL230.
- 1432 R36 issued N965DM a weather call for moderate precipitation 12 o'clock, 35 miles, 40 miles in diameter. N965DM acknowledged.
- 1435 R36 frequency changed N965DM to Boston Center 135.32, N965DM read back 125.32, R36 caught the read back error and issued the frequency again in group form.
- 1436 N965DM acknowledged the correct frequency with R36. N965DM checked in with ZBW Plattsburg Sector Radar Position (R53) leaving twenty-two thousand three hundred feet for FL230. R53 acknowledged N965DM's check in and issued a climb to FL280. N965DM acknowledged climb to FL280.
- 1437 N965DM called R53. R53 advised a different aircraft to go ahead. N965DM asked if he was cleared direct Uniform Charlie Alpha. R53 did not respond.
- 1438 N965DM called again. R53 acknowledged N965DM, N965DM asked if he was cleared direct Uniform Charlie Alpha. R53 advised N965DM affirmative, cleared direct Utica. N965DM acknowledged cleared direct Utica.
- 1449 R53 issued Hazardous Inflight Weather Advisory broadcast for Airmen's Meteorological Information (AIRMET) updates Sierra, Tango, Zulu for the Northeast and coastal waters for mountain obstruction, turbulence and icing available Flight Service.
- 1451 R53 initiated frequency change for N965DM to contact Boston Center on 123.87. N965DM acknowledged the frequency change.
- 1452 N965DM checked in with ZBW Utica Sector Radar Position (R09) level at FL280. R09 acknowledged N965DM.
- 1505 Position Relief Briefing took place at R09.
- 1513 R09 initiated frequency change for N965DM to contact Boston Center on 135.25. No response.



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Boston ARTCC (ZBW)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

- 1514 R09 initiated frequency change for N965DM to contact Boston Center on 135.25. N965DM acknowledged 135.25. N965DM checked in with R53 level at FL280. R53 advised N965DM he reached the frequency in error and to return to his previous.
- 1515 N965DM said to say again, R53 did not respond.
- 1516 ZBW Watertown Sector Radar Position (R08) broadcasted for N965DM, no response. R08 broadcasted again for N965DM, no response.
- 1518 R08 broadcasted again for N965DM, no response. R09 broadcasted for N965DM, no response.
- 1519 R08 broadcasted again for N965DM, no response.
- 1520 R08 updated the fourth line of N965DM's data block to indicate No Radio (NORDO). R08 broadcasted on guard (121.5) for N965DM if he heard him to contact him on 135.25 and reiterated thirty-five, twenty-five. No response from N965DM.
- 1521 ZBW Watertown Sector Radar Associate Position (RA08) called Cleveland Center and advised N965DM was NORDO heading to Buffalo. RA08 advised Cleveland Center they had tried N965DM on guard frequency and the previous sector and received no joy on either. RA08 also advised the Supervisor was informed. Cleveland Center acknowledged the coordination and accepted the automated handoff on N965DM. R09 broadcasted for N965DM, no response.
- 1523 R08 broadcasted again for N965DM, no response.
- 1532 Cleveland Center called the ZBW Operations Manager in Charge Position (OMIC) to verify the facility had spoken with N965DM. OMIC advised she was informed N965DM was NORDO from ZBW to Cleveland Center and should be on frequency 128.02. Cleveland Center asked the OMIC if ZBW spoke to the aircraft, the OMIC advised the facility had.
- 1533 R09 broadcasts for N965DM and advised if they could hear the Center to IDENT. The OMIC advised Cleveland Center that ZBW had frequency changed N965DM to 128.02 and the Supervisor had reviewed the FALCON and said the pilot read back the clearance but then did not respond. Cleveland Center acknowledged. OMIC advised she had not informed the Domestic Events Network (DEN) and asked Cleveland Center if they wanted her to do so. Cleveland Center advised they were watching him and he had yet to descend but were concerned it may be something else. The OMIC said the DEN needed to be informed, Cleveland Center advised they would call the DEN, the OMIC acknowledged.



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Boston ARTCC (ZBW)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

1555 Cleveland Center called ZBW Area A Supervisor Position (SUPA) and asked if he called earlier about a NORDO, N965DM. SUPA advised he did and questioned if the aircraft had been found. Cleveland Center advised he came up on Buffalo Approach's frequency about thirty miles out.

1556 Cleveland Center advised SUPA that N965DM then began a 5,000 foot per minute descent and went coast track about fifteen miles east of the airport and search and rescue had begun. Cleveland Center advised SUPA they wanted to let him know in case statements were needed. SUPA asked if it was presumed that the aircraft did not make the airport. Cleveland Center advised he did not have a definitive answer. SUPA advised he had been trying to review FALCON to determine if N965DM had taken the right call. Cleveland Center advised the aircraft would have come up on 126.15 or 126.5.

1557 Cleveland Center advised SUPA if he could pull that up he might hear the check in by the aircraft. SUPA acknowledged.

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REPORT DATE

November 06, 2020

REPORT NO.

20-001-BUF

NAME OF REPORTING FACILITY

Cleveland ARTCC (ZOB)

14. CHRONOLOGICAL SUMMARY OF FLIGHT  
October 02, 2020

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME  
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- 1520 Cleveland Center (ZOB) was not in communication with N965DM. RADAR/SAR files and I/O STH/NTAP and ERAM files being retained at ZOB
- 1521 ZBW Watertown Sector Radar Associate Position (RA08) called Cleveland Center and advised N965DM was NORDO heading to Buffalo. ZBW sector RA08 advised Cleveland Center they had tried N965DM on guard frequency and the previous sector and received no joy on either. ZBW RA08 also advised the Supervisor was informed. Cleveland Center acknowledged the coordination and accepted the automated handoff on N965DM. ZBW sector R09 broadcasted for N965DM, no response.
- 1522 Cleveland Center ZOB sector R33, which would be Area 3 low sectors combined, calls N965DM on guard with no response.
- 1523 Cleveland Center ZOB sector R36, which would be Area 3 Highs combined, calls N965DM and asks the aircraft to IDENT. No IDENT received.
- 1524 ZOB R33 Calls N965DM on Guard with no response.
- 1527 ZOB R36 calls traffic for JIA9948 at 29,000 feet about merging target NORDO N965DM 1000 feet below.
- 1528 ZOB R33 Calls N965DM no response. ZOB R33 calls N965DM on Guard no response.
- 1530 ZOB R33 calls N965DM no response. ZOB R36 calls N965DM again with no response. ZOB R33 Calls N965DM on guard. No response.
- 1531 ZOB R33 calls N965DM no response.
- 1532 Cleveland Center called the ZBW Operations Manager in Charge Position (OMIC) to verify the facility had spoken with N965DM. OMIC advised she was informed N965DM was NORDO from ZBW to Cleveland Center and should be on frequency 128.02. Cleveland Center asked the OMIC if ZBW spoke to the aircraft, the OMIC advised the facility had.
- 1533 ZBW Sector R09 broadcasts for N965DM and advised if they could hear the Center to IDENT. The OMIC advised Cleveland Center that ZBW had frequency changed N965DM to 128.02 and the Supervisor had reviewed the FALCON and said the pilot read back the clearance but then did not respond. Cleveland Center acknowledged. OMIC advised she had not informed the Domestic Events Network (DEN) and asked Cleveland Center



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Cleveland ARTCC (ZOB)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

if they wanted her to do so. Cleveland Center advised they were watching him and he had yet to descend but were concerned it may be something else. The OMIC said the DEN needed to be informed, Cleveland Center advised they would call the DEN, the OMIC acknowledged. Also, ZOB R33 Calls BUF Apch to tell them that N965DM is NORDO and that they're continuing to contact him. BUF Apch says they'll see if he's based there and try to get more information.

1534 ZOB R36 calls N965DM again and asks aircraft to IDENT. No response.

1536 ZOB R33 calls N965DM on guard and asks to IDENT twice. No response.

1537 About this time BUF Apch takes handoff. Time can't be verified on Falcon.

1538 ZOB R36 calls N965DM again. No response.

1540 ZOB R33 Points out N965DM to Centralia, a Toronto Center sector, in case he doesn't descend. BUF APCH calls ZOB R33 and says that N965DM contacted them. ZOB R33 gives BUF Apch control to descend.

1542 N965DM starts to descend from 280,000 feet.

1543 ZOB R33 calls BUF APCH and gives control for turns on N965DM and tells them that point outs were taken care of with Toronto Center. ZOB R33 calls Toronto Center and informs them that control was given to BUF APCH for descent and turns.

1555 Cleveland Center called ZBW Area A Supervisor Position (SUPA) and asked if he called earlier about a NORDO, N965DM. ZBW SUPA advised he did and questioned if the aircraft had been found. Cleveland Center advised he came up on Buffalo Approach's frequency about thirty miles out.

1556 Cleveland Center (ZOB) advised ZBW SUPA that N965DM then began a 5,000 foot per minute descent and went coast track about 15 miles east of the airport and search and rescue had begun. ZOB advised ZBW SUPA they wanted to let him know in case statements were needed. Cleveland Center advised ZBW SUPA that N965DM then began a 5,000 foot per minute descent and went coast track about fifteen miles east of the airport and search and rescue had begun. Cleveland Center advised ZBW SUPA they wanted to let him know in case statements were needed. ZBW SUPA asked if it was presumed that the aircraft did not make the airport. Cleveland Center advised he did not have a definitive answer. ZBW SUPA advised he had been trying to review FALCON to determine if N965DM had taken the right call. Cleveland Center advised the aircraft would have come up on 126.15 or 126.5.



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20-001-BUF


NAME OF REPORTING FACILITY

Cleveland ARTCC (ZOB)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

No More Follows



 <b>DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION</b> <b>REPORT OF AIRCRAFT ACCIDENT</b> (Continuation Sheet)	REPORT DATE November 03, 2020	REPORT NO. 20-001-BUF
	NAME OF REPORTING FACILITY Buffalo ATCT (BUF)	

14. CHRONOLOGICAL SUMMARY OF FLIGHT  
October 02, 2020

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1533 CLEVELAND CENTER BUFFALO SECTOR (ZOB-BUF) CONTACTED BUF EAST RADAR (ER) CONTROLLER REFERENCE N965DM NO RADIO COMMUNICATION (NORDO) STATUS.

1535 ER ATTEMPTED TO CONTACT WITH N965DM. NO RESPONSE.

1537 ER INFORMED TRACON SUPERVISOR (TRCIC) OF NORDO STATUS N965DM. AUTOMATED RADAR HANDOFF FROM ZOB ACCEPTED.

1538 ER CONTACTED GROUND CONTROL/LOCAL CONTROL (GC/LC) POSITION AND INFORMED THEM THAT N965DM WAS NORDO STATUS AND REQUESTED THE GC/LC CONTROLLER TO ATTEMPT TO CONTACT N965DM. GC/LC ATTEMPTED TO CONTACT N965DM. NO RESPONSE. GC/LC COORDINATED NO RESPONSE TO ER.

1540 N965DM CONTACTED BUF ER AND ADVISED THEY HAD LOST COMMUNICATION WITH CLEVELAND CENTER AND ARE LEVEL AT 28000 FEET. ER ACKNOWLEDGED N965DM AND ASSIGNS MAINTAIN 28000 FEET WHILE WORKING ON LOWER ALTITUDE.

1541 ER ISSUED DESCENT CLEARANCE TO 8000 FEET. N965DM RESPONDED DESCENDING TO 8000 FEET. ER ASKED IF EVERYTHING IS OKAY. N965DM RESPONDED YES SIR EVERYTHING IS FINE.

1542 ER GAVE DIRECT BUFFALO AIRPORT AND TO EXPECT VECTORS TO LEFT DOWNWIND ILS RUNWAY 23. N965DM ACKNOWLEDGES.

1543 CLEVELAND CENTER-BUFFALO SECTOR (ZOB-BUF) COORDINATED THAT ER HAS CONTROL FOR TURNS FOR N965DM AND ALL POINTS OUT ARE COMPLETED.

1544 ER ASKED N965DM WHERE WAS HE HEADED N965DM GAVE A GARBLED RESPONSE ER STATED SEVERAL TIMES FOR N965DM TO STOP DESCENDING AND TO MAINTAIN 10000 FEET. ER THEN REQUESTED N965DM TO STOP HIS DESCENT, LEVEL HIS WINGS AND MAINTAIN ANY ALTITUDE. ER THEN STATED FOR N965DM TO STOP DESCENT SEVERAL MORE TIMES WITH NO RESPONSE.

1545 ER AGAIN REQUESTED THAT N965DM STOP YOUR DESCENT AND IF HE HEARS BUFFALO APPROACH. NO RESPONSE FROM N965DM. ER LOST RADAR CONTACT WITH N965DM AND BROADCASTED RADAR CONTACT LOST. ER ATTEMPTED TO CONTACT N965DM ONE MORE TIME WITH NO RESPONSE.

1547 911 CALLED.

Block 12. ATO Personnel Involved, Continued.  
Steven Morrison (WS), ZBW ARTCC, R08 R



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REPORT DATE

November 03, 2020

REPORT NO.

20-001-BUF

NAME OF REPORTING FACILITY

Buffalo ATCT (BUF)

14. CHRONOLOGICAL SUMMARY OF FLIGHT

Jason Hahn (JH), ZBW ARTCC, RA08 RA  
Karen Cabral (SM), ZBW ARTCC, OMIC O  
Ryan Bellabona (BZ), ZBW ARTCC, SUPA O  
Roger Lee (RL), ZOB ARTCC, R33 R  
Anthony Berrios (AR), ZOB ARTCC, R36 R  
Robby Bricker (RZ), ZOB ARTCC, R33 R  
Mike Roberts (MR), ZOB ARTCC, OS 3\_2 O  
Kevin Vara (VK), BUF ATCT, ER AR  
James Cox (JJ), BUF ATCT, TRCIC CI  
Daniel Lewis (DJ), BUF ATCT, GC GC

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No More Follows