

5/30/2024

FOR YOUR INFORMATION

2024-109/8-9

To: FAA (AFS-400)

2109357

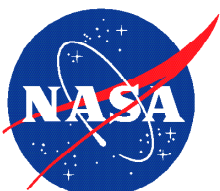
Info: FAA (AVP-1, ANG-1, AVP-200, AFS-900, AFS-280, AFS-100, AFS-200, Director of Air Traffic Operations - WSA, CSA, ESA (North and South)), A4A, ALPA, AOPA, APA, ASAP, ATSAP, ATSG, CAPA, ICAO, ICASS, IFALPA, NAFI, NATCA, NBAA, NTSB, RAA, SWAPA

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: CPDLC Clearance Confusion

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 2109357

DATE / TIME

Date of Occurrence	202404
Local Time Of Day	1201 to 1800

PLACE

Locale	ZZZ.ARTCC
State	US
Altitude - MSL	38000

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center	ZZZ
Make Model Name	B737-700
Operating Under FAR Part	121

COMPONENT 1

Aircraft Component	Communication Systems
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PERSON 1

Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Flying
ASRS Report Number	2109357

EVENTS

Anomaly	Aircraft Equipment Problem - Less Severe
Anomaly	ATC Issue - All Types
Anomaly	Deviation - Altitude - Undershoot
Anomaly	Deviation / Discrepancy - Procedural - Clearance
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Deviation / Discrepancy - Procedural - Security
Anomaly	Inflight Event / Encounter - Other / Unknown
Detector - Automation	Air Traffic Control
Detector - Person	Air Traffic Control
Result - Air Traffic Control	Issued New Clearance

NARRATIVE 1

Level at cruise FL380. Center stated he uplinked a clearance for us to descend and maintain FL340. The clearance showed accepted on Center's system. We never received, and therefore never accepted, any descent clearance. After being informed of the discrepancy, both pilots double checked the CPDLC log and there was no descent clearance in the log. This highlights the issue that CPDLC clearances do not contain an aircraft call sign. There is no way for pilots to ensure the communication was intended for their aircraft. Either a different aircraft somehow received our CPDLC clearance and accepted it, or Center's system showed accepted for a clearance that we never received. Either is a major safety issue.

SYNOPSIS

B737 First Officer reported ATC issued a descent clearance by CPDLC to the aircraft in cruise flight which was accepted in the ATC system, but the flight never received the clearance to allow acceptance.