

12/16/2025

**FOR YOUR INFORMATION**

2025-326/6-35

To: FAA (ATM ZLC ARTCC, AJW-19)

2300408

Info: FAA (AVP-1, AVP-200, AFS-260, AFS-200, Director of Air Traffic Operations CSA),  
A4A, AAAE, ALPA, AOPA, APA, ASAP, ATSG, EAA, ICAO, ICASS, IFALPA, IPA,  
NAFI, NBAA, NTSB, RAA, SWAPA

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

Re: ZLC Communications Radio Issue

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](mailto:becky.l.hooey@nasa.gov).



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



## ACN 2300408

### DATE / TIME

Date of Occurrence	202510
Local Time Of Day	1201 to 1800

### PLACE

Locale	ZLC.ARTCC
State	UT
Altitude - MSL	29000

### AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center	ZLC
Make Model Name	Military

### AIRCRAFT / EQUIPMENT Y

ATC / Advisory - Center	ZLC
Make Model Name	Small Transport
Operating Under FAR Part	91

### PERSON 1

Function - Air Traffic Control	Enroute
ASRS Report Number	2300408

### EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Detector - Person	Air Traffic Control

### NARRATIVE 1

Radio issues continue to affect Sector 41. I took radar on Aircraft X from ZSE and I believe I heard the standard "2" callout from the wingman as they change frequencies but never heard Lead's check-on. A frequency was remote muted due to some issues, so I turned it back on and tried Aircraft X again with no response. Called ZSE and they tried Aircraft X with no response. I then broadcasted on VHF Guard for Aircraft X and Aircraft Y in the area at 360 keyed up to say that Aircraft X was on frequency. I change radio configurations to every combo (primary/secondary) I could think of over a few minutes and never heard them. Aircraft X travelled about 75 miles in my airspace before I finally received a radio check transmission from them. When I answered, they said they heard me loud and clear and requested a descent. I coordinated their descent with the low controller and when I issued it I did not get a readback. I issued it several times on different transmitters, never receiving a readback, when I went to ask for an aircraft to relay I observed the flight descending. I then shipped them to the low sector, again not receiving a readback.

Around the same time I worked Aircraft Y across the northeast corner of my airspace. When they checked on they were weak but said they had me loud and clear. When it came time to ship them I could not reach them. Had to try multiple transmitters before Backup Emergency Communications (BUEC) finally reached them, which is unusual.

I reported Aircraft X as being half NORDO to the Supervisor and he went and reported it to Operations. When he came back he said they advised it was "a known problem."

I'm not sure how I'm supposed to affect positive separation in my airspace if I routinely cannot talk to or hear airplanes.

Recommendation: The radios need [to be] fixed.

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## **SYNOPSIS**

ZLC Controller reported having communication problems with an aircraft and later learned that this is a known issue with the radio.