

2/11/2026

FOR YOUR INFORMATION

2026-50/6-6

2315624

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

Info: FAA (AVP-1, AVP-200, AFS-260, AFS-200, Director of Air Traffic Operations CSA),
A4A, AAE, 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 Facility Communication Line Reliability

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 2315624

DATE / TIME

Date of Occurrence 202512
Local Time Of Day 0001 to 0600

PLACE

Locale ZLC.ARTCC
State UT
Altitude - MSL 8600

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center ZLC
Make Model Name Commercial Fixed Wing

COMPONENT 1

Aircraft Component GPS & Other Satellite Navigation

PERSON 1

Function - Air Traffic Control Enroute
ASRS Report Number 2315624

EVENTS

Anomaly Aircraft Equipment Problem - Less Severe
Anomaly ATC Issue - All Types
Anomaly Deviation / Discrepancy - Procedural - Published
Material / Policy
Anomaly Ground Event / Encounter - Ground Equipment Issue
Anomaly Inflight Event / Encounter - CFTT / CFIT
Detector - Automation Air Traffic Control
Result - Air Traffic Control Issued New Clearance

NARRATIVE 1

Aircraft X on RNAV31 approach to KUN. Aircraft lost GPS capability for the approach crossing JUNOL, still on a NE heading past the turn at JUNOL and headed toward the mountains the run along the east side of SUN. Tower called and informed that the pilot had a GPS problem and couldn't continue the approach, and they needed a heading and altitude to issue. At this point the aircraft was at 086 in a 100 MIA, and headed toward a mountain range with a 109 MIA. I issued left 160 heading and 120 altitude. I was fully aware that the aircraft was below the MIA, but considering the situation (IMC with a loss of gps navigation and the proximity to even higher terrain and mountains), I felt it was an emergency situation that required immediately getting the aircraft turned away from the mountains while climbing. After giving the tower time to issue the clearance, I called them back (this took much longer than normal because the shout line to the tower was partially out of service, so after trying, I had to call the phone number instead) and asked them to issue a low altitude alert to the aircraft who was still well below the terrain in a 100 MIA. By the time this was relayed to the tower controller they had already shipped the aircraft back to me and they were climbing out of 100 clearing the MIA, so the low altitude alert was never relayed to the pilot.

Fix our communication lines. The shared TWF/SUN shout line has regularly had problems and outages over the past couple years, much more than other lines to other facilities, and it's the one we use the most so it is a major problem. This line needs to be fixed properly so this doesn't continue to be a recurring issue in the area.

Although that wouldn't have changed the instructions to the pilot which was relayed over the shout line when tower called us, it would have allowed for a timely issuance of a low altitude alert to the pilot.

SYNOPSIS

ZLC Controller reported chronic communication line failure to Control Tower resulted in aircraft entering a higher MVA and a CFTT event.