



RECORD OF CONVERSATION

Timothy N. Sorensen
Aviation Accident Investigator
Central Region

Date: May 17, 2022
Person Contacted: Lazaro Bravo, Million Air
NTSB Accident Number: CEN22LA190 – Houston, Texas

Mr. Bravo provided the following statement on behalf of Million Air FBO:

On May 6th, 2022, aircraft tail number XBFQS - a Cessna 421C of Mexican registry ("Aircraft") was fueled at Million Air Houston. A Mr. Ruben Bordes Jr. ("Mr. Bordes Jr."), a passenger on the Aircraft and the son of the Pilot, approached the FBO front counter to place an order for fuel. Million Air Customer Service Representative (CSR) Araceli Oviedo greeted Mr. Bordes Jr. and took the fuel order. As the fuel order was being placed, Ms. Oviedo wrote down the specifics of the order "70 neg each" on a green Post-it-note and then read the order back to Mr. Bordes Jr. to confirm the details of the order. Once the order was confirmed, Ms. Oviedo called out the order via the FBO's front desk radio to a Line Service Professional (LSP) Antoine (Tony) Baba for 70 gallons each wing - negative. Mr. Baba then drove the fuel truck to the Aircraft and commenced fueling the Aircraft with a total of 140 gallons of Jet A negative, 70 gallons each wing. Mr. Baba then electronically recorded the volume of fuel dispensed and pulled away from the Aircraft.

At around 13:24 pm, according to the front desk video, Mr. Bordes Jr. and his father - Mr. Ruben Bordes Sr. ("Mr. Bordes Sr.") approached Sabrina Elias, the Customer Service Manager (CSM) at the front desk and asked Ms. Elias if the Aircraft could be moved closer to the Lobby to aid in passenger loading. Ms. Elias, then inquired when the Aircraft would be departing and Mr. Bordes Jr. responded "as soon as possible". Ms. Elias then requested that an LSP move the Aircraft closer to the lobby as Mr. Bordes Jr. had requested. In this same conversation, Mr. Bordes Jr. requested to pay the fuel invoice. Ms. Elias, the CSM discussed fuel pricing and discounts with Mr. Bordes Jr. and Mr. Bordes Sr. After determining that a fuel discount was available, Ms. Elias applied the discount, tore up the first invoice and printed a new invoice reflecting the fuel discount. Ms. Elias then placed the second invoice on the counter and can be seen going over the invoice with the Mr. Bordes Jr. and Mr. Bordes Sr. on the front desk video. This second invoice was then paid with a credit card by Mr. Bordes Sr, and he signed the invoice. Mr. Bordes Sr. was then given a copy of the second invoice for his records. After moving a short distance from the CSR counter, Mr. Bordes Sr. can be seen on the front desk video stopping and examined the second invoice once again, before moving fully away from the front CSR counter.

Araceli Oviedo

05/07/2022

05/06/2022

Friday afternoon, I was helping a customer through the phone regarding a receipt from a few weeks ago. While I was looking for a few emails, I saw the crew for XB FQS needing assistance. I helped the crew for XB FQS with their fuel request only. The crew had requested with me 70neg each wing. Jet A and Avgas was not mentioned in this conversation. Every time I get a request, I always do the same two things – write it down on paper and repeat the order to the crew to get it confirmed. With that being said, I called it out on the radio after confirmation from the crew and got the fuel confirmed by line service. Line service did not ask me if this was Jet A/Avgas. Neither did line service ask me to repeat the order to them. Right after I called out the order, I finished helping the first customer out and that was the end for my shift.

This was my only interaction with XB FQS.



05/07/2022

05/06/2022

To whom it may concern,

My name is Antoine Baba, on this date of May 6th, 2022, a fuel load of 70 gallons aside negative was called out. I was in a Jet-A fuel truck and decided to go fuel the aircraft, when I got to the aircraft, I noticed there was no decals, and I had my doubts. So, I asked to verify the order and when it was confirmed I went ahead and fueled the aircraft. I filled the aircraft with 140 gallons of Jet-A negative and pulled off.

Antoine Baba

A handwritten signature in black ink is written over a solid black rectangular redaction bar. The signature is cursive and appears to read 'Antoine Baba'.

To whom it may concern:

My first interaction with the crew of XBFQS was when the pilot came to the front desk to ask if the line service personnel were going to have their aircraft moved closer to the ramp for departure. I called out on the radio and asked for them to do so. Line Service asked when they were departing, I said as soon as they do so. At this time, he asked for his invoice, I asked him if he was using contract fuel he said no, and I said let me give you a discount. I printed the invoice for the two gentlemen to go over it, I explained the invoice to them line by line, he then gave me the credit card to run the charges and I printed it out the final invoice and had him sign it. The last interaction I had with the crew member was when I said my farewell goodbye.


Sabrina Delgado

5/7/2022 @2018