

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)

Case

00180702

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Case Number 00180702


Previous Case ID  11058364Case Owner  Michael Axdorff

Account Name Certo Brothers - West Seneca, NY

Contact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  4Priority Description  Intermittent Problems**Information**

Subject mole cart is not moving

Description mole cart is not moving

Resolution  outdated case. Open a new one if they call back.**System Information**

Date/Time Opened 8/2/2007 9:46 AM

Date/Time Closed 10/4/2007 2:51 PM

Created By Michael Axdorff, 8/2/2007 9:46 AM

Last Modified By Derek Camp, 1/22/2015 8:30 AM

**Comments**

## Comments

| Public Comment   | Name             | Date Time         |
|--|------------------|-------------------|
| I connected and did some research about the TCar system  | Tony Dunckel     | 9/22/2014 9:50 AM |
| Bill called back in and would like to know the cause of this problem. I looked in the data base and could not find any reason for it. He gave me an instance of the problem is was.<br>command: 58,84,1003, 1<br>CC-1 Command showed: 58,84,44<br><br>This caused the car to stop and not move till he manually confirmed it. Since I was unable to find any issues with this in the log I asked if this is something that we could get Mahes involved with tommorow. He said that was fine.   | Tony Dunckel     | 9/22/2014 9:50 AM |
| 10:00 called Bill but had to leave a voicemail with my name and number   | Michael Axdorff  | 9/22/2014 9:50 AM |
| 1:30 PM - Joe Certo called to see what the status was on this call. I called Mahes Ramados who says that this is a controls problem. I called Chris Yoder and made him aware of the problem. I emailed him the heat call. I called Joe and advised him to get his people to focus on this first thing tonight and call the TSD when they are ready to troubleshoot. He said they would call in and refer to this heat call. I called Chris back. He will be standing by for the TSD to engage him tonight. according to the employee directory his cellular is (616) 302-5149 . - 2:00 PM (this time is accounted for) | Jeffrey Peterson | 9/22/2014 9:50 AM |
| restarted the Tcar process and asked John to manually confirm the cart to see if it would move on its own. John called back and said the cart will only move in manual.  | Michael Axdorff  | 9/22/2014 9:50 AM |
| I discussed the issue with Mike A and contacted the customer. I went online with the processor and determined that the T-Car was not moving because it did not have any new missions to perform.<br><br>Mike acknowledged a mission and the T-Car received a new mission and appeared to run correctly for the next available mission.   | Michael Raymond  | 9/22/2014 9:50 AM |
| I brought Mahes in on the call to help us. He had me manually confirm a Tcar mission from the PLC Commands screen on the RapidROUTE Screen. Once we did this the cart took off running normally  | Michael Axdorff  | 9/22/2014 9:50 AM |
| Bill   | Robert Riddering | 9/22/2014 9:50 AM |

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