

Case **11241985**

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Case Detail

Case Number	11241985	Previous Case ID	<input type="checkbox"/>
Case Owner	<input type="checkbox"/> <u>Jamie Chrisman</u>		
Account Name	<u>Certo Brothers - West Seneca, NY</u>		
Contact Name	<input type="checkbox"/> <u>John Maddigan (Operations)</u>		
Status	<input type="checkbox"/> Closed		
Category	<input type="checkbox"/> Electrical		
Priority	<input type="checkbox"/> 1		
Priority Description	<input type="checkbox"/> System Down		

Information

Subject	Safety doors on outbound car #4610A won't open, shut or operate. TC4620 outbound
Description	Safety doors on outbound car #4610A won't open, shut or operate. TC4620 outbound
Resolution	<input type="checkbox"/> walked the site through the process to request access for the TCars. This also resolved the failure to request access.

System Information

Date/Time Opened	3/1/2015 8:36 PM	Date/Time Closed	3/2/2015 1:53 PM
Created By	<u>Jeffrey Peterson, 3/1/2015 8:36 PM</u>	Last Modified By	<u>Denise Garcia, 6/22/2015 9:27 AM</u>

Comments

Comments

Public Comment	Name	Date Time
Technical Response Called and left a VM for John and also emailed him for a update.	Jamie Chrisman	3/2/2015 12:00 PM
Technical Response John is reporting that he could not access the TCAR 4600 or request access. I went online and found that there was a timer of some sort coming from F8:11 that was holding the request access to enter up. We did find that if we hit the estop on CC14 and then request access he could access the system. Currently it appears that everything is working but John reported it will take about a hour for product to reach this area so we really do not know until product arrives.	Jamie Chrisman	3/1/2015 8:49 PM

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