



January-25-13 9:49 AM

Attn: NEE Service Managers and DSS Subcontractors

This notice applies to a select group of sites only

Affected Sites:

Only sites that are part of the SPOT/Software upgrade program as administered by GVR are affected. This includes SPOT Software upgrade and changing the CRIND Baud rate to 19200.

If a site experiences problems and is not part of this select group please follow the standard troubleshooting process.

Issue Explanation:

Some Suncor sites have been experiencing problems when a guest buys a carwash at the CRIND after the SPOT/Software (50.2.13P)/BAUD rate has been changed to 19200. When this problem occurs the CRIND will prompt **"PRINTING / PRINTER OUT OF ORDER"**, and then it will eventually print the wash ticket after a delay.

Action Required:

While performing the SPOT/Software upgrade program work and the SPOT has been upgraded to software package version 50.2.13P and the BAUD rate has been changed to 19200 it is **IMPERATIVE that the technician buys a CARWASH ticket only at the CRIND and watch for the PROMPTS noted above.** The technician can get the cashier to refund the wash ticket if needed.

- 1) If the WASH TICKET prints normally and the technician does NOT see the issue noted above, NO further action is required
- 2) If the technician runs into this situation they are to contact their service manager for further troubleshooting or clarification of the exact issue.
If all of the required troubleshooting has been performed and assistance is still required the technician is to contact Gilbarco TAC.
Gilbarco TAC will escalate to Hafiz Mohammed or Mike Joyner who will work with Suncor's Site Systems Support as needed and you/ the technician will be advised of the next steps required.
- 3) If the technician encounters this issue they are to record their time and materials, and notify Lutchmin Maharaj (lmaharaj@nee.ca) at NEE of the issue and resolution.



This process is to serve the SPOT UPGRADE PROGRAM ONLY and not for Service calls for regular /other service work performed at Suncor sites

If there are any questions please contact your local NEE office representative.

Thank you,
Valorie

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