

Trains with PTC Cut-out with Authorization to Operate non- PTC to the nearest designated PTC repair facility in Direction of Travel
CP PTC Helpdesk Records for July 26 to August 25, 2021 for CP's US Network

INC#	Train ID/ Loco	Date / Time [MST]	Subdivision	Reason
██████████	2474-24 / CP9784	8/25/2021 8:39	Laredo	<ul style="list-style-type: none"> • PTC - 2474-24 - CP9784 - Active to Cut-Out on the move - Laredo - 14:35 UTC • Crew reported they were in Active PTC State and on the move when PTC went to Cut-Out Stated and PTC display, Please wait for System Config." • Asked the crew what railway - Crew stated the Message stated for the CPRS • Advised crew to Power Cycle the PTC Breaker - Crew reported that the PTC displayed the same message • Crew confirmed at the toggles are cut in - Crew is attempting to re-initialize • Was able to ping the unit but can't log in • According to the onboard logs CP9784 experienced a Sync Error due to lost office pooling as the investigation showed that the unit has a bad order cell connection. No indication of any Please wait for system config in the logs. • SYS :2021/08/25 14:29:14.093:DATASET_MGR:check_timers: Office polling lost for subdivision 'CPRS':173 - going non-SYNC • Unit has been booked waiting to be shopped: • CP 009784 ██████████ 2021/08/25 PTC DEFECT - Cell Connection 2021/08/25 Z2 ALYTHL OKAY ██████████ 2021/08/25 • Crew reported an 00:30:00 min delay
██████████	296-23 / CP8737	8/25/2021 8:04	Elbow Lake	<ul style="list-style-type: none"> • PTC - 296-23 - CP8737 - System not Active - Failed Stated - Elbow Lake - 13:59 UTC • Crew reported that CP8737 went into a Failed State. PTC display, "Code D04 - LIG Data invalid." • Advised crew to run NON-PTC • The unit system control is LIG - due to the fault the unit can't run PTC until shopped • CP8737 - ██████████ - PTC DEFECT - LIG DATA INVALID
██████████	292-23 / CP 8786	8/24/2021 19:22	Portal	<ul style="list-style-type: none"> • Crew stuck on Self-Testing. Reset toggles with no avail. Unit was booked for Shop during day shift. • Related to INC0107525 - ██████████ PTC DEFECT - CPU 3 out of Sync / PRB0041307. • 5 minute delay reported.

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[REDACTED]	RUN20-23 / CP5023	8/24/2021 15:53	Kansas City	<ul style="list-style-type: none"> • PTC - RUN20-24 - CP5023 - System Not Active - Failed stated - Kansas City - 21:42 UTC • Crew reported that PTC was displaying, "System Not Active - Failed State." D06 LIG Fault • Confirmed in debug that this unit run with the LIG Control System, if this fault is present the unit can't run PTC • Advised the crew to run NON-PTC • No delay was reported • Unit booked waiting to be shopped: • CP 005023 [REDACTED] 2021/08/24 PTC DEFECT - LIG DATA INVALID
[REDACTED]	474-23 / KCS3905	8/24/2021 13:18	Laredo	<ul style="list-style-type: none"> • PTC - 474-23 - KCS3905 - Predictive Enforcement for SWITCH UNKNOWN at 326.159 - Laredo - 19:13 UTC • Crew reported that they red fence just popped up and PTC enforced them. ENGR stated they have had yellow and red fences pop up through the sub. • Crew reported an 00:10:00 min delay • Reached out to the KCS-PTC. KCS-PTC stated that the KCS 3905 the 220 radio state is working as intended. The unit is booked waiting to be shopped as it has a failed PSM & bad cell connection. • KCS 003905 [REDACTED] 2021/08/24 PTC DEFECT - Cell Connection 2021/08/24 Z2 OKAY [REDACTED] 2021/08/24 • CPRS SAP booking as not to be used in Lead PTC Service
[REDACTED]	292-22 / CP8802	8/23/2021 22:15	Carrington	<ul style="list-style-type: none"> • PTC - 292-22 - CP8802 - Active to Cut-Out State - Carrington - 04:10 UTC • Crew reported travelling down track and PTC cutting out on them giving a D06 Fault. LIG Data Invalid. Looking into the faults further, there are also 0746 and 0558 Faults. These are CPU software, and Class D buffer faults respectively. • Looking into the Debug, CPU 1,2 and 3 boxes were all red along with the TMC box. • Advised crew to run Non-PTC to not have any further delay. • Booked the locomotive in SAP [REDACTED] • Crew reported a 00:10:00 delay

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[REDACTED]	AMTK7 / AMTK55	8/23/2021 15:37	Watertown	<ul style="list-style-type: none"> • PTC - AMTK7 - AMTK55 - Sync Error - Watertown - 21:00 UTC • Crew called and reported a Sync Error on the AMTK55. Crew stated they reduced speed to Restricted Speed for 10 min and PTC didn't return • Advised crew to attempt again to recover PTC by going Restricted speed for 10 min again in an attempt to save the PTC run • Crew called back and stated that PTC didn't recover. • Advised crew to run NON-PTC until they clear the Watertown Sub • Crew reported an 00:14:00 min delay
[REDACTED]	GM22-23 / CP2250	8/23/2021 12:19	Watertown	<ul style="list-style-type: none"> • Corrupt MDM file for Watertown subdivision
[REDACTED]	470-23 / CP8829	8/23/2021 12:23	Watertown	<ul style="list-style-type: none"> • Corrupt MDM file for Watertown subdivision
[REDACTED]	825-040 / UP5868	8/23/2021 12:23	Davenport	<ul style="list-style-type: none"> • TMC Internal fault D24 – Crew was using loco to move another one to lead
[REDACTED]	281-23 / CP8615	8/23/2021 12:39	C&M	<ul style="list-style-type: none"> • Corrupt MDM file for Watertown subdivision – cut out once on watertown
[REDACTED]	2B37-23 / CP8057	8/23/2021 9:57	Mason City	<ul style="list-style-type: none"> • PTC - 2B37-23 - CP8057 - Vetting PTC - Mason City - 16:12 UTC • According to the onboard logs CP8257 was in a Failed State due to multiple TMC & DIO faults. The unit couldn't recover from penalty as the PCS failed to open. • PCS failed to open within 10 seconds! X4 • unit booked waiting to be shopped: CP8057 - [REDACTED] - PTC DEFECT - PCS valve failed to open
[REDACTED]	687-799 / CSXT13	8/23/2021 9:57	Watertown	<ul style="list-style-type: none"> • Sync Error couldn't recover on Watertown
[REDACTED]	471-23 / CP9371	8/23/2021 10:28	Watertown	<ul style="list-style-type: none"> • Sync Error couldn't recover on Watertown – recovered on the Tomah
[REDACTED]	199-23 / CP8104	8/23/2021 10:10	Watertown	<ul style="list-style-type: none"> • Non-Sync-Sub_ ahead_of_train / no map or location while traversing onto the Watertown sub
[REDACTED]	580-330 / CP8787	8/23/2021 10:53	Watertown	<ul style="list-style-type: none"> • Sync Error couldn't recover on Watertown
[REDACTED]	A12-180 / UP7673	8/23/2021 10:23	Watertown	<ul style="list-style-type: none"> • No location showing on PTC for the Watertown
[REDACTED]	9198-18/CP8036	8/21/2021 14:52	River	<ul style="list-style-type: none"> • Radio in degraded State , [REDACTED]

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██████████	935-20/NS 6950	8/20/2021 21:24	Freight North	<ul style="list-style-type: none"> Crew login Issue. Crew called PTC HD to request to run non-PTC
██████████	475-20/KCS 3943	8/20/2021 20:18	Kansas City	<ul style="list-style-type: none"> Intermittent RED Fences on CLEAR signal in the field. Already had an enforcement due to Unknown signal. Awaiting logs.
██████████	AMTK7/AMTK202	8/20/2021 14:06	C&M	<ul style="list-style-type: none"> System Went disengaged didn't come back – to Avoid delays asked them to run non ptc , Logs requested to find out what happened.
██████████	2930-20/CP8564	8/20/2021 12:39	Canadian	<ul style="list-style-type: none"> Connection between LMS-Radio not Established , Asked Radio on call to check it again. Once that's done I will rebook SAP for this unit.
██████████	944-19 / NS 6958	8/19/2021 20:46	Freight North	<ul style="list-style-type: none"> Crew from NS ██████████ called stating he ran Non PTC on NS side due to invalid login in PTC from his absence. He cannot log into PTC and requested to run Non PTC in CP. Told to go Non-PTC to prevent any delays.
██████████	G82 / CP2256	8/18/2021 23:32	Tomah	<ul style="list-style-type: none"> Long Nose Forward direction kept showing East when train needed to head West. Confirmed with crew Long Nose forward instructions with Correct Loco orientation and REV/Direction of Travel; But PTC Kept thinking it was going East instead of West. Total Delay time was 30 minutes, told to go Non-PTC to prevent further delays.
██████████	BAL-17/ CP 5042	8/18/2021 17:02	Chicago	<ul style="list-style-type: none"> TW locked up, unable to get it resolved resulted in an hour delay. TGBO team is investigating.
██████████	198-15/ CP 7047	8/18/2021 15:15	Elbow Lake	<ul style="list-style-type: none"> System failed at MP 163.5 – no enforcement – tried to cut back in but didn't work. Advised to recycle PTC breaker at their scheduled stop in 15miles and retry.

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████████	199-16 / CP8729	8/16/2021 6:19	Elgin	<ul style="list-style-type: none"> • Crew called and stated that PTC displayed, "Please Wait for System Configuration." Crew stated they confirmed their information with the Dispatcher. UP & METRA & CPRS • Advised the crew to Power Cycle the PTC Breaker - Crew stated the message remained for METRA • Advised crew to attempt to initialize again under CPRS & UP - Crew stated that worked • Advised crew to contact the METRA Dispatcher to confirm all the information for the CP8729 was correct. • Initially the crew reported an 00:05:00 min delay • Crew called back and said the unit wasn't initializing with CPRS/METRA/UP even after 2 reboots. • Advised the crew to run NON-PTC to prevent any further delay time • Crew stated they are at the Originating Terminal for the train - Advised crew to contact the Dispatcher • Crew stated they are currently on the radio with the Diesel Docs • call initially started @ 12:10 UTC • Crew called back @ 13:00 UTC • Call ended @ 13:10
████████	576-335 / CP8932	8/14/2021 19:44	Ottumwa	<ul style="list-style-type: none"> • Crew called to report having a not from the previous crew stating there was a defect on the locomotive and wanted to make sure they were supposed to run their train Non-PTC. Checking SAP and Locomotive RealTime Dashboard, there is indeed a defect for High VSWR booked on the CP8932. Advised the crew to run Non-PTC to make sure there are no delays on the trip.
████████	472-13 / CP8032	8/13/2021 23:13	Chicago	<ul style="list-style-type: none"> • Crew reported getting enforced for "Track Out of Service" and having red fences all around their train. After talking to the dispatcher, she told me there was a protection on cars on the other end of the track this train was currently in. Since the crew was enforced, and reported a 00:40:00 delay, I advised the crew to run Non-PTC to make sure there was no further delay.

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[REDACTED]	253-13 / UP5152	8/13/2021 22:09	Canadian	<ul style="list-style-type: none"> Crew called to report the PTC system going into disengaged mode and having PTC speedometer issues. The PTC Speedometer would jump from 3-12MPH after the train came off a 10MPH track. They would then go from Active to Disengaged state. The Tonnage profile shown in the ticket shows the unit is PTC DISABLED. According to our Foreign Locomotive Help Guide, the issue is presented as a Wheel Tachometer issue and advises the PTC Help Desk to notify the crew to run Non-PTC when this occurs.
[REDACTED]	576-335/ CP 8932	8/13/2021 10:53	Detroit Lakes	<ul style="list-style-type: none"> [REDACTED] booked for 220 radio inspection.
[REDACTED]	9472-13 / KCS4858	8/12/2021 18:20	Davenport	<ul style="list-style-type: none"> Crew stated that they were running Active and PTC wasn't recognizing their Track Bulletin #1039. When they checked it wasn't there. Advised the crew to perform a soft cut-out then cut back in - Crew stated that that the Track Bulletin #1039 did show up but PTC wasn't recognizing it - No targets. Advised the crew to run NON-PTC Crew reported an 00:10:00 min delay Further investigation is current underway through a bridge call with Locomotive on-call, PTC on-call Manager & Manager [REDACTED]
[REDACTED]	687-786/ CSXT 846	8/10/2021 2:02	Elgin	<ul style="list-style-type: none"> CSXT confirmed unit is bad order and can't operate PTC.
[REDACTED]	AMTK340 / IDTX 4610	8/10/2021 17:49	C&M	<ul style="list-style-type: none"> PTC went disengaged and active three times before cut out event. PTC rebooted but had incorrect train orientation that couldn't be solved via HD PTC procedures. Delay of 15 minutes reported.
[REDACTED]	292-09 / CP7033	8/10/2021 15:33	Portal	<ul style="list-style-type: none"> Crew had yellow non comms box Crew rebooted PTC LMS on both cells were unreachable Yellow non comms box stayed after reboot

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██████████	822-077 / BNSF6022	8/10/2021 13:52	Ottumwa	<ul style="list-style-type: none"> Crew reported PTC suddenly cut out and put them into penalty suppression Crew rebooted Yellow depart flag onboard
██████████	475-08 / CP8044	8/8/2021 13:24	Davenport	<ul style="list-style-type: none"> PTC - 475-08 - CP8044 - Warrant not showing up onboard - Davenport - 19:12 UTC Crew called and stated they were working on TW#2030 wasn't showing up on the onboard. Advised the crew to perform a soft cut-out - Crew stated it didn't come to the onboard Train is 12000 FT long and blocking every crossing Advise the crew to run NON-PTC as the Track Warrant wasn't coming through. According to OCS on-call the Dispatcher didn't enter the incorrect PTC Train ID ██████████ and the Track Warrant locked up. Crew initialized with PTC ID ██████████ Advised the crew to run NON-PTC
██████████	581-326 / BNSF 3840	8/7/2021 15:32	Elgin	<ul style="list-style-type: none"> ██████████ - PTC Defect: Air Brake Cut In Status Invalid
██████████	473-07/ CP 8117	8/7/2021 15:58	River	<ul style="list-style-type: none"> Intermittent RED Fence
██████████	475-05/ CP 8836	8/7/2021 6:27	River	<ul style="list-style-type: none"> No GPS Signal. Rainy weather
██████████	B39-06/ CP 5028	8/6/2021 15:36	Marquette	<ul style="list-style-type: none"> ██████████ was booked for wheel tach. & Tree ripped off their speed sensor cable from axle
██████████	499-05/ CP 9740	8/5/2021 13:11	Elbow Lake	<ul style="list-style-type: none"> ██████████ was booked for wheel tach.
██████████	650-785/ CP 8702		Watertown	<ul style="list-style-type: none"> Wheel tach stuck at zero. SAP was booked to inspect wheel tach.
██████████	292-03 / CP9350	8/5/2021 20:02	Elbow Lake	<ul style="list-style-type: none"> When crew performed soft cut out and cut in their track bulletins were not showing onboard Crew cycled the PTC breaker however bulletins still did not show up
██████████	474-02 / CP 8802	8/3/2021 8:01	Ottumwa	<ul style="list-style-type: none"> ██████████ - PTC Defect: LIG Data Invalid

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[REDACTED]	475-02 / CP 9366	8/2/2021 21:02	Kansas City	<ul style="list-style-type: none"> Train cut out due to faults. Train recovered and went active but had re-occurring PTC faults in the EBI card and DIO cables that should of resulted in more failed states. Tier 2 was engaged as this seems to be a new Wabtec defect and unit is shopped under [REDACTED] Total delay time was 25 minutes.
[REDACTED]	812-166 / UP 5717	8/2/2021 7:57	Tomah	<ul style="list-style-type: none"> PTC Disengaged, No track to select. As crew to find safe place to stop & non-PTC to next stop and re-initialize
[REDACTED]	286-01 / CP 9740	8/2/2021 3:14	Watertown	<ul style="list-style-type: none"> Crew called and reported PTC speed indicator varying between 6-8 MPH when using Dynamic Brake. Upon further investigation this unit is booked for Wheel Tach issues and the Tonnage Report shows the unit is currently PTC DISABLED. [REDACTED]
[REDACTED]	198-28 / CP8024	8/1/2021 9:14	Watertown	<ul style="list-style-type: none"> Lost office polling Adam noticed GPS1 was bad and requested PTC be cutout for this unit
[REDACTED]	B91-31 / CP4007	7/31/2021 14:23	Kansas City	<ul style="list-style-type: none"> 4th button unresponsive Cycled the PTC breaker 4th button still unresponsive
[REDACTED]	293-30 / CP7046	7/31/2021 0:52	Carrington	<ul style="list-style-type: none"> Unit lost GPS earlier in the night, after another crew had come on unit, there was an issue getting the locomotive to initialize PTC. Once crew reset the PTC breaker, the unit was able to go into Active state. However, Critical Alert emails came in showing Duplicate Office Polling. Advised the crew to safely stop, and do a soft reset twice, but as soon as the crew started to move, the Critical Alert emails came through again. Advised the crew to run Non-PTC to diminish further delays.
[REDACTED]	7G68-28	7/30/2021 13:14	Watertown	<ul style="list-style-type: none"> LMS issue resulted in PTC un operable until reboot. Train was blocking mainline and was authorized by dispatch to move the train Non-PTC into the siding to unblock main. Train called back in siding and got PTC running with a reported delay of 60 minutes. On the radio with PTC HD for 10 minutes.

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██████████	945-30	7/30/2021 5:56	Freight North	<ul style="list-style-type: none"> HDC: Faulty NS locomotive
██████████	474-29	7/30/2021 1:26	Marquette	<ul style="list-style-type: none"> Dispatcher ██████████
██████████	474-29	7/29/2021 18:06	Marquette	<ul style="list-style-type: none"> IOWA Dispatcher reported 474-29 hit a tree at MP115.8 Marquette, damaged the engine and PTC changed state to CUT OUT. Logs requested for analysis.
██████████	AMTK 329 332 333 / AMTK 90229	7/29/2021 7:57	C&M	<ul style="list-style-type: none"> Crew reported that circuit breaker keeps grounding out and popping and unable to run PTC, they were talking to mechanical and needed to run Non-PTC. Train occurred 50 minutes of delay. Only on the phone with PTC for 2 minutes.
██████████	686-911	7/28/2021 19:01	Marquette	<ul style="list-style-type: none"> PIN Verification Failed. Crew unable to powercycle Locomotive
██████████	B70-28 / CP5020	7/28/2021 8:04	Ottumwa	<ul style="list-style-type: none"> Train has multiple Fault detected with CPU failure across all three CPU's. Several reboots did not clear issue and 20 minute delay was reported. Will book unit for inspection.
██████████	AMTK 341/ AMTK 14	7/27/2021 20:24	C&M	<ul style="list-style-type: none"> Reverser wiring fault on the locomotive. AMTK is aware of this issue, had incurred about 25-30 mins of train delay on the Metra. To avoid further delay on our track, after discussing with locomotive tier2 permission were given to run without it on our track.
██████████	935-27 / NS6951	7/27/2021 16:47	Freight North	<ul style="list-style-type: none"> Multiple wheel tach faults and PTC speed shows stars.
██████████	SHRM1 / CP7015	7/26/2021 14:17	Withrow	<ul style="list-style-type: none"> Tier 2 was in a call and advised to cut out PTC as initialization in the yard would take longer than wyeing the unit before it was put on lead.
██████████	813-160 / UP7780	7/26/2021 8:33	Marquette	<ul style="list-style-type: none"> PTC ID could not be changed in ISS Followed help guide steps – Not resolved Engaged TGBO business – decision made to cut train out and re-attempt at next stop when ██████████ can resync sub