



PACER STACKTRAIN

NEWS ALERT

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Road Service Policy Announcement

To Valued customers of PacerStacktrain, effective January 1, 2001, Pacer will be implementing the attached road service policy. In no way will this affect the service you have come to depend on from Pacer. By having repair (s) done at the point origin, rather than on the road, will insure that your cargo arrives in a timely manner, with no interruptions in service. Repairs done on the road delay arrival at your location. In an effort to improve our service to you we are implementing this road service policy.

The attached letter has gone out to Interstar and ITC our Road Service Providers.

Date:

Road Service Contractors (Name, Address)

Dear (Contractors Contact Name)

Effective immediately, Pacer Stacktrain will begin enforcing the terms of their UIIA agreement within their trucking community. This agreement clearly assigns accountability for any damage incurred over the road to the trucker with a few exceptions for chassis on roadability repairs.

Therefore, please be advised that Pacer Stacktrain will no longer accept billing for “Over the Road” Service calls for the following repairs:

Containers: Pacer will not accept any container related repairs that are facilitated over the road.

Chassis: Pacer will not accept any chassis repairs (other than those affecting roadability) and/or user responsibility damages as defined to you by either Pacer and/or the AAR.

Acceptable roadability repairs for Pacer’s account are limited to brakes, internal air lines, and wiring harnesses.

For road repairs that qualify for billing to Pacer, Railpool will continue to issue P.O. approval to Road Service Contractor. The \$250 limit remains unchanged.

Thank you for your prompt implementation of this policy.

Fred H. Shepherd
Manager, Equipment Maintenance
Pacer Stacktrain