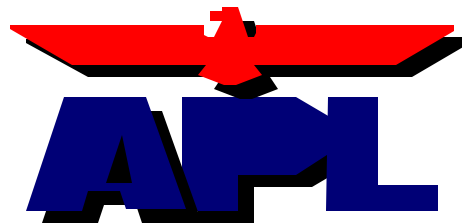




PACER STACKTRAIN

NEWS ALERT

July 3, 2001
Electronic Bulletin No. 215



Equipment Maintenance and Repair Department

NOTICE TO CARRIERS

APL EMERGENCY ROAD SERVICE PROGRAM ANNOUNCEMENT

Beginning Midnight, Sunday July 1st, 2001 American President Lines will initiate an emergency road service program with FleetNet America, primary service provider for Wingfoot Commercial Tire Systems, LLC, a division of Goodyear USA. After this date, only FleetNet initiated services will be eligible for reimbursement to carriers for road service repair executed on American President Line's owned and leased chassis, refrigeration machinery and generator sets.

Without exception, all tractor related service requirements are the tractor owners responsibility.

When FleetNet performs any tractor repairs the truck operator will be required to pay FleetNet at the time of repair by one of the following methods: -

- 1) Credit card - Mastercard, Visa, Amex etc
- 2) comcheck
- 3) T-Chek
- 4) EFS check
- 5) TransPlatinum check

Applicable Equipment

This process applies to the following pieces of equipment: -

- 1. Chassis** - tires, electrical and mechanical parts.
- 2. Refrigeration machinery** - mechanical and electrical parts.
- 3. Generator set** - mechanical and electrical parts. Engine fluids and diesel fuel not included.

For service to equipment related to normal dry container moves.

- a) Tire repair or replacement.
In this case the truck operator will be billed for all services.
- b) Mechanical or electrical repairs and parts replacement.
In this case APL will be billed directly for all services.

TIRE Repair or Replacement

The tire service providers will take all tire carcasses back to their shop for failure analysis.

The driver is given a copy of the Wingfoot Out of Service Tire Report form #1 along with the invoice for service charges.

The driver is required to present both the invoice and Out of Service Tire Report to APL M&R at the destination location as back-up documentation for his claim for reimbursement. Claims for reimbursement must be submitted to APL M&R destination location **within 60 days** of repair to be eligible for reimbursement.

Wingfoot will provide APL with a consolidated weekly Out of Service Tire Report spreadsheet to verify the repair incidents and tire failure reasons.

When FleetNet performs any tire repairs or tire replacements the truck operator will be required to pay FleetNet at the time of repair by one of the following methods: -

- 1) Credit card - Mastercard, Visa, Amex etc
- 2) comcheck
- 3) T-Chek
- 4) EFS check
- 5) TransPlatinum check

For service to equipment related to APL protected refrigerated container moves.

In this case APL will be billed directly for all services.

***Reminder- Only FleetNet America initiated services will be eligible for reimbursement to carriers by APL for road service repairs executed on American President Lines owned and leased chassis, refrigeration machinery and generator sets. Use of other road service providers is not authorized.**

Per Interchange- APL is responsible for and will reimburse carrier for owner responsible repairs only- Unfair usage (damages) are handling carrier responsibility.

Carriers found to be operating APL equipment significantly out of range of B/L destination point, carrying unauthorized cargo, or operating for other lines not under current Pacer, Alliance or client agreements with APL will be refused service and reimbursements

**APL EMERGENCY ROAD SERVICE PROGRAM
INITIATION OF SERVICE.**

Service is initiated as follows: -

- 1) The driver calls FleetNet at **(800) 972 8872** for service and provides the CHASSIS number.
- 2) FleetNet uses the APL Equipment Tracking & Control System (ETC), screen 50.7.35, to input the CHASSIS number provided by the driver to verify the following: -

- a) Ownership of the chassis - APL or Pacer.
 - b) Current responsible party - APL or Pacer.
 - c) Associated container number.
 - d) Associated genset number if a reefer container is involved.
 - e) Trucker ID.
 - f) Route.
- 3) If the Unit owner is Pacer, FleetNet advises the driver to call Pacer's road service provider ITC at **(800) 265 6920** for service.
- 4) If the Unit Owner is APL then FleetNet provides road service to correct the problem.
- 5) Work authorization approval
- a) For service to equipment related to normal dry container moves.
With the exception of tires, any service incident that occurs during normal working hours and is estimated to exceed \$200 requires FleetNet to obtain authorization approval from the relevant APL regional M&R manager before the work is performed. This approval limit is raised to \$350 outside of normal working hours. Normal working hours is considered to be from 7am to 6pm local to the time zone where the APL M&R manager is domiciled.
 - b) For service to equipment related to APL protected refrigerated container moves.
No pre-authorization approval from APL is required regardless of the repair estimate amount.