



S T A C K F A C T S

May 22, 2006

Electronic Bulletin No. 770

Re: Emergency Road Service Policy Changes For Truckers Effective June 1, 2006

Dear Valued Pacer Trucker,

Pacer Stacktrain provides Emergency Road Service for a specific set of owner-related repairs to Pacer Stacktrain equipment after out-gate from a Pacer Stacktrain terminal or container yard. This policy defines the conditions under which Pacer Stacktrain will cover the cost of out-gate repair service.

The hot-line service that Pacer Stacktrain provides to repair bad order equipment at rail terminals and containers yards remains unchanged. For more information, please see the [Reporting Bad Order Equipment](#) section of the [Services](#) page of the Pacer Stacktrain website.

This emergency road service is provided as an added benefit to our Contract Holders to assist their Dray Carrier in the timely delivery of shipments.

Effective June 1, 2006 the **only** authorized Pacer Stacktrain Road Service Providers are Emergency Breakdown Service (EBS) and InterStar N.A. The EBS Service Center may be reached at 1-877-528-4737, 24 hours per day 7 days per week. InterStar N.A. can be reached at 1-800-888-1001, 24 hours per day 7 days per week. These suppliers each cover specific states which are described below.

Changes to our Emergency Road Service policy and suppliers are detailed below. These changes will be effective June 1, 2006 and will also be posted in the [Reporting Bad Order Equipment](#) section of the [Services](#) page of the Pacer Stacktrain website.

Please call Pacer Stacktrain Customer Support with any questions you may have regarding the Emergency Road Service policy changes detailed below.

EBS 1-877-528-4737 will supply Road Service in the following States

Arizona
California
Colorado
Illinois
Indiana
Iowa
Idaho
Kansas
Kentucky
Michigan

Minnesota
Missouri
Montana
Nebraska
Nevada
New Mexico
North Dakota
Ohio
Oregon
South Dakota
Washington
Wisconsin
Wyoming
Utah

InterStar N.A. 1-800-888-1001 will supply Road Service in the following States

Alabama
Arkansas
Connecticut
Delaware
Florida
Georgia
Louisiana
Maine
Massachusetts
Mississippi
Maryland
New Hampshire
New York
New Jersey
North Carolina
Oklahoma
Pennsylvania
Rhode Island
South Carolina
Tennessee
Texas
Virginia
West Virginia
Vermont

In general, Pacer Stacktrain will pay only for owner-related repairs to chassis tires and brakes, internal air lines and the internal electrical wiring harness. Because it is often difficult to determine whether failures are owner or user related, Pacer Stacktrain has adopted the following rules of engagement to ensure the smooth administration of road service repairs and to attempt to make the policy as clear and fair as possible to the parties involved.

GENERAL RULES

- The Dray Carrier is responsible to ensure that all containers and chassis are in good working order and are safe, roadworthy and loadable and meet applicable transportation safety laws and regulations prior to out-gate. In those terminals or yards that have them, the driver should go through the Pacer Stacktrain roadability inspection lanes in connection with its inspection process. If a driver has a request for a repair that is denied on the terminal or yard, the Pacer Stacktrain M&R Supplier will provide a signed documentation of the request and the denial, and the Dray Carrier will not be responsible for any subsequent failure of this component.
- If the equipment is missing license plates and registrations, the Dray Carrier can obtain a replacement by contacting the Pacer Stacktrain Equipment Planning and Control Department at (925) 887-1400 during normal business hours. Replacements should be obtained before out-gate.
- If the road service is necessary due to tire problems, the driver should first contact Road Service Provider EBS at 1-888-528-4737 or InterStar N.A. at 1-800-888-1001. Pacer Stacktrain must authorize any tire repair costing over \$500 before the repair is started. Pacer Stacktrain will issue a purchase order number to authorize the repair.
- If the road service requires mechanical repairs, the driver should first contact the Pacer Stacktrain district M&R representative at the number listed below under the heading “Contact Information”. If the district M&R representative is not available, the driver should next contact the Pacer Stacktrain M&R Audit group: Linda Trim (630) 645-5381 or Manuel Tate (630) 645-5384. Pacer Stacktrain must authorize each mechanical repair before the repair is started. Pacer Stacktrain will issue a purchase order number to authorize the repair.
- When contacting Pacer Stacktrain or Road Service Provider for road service, the following information will be requested:
 - Driver Name
 - Tractor #
 - Company Name
 - Terminal City
 - Company phone #
 - Cellular phone number to driver if applicable
 - Chassis and container #
 - Breakdown city and state
 - Exact breakdown location (i.e. business name and address or Interstate and exit number)
 - Repair required
 - Position to be worked on
 - Apparent Cause
 - If Tire,
 - Defect (Flat, Peeled cap)
 - Position on unit (RFI, RFO)
 - Tire Size
 - Rim Type
- If Pacer Stacktrain and the Dray Carrier are both responsible for some portion of the repairs on the call, the road service dispatch fee and service call will be split between Pacer Stacktrain and the Dray Carrier. Each party will pay for those repairs for which it is responsible directly to Road Service Provider.

- Any repairs to Pacer Stacktrain equipment, whether paid for by the Dray Carrier or Pacer Stacktrain, must be performed in compliance with applicable AAR and IANA M&R standards.
- Road Service Provider does not have the authority to override the rules in this policy, nor will Road Service Provider entertain a request to call a Pacer Stacktrain M&R representative. If there is a problem or dispute with any section of this policy, it will be necessary for the Dray Carrier or Contract Holder to contact a Pacer Stacktrain M&R representative. The dispute will be reviewed and a decision made as to whether Pacer Stacktrain will reimburse the charges. If Road Service Provider has failed to enforce the policy properly or if Pacer Stacktrain determines that it should absorb the repair cost, the Dray Carrier will be reimbursed for the charges within 45 days of receipt of the dispute.

TIRE RULES

- For Pacer Stacktrain to cover any tire-related road service from the Chicago-area locations listed below, the driver must stop by the airing station and have all eight tires aired up and obtain an airing ticket before out-gate. If the driver does not have the airing ticket available to present to the road service repair mechanic, Pacer Stacktrain will not pay for the tire repairs.

UP Global 1	24 hrs a day, 7 days a week
UP Dolton	24 hrs a day, 7 days a week
McCook	6 am to 11pm M-F, 6 am to 4 pm Sat.

- Pacer Stacktrain will pay for the replacement of the first tire on an individual half axle, unless the tire has been determined to have been damaged by the Dray Carrier or failed due to a condition that should have been detected before the out-gate of the equipment from the terminal or container yard. The judgment of the mechanic present at the incident will prevail in determining the cause of the failure.
- The Dray Carrier will pay for the second tire on any half-axle unless it is clearly an owner-related failure.
- Road Service Provider and the Road Service Provider tire supplier must insure that these tires are clearly marked with the chassis #, date removed, and location on the chassis from which the tire was removed. Each tire must be held at the tire supplier's location for 7 days to allow Pacer Stacktrain the opportunity to inspect the tires.
- Used tires and non-intermodal tires are not an acceptable replacement on Pacer Stacktrain equipment. If the Road Service Provider supplier applies a used tire, Pacer Stacktrain should be notified immediately.
- If Road Service Provider calls a supplier to the site at the request of the Dray Carrier and the Dray Carrier subsequently dismisses the Road Service Provider supplier in order to use a different tire supplier, the Dray Carrier will be responsible for Road Service Provider full service charge for the dry-run. The Dray Carrier must pay Pacer Stacktrain for the replacement of the tire if it is subsequently determined that a tire applied by the Dray Carrier does not meet FHWA standards or is a used tire or a non-intermodal tire.
- The road service supplier will describe all repairs using AAR and IANA job codes. A "blown tire" with a why made code (12) is not acceptable, because it is an ambiguous designation and is not clearly identifiable as owner or user failure without

more specific description of the cause of the tire failure. To insure compliance with AAR and IANA requirements, Pacer Stacktrain will no longer use why made code (12).

REPAIRS NOT COVERED BY PACER STACKTRAIN ROAD SERVICE

- Pacer Stacktrain will not provide road service for loaded or empty equipment after out-gate from a rail terminal or container yard under the following conditions:
 1. The equipment has been out-gated less than eight hours AND has traveled less than 30 miles. Once the equipment has traveled more than 30 miles, it is eligible for road service.
 2. The equipment has been out-gated over 15 days.
 3. The equipment is missing any FHWA and/or California BIT, license plate or registration.
 4. The repair is associated with an accident involving the equipment.
 5. The repairs are to a container.
 6. The repairs are to landing legs, lights, lenses, chassis locks or glad hands.
 7. The tire(s) have been damaged by user, including:
 - Slick/Worn
 - Cut or torn
 - Run flat and skid flat
 - Flat tire or
 - Missing

RULES REGARDING DAMAGE DISCOVERED AFTER UNLOADING

- If a loaded container is discovered to have damage after unloading that was not visible to the driver at the time of out-gate (i.e., damage to roofs, floors) or the container has a temporary or improper repair that would make it unsuitable for re-loading, the Dray Carrier may either return that container to a facility authorized by Pacer Stacktrain or arrange and pay for any necessary repairs, up to \$50.00 per container. Repairs over \$50.00 require authorization from Pacer Stacktrain before the repairs are started.
- If it is determined that damages occurred during the loading or unloading process (i.e., Cuts, Scuff rail damage, etc.), Pacer Stacktrain will not cover the cost of any resultant repairs and may bill the repair costs to the Dray Carrier.
- If the container must be returned for repair, Pacer Stacktrain will endeavor, upon request, to provide the Dray Carrier/Contract Holder with an alternate container for reloading. If the container is needed for reloading and the container's location is more than 50 miles from a Pacer Stacktrain facility, Pacer M&R representative is authorized to work with the Dray Carrier to find a mutually acceptable means of obtaining out-gate repairs for this container. This will require a call directly to the appropriate Pacer Stacktrain M&R representative.

CONTACT INFORMATION

The regional Pacer Maintenance and Repair representative are as follows:

Central Region:	Office	Cell
Chris Munsell	708-387-1250	630-699-6057
Charles Griffin	708-387-1227	630-750-1603
Eastern Region:		
John Sullivan	973-820-0048	201-218-1646
Southern Region:		

Dylan Jordan	770-350-8323	404-435-1214
Western Region:		
Jerry Quarle	209-983-2748	209-321-7807
Don Day		323-833-8434

Pacer Stacktrain and American President Lines (APL) are engaged in a chassis pool agreement. In the event you are pulling a load for APL regardless of the chassis, you must contact an APL representative from below list, and determine how they want the repair accomplished.

Southern Region:

Jeff Gurnik 404-351-9749 Ext 224
Off dock supplier contact Bill Hoole 630-645-3015

Eastern Region:

Mace Smallwood 973-465-5951
Off dock supplier contact Bill Hoole 630-645-3015

Central Region:

Jim Berry 773-650-7158
Off dock supplier contact Bill Hoole 630-645-3015

Pacific Southwest Region:

Frank Moreno 310-548-8731
Off dock supplier contact John Ryan 510-508-0325

Pacific Central Region:

Steve Larripa 510-272-2041
Off dock supplier contact John Ryan 510-508-0325

Pacific Northwest Region:

Jim Jacobes 206-933-4666
Off dock supplier contact John Ryan 510-508-0325