



S T A C K F A C T S

April 19, 2004
Electronic Bulletin No. 487
RE: Pacer Stacktrain's Road Service Has changed

To all Pacer Truckers,

Effective Immediately!!!

Pacer Stacktrain's Road Service Has changed

Effective 8:00 a.m. Eastern Standard Time, April 20, 2004, Pacer Stacktrain is changing Road Service providers to InterStar North America, Inc. The new toll free number is 800-888-1001. Below is more detailed information required when calling for road service.

The **Hot-Line** service that Pacer provides will remain unchanged at this time and drivers are requested to call 866-352-4493 for hot-line issues at the Railroad terminals and Container Yards.

Emergency Breakdown Instructions

Scope:

This service is available to all drayman after completing their DOT inspection and going through the Pacer Roadability Inspection lanes. In areas that have airing stations drayman is required to go through the airing station and get an airing ticket. Airing stations at Dolton, 24 hrs a day 7 days a week, Global 1, 24 hrs a day 7 days a week, McCook, 6 a.m. – 11 p.m. M-F, Sat 6 a.m. – 4 p.m. and on call, IMX, 24 hrs a day 7 days a week. At the time of Road Service if a valid airing ticket is not available, Road Service will be denied. Road Service will be consistent with AAR and IANA Job Codes.

Process:

1. Driver in need of service calls InterStar's toll-free number, 800-888-1001, and chooses **OPTION #1**
2. InterStar call center agent will ask for the following information:
 - Driver's 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...

If Tire

- Defect (Flat, Peeled cap)
- Position on unit (RFI, RFO)
- Tire size
- Rim type

If Mechanical Repairs are required after the unit is picked up

-1st Point of contact for Pacer Mechanical repairs is your Pacer district M&R representative:

- **Central District:**
- Mike Johnson Office 708-387-9731 Cell 630-750-1785

- **Eastern District:**
- John Sullivan Office 973-820-0048 Cell 201-218-1646

- **Southern District:**
- Dylan Jordan Office 770-350-8333 Cell 404-435-1214

- **Western District:**
- Jerry Quarle Office 209-983-2748 Cell 209-321-7807

- 2nd Point of contact is the Pacer Stacktrain M&R Audit group:
- Linda Trim 630-645-5281
- Maggie Murphy 630-645-5365

Mechanical repairs are limited to the following items:

- Brakes
- Internal air lines
- Internal electrical

When calling in be prepared with the following items:

- Description of problem
- Position to be worked on
- Apparent cause

3. Driver will be advised to call back to 800-888-1001 **OPTION #3** to receive an estimated time of arrival (ETA) for the service technician.

Note: Vendor will retain failed tire casing. InterStar is responsible for paying the vendor for service. Driver may be required to sign delivery receipt.