A CUSTOMER’S GUIDE TO
IMPROVED
FREIGHT CAR QUALITY
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RAILCAR QUALITY ASSURANCE PROCESS

Norfolk Southern Corporation controls one of the largest fleets of railroad freight cars in North America with over 91,900 pieces of owned or leased equipment. We take pride in our equipment and consider our freight car fleet to be a valuable asset in the transportation marketplace.

It is the intent of Norfolk Southern to provide high-quality freight cars to our customers. Norfolk Southern’s Conditions of Carriage state that receivers are responsible for unloading railcars in a manner which does not damage the equipment and for removing all lading, dunnage (including banding) and debris so that the car is suitable for loading by another customer. However, if something is not right with a car we provide for loading, we want to correct the situation. In order to do that we need your help. Our Railcar Quality Assurance Process is designed to receive a notice from you, our customer, that a railcar is unsuitable for loading and then quickly and efficiently route the rejected car for appropriate handling. By helping Norfolk Southern better manage our rejected railcars, you help us assure that only quality railcars are placed at customer sidings.

Norfolk Southern asks that you provide Reject Notice information through Thoroughbred Pacesetter. When you log-on to Thoroughbred Pacesetter to have railcars pulled from your facility, indicate whether you have rejected any of the railcars being pulled as unsuitable for loading. This can be done by selecting Release Rejected Empty for the Request Type. This information will drive a new automated process that generates handling instructions. If you need assistance rejecting a railcar, please contact Operations and Service Support (OSS).
To improve the rejection process we have developed a set of numeric reject codes that correspond with basic car type. When you indicate a Release Rejected Empty, there will be a drop-down list for Reject Reason Codes for you to choose the most appropriate reason. There are 3 general categories of reason codes that apply to each car type:

- The car is not in good shape,
- Something is defective on or in the car, and
- The car is not what you ordered.

Within each general category, there are specific reasons for rejecting a railcar and corresponding numeric codes. The reasons and codes that apply to each type of car are displayed on the following pages.

Your timely rejection of unsuitable railcars also removes those cars from your demurrage account. Demurrage rules provide one credit day for appropriately rejected empty railcars. Rejection of a railcar within that period will avoid chargeable days.

Finally, please note that the Railcar Quality Assurance Process is designed not just for shippers, those customers who take empty cars for loading from Norfolk Southern, but also for receivers, the customers who unload railcars. If you unload a railcar and note a problem that would make the car unsuitable for reloading, we ask that you provide this same level of reject information in your release of the empty car.

The condition of our railcars directly impacts the value you receive from our transportation service, and your handling of rejects can directly influence the quality of the cars Norfolk Southern provides for your loading.
# BOXCARS

## DESCRIPTION

<table>
<thead>
<tr>
<th>The car is not in good shape</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contains Bins or Racks</td>
</tr>
<tr>
<td>..........................  .001</td>
</tr>
<tr>
<td>Contaminated–Odor or Other Unidentified Residue</td>
</tr>
<tr>
<td>..........................  .003</td>
</tr>
<tr>
<td>Dirty–Brick, Sand, Gravel, Stone, Cottonseed,</td>
</tr>
<tr>
<td>Metal Shavings, Beans, etc.</td>
</tr>
<tr>
<td>..........................  .004</td>
</tr>
<tr>
<td>Dirty Dunnage (Wood, Cardboard, Paper, Pallets, Banding)</td>
</tr>
<tr>
<td>..........................  .009</td>
</tr>
<tr>
<td>Bad Order–Refrigerator</td>
</tr>
<tr>
<td>..........................  .150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Something is broken on or in the car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulkhead Defective or Missing</td>
</tr>
<tr>
<td>..........................  .002</td>
</tr>
<tr>
<td>Door Defect</td>
</tr>
<tr>
<td>..........................  .010</td>
</tr>
<tr>
<td>Door-Latch or Pin Defect</td>
</tr>
<tr>
<td>..........................  .012</td>
</tr>
<tr>
<td>Floor Defect</td>
</tr>
<tr>
<td>..........................  .014</td>
</tr>
<tr>
<td>Roof Defect</td>
</tr>
<tr>
<td>..........................  .018</td>
</tr>
<tr>
<td>Sides or Ends Defect</td>
</tr>
<tr>
<td>..........................  .021</td>
</tr>
<tr>
<td>Interior Wall Defect</td>
</tr>
<tr>
<td>..........................  .024</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The car is not what I ordered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Ordered</td>
</tr>
<tr>
<td>..........................  .312</td>
</tr>
<tr>
<td>Wrong Type</td>
</tr>
<tr>
<td>..........................  .325</td>
</tr>
<tr>
<td>Reported as Empty, Actually Loaded</td>
</tr>
<tr>
<td>..........................  .326</td>
</tr>
</tbody>
</table>
GONDOLAS & COVERED GONDOLAS

DESCRIPTION .................................................. CODE

● The car is not in good shape
  Contaminated-Odor or Other .................................. 003
  Dirty .............................................................. 009

● Something is broken on or in the car
  Bulkhead Defective or Missing ................................. 002
  Floor Defect .................................................... 014
  Cover/Hood - Missing, Wrong, or Defective ................ 019
  Sides or Ends Defect .......................................... 021

● The car is not what I ordered
  Not Ordered ..................................................... 312
  Wrong Type ..................................................... 325
  Reported as Empty, Actually Loaded ......................... 326
MULTILEVELS

DESCRIPTION ........................................... CODE

● The car is not in good shape
Dirty .................................................. 009

● Something is broken on or in the car
Floor Defect ......................................... 014
Missing Chain or Chock ............................ 017
Roof Defect .......................................... 018
Sides or Ends Defect ............................... 021
Rust-Wall, Door, etc. ............................... 318

● The car is not what I ordered
Not Ordered .......................................... 312
Wrong Type .......................................... 325
Reported as Empty, Actually Loaded ........... 326
**FLAT CARS**

**DESCRIPTION**

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>The car is not in good shape</td>
<td></td>
</tr>
<tr>
<td>Dirty</td>
<td>009</td>
</tr>
<tr>
<td>Something is broken on or in the car</td>
<td></td>
</tr>
<tr>
<td>Sides or Ends Defect</td>
<td>021</td>
</tr>
<tr>
<td>Floor Defect</td>
<td>014</td>
</tr>
<tr>
<td>Missing Chain or Chock</td>
<td>017</td>
</tr>
<tr>
<td>The car is not what I ordered</td>
<td></td>
</tr>
<tr>
<td>Not Ordered</td>
<td>312</td>
</tr>
<tr>
<td>Wrong Type</td>
<td>325</td>
</tr>
<tr>
<td>Reported as Empty, Actually Loaded</td>
<td>326</td>
</tr>
</tbody>
</table>
OPEN-TOP HOPPERS

DESCRIPTION  CODE

- **The car is not in good shape**
  Dirty .................................................. 009

- **Something is broken on or in the car**
  Sides or Ends Defect ................................. 021
  Gates/Doors Defect ................................. 401

- **The car is not what I ordered**
  Not Ordered ......................................... 312
  Wrong Type ........................................... 325
  Reported as Empty, Actually Loaded .......... 326
COVERED HOPPERS

DESCRIPTION. .................................................. CODE

- **The car is not in good shape**
  - Contaminated-Odor or Other ..................................003
  - Dirty .............................................................009

- **Something is broken on or in the car**
  - Sides or Ends Defect ............................................021
  - Roof or Hatch Defect .............................................321
  - Lining Defect .....................................................322
  - Gates/Doors Defect ..............................................401

- **The car is not what I ordered**
  - Not Ordered. ....................................................312
  - Wrong Type .....................................................325
  - Reported as Empty, Actually Loaded ..........................326
**TANK CARS**

**DESCRIPTION**

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Something is broken on or in the car</td>
<td>016</td>
</tr>
<tr>
<td>The car is not what I ordered</td>
<td></td>
</tr>
<tr>
<td>Not Ordered</td>
<td>312</td>
</tr>
<tr>
<td>Wrong Type</td>
<td>325</td>
</tr>
<tr>
<td>Reported as Empty, Actually Loaded</td>
<td>326</td>
</tr>
</tbody>
</table>