

A Customer's Guide
to Improved
Freight Car Quality

NS

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LMT 153400
WT 109600

CONTENTS

Railcar Quality Assurance Process ... 1

Boxcars 3

Gondolas & Covered Gondolas 4

Multilevels 5

Flat Cars 6

Open-Top Hoppers 7

Covered Hoppers 8

Tank Cars 9

Railcar Quality Assurance Process

Norfolk Southern Corporation controls one of the largest fleets of railroad freight cars in North America with over 112,000 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 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 your help. Our new 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 control our equipment costs and reduce the number of unacceptable cars we place at customer sidings.

Norfolk Southern asks that you provide Reject Notice information through your normal process of transmitting car Release Sheets to our Central Yard Operations (CYO). When you contact CYO to have railcars pulled from your facility, tell us whether you have rejected any of the railcars being pulled as unsuitable for loading. This information will drive a new automated process that generates handling instructions. The most important information that you, our customer, can supply in this process is to identify the car initial and number and provide a clear reason why the car did not meet your needs. We also ask that you specifically note any immediate safety concerns with the affected railcar when you contact CYO.

To improve the rejection process, we have developed a set of numeric reject codes that correspond to each basic car type. We encourage you to use these codes when you notify CYO that you have rejected a railcar. There are three 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.

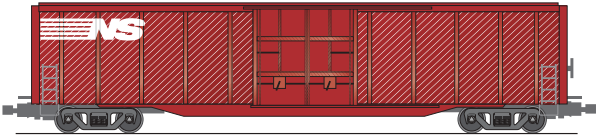
Within each general category, there are specific reasons for rejecting a railcar and corresponding numeric codes. The reasons and codes that apply to each type of car are displayed on the following pages.

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 new 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.....Code



The car is not in good shape

Contains Bins or Racks	001
Contaminated-Odor or Other	003
Dirty-Brick, Sand, Gravel, Stone	004
Dirty-Cottonseed, Scrap Aluminum.....	005
Dirty	009
Door Open or Open On Wrong Side	026
Bad Order - Refrigerator	150



Something is broken on or in the car

Bulkhead Defective or Missing	002
Door Defect	010
Door-Latch or Pin Defect	012
Floor Defect	014
Roof Defect.....	018
Sides or Ends Defect	021
Interior Wall Defect.....	024



The car is not what I ordered

Not Ordered	312
Wrong Type.....	325
Reported as Empty, Actually Loaded	326

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

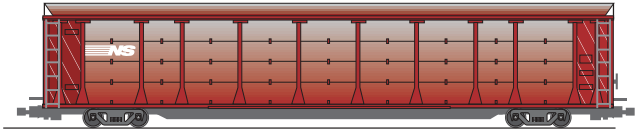
- Bulkhead Defective or Missing002
- Floor Defect014
- Cover/Hood - Missing, Wrong, or Defective019
- Sides or Ends Defect021



The car is not what I ordered

- Not Ordered.....312
- Wrong Type325
- 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 Defect014

Missing Chain or Chock017

Roof Defect.....018

Sides or Ends Defect021

Rust-Wall, Door, etc.318



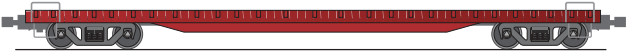
The car is not what I ordered

Not Ordered.....312

Wrong Type325

Reported as Empty, Actually Loaded.....326

Flat Cars



DescriptionCode



The car is not in good shape

Dirty.....009



Something is broken on or in the car

Sides or Ends Defect021

Floor Defect014

Missing Chain or Chock017



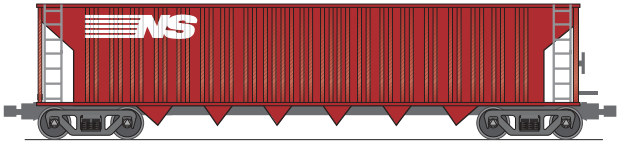
The car is not what I ordered

Not Ordered.....312

Wrong Type325

Reported as Empty, Actually Loaded.....326

Open-Top Hoppers



DescriptionCode



The car is not in good shape

Dirty009



Something is broken on or in the car

Sides or Ends Defect021

Gates/Doors Defect401



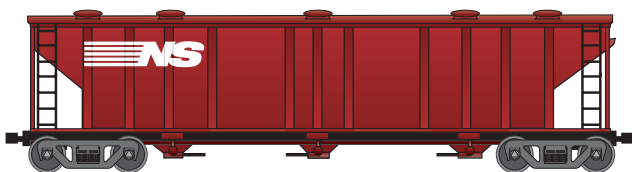
The car is not what I ordered

Not Ordered312

Wrong Type325

Reported as Empty, Actually Loaded326

Covered Hoppers



DescriptionCode



The car is not in good shape

Contaminated-Odor or Other003
 Dirty009



Something is broken on or in the car

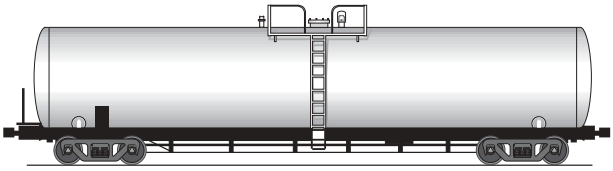
Sides or Ends Defect021
 Roof or Hatch Defect.....321
 Lining Defect322
 Gates/Doors Defect401



The car is not what I ordered

Not Ordered.....312
 Wrong Type325
 Reported as Empty, Actually Loaded.....326

Tank Cars



Description.....Code



Something is broken on or in the car

Mechanical Repair-Railcar016




The car is not what I ordered

Not Ordered.....312

Wrong Type325

Reported as Empty, Actually Loaded326



For more information, contact:
Norfolk Southern
Central Yard Operations (CYO)
1-800-898-4296

NS Vision

Be the safest, most customer-focused
and successful transportation company
in the world.