



February 15, 2018

**Customer Advisory**  
**US Intermodal Operational Alert**

Dear Valued Customer:

For a variety of reasons beyond our control, K-Line nationwide intermodal network is facing an acute shortage of truck driver availability and increased trucking costs, reduced chassis availability, and limited railroad yard space. These challenges are being experienced across the intermodal network but in Chicago and other major hubs in particular.

Customers may experience delivery delays, increased trucking costs, demurrage, detention, and possible storage charges as we work to bring fluidity back to our logistics operations. These issues are expected to continue for the foreseeable future while the Chinese New Year surge passes through our network.

We are asking our customer base to understand this extraordinary state of intermodal affairs and assist by picking up loads off railroad terminals when available, reducing container and chassis dwell times, expediting container unloading and empty returns.

Lastly and most importantly, we ask for your patience and understanding while we work through these challenges.

Should you have any questions, please contact your local "K" Line account representative.

Sincerely,

Kawasaki Kisen Kaisha, Ltd. ("K" Line)