

Wednesday, 20 February 2019

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to Customer Advice - Train 3SM2 Delayed Availability At North Dynon.

Any further updates will be published on the AHG RL website [www.ahgrl.com.au](http://www.ahgrl.com.au).

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics

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**pacificnational**

**MELBOURNE FREIGHT TERMINAL**

Wednesday, 20 February 2019

**CUSTOMER ADVICE**

Train 3SM2 Delayed Availability @ NDY

**CUSTOMER SERVICE  
CONTACTS**

Altered FA for services 2BM6 & 3SM5

Dear Pacific National client,

Overnight, a steel train on the East coast encountered a severe wagon issue which blocked the mainline delaying the path of Southbound train 3SM2 (services 3SM5,2BM6).

Customer Service

(03) 9371 5260

Due to the delay, 3SM2 has only barely left Sydney this morning, more than 10 hours late. This means it is unlikely freight from these services will be available today at all with North Dynon closing for the evening at 18:00.

[melbournecsc@pacificnational.com.au](mailto:melbournecsc@pacificnational.com.au)

Freight availability for services 2BM6 & 3SM5 instead will realistically be tomorrow morning at North Dynon 21/02.