

Congrats on the car.

When you get a rail car number, follow these instructions to track the car.

First you will need the rail car letters and numbers. It is on the visibility report or DORA which is from the dealership. You MAY be able to get it from the SVT people but they seem often be in a cranky mood and may tell you to get it from the dealer.

Mine was 4 letters and 6 numbers.

There are two major rail companies.

CSX is everything east of the Mississippi

UP is everything west of the Mississippi

But they all start out on CSX so once they have it in their system they will follow it all the way.

So, how do you track your car on a railcar?

First and most important. Never talk to live personnel at the railroad! Only use automated phone system. If it attempts to transfer you to a live person please hang up. The railcar information we are provided by is given as a courtesy and if we call live personnel we may lose the access and ability to track.

CSX

1. Call the CSX 1-800-235-2352
2. When prompted for location or weight, press "1" on your phone for location.
3. When prompted for the car initials, say ETTX (or whatever initials you have) then wait for the next prompt.
4. When prompted for the car number, say 907048 (or whatever your number is)
5. When prompted for next car say DONE.
6. That's it; enjoy your updated status report.

Union Pacific

1. Call UP at 1 800 877-5123 1 800 877-5123
2. Follow phone prompts for Trace
3. Say the railcar number complete and clearly. Example: ETTX907048 all together
4. Listen for your update

These automated systems can be frustrating. Keep in mind they are intended for use by folks that use them daily all day long. Like I said if you are being transferred to a live person, please hang up and try again.