Follow these steps to report a loss of grain resulting from a defective railcar.

Within the Release Railcars tool on CN’s eBusiness site:

1. Specify the type of defect using the **Special Release Type** droplist (e.g. “Release-Hopper Gates Defective”)

2. After selecting the Special Release Type, **click on the link to enter defect details**

3. Within the Defect Details form:
   1. Indicate where the defect is located (if applicable)
   2. Specify the nature of the problem (e.g. “Opened”, “Damaged”, etc.)
   3. Describe the defect. Please include the amount of grain lost as a result of the defect.
   4. You will be asked if there was any product lost as a result of the defect. **Select ‘Yes’**
4. Return to the Release Railcars page and **Submit** the release.

**IMPORTANT:**

After releasing any defective railcar where loss of product occurred as a result of the defect, a claim must be submitted to CN using the Damaged Freight Claims tool.

Please refer to the following video for instructions on how to file a damage notification and claim on CN’s eBusiness site:


If you require any assistance with the process described herein, please contact the eBusiness Support Team at:

1-800-361-0198  
[ebusiness@cn.ca](mailto:ebusiness@cn.ca)

For questions pertaining to claims, please contact CN Freight Claims at 1-800-667-8778.