

Service Advisory



To: BNSF Automotive Customers

August 20, 2010

BNSF Automotive 2010 Labor Day Operating Plan

HOLIDAY OBSERVANCE

This year, the Labor Day holiday falls on **Monday, September 6.**

TRAIN SERVICE

BNSF will continue to operate automotive trains over the Labor Day holiday. However, due to lighter volumes of traffic and possible train consolidations, we anticipate that shipments **originating or arriving destination on Sunday, September 5, through Tuesday, September 7,** may experience extended destination availabilities of **up to 24 hours.**

INTERLINE TRAFFIC

Delays may occur on interline traffic if connecting carriers have reduced operations for the holiday.

AUTOMOTIVE FACILITY OPERATIONS

Please see the attached matrix for facility hours during the holiday period. All automotive facilities will observe normal working hours. **Loading and unloading on Labor Day will be performed as required.** Please contact your BNSF Automotive Marketing or Customer Support Representative if you anticipate service requirements over the holiday.

CUSTOMER SUPPORT

For interactive tracing, 365 days per year, please use BNSF's Web Tracing at www.bnsf.com by logging in with your username and password, then selecting the "Equipment Tracing" section. For service issues, please call 1-888-700-3075, option 4.

A limited Customer Support staff will be available to take calls on Monday, September 6.

SHIPPING INSTRUCTIONS

Shipping instructions must be submitted via EDI or by using the BNSF Shipping Instructions web tool at www.bnsf.com. Faxed shipping instructions are not accepted. Assistance with shipping instructions at the BNSF Revenue and Pre-Rate Waybilling Center is available 24 hours per day, 365 days per year. Please call 1-888-700-3075, option 2 for assistance.

This Service Advisory is intended to inform BNSF customers of temporary service changes or interruptions.

This Service Advisory is posted on our Web site at www.bnsf.com.