

Service Advisory



To: BNSF Automotive Customers

June 18, 2009

BNSF Automotive 2009 Independence Day Holiday Operating Plan

HOLIDAY OBSERVANCE

This year, the Independence Day holiday falls on **Saturday, July 4.**

TRAIN SERVICE

BNSF will continue to operate automotive trains over the Independence Day holiday. Given the low volume levels we are currently experiencing combined with the Independence Day holiday and the plant shutdowns associated with model changeover, we anticipate this year's demand to be the lowest we have seen in years. We anticipate this extremely low demand situation lasting for approximately three weeks, which will have the effect of extending our service schedules as we consolidate volumes to fill trains. We anticipate **shipments originating or arriving destination on Monday, June 29, through Sunday, July 5, may experience extended destination availabilities of up to 72 hours, while delays of up to 48 hours may be experienced Monday, July 6, through Saturday, July 19.**

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 on the days before and after July 4. **Loading and unloading on July 4 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 AND SHIPMENT TRACING

For interactive tracing 365 days per year, please use BNSF's Web Tracing at www.bnsf.com by logging in with your user name and password, then selecting the "Equipment Tracing" section. For service issues, please call 001-888-700-3075, option 4.

A limited Customer Support staff will be available to take calls on Saturday, July 4.

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 001-888-700-3075, option 2, for assistance.

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

If you have any questions, please contact BNSF Customer Support at 1-888-428-2673.

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

**BNSF Automotive Vehicle Distribution Center Hours of Operations
Independence Day 2009**

<u>Facility Location</u>	<u>Friday, July 3</u>	<u>Saturday, July 4</u>	<u>Sunday, July 5</u>
Alabama Auto	Normal	Work as Required	Normal
Albuquerque	Normal	Work as Required	Normal
Alliance, TX	Normal	Work as Required	Normal
Amarillo	Normal	Work as Required	Normal
Denver (Irondale)	Normal	Work as Required	Normal
Dilworth	Normal	Closed	Normal
El Mirage	Normal	Work as Required	Normal
Houston	Normal	Work as Required	Normal
Kansas City	Normal	Work as Required	Normal
Laurel	Normal	Work as Required	Normal
Logistic Park Chicago	Normal	Work as Required	Normal
Memphis (Yale)	Normal	Work as Required	Normal
Oklahoma City	Normal	Work as Required	Normal
Omaha	Normal	Closed	Normal
Orillia, WA	Normal	Work as Required	Normal
Port of San Diego (Honda)	Normal	Closed	Normal
Portland (Rivergate)	Normal	Work as Required	Normal
Portland (T-Six)	Normal	Closed	Normal
Richmond	Normal	Work as Required	Normal
San Bernardino	Normal	Work as Required	Normal
San Diego	Normal	Work as Required	Normal
Spokane	Normal	Work as Required	Normal
St. Paul (Dayton's Bluff)	Normal	Work as Required	Normal
Valley Park	Normal	Work as Required	Normal