

# Service Advisory



To: BNSF Automotive Customers

August 21, 2009

## BNSF Automotive 2009 Labor Day Holiday Operating Plan

### HOLIDAY OBSERVANCE

This year, the Labor Day holiday will be observed on **Monday, September 7**.

### TRAIN SERVICE

BNSF will continue to operate automotive trains over the Labor Day holiday. *Shipments originating or terminating Saturday, September 5, through Tuesday, September 8, may experience extended 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 AND SHIPMENT TRACING

For interactive tracing 365 days per year, please use BNSF's Web Tracing at [www.bnsf.com](http://www.bnsf.com) by logging in with your user name and password, then selecting the "Equipment Tracing" section. For service issues, please call 1-888-428-2673, option 4, then option 3.

Customer Support will provide normal weekend coverage. We will have a limited staff available to take calls on Monday, September 7.

### SHIPPING INSTRUCTIONS

Shipping instructions must be submitted via EDI or by using the BNSF Shipping Instructions web tool at [www.bnsf.com](http://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 1-888-428-2673, option 3, 2, 3, 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](http://www.bnsf.com).