

Service Advisory



July 8, 2008

To our valued customers:

Customer demand patterns and the hard work of BNSF people during the July 4 holiday weekend allowed us to restore most flows to normal on routes across the Mississippi that previously had been affected by flooding. Locomotives and platform capacity are available to accommodate intermodal loadings as equipment balance was restored over the weekend.

Coal flows are also returning to normal as loaded and empty trains cycle through the system, although some coal destination points along the Mississippi remain affected by flooding.

Crews have begun work to repair flood-damaged trackage along the west bank of the Mississippi between West Quincy and St. Louis. Six rock trains have been deployed to fill several washouts and areas where water has washed along the side of the track, and debris is being removed from 11 miles of track.

Between West Quincy and Burlington, about seven and a half miles of track remain under water. We are beginning to assess damage so we can make plans to restore that track to service. We're currently dumping rock to restore track just south of Burlington.

South of St. Louis, flood gates remain closed at several locations, although they are expected to open later this week as the crest continues to work its way down the Mississippi. We have been able to inspect track and make repair plans for the first 80 miles south of St. Louis; for another 50 miles south, our tracks remain under water, but the river continues to drop.

We will continue to keep you posted on developments, and we appreciate your continued support as the flood recovery continues.

A handwritten signature in black ink that reads "John Lanigan".

John Lanigan
Executive Vice President and Chief Marketing Officer

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.