

To: BNSF Automotive Customers

August 15, 2008

BNSF 2008 Automotive Labor Day Operating Plan

HOLIDAY OBSERVANCE

This year, the Labor Day holiday will be observed on **Monday, September 1**.

TRAIN SERVICE

BNSF will continue to operate automotive trains over the Labor Day holiday. *Traffic that **originates or arrives at destination on Sunday, August 31, through Tuesday, September 2**, 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 on the days before and after Monday, September 1. **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 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 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 1.

SHIPPING INSTRUCTIONS

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 for assistance.