



**HYSTER
COMPANY**

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DATE: December 14, 2001

TO: All Hyster Dealer Principals and Sales Managers

RE: Serial Number Specific Parts Manuals

Previously you were notified that HYPASS on Line would effect the ordering of parts manuals on new units. This letter is to advise you how your current orders will be changed and the forward ordering procedures for Serial Number Specific Parts Manuals.

All current orders that have ship dates or customer availability dates (CAD) starting January 1, 2002, and have a generic parts manual option code 301-02 on the order, will be changed to reflect the new serial number specific parts manual, 301-20. You will receive new order acknowledgements for each order changed. The serial number specific parts manual sells for \$90, however, we will price protect all orders that are changed to the serial number specific parts manual price at the old price of \$60. Also, all new orders received before January 1, 2002 and requiring a parts manual will be price protected at \$60.

Effective January 1, 2002, HERO will no longer accept orders for the generic parts manual, option code 301-02. Option code 301-20 will be available in HERO if you require a printed serial number specific parts manual and option code 301-30 for a CD copy. The price, including shipping, is \$90 for the printed copy or the CD and will be shipped to you separately from Foxfire. Foxfire is notified to produce your serial number specific manual when the unit is shipped from the manufacturing plant. Inquiries about late or missing serial number specific parts manuals should be directed to Foxfire at 1-302-368-9466.

Serial number specific parts manuals currently are not available for units produced in The Netherlands and Italy. Big trucks, produced at Nijmegen, The Netherlands and units shipping from Italy will still receive a standard generic parts manual shipped with the unit at no charge.

John Foley
Manager, Product Supply