



# PRODUCT INFORMATION BULLETIN



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TO: ALL HYSTER DEALER PRINCIPALS, SALES MANAGERS, & SALES REPRESENTATIVES

FROM: KELLY SMITH – DIRECTOR, HYSTER MARKETING

SUBJ: CUMMINS CERTIFICATION

As announced on Product Information Bulletin D/C# 19, released on November 5, 2004, Hyster Company has appointed Cummins Inc. as its exclusive supplier of engines on the H170-360HD products. Starting in April 2005, all Hyster Big Truck products will be powered by Cummins engines.

Hyster dealers are now able to become authorized to perform warranty repairs on Cummins engines and to provide aftermarket parts and service support for those engines. This opportunity was not previously available to Hyster Company and the Hyster dealers.

Hyster has worked hard to integrate the Cummins engine information into the standard business systems, technical documentation, and service parts availability through the Danville PDC, Service support, and Technical Training. Hyster Company recognizes the profit opportunity for dealers being able to perform warranty and service work on the Cummins engines.

Over the past two months, representatives from Hyster and NMHG have worked closely with their counterparts at Cummins to develop a certification program that will provide Hyster dealers with the training, tools, parts and documentation needed to support the Cummins powered products.

Effective May 1, 2005, delivery for Hyster Big Truck products powered by Cummins engines will only be made to dealers certified to service the Cummins Engines.

There are three engine families that power the Hyster Big Truck series, the Cummins QSB, Cummins QSC, and Cummins QSM. The Cummins QSB powers the H170-360HD, and with a different fuel system, also powers the H360-450H (FLT and EC models). The H550-700F/FS is powered by the Cummins QSC. The Cummins QSM engine is found in the H800-1050E, the H1050-1150HD-CH and the YardMaster products.

You will start your certification process by training on the QSB engine. After completing the QSB training, (a prerequisite to the other training offered), you may choose to add QSC engines, QSM engines, or both.

Dealers will choose the level of certification they wish to earn. There are two levels of certification, the Full Service Level or the Repair Level. Although the training for both levels of service is identical, the work that you will be able to perform on the engines, and the parts inventory you will be required to maintain will depend on the level of certification you chose. The two levels are described in more detail below.

## Full Service

A Full Service Dealer has the technical skills, tooling, publications, and warranty authorization to perform complete engine troubleshooting and repair up to and including an engine overhaul. A Full Service Dealer must commit to maintain, on-site, a sufficient parts inventory such that parts availability should not delay a predictable service event for engine(s) for which the dealer is certified. Minimum requirements for the tools inventory are listed in Attachment A included at the end of this bulletin.

## **Repair**

A Repair Dealer has the technical skills, tooling, information, and warranty authorization to perform engine troubleshooting, and component inspection and replacement on all external components, including fuel systems.

Repair dealers are not authorized to repair failures of internal engine components, or to make any repair that requires the removal of the oil pan or front cover in order to make the repair. A Repair dealer is allowed, however, to repair failures of the oil pan, pan gasket, front cover, front cover gasket, and cylinder head gasket. Repair Dealers must also maintain, on-site, sufficient parts inventory such that parts availability should not delay a predictable service event for the engine(s) for which the dealer is certified. Minimum requirements for the tool inventory are listed in Attachment A, included with this bulletin.

## **Requirements for Certification**

There are four requirements for certification and each are described more fully below:

1. Technical Training
2. Service and Diagnostic Tools
3. Service Parts Inventory
4. Technical Documentation

## **Technical Training**

Each Hyster dealer who intends to accept delivery of the Cummins QSB engine powered truck at their Servicing location must have at least one technician who is trained and certified to work on the Cummins QSB engine and is present at that particular servicing location. Certification requires twelve hours of CD based self-study (Virtual College) and forty hours of hands-on instruction. The course outline of the Technical Training school follows:

### **QSB5.9 Full Service/ Repair Qualification Program**

Students: Hyster dealer technicians requiring Cummins QSB5.9 certification.

1. Pre-requisites – Virtual College
  - a. Basic Electronics Theory & Troubleshooting (3898967) [6 hrs]
  - b. INSITE 6 (3898977) [6 hrs]
2. INSITE Basic Training – Hands-on [8 hrs]
  - a. Connecting to ECM via Inline 4 data link adapter
  - b. Setting features and parameters on QSB5.9 calibration
  - c. Operating data retrieval from ECM
  - d. Re-calibrating ECM via INCAL CD-Rom
3. Full service Engine Qualification Training – Hands-on QSB5.9 [32 hrs]
  - i. Systems operation and flow review (fuel, lube, cooling, air)
  - ii. Engine scheduled maintenance review
  - iii. Fuel system service
  - iv. Engine disassemble/assembly/adjustments
  - v. Electronic control system operation and troubleshooting
  - vi. Technician proficiency assessment

Certification on the QSC and QSM engines requires additional hands-on instruction as outlined on page 3.

## **QSC8.3 and QSM11 Full Service/ Repair Qualification Program**

Students: Hyster dealer technicians requiring Cummins QSC & QSM certification

Pre-requisite: Successful completion of **QSB5.9 Full Service/ Repair Qualification Program**

1. Full Service Engine Qualification Training – Hands-on
  - a. QSC8.3 [8 hrs]
    - i. Fuel system service
  - b. QSM11 [32 hrs]
    - i. Systems operation and flows (fuel, lube, cooling, air)
    - ii. Engine scheduled maintenance review
    - iii. Fuel system service
    - iv. Engine disassemble/assembly/adjustments
    - v. Electronic control system operation and troubleshooting
    - vi. Technician proficiency assessment

The Service schools are planned for the March – June 2005 period. The schools will be conducted at multiple locations around the U.S. to minimize travel expense. During January, Ed Tyndale, Technical Training Manager, will be communicating the detailed schedule and registration procedures. Ed will also provide the ordering instructions for the Virtual College CD's and the scoring procedure for the assessment tests.

### **Service and Diagnostic Tools**

There are defined lists of service and diagnostic tools required for each engine type and for each certification level of that type of engine. Certification will require that a dealer has one of the following INSITE diagnostic tools at their location. INSITE is the electronic service tool required to interface with the Engine Control Module (ECM) to perform testing and diagnostics on electronically controlled Cummins Engines. There are two certification levels of INSITE:

- **Lite** - provides the ability to read certain engine parameters, to adjust certain settings, to reset fault codes and to perform certain tests. (This is the minimum tool required for Repair Certification).
- **Pro** – provides the Lite capabilities plus the ability to recalibrate the engine. (This is the minimum tool acceptable for Full Service Certification.)

To ensure the Parts Distribution Center can meet your tool requirements for April shipment of units that include Cummins engines, please place your orders through your normal ordering channels via PDC by January 31st, 2005. Orders placed after that date may be subject to availability based on full lead time from our supplier. Orders placed prior to January 31st will ship to you before April 2005. In addition, special pricing has been negotiated for orders placed prior to April 1<sup>st</sup> 2005. Orders placed after April 1<sup>st</sup> will be subject to regular pricing and full lead time. ***Details of the tools required are included on Attachment A.***

### **Service Parts Inventory**

As part of the certification process, Hyster dealers are required to maintain a minimum stock inventory. ***Details of the parts inventory are included on Attachment B.***

For questions regarding service parts or tooling availability please contact Tracy Minto, Manager Customer Satisfaction/Parts at (217) 443-7478.

### **Technical Documentation**

The technical documentation for each of the Hyster Big Truck series is undergoing revision to include the Cummins engine information. The Operators Manual and the Parts Manual will have the Cummins information integrated into them and the engine information will be covered as any other component system. Due to the size of the Cummins Service information, it was decided to use the complete Cummins Service documentation as an addendum to the existing Hyster Big Truck Service Manuals. Hard copies of the manuals can be ordered from Foxfire. Technical documentation for the Cummins engines are also available on line via the Hyster Digital Dealer website.

The following table lists the part numbers for the technical publications for each of the Hyster Big Truck series.

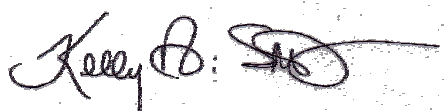
| Hyster Big Trucks Technical Publications |                  |              |                |                         |                |             |
|------------------------------------------|------------------|--------------|----------------|-------------------------|----------------|-------------|
| Series                                   | Operators Manual | Parts Manual | Service Manual | Cummins Service Manuals |                |             |
|                                          |                  |              |                | Base Engine             | Control System | Shop Manual |
| H170-280HD                               | 1556854          | 1556869      | 1556870        | 1593769                 | 1593770        | 1593772     |
| H300-360HD                               | 1556854          | 1556869      | 1556870        | 1593769                 | 1593770        | 1593772     |
| H360-450H (FLT & EC)                     | 1529824          | 897998       | 1529911        | 1593769                 | 1593770        | 1593772     |
| H550-700F/FS                             | 1530661          | 1523725      | 1530662        | 1593776                 | 1593777        | 1593779     |
| H800-1050E                               | 897974           | 1454515      | 1453783        | 1593783                 | 1595784        | 1599786     |
| H1050-1150HD-CH                          | 1546429          | 1546427      | 1546428        | 1593783                 | 1595784        | 1599786     |
| YardMaster                               | 1470228          | 1553462      | 1554650        | 1593783                 | 1595784        | 1599786     |

### Compliance

Your compliance with the certification requirements will be monitored through registration and attendance reports from the Technician Training Schools, PDC records regarding Tooling and Parts. Field audits will be conducted periodically. Failure to comply with the certification requirements will result in denial of Cummings engine warranty claims and potentially, in the loss of OEM Supplier Pricing on Aftermarket Service for Cummings engine parts. Effective May 1, 2005, Hyster will only ship the product series listed in the preceding table to Hyster dealer locations that are certified to at least the Repair level on the respective Cummins engine.

We are confident that this new and additional opportunity for parts and service business will be a benefit to Hyster Company and the Hyster dealer network.

Sincere Regards,



Kelly A. Smith  
Director – Hyster Marketing

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