

February 16, 2004

TO: CERTAIN DEALER PRINCIPALS & SALES MANAGERS

FROM: DAVE HOEHN, VICE-PRESIDENT, SALES COUNTERBALANCED
AND WAREHOUSE PRODUCTS

SUBJECT: BONSAL AMERICAN

This letter is to confirm a formal Dealer Major Account Agreement for Hyster product between Bonsal American and Barloworld Handling, Charlotte, NC office, who is responsible for administering the account.

Please note the attached listing of plants/operations in your area and make contact with your local plant as soon as possible.

Barloworld Handling – Charlotte, NC office will be responsible for placing orders with Hyster Company and coordinating the delivery and installation of new equipment. All orders for locations on the attached list are to be placed through the Barloworld Handling office in Decatur, GA. Bonsal American will be responsible for informing their locations of this agreement.

If you have any questions concerning this account, please contact Ron Davison at (704) 588-1300 or e-mail rdavison@handling.barloworld.com.

Sincerely,

Dave Hoehn

Vice-President, Sales Counterbalanced
and Warehouse Products

DH/wgw

cc: Ron Davison, Barloworld Handling
John Callahan, Hyster Company
Tim Mills, Hyster Company

