



HYSTER COMPANY

A Division of NACCO Materials Handling Group, Inc.
1400 Sullivan Drive, PO Box 7006, Greenville, NC 27834 (27835-7006)

PGW DEALER PROGRAM GUIDELINES

Updated 2/8/11

PROGRAM DETAILS

- Program Start Date – August 1, 2009
- Locations Included – all PGW Auto Glass locations (United States and Canada)

TIME AND MATERIAL REPAIRS

- All repairs are performed on a time and material basis.
- Dealer will be reimbursed for travel and labor at the dealer's published hourly rate as of 8/1/09 less 10% and will remain effective through 8/1/10.
- Charges not allowed
 - Miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.
 - Charges for these items on claims will not be approved.
- Reasonable fees such as environmental fees and shop supplies may be included, however, HFS reserves the right to review and deny payment on any fees we do not consider reasonable or that are excessive.
- Reasonable fees of shop supplies and environmental fees are not to exceed 6% of labor
- Notification of customer damage
 - Technicians should clearly note on the work order if the repair was a result of customer damage so the warranty administrator can add this information to the claim description when submitting claims. This is an important step in providing accurate reporting for the customer.
 - Travel will be reimburse at your discounted labor rate but closely monitored.

CENTRALIZED DISPATCHING

- All service repairs are to be dispatch through HFS.
- Refer all service requests that are made directly to your dealership to the HFS toll free number (877-874-9570). The service requests, including after hour service requests, will then be dispatched to your dealership.
- PGW has an exclusive agreement with GNB. The customer should not purchase or ask for quotes on batteries & chargers from our dealers. **PGW have a purchasing program with a battery vendor (GNB) and will purchase all batteries and chargers directly from them.**
- The contact for new batteries is George Preisendorfer. His phone number is 724-344-0167

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- Communication is critical. Please advise Hyster Fleet as soon as possible of any delays in responding to any service calls dispatch to your dealership or delays in completing repairs.
- It is imperative for the technicians to have clear communication with an appropriate location employee (e.g. member of management, requestor of the service) before leaving the location. The location should be given status of the service.

QUOTES

- All repairs in excess of \$1,300 require approval from HFS prior to completing the repair.
- **Quote is required before work is performed. Any quote submitted after repairs are made will be denied.**
- Quotes must be submitted to the Dealer Fleet portal within 24 hours of the completion of the initial service call.
- Quotes should be submitted through the portal on the Digital Dealer site within D3
 - All labor and parts need to be broken out – no lump sum totals.
 - We will not approve any charges for miscellaneous items such as fuel surcharges, mileage, service call charges, van usage charges, etc.
 - No taxes should be listed on quote
 - Use the discounted labor rate.
- Once quote is submitted by dealer it will be reviewed by Hyster Fleet Personnel and it will then be submitted to customer.
- Customer will review and select customer approved or customer declined
- A notification in a quote email will be sent back to dealer with the status.
 - If the quote is approved
 - PO# will be listed
 - Dealer should move forward with the repair in a timely manner
 - Dealer should submit a claim to HFS once the repair is complete
 - Dealer should include the service call number and PO# on the fleet claim.
 - Claim over \$1,300 that does not reference a quote approval with PO# will be denied.
 - If quote is denied
 - Dealer should submit a claim to HFS for the diagnostic labor and travel only.
 - Dealer should not perform any other repairs or PM on unit.
- **Claims received by HFS for repairs in excess of \$1,300 that do not follow these procedures will be denied.**
- Repairs **can not** be split into two claims in order to bypass the quote threshold.

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PERIODIC MAINTENANCE

- **Effective January 1, 2010** Basic Periodic Maintenance should be performed on a calendar basis utilizing the following guidelines:
 - **All Order Picker units should follow a 90 day PM schedule**
 - **All Sit Down IC & Electric should follow a semi-annual PM schedule**
- Exceptions to these schedules:
 - If you just completed a PM in the last month you can base your next PM off that schedule.
 - Locations that require a more frequent PM's based on usage or application circumstances. Please make sure the PGW branch authorizes and note claims accordingly.
- In the coming year will gather information on their fleet to develop a more defined benchmark by equipment type on PM timing and communicate to dealer body. Other PM levels should be handled according to the manufactures written guidelines and authorized by branch.
- **It is the responsibility of the dealer to perform timely PMs – HFS will not dispatch PMs.**
- Dealers will be paid in accordance with the **Hyster FleetSmart** PM program announced on September 15th, 2008.
- **Hyster FleetSmart** PM Rate Guide can be found on the digital dealer website
- Submit a type 6 PM Claim with labor submitted in the labor section, zone charge in miscellaneous section (one zone charge per day) and parts should be in the parts section.
- Before traveling to the location to perform a PM, dealer should schedule PM's with the location. We recommend that you record the full name of the person that you speak with when scheduling the PM.
- Additional service or parts found during a PM should be performed on a time and materials basis and must be submitted to HFS as a separate fleet claim.
- PM stickers should be affixed to each unit. If a technician sees that one is missing, tech should affix a sticker to each unit detailing the date and hour meter reading of the PM. Hyster can provide PM stickers upon request.

RENTAL EQUIPMENT

- All request for rentals are to be dispatch through HFS. PGW branches have been directed to the same toll free number that is used for service requests (877-874-9570).
- HFS will contact the servicing Hyster dealer for a rental serial number to be added to contract.
- If rental s/n can not be determine, submit a contact management ticket with the rental serial number and it will be added and dispatch to dealer.

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- Dealer will then contact customer to determine availability.
- The dealer can then work with the PGW location to arrange delivery and pickup.
- The dealer should follow the Hyster **FleetSmart** Rental Guide dated June 1, 2009.
- A type 6 fleet claim should be submitted to HFS for all rentals.
- **Effective June 21, 2010 for Rental** serial number, dealer will submit a claim using the serial number of the actual rental unit placed in service.
 - **If unit is down, note on claim the problem, reason for the rental and put the customer s/n on the claim.**
 - **Submit a contact management ticket with the rental serial number.**
 - **Note the start and end repair date of the rental period on the claim**
 - **The rental charge should be submitted in the miscellaneous section on the claim**
 - **On the claim in the miscellaneous section should be one of the following descriptions: RENTAL; DAILY; WEEKLY; MONTHLY**
 - **Generic serial number for rental is no longer being used.**
 - **Claim submitted for a rental with a generic serial number will be denied.**
 - **If there are any questions, please submit a contact management ticket**

MISCELLANEOUS PROGRAM DETAILS

- Hyster dealers should affix a sticker to each unit covered under the program for which they are responsible. The sticker contains the HFS toll free service number and designates the OEM coverage. Please contact HFS for an additional supply of stickers needed.
- If any claim is disputed and not paid by PGW as a result of any information submitted by the dealer, Hyster Company reserves the right to reverse payment of the claim to the dealer until the situation can be resolved. Upon resolution the fleet claim may be resubmitted by the dealer.
- Claims should be submitted according to the HFS current guidelines for timely claim submission. Contact HFS if more details are needed.
- Hyster and Unisource parts will be reimbursed at fleet parts pricing which is defined as the current published consumer list price. Outside parts should be limited to a maximum markup of 30%.
- Dealers should submit a Type 6 Fleet claim via the warranty system to HFS for reimbursement of time and material repairs and PM's.

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TRUCK NAME PLATE VERIFICATION

- In January 2010 we requested dealers verify name plates during PM & regular service calls and notify the PGW Branch Managers of any incorrect or missing plates. Safety is very critical to PGW and branch audits are conducted on a regular basis by their corporate safety teams. Name plates with correct capacity ratings remain a top priority with the audit team and they are still finding incorrect plates. Please make it a priority with your technicians or aftermarket sales team to report any incorrect plates to the local PGW Branch Managers. Incorrect Hyster name plates can be ordered via the Hyster web site and competitive product plates should be ordered from the manufacture.

FLEET CLAIM SUBMISSION

- Dealer will submit a Type 6 Fleet claim to Hyster Fleet for reimbursement of time and materials repairs.
- Dealer should submit a claim to HFS once the repair is complete in a timely manner
- Effective April 12th 2009, dealer claim submitted for work orders 30 days old past the end repair date will be assessed a 10% late fee.
- Hyster reserves the right to deny payment on any claim that is received more than 45 days from the date of completion of the repair.

HFS CONTACT LISTING

For questions regarding fleet claims submission, claims payment, invoicing, service repair quotes, periodic maintenance, etc. please submit a Contact Management ticket which will be routed to Ruby Severado, the PGW Program Manager.

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