



**HYSTER
COMPANY**

P.O. BOX 7006
GREENVILLE, NC 27835-7006
(252) 931-5100

IMPORTANT NOTIFICATION REGARDING NEW EPA-COMPLIANT INTERNAL COMBUSTION ENGINE TRUCKS

On January 1, 2004 a new Governmental EPA Regulation for all Large Spark Ignited (LSI) Engines of 25 HP or larger will be in effect.

Clarifying the EPA regulations as they apply to the lift truck industry has been a complex technical challenge. However, we are now confident that we are now able to comply with the Federal Clean Air Act in reducing emissions into the atmosphere.

It is important to point out that the 2004 EPA compliant engines will be easier to maintain than the fuel systems on current trucks:

- All of the fuel system adjustments have been removed from the fuel system components.
- The service technician will only need to replace fuel system components that are not meeting the vehicle emissions requirements.
- A diagnostic fault code will indicate which component is causing the system to be non-compliant.
- **Essentially, there are no new major service maintenance procedures required in maintaining the engines.**

In September, 2003, we e-mailed and faxed several introductory letters which provided an overview of how the Governmental EPA Regulation will affect the sales and support of forklift trucks. This information is also available by accessing the dealer logon through hysterusa.com.

These letters included the following:

- Letter to the dealers
 - Summary of legislation
 - Why EPA is adopting
 - Who / what is affected
 - Option changes and eliminations
 - Truck hardware changes
 - Price impact
- Letter to the customers
 - Summary of legislation
 - Why EPA is adopting
 - Who / what is affected
 - Option changes and eliminations
 - Truck hardware changes
 - Price impact
- EPA FAQs
- EPA Regulatory Announcement

It is very important that you and your team become familiar with this information.



In addition to the information listed above, which was provided to you in September, we are now providing a detailed list of Technical Training and Service support information that will be released over the next several months:

- Warranty policy Nov. 17, 2003
 - Including list of parts with extended warranty
- Recommended Spare Parts List Dec. 15, 2003
- PC Diagnostic Software & Interface Cable Dec. 15, 2003
- Flat Rate schedules Dec. 15, 2003
- Dealer and customer responsibilities letter Dec. 15, 2003
 - List of what can and cannot be done in the field
- Service manuals available on HyPass Online Dec. 30, 2003
- Technical Training material availability Dec. 30, 2003
 - Self-Directed Learning program and assessment
 - Distance Learning Sessions on use of emission compliant engine software
 - Emission Compliant Engine Introductory Train-the-Trainer Class
 - LPG Fuel System and GM Engine Controls workshops, updated to include emission compliant engines

The changes in the engines and fuel systems will result in:

- Cleaner air
- A safer and better working environment
- More fuel efficient forklift trucks

You will start to see these units being shipped to you in the second half of January 2004.

Good Selling!

Sincerely,

A handwritten signature in cursive script, appearing to read 'David O'Dell'.

David O'Dell
President - Hyster Company