



HYSTER COMPANY

Americas Division

January 26, 2007

TO: Dealer Principals, Sales Managers, and Service Managers

FROM: Hyster Fleet Services

RE: Full Maintenance Estimating Guide (FMEG) Update

Competitive full maintenance rates are a key factor in achieving the mutual market share objectives of the Hyster Dealers and Hyster Company. In order to be market competitive it is important that our full maintenance offerings reflect the cost reductions resulting from the engineering and design improvements in our new product. On November 1, 2006 Hyster Fleet Services announced the most current update to the FMEG program. This update covered all AC products as well as Fortis units through 12,000# capacity. We are pleased to announce that the newest FMEG update reflecting the addition of the S135-155FT and H135-155FT models is now available. With the exception of the addition of these two series, there are no additional changes to the FMEG program from the November 1st update. As with previous releases the update contains the rates for each model in the series as well as various unit configurations available such as Advance and Advance+. The updated full maintenance rates provided by Hyster over the last several months reflect a reduction of up to 25% over full maintenance rates for previous series. Of course, savings will vary based on the maintenance term and annual operating hours in addition to standard dealer variables such as labor rates, travel times, PM frequency, inflation, etc.

Working in conjunction with product engineering, service, parts, and marketing, Hyster has identified four key areas of savings for the new Fortis line of lift trucks including:

- *Reduced Periodic Maintenance*
 - *Extended service intervals for transmission and coolant changes.*
 - *Improved serviceability*
- *Reliability and performance improvements for the following systems*
 - *Powertrain*
 - *Electrical*
 - *Coolant*
 - *Hydraulic*
- *Inclusion of extended powertrain warranty as standard*
- *Extended brake wear (Fortis Advance and Fortis Advance+)*

Maintenance rate reductions to the AC product reflect the extension of PM intervals from 350 to 500 hours and reduction or elimination of parts costs associated with brushes and contactor tips.

Due to space limitations with the model field in the FMEG program we have had to make several changes to the model nomenclature in order to reflect the wide range of options and configurations now available.





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The following list of codes and abbreviations should assist you in identifying the applicable models.

DC = Direct Current Motors. Example: E30ZDCHY reflects an E30Z series with DC hydraulic motors.

E30Z = series refers to a total AC unit

BC = Box Car Special

P = Paper Roll Special

S = Short Wheel Base

W = Wet Disc Brakes

D = Dry Shoe and Lining Brakes

S50FT = Fortis Basic

S50FTA = Fortis Advance

S50FTA+ = Fortis Advance Plus

To update your FMEG program please go to the Hyster web site at www.hysteramericas.com and log into the Digital Dealer. Once you have logged in select **Dealer Systems > Software/Data Downloads > Hyster Suite**. Click on the file with the FMEG Update Installation Instructions and follow them closely in order to complete your update. **In order to ensure that we are offering the most competitive rates possible please discontinue using older FMEG versions and verify that all appropriate dealer personnel have completed the necessary update.**

Please remember that full maintenance rates generated by the Hyster FMEG program are estimates based on the best available information and input from numerous sources. As always, your knowledge of the customer and application as well as any other historical experience should be factored into your final customer quote. Also remember that FMEG does not include avoidable damage, tires, attachments, seats, and light bulbs.

If you have any questions regarding the maintenance rates for the new series or questions on the FMEG program or full maintenance in general please contact Stan Garrison as follows:

Stan Garrison

Direct: (252) 931-5659

E-Mail: ahsgarri@hyster.com

If you have any questions or problems completing the FMEG update please utilize the Contact Management System.

Regards,

Jeff Meyer
Manager, Fleet Operations

