



HYSTER COMPANY

Americas Division

November 1, 2006

TO: Dealer Principals, Sales Manager, Service Managers

FROM: Hyster Fleet Services

SUBJ: FMEG Update

Hyster Fleet Services is pleased to announce that the update to the Full Maintenance Estimating Guide (FMEG) is now available for download. Included in this update are the new AC Reach, AC Walkie Rider as well as the remaining Fortis series. As with the first Fortis release maintenance rates are provided for each model in the new series in addition to the various unit configuration options including Basic, Advance, and Advance+. The new full maintenance rates reflect a potential savings of up to 25% from the previous series. Savings will vary depending on the maintenance term and operating hours, in addition to standard dealer variables such as labor rates, travel time, PM frequency, inflation, etc.

For this update the same installation instructions located at <http://www.hysterusa.com/DealerArea/HysterSuite/> should be followed and after log-in go to Dealer Systems / Software / Data Download / Hyster Suite.

Due to space limitation in the program the following nomenclature has been changed and the following key should help identify options:

DC = Direct Current Motors example (E30ZDCHY) this is an E30Z series with DC hydraulic motors.

E30Z = series would be a total AC truck.

BC = Box Car Special

P = Paper Roll Special

S = Short Wheel Base

W = Wet Disc Brakes

D = Dry Shoe & Lining Brakes

Please remember that full maintenance rates generated by the Hyster FMEG program are estimates using the best available information. As always, your knowledge of the customer and application as well as any other historical experience should be factored in when quoting full maintenance rates. Also remember that FMEG rates do not include avoidable damage, tires, seats, batteries/chargers and light bulbs.

Instructions for completing the FMEG update are available on the Hyster USA web site using the link provided above. If you have any questions regarding the maintenance rates for the new series or questions on FMEG or full maintenance in general please contact either Stan Garrison as follows:

Stan Garrison

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

