



MATERIALS HANDLING GROUP, INC.

Risk Management Department
4000 N.E. Blue Lake Road, Fairview, Oregon 97024-8710
Direct: (503) 721-6072 – Fax: (503) 721-6058

January 1, 2011

TO: ALL HYSTER COMPANY U.S. AND CANADIAN INDUSTRIAL TRUCK DEALER
PRINCIPALS, BRANCH MANAGERS, AND SERVICE MANAGERS

We take this opportunity to remind you and your employees to continue to report all accidents involving Hyster products to the Risk Management Department in Fairview, Oregon. It is Hyster's objective to identify and investigate all accidents involving our products as quickly as possible. We need your assistance to accomplish this goal.

Information gathered from accident investigations is considered in the design process and supports our product quality and safety objectives. This process also contributes to shared success by Hyster and its dealers in defending product liability lawsuits.

To assist you and your employees in the continued prompt reporting of product accidents, **we are now implementing on-line accident reporting** to replace the existing system of faxing accident reports. There are two ways to report an accident on-line. The first method allows the user to fill in the accident reporting form on-line, attach photos and other documents, and email the package to the NMHG Risk Management Dept. at lpreporting@nmhg.com. The second method is for the user to print the blank accident report, fill it in by hand, scan the report and any supporting photos or other documents and send the scanned package to us at the same email address.

The fillable accident form may be found on the dealer portion of the Hyster website under <http://www.hysterusa.com/DealerArea/Welcome/DigitalDealer.asp>.

Should you wish to continue to fax accident reports, this method will continue to be available through the existing fax no. of 503-721-6058.

Very truly yours,

NACCO MATERIALS HANDLING GROUP, INC.

Peter Schmidt
Director, Risk Management Claims & Litigation