



SUBJECT: HYSTER COMPANY'S EXTENDED WARRANTY PROGRAM

MODELS AFFECTED: MODELS UP TO AND INCLUDING 36,000 LBS

DESCRIPTION:

This Gram introduces price revisions to Hyster Company's Extended Warranty program, effective April 1, 2002.

New dealer net prices for Hyster extended warranties are attached. The revisions in dealer net prices reflect a nominal increase to compensate for the increase in parts and dealer labor costs. We recommend customer prices at margins no higher than 40%.

Also attached is information on procedures for purchases, transfers, and cancellations of Hyster extended warranties.

This letter supersedes any prior release of communications concerning the Hyster extended warranty program. Please discard previously sent Gram MA00015 and Gram MA00015R1 and replace with Gram MA00015R2.

Questions concerning the administration of the Hyster Extended Warranty program should be directed to: Gilbert "Skip" Riddle, Manager of Warranty Administration @ (252) 931-5796.

Hyster

EXTENDED LIMITED PARTS ONLY WARRANTY

ELECTRIC

TYPE	SALES OPTION CODE (ALL)	CLASS I STANDARD DEALER NET	CLASS I E30-50FR E30FR2 DEALER NET	CLASS II NARROW AISLE DEALER NET	CLASS II ORDER PICKERS DEALER NET	CLASS III PALLET TRUCKS DEALER NET
2 YEARS/ 4,000 HRS	60124	\$210	\$1,200	\$235	\$235	\$205
3 YEARS/ 5,000 HRS	60136	\$305	\$1,500	\$340	\$340	\$260
4 YEARS/ 6,000 HRS	60148	\$465	N/A	\$495	\$495	N/A
5 YEARS/ 8,000 HRS	60158	\$620	N/A	\$715	\$715	N/A
5 YEARS/ 10,000 HRS	60160	\$770	N/A	\$980	\$980	N/A

ELECTRIC – TURRET TRUCKS

TYPE	SALES OPTION CODE (ALL)	CLASS II V30XMU DEALER NET	CLASS II V35XMU DEALER NET	CLASS II V40XMU DEALER NET
2 YEARS/ 4,000 HRS	60124	\$975	\$1,250	\$1,400
3 YEARS/ 5,000 HRS	60136	\$1,450	\$1,850	\$2,100
4 YEARS/ 6,000 HRS	60148	\$1,825	\$2,300	\$2,600
5 YEARS/ 8,000 HRS	60158	\$2,275	\$2,900	\$3,200
5 YEARS/ 10,000 HRS	60160	\$2,850	\$3,600	\$4,000

Hyster

EXTENDED LIMITED PARTS ONLY WARRANTY

INTERNAL COMBUSTION

TYPE	SALES OPTION CODE (ALL)	CLASS IV/V UP TO 6,500 LBS. DEALER NET	CLASS IV/V 7,000 TO 12,000 LBS. DEALER NET	CLASS IV/V 13,500 TO 15,500 LBS. DEALER NET	CLASS V 16,500 TO 28,000 LBS. DEALER NET		CLASS V 30,000 TO 36,000 LBS. DEALER NET	
					Standard Perkins Engine	*Optional Cummins Engine	Standard Perkins Engine	*Optional Cummins Engine
2 YEARS/ 4,000 HRS	60124	\$210	\$235	\$600	\$950	\$840	\$1,100	\$970
3 YEARS/ 5,000 HRS	60136	\$305	\$340	\$800	\$1,265	\$1,115	\$1,450	\$1,280
4 YEARS/ 6,000 HRS	60148	\$465	\$495	\$1,040	\$1,580	\$1,390	\$1,810	\$1,595
5 YEARS/ 8,000 HRS	60158	\$620	\$715	\$1,345	\$1,975	\$1,740	\$2,240	\$1,975
5 YEARS/ 10,000 HRS	60160	\$770	\$980	\$1,690	\$2,400	\$2,115	\$2,625	\$2,310

Claims are administered by the NACCO Material Handling Group (NMHG) Customer Services Department and are subject to published warranty policies, procedures and conditions. Travel and Labor will NOT be paid on Extended Limited Parts Only Warranty claims. Each submitted extended warranty claim will be subject to a \$75 deductible charge for units under 16,500 lbs. and \$250 for Turret Trucks and units 16,500 lb. capacity or greater.

Extended warranties sold after truck installation but during the standard warranty period will incur a net cost of \$100 - for each serial number. Extended warranties are only available for customer trucks and will not be sold for dealer rental trucks.

*This warranty excludes coverage on Cummins Diesel Engines. Repairs on Cummins Diesel Engines ARE NOT warrantable under the Extended Limited Parts Only Warranty. Extended warranty coverage for the Cummins Diesel Engine must be purchased direct from Cummins @ www.cummins.com.

This statement supersedes previously released communications relevant to these subjects.

Hyster

EXTENDED LIMITED PARTS & LABOR WARRANTY

ELECTRIC

TYPE	SALES OPTION CODE (ALL)	CLASS I STANDARD DEALER NET	CLASS I E30-50FR E30FR2 DEALER NET	CLASS II NARROW AISLE DEALER NET	CLASS II ORDER PICKERS DEALER NET	CLASS III PALLET TRUCKS DEALER NET
2 YEARS/ 4,000 HRS	60224	\$295	\$1,705	\$340	\$340	\$285
3 YEARS/ 5,000 HRS	60236	\$420	\$2,125	\$625	\$625	\$400
4 YEARS/ 6,000 HRS	60248	\$650	N/A	\$865	\$865	N/A
5 YEARS/ 8,000 HRS	60258	\$875	N/A	\$1,085	\$1,085	N/A
5 YEARS/ 10,000 HRS	60260	\$1,135	N/A	\$1,400	\$1,400	N/A

ELECTRIC – TURRET TRUCKS

TYPE	SALES OPTION CODE (ALL)	CLASS II V30XMU DEALER NET	CLASSII V35XMU DEALER NET	CLASS II V40XMU DEALER NET
2 YEARS/ 4,000 HRS	60224	\$1,500	\$1,900	\$2,135
3 YEARS/ 5,000 HRS	60236	\$2,250	\$2,850	\$3,200
4 YEARS/ 6,000 HRS	60248	\$2,800	\$3,550	\$3,985
5 YEARS/ 8,000 HRS	60258	\$3,500	\$4,435	\$4,980
5 YEARS/ 10,000 HRS	60260	\$4,375	\$5,545	\$6,225

Hyster

EXTENDED LIMITED PARTS & LABOR WARRANTY

INTERNAL COMBUSTION

TYPE	SALES OPTION CODE (ALL)	CLASS IV/V UP TO 6,500 LBS. DEALE R NET	CLASS IV/V 7,000 TO 12,000 LBS. DEALER NET	CLASS IV/V 13,500 TO 15,500 LBS. DEALER NET	CLASS V 16,500 TO 28,000 LBS. DEALER NET		CLASS V 30,000 TO 36,000 LBS. DEALER NET	
					Standard Perkins Engine	*Optiona I Cummins Engine	Standard Perkins Engine	*Optional Cummins Engine
2 YEARS/ 4,000 HRS	60224	\$295	\$340	\$940	\$1,525	\$1,345	\$1,950	\$1,720
3 YEARS/ 5,000 HRS	60236	\$420	\$625	\$1,325	\$2,025	\$1,785	\$2,550	\$2,245
4 YEARS/ 6,000 HRS	60248	\$650	\$865	\$1,700	N/A	N/A	N/A	N/A
5 YEARS/ 8,000 HRS	60258	\$875	\$1,085	\$2,125	N/A	N/A	N/A	N/A
5 YEARS/ 10,000 HRS	60260	\$1,135	\$1,400	\$2,625	N/A	N/A	N/A	N/A

Claims are administered by the NMHG Customer Services Department and are subject to published warranty policies, procedures and conditions. Travel time will NOT be paid on Extended Limited Parts & Labor Warranty claims. Each submitted extended warranty claim will be subject to a \$75 deductible charge for units under 16,500 lbs. and \$250 for Turret Trucks and units 16,500 lb. capacity or greater.

Extended warranties sold after truck installation but during the standard warranty period will incur a net cost of \$100 - for each serial number. Extended warranties are only available for customer trucks and will not be sold for dealer rental trucks.

*This warranty excludes coverage on Cummins Diesel Engines. Repairs on Cummins Diesel Engines ARE NOT warrantable under the Extended Limited Parts & Labor Warranty. Extended warranty coverage for the Cummins Diesel Engine must be purchased direct from Cummins @ www.cummins.com.

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EXTENDED WARRANTY PROGRAM

PROCEDURE SHEET

PROCEDURE: NEW TRUCK – SOLD PRIOR TO MANUFACTURING PLANT CLEARANCE

- 1) Select the appropriate extended warranty sales option code from the attached chart.
- 2) List the sales option code, description and the net price on the sales order or supplement.
- 3) Complete the required information on the warranty statement.
- 4) Provide the warranty to the customer and retain a copy in your dealer sales file.

NOTE: Please DO NOT forward a copy to Hyster in Greenville. Our Service database will be updated via the truck order entry system when a truck is sold with an extended warranty.

PROCEDURE: NEW TRUCK – SOLD AFTER MANUFACTURING PLANT CLEARANCE

- 1) Select the appropriate extended warranty sales option code from the attached chart.
- 2) Complete the required information on the warranty statement.
- 3) Provide the warranty to the customer and retain a copy in your dealer sales file.
- 4) Send a copy of the completed Extended Warranty statement with a check for the appropriate amount to:

Attention: General Accounting Department
NACCO Materials Handling Group
1400 Sullivan Drive
Greenville, NC 27834

- 5) The check stub must show the serial number(s) involved.
- 6) Extended warranties sold after the installation of the unit but during the standard warranty period will incur a service department handling charge of \$100 – for each serial number.

EXTENDED WARRANTY PROGRAM

PROCEDURE: TRANSFER OF EXTENDED WARRANTY

An extended warranty is transferable to another customer provided:

- The unit(s) are on Hyster installation database as either a demo, stock or customer unit(s).
- The unit(s) subject to transfer has an extended warranty code based upon review of Hyster's installation database.
- The unit(s) must be within both the time and running hour limitations of the standard warranty period. Unit(s) beyond either of these periods are not eligible for transfer of extended warranty.
- NMHG receives payment of the \$100 per serial number transfer fee.

In addition to the above conditions, we require a letter requesting the “transfer” of the extended warranty. Please include:

- 1) The reason for the transfer with the customer's name and address.
- 2) Hyster sales order number and serial number(s) of the unit(s) involved.
- 3) The type of extended warranty to be transferred.
- 4) A check for the value of the transfer fee with the serial number(s) listed.

Send the letter and check to: Attention: General Accounting Department
NACCO Materials Handling Group
1400 Sullivan Drive
Greenville, NC 27834

EXTENDED WARRANTY PROGRAM

PROCEDURE: CANCELLATION OF EXTENDED WARRANTY

An extended warranty is cancelable under the following conditions:

- The unit(s) are on Hyster's installation database as either a demo, stock or customer unit(s).
- The unit(s) being cancelled has an extended warranty code based upon review of Hyster's installation database.
- The unit(s) must be within both the time and running hour limitations of the standard warranty period. Unit(s) beyond either of these periods are not eligible for cancellation of extended warranty.

In addition to meeting the above conditions, we require a letter requesting the "cancellation" of the extended warranty. Please include:

- 1) The reason for the cancellation with the customer's name and address.
- 2) Hyster sales order number and serial number(s) of the unit(s) involved.
- 3) The type of extended warranty to be cancelled.

Send the letter to: Attention: General Accounting Department
 NACCO Materials Handling Group
 1400 Sullivan Drive
 Greenville, NC 27834

Upon acceptance of the cancellation request Hyster will:

- Issue a credit memo to the dealership for the net value of the extended warranty or warranties cancelled, less a \$35 per truck cancellation fee.
- The dealer credit memo is notification of cancellation.

NOTE: Service Department Administration fees for warranties sold after installation and warranty transfers are not refundable.