



PI.B.

Product Information Bulletin

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Date: May 02, 2003

Series Impact: A219, C470, G138, B264, C471

Subject: MULTI-FUNCTION CONTROL HANDLE UPGRADE

Description:

As a result of Hyster Company's continuous product improvement process, a new updated multi-function control handle has been implemented into production. Providing optimum operating comfort and efficiency, this ergonomically advanced control handle will replace the existing design utilized on the E30-40HSD and All Class II Narrow Aisle Straddle and Reach truck product offerings.

CONTROL HANDLE ERGONOMIC IMPROVEMENTS

Improvements to the handle design and functionality were incorporated to improve operating comfort, efficiency and operator acceptance. The following are the actions taken by Hyster Company that enhance this new design:

- The function controls for tilt and sideshift were re-positioned on the joystick control to be more in-line with the function being operated. Control for sideshift is left/right on the truck axis and control for tilt is front/back on the truck axis. (refer to pictures #1 & 2 on next page)
- Raised dimples were added to the control handle sideshift and tilt function controls for better "feel" while operating the control. This allows operation of the hydraulic functions more intuitive for new operators. (refer to pictures #1 & 2 on next page)
- Service kits are being developed to convert the old handle design to the new handle design for those customers that want to incorporate the new auxiliary function control orientation. It will be necessary to replace the top handle circuit board and handle function plate switch cover to make the conversion.

CONTROL HANDLE DURABILITY IMPROVEMENTS

Following customer and dealer feedback concerning the joystick handles, the following actions were taken to improve control handle durability:

- Handle design was changed to add more reinforcement to the grip material near the base.
- Additional mounting screw was added to the handle grip where it connects to the handle base. (refer to picture #3 & 4 on next page)

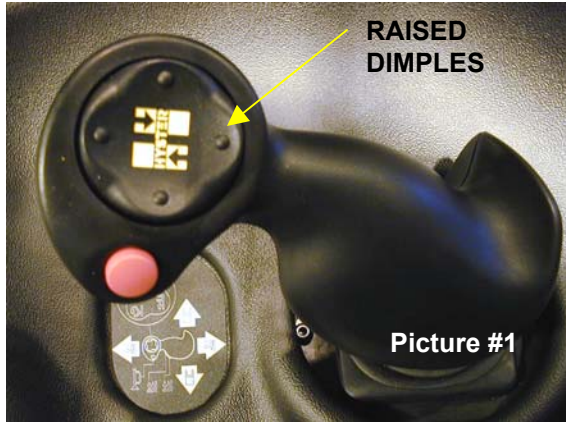
CONTROL HANDLE SERVICEABILITY IMPROVEMENTS

The previous handle design required the joystick to be serviced as an assembly and did not allow the handle grip parts to be serviced separately from the handle base due to the routing of the wiring harness up through the grips.

As a result the wires had to be un-soldered to separate the grips from the handle base. The following actions were taken to improve control handle serviceability:

- The control handle grip design was changed to allow the handle grip parts to be serviced separately from the handle base without soldering. (refer to upcoming Hyster Service Gram)
- Service parts have been set up for the new handle configuration.

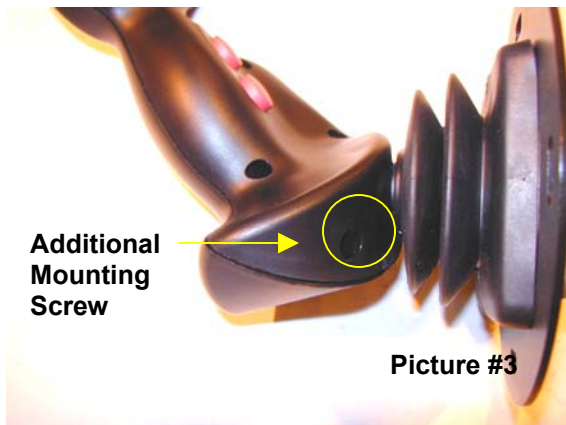
New Design Control Handle



Old Design Control Handle



New Design Control Handle



Old Design Control Handle



As always, we appreciate the support of our distribution network and the sales organization.

Sincere Regards,

A handwritten signature in cursive script, reading 'Peter M. Siessel'.

Peter M. Siessel
Vice President of Marketing – Hyster Company