



PI.B.

Product Information Bulletin

PIB Number: 03.0604a

Date: June 4, 2003

Series Impact: D174, G118, C470, G138, B264

Subject: Field Modification to Base Arm Weldments

Description:

This Product Information Bulletin replaces Hyster Call Center Bulletin (HCC00009) previously released on February 20, 2003. Please discard that Bulletin.

On February 20, 2003 Hyster Company made a change in policy that no longer provides authorization for field modifications to base arms (outriggers) for Order Picker products. The driving difference in policy is due to product assurance concerns because of the raised operator platform found on the Order Picker product line.

Future requests to alter the base arms on an Order Picker product that has already shipped from the Greenville manufacturing plant must have an SOR (Special Option Request) submitted to Application Engineering. This will enable the Application Engineer to issue a quote and provide an estimated time frame for the Greenville manufacturing facility to perform the work. The unit will be required to ship, less the mast, freight prepaid to Greenville. The return freight will be FOB Greenville with the dealer incurring the expense.

Approval for base arm changes on Narrow Aisle Reach trucks will remain unchanged. Hyster Service will continue to provide your dealership with prints, comprehensive instructions and welding authorizations to complete modifications as needed.

If a base arm change request for a Narrow Aisle or Order Picker product is due to an NMHG error in manufacturing, all expenses will be reimbursed by means of warranty claim submission. The dealer will be required to follow the new truck standard warranty procedure guidelines for reimbursement.

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

Sincere Regards,

Peter M. Siessel
Vice President of Marketing – Hyster Company