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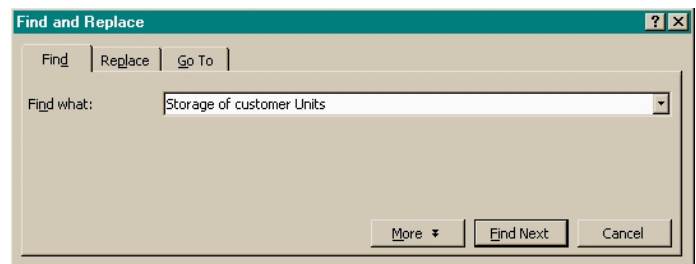
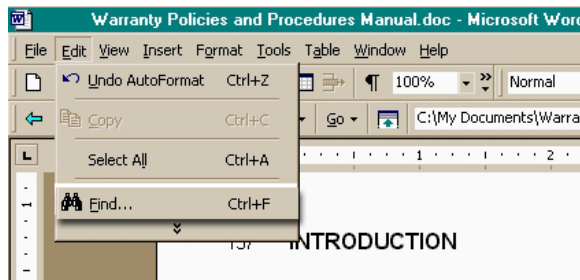
INTRODUCTION

The primary purpose of the Hyster Company Warranty Program is to correct defects in materials and craftsmanship in our products, to assure customer satisfaction and to provide the proper Hyster Company departments information regarding product problems. Further, the Warranty Program is the means by which Hyster Company provides both fair and equitable reimbursement to the Dealers for warranty work performed in accordance with stated policy.

This manual has been prepared to aid the Hyster Company Dealer organization in preparing accurate and descriptive claims, accomplishing the above stated purposes and providing a means for reimbursement. The information and guidance in this manual also instructs the appropriate Dealer's staff regarding appropriate methods of obtaining the required data to properly and factually present claims to Hyster Company Warranty Administration.

The information contained herein must be distributed to all responsible personnel in the Dealer's organization to assure the processing of claims in an efficient manner.

For your convenience, this manual has been divided into sections, for easy reference and access. Hyperlinks can be found throughout this document to provide for easy and rapid maneuvering. The ability to use the "Find Command" available in the Microsoft Word® software provides the Dealer with an easy method to look-up warranty information (see the images below).



Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...) which are included on the work order form or time tickets and other supporting documentation MUST be identical to that which is submitted electronically. It is necessary that all supporting documentation (for example – work order, outside invoices, etc...) carry the appropriate signature from the Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of the truck is determined by either the truck hour meter reading or amount of days that have passed since the date of installation. In situations where the submitted data does not match original documentation (as noted above), the warranty claim will be denied.

Hyster Company reserves the right to update this document on a periodic basis. Updates are available via e-mail and/or formal distribution.

Grams displayed in this document are for informational purposes ONLY and are updated (in print) periodically.

**100.00 TRUCK INSTALLATION****100.10 Purpose**

It is critical that all policies and procedures pertaining to NACCO Materials Handling Group, Inc., doing business as Hyster Company, (hereinafter referred to as "Hyster Company" or "Hyster"), truck delivery and installation are completed in an appropriate manner. Installation / Delivery Reports are an important part of the installation process. These reports are used:

- to assure proper pre-delivery and delivery procedures are followed.
- to fulfill the legal requirement of documenting acceptance and ownership of a unit delivered.
- to provide Hyster Company with a historical record of delivery and installation.
- to provide statistical information to the Industrial Truck Association representing truck sales and market share information.

100.20 Policy

To expedite the processing of warranty claims, both an **Electronic** Installation Record and a **Printed** ([Electric Truck](#) – [ICE Truck](#)) Installation Report form for the unit concerned must be on file with NMHG - Greenville, NC. Installation Report information is necessary for proper processing of claims.

Completion of an **Electronic** Installation Record and a **Printed** Installation Report is required for all domestic and international new powered trucks placed into service regardless of whether the unit is shipped from the Dealer, shipped directly to the Customer from the factory, is a Dealer rental unit or is a Dealer demonstration unit.

Hyster Company Batteries, Chargers and Attachments also require an Installation Report unless the equipment is supplied by other vendors or sources.

An Installation Report validates the warranty, detects any damages that may have occurred during shipment and assures the Customer that the unit is in proper operating condition.

Truck installation is a two-step process which begins with submission of an **Electronic** Installation Record for initial installation data collection. A unit installation is completed with information submitted, through the mail or by fax, of the **Printed** Installation Report form. Both a correct and complete **Electronic** Installation Record and **Printed** Installation Report are required to successfully complete a truck installation.

Completion of installation information and a signed document of Customer acceptance is required for completion of an installation record.

Initial unit use determines the effective date of warranty, unless alternate provisions have been made with Hyster Company. Installation / Delivery Reports are required when a unit is:

- Delivered to a Customer as a sale.
- Delivered to a Customer under lease.
- Delivered to a Dealer rental fleet.
- Delivered as a Dealer demonstrator.

[Installation / Delivery Reports](#) must be submitted prior to performing any repairs to a unit in Dealer stock. This is required to verify the location of the unit at the time that



warranty repairs are performed. In this instance, the warranty period will **NOT** begin when the report is submitted.

When the stock unit is placed into service at an end user's location or is transferred to the Dealer's rental fleet, an Installation Report must be submitted. This validates warranty coverage and provides the location of the unit. This must occur even if an Installation Report had been previously submitted while the unit was in the Dealer's stock.

Installation / Delivery Reports must be submitted on a Demonstration Unit (DEMO) to report the hour meter reading and date. These reports are required whenever the unit is placed in the dealer demonstration fleet. A unit can be placed in the dealer demonstration fleet for up to eighty (80) hours, unless alternate provisions have been made with Hyster Company. An additional installation report is required when a unit is moved from the Dealer demonstration fleet (i.e., sold to a customer or moved to a Dealer rental fleet).

When a Rental unit is sold an additional Installation Report (Electronic and Paper) must be submitted indicating that the unit has been sold. The Dealer is required to note "RESALE" on the installation report when the unit is moved from a rental to a Customer resale. The Dealer must complete all phases of the installation procedure (Electronic and Paper).

100.30 Warranty Period

Warranty coverage will commence when a unit is released for delivery to an end user unless prior arrangements have been made with and approved by Hyster Company. Generally, units prepared for delivery outside of the selling Dealer's territory must be installed by the Selling Dealer prior to shipment and the Receiving Dealer must be

notified so that arrangements can be made with the Customer to verify that no in-transit damage occurred. This will also provide the Servicing Dealer with the opportunity to discuss maintenance procedures with the Customer.

Warranty coverage for units less than 16,500 lbs. or VNA (Very Narrow Aisle) units which have been SHIPPED DIRECTLY to an end user from Hyster Company will commence not later than the fifteenth (15th) day after shipment unless the unit is formally installed by the Dealer on an earlier date or prior arrangements were made with Hyster Company to delay installation.

If an installation delay is requested due to a unit being placed in storage, refer to paragraph [100.60 "Storage of Customer Units"](#).

If a delay is due to required on-site assembly prior to entering a unit into service, follow standard Installation Report procedures immediately after assembly is completed.

If a signed Customer Delivery / Installation Report is not available because a unit is awaiting assembly, Hyster Company will accept an Installation / Delivery Report form signed by a repair technician to allow basic unit information to be entered into the Hyster Company database thereby allowing warranty claim processing. A full installation report is still required once the unit is fully assembled and ready to be placed into service.

In the event of a Direct Shipment, the servicing Dealer will be advised of the installation date that has been entered into the Hyster Company database and must submit a complete **Printed** Installation Report form upon receipt of the unit by the end user. The Dealer has the capability to look up unit installation dates via local access to the Hyster Company installation database.

Installation date and warranty coverage for units 16,500 lbs. or greater and the VNA (Very Narrow Aisle) units which have been shipped directly to an end user from Hyster Company is predicated on arrangements agreed upon between Hyster Company, the Dealer and the Customer.

Installation inspection and service, in addition to any final inspection service which may be performed, are to be completed at no charge to Hyster Company or to the Customer unless prior arrangements have been made with Hyster Company.

100.40 Dealer Responsibility

All NMHG / Hyster Company products sold by a Dealer must be properly installed and serviced or arrangements made for same with another authorized Hyster Company Dealer. The installation and service must be done in accordance with established policy and procedures, and in accordance with policy set forth in this manual. Failure to do so may result in invalidation of the warranty. (See [100.90 Electronic Installation Record Process](#))

100.40 (a) Sales Out of Dealer's Normal Territory

Dealers are free to agree among themselves the allocation of commission, expenses for installation and service, and warranty billing deficits for sales out of territory, provided that installation and service are provided before delivery. In the absence of such an agreement, the following principles apply:

Installation and service is the responsibility of the **Selling Dealer** to coordinate with the **Receiving Dealer** located in the territory in which the product is to be used.

The **Receiving Dealer** will service the unit in the normal manner and receive normal payments from Hyster Company for any approved warranty work performed. The

Receiving Dealer must also install and service the unit if the **Receiving Dealer** received a partial commission on the sale.

When the **Selling Dealer** receives all of the commission on the sale, the **Selling Dealer** must make prior arrangement with the **Receiving Dealer** to assure proper installation and servicing of the product at the customer's location.

When warranty service is required on a unit, the **Receiving Dealer** may submit a warranty claim to Hyster Company for warranty reimbursement, provided proper Installation reporting procedures have been completed.

100.40 (b) Government Sales - (U.S. Military and Federal Government Agencies)

Standard warranty coverage for Government units may vary from contract to contract.

All units sold directly by Hyster Company to the Government will be provided with installation as stated in the terms and conditions of the specific contract. Upon request for service by a Government Agency, contact the appropriate NMHG Warranty Administrator before proceeding. Give the model and serial number of the unit, name and location of the Agency, and the specific details of the service requested. You will be advised how to proceed in accordance with the terms of the contract.

The Dealer will be reimbursed for warranty work performed on Government units at the Customer billing rate for Hyster Company authorized repairs.

100.40 (c) Warranty Extensions (Dealer to Customer)

Hyster Company has no implied or expressed warranty liability beyond the standard or extended published warranty statements as they apply.

If the selling Dealer chooses to offer an extended, non-standard or additional warranty to a customer, it is the **Selling Dealer's** sole responsibility for all associated expenses for the period so covered. Hyster Company assumes no corresponding liability, expressed or implied, when non-standard warranty contracts are provided by the **Selling Dealer**.

If the unit is to be installed out of the **Selling Dealer's** territory, a "Service Agreement" must be reached with the **Receiving Dealer** regarding the amount the **Receiving Dealer** is to be reimbursed for work performed under these special arrangements.

100.50 Owner Responsibility

It is the owner's responsibility to make certain that a unit is used as intended by the manufacturer. The operator should be advised to read and refer to, as required, the operating instructions booklet attached to all units. It is the responsibility of the end user of the unit to comply with the Office of Safety and Health Administration (O.S.H.A.) operator training requirements as specified in all applicable O.S.H.A. regulations and or any corresponding agencies. (The end user should sign-off that all applicable O.S.H.A training regulations are in hand.) Additional driver training may be obtained by requesting a complete package of information from the local Hyster Company dealer.

The owner's maintenance responsibilities during the warranty period are as follows:

1. Daily Operator Check List found in the Operating Manual must be followed.
2. All maintenance to the equipment, unless complete maintenance is contracted with an authorized Hyster Company Dealer. Recommended

321 schedule of preventative maintenance, specified in the Maintenance /
322 Service Manual, should be followed at the indicated intervals.

- 323 3. Maintenance records must be made available to Hyster Company upon
324 request to maintain warranty coverage. This allows Hyster Company to
325 determine if a failure can be attributed to a lack of proper periodic
326 servicing or maintenance by the owner.

327 100.60 Storage of Customer Units - Warranty Continuation

328 A Customer may need to temporarily store a unit prior to placing it into service. The
329 following information details specific guidelines for warranty continuation on
330 Customer units placed into storage during the warranty period. This information
331 applies to units stored and not placed into service by the Customer, or units which
332 were placed into service for a limited period of time prior to storage. It details
333 requirements which must be met by the Servicing Dealer and by the Customer to
334 qualify for warranty continuation. It is recommended that Dealer Principals and Sales
335 Managers make their Customer contact personnel aware of these policies to ensure
336 good Customer relations.

337 *100.60 (a) Policy - Unit Never Placed In Service*

338 Units that have been accepted by the user, have never been placed into service, and
339 have had a truck Installation Report (Gas or Electric) completed by the servicing
340 Dealer will be considered for a continuation of warranty provided the procedures
341 below are followed (See 100.60 (c)).

342 *100.60 (b) Policy - Unit Placed Into Service For Less Than 30 Days*

343 Units that have been accepted by the user, have been placed in service for less than
344 30 days and have had a Truck Installation Report (Gas or Electric) completed by the

servicing Dealer, will be considered for a continuation of warranty provided that the procedures below are followed (See 100.60 (c)).

100.60 (c) *Procedure*

1. The user must advise the Servicing Dealer of the following, in writing, prior to storage, noting when the unit will be placed in storage:

- The user must specify full model identification, serial number and date to be placed in storage.
- The anticipated date the unit will be removed from storage (not to exceed six (6) months).
- The location (street address) of the facility in which the unit is stored.

2. The Servicing Dealer, upon notification that the unit is to be stored, must present a copy of [Hyster Gram MA00009](#) to the user.

It is recommended that the user request the servicing Dealer to prepare the unit for storage to ensure that proper procedures are followed. Should the Customer perform the service, however, the Servicing Dealer must inspect the unit to ensure adequate preparation. The cost of unit preparation by the Dealer and/or the inspection are the responsibility of the user.

The Servicing Dealer must forward the user's written notice to the Hyster Company Warranty Manager in Greenville, NC after ascertaining that the user has complied with [Hyster Gram MA00009](#). Hyster Company will accept a copy of the appropriate Gas or Electric Truck "Recommended Schedule of Maintenance" signed by the user's management as an indication of compliance.

3. Upon receipt of the request to continue the warranty, Hyster Company will advise, in writing, the Customer and the servicing Dealer of its decision. In those

instances where Hyster Company agrees to a continuation of warranty, the Dealer, in turn, will advise the user to:

- Comply with the procedure outlined in [Hyster Gram MA00009](#) i.e., "Monthly Operation of Powered Units and Appropriate charging of Batteries".
- Complete monthly, the Hyster Company "Periodic Maintenance Service Report" (Hyster Electric Truck Forms [852185](#) and [852524](#) / ICE Truck Forms [599483](#) and [852524](#)) and forward it to the servicing Dealer. Failure to comply will void the agreement to continue the warranty.

4. Unless otherwise advised by the user, the Servicing Dealer and Hyster Company will assume that the unit was placed in service on the date reflected on the user's original request and a warranty expiration date is determined. Hyster Company reserves the right to inspect, at the user's facility, any unit prior to its being placed in operation if a continuation of warranty has been granted. Any repairs required to a unit during the storage period is the sole and exclusive responsibility of the user.

5. Regardless of when the user elects to place the unit in service following the storage period, the user is required to advise the Servicing Dealer, and the Dealer, in turn, to advise the Hyster Company Warranty Manager. Hyster Company will advise the Servicing Dealer, through the appropriate Database Coordinator, of the expiration date of the continued warranty.

The servicing Dealer must perform a thorough maintenance check before placing the unit into operation to ensure that proper start-up procedures are followed. Any corresponding expenses related to this start-up procedure are the sole and exclusive responsibility of either the Customer or Dealer, unless otherwise

agreed upon by Hyster Company. In addition, Hyster Company requires a second correct and complete Installation Report (Electronic and Paper) be completed by the Servicing Dealer before the unit is placed into operation if a continuation of warranty has been granted. The cost of these services are the responsibility of the user.

The Servicing Dealer must attach copies of all "Monthly Operational Reports" to the second Printed Installation Report form and forward them to the Hyster Company Database Coordinator in Greenville, NC.

6. Units stored in excess of six (6) months will not be considered for a continuation of warranty.

100.70 Procedures for Installing a Unit

1. [Prepare an Electronic Installation Record](#) and a **Printed** ([Hyster Electric](#) – [Hyster ICE](#)) Installation Report Form (both represent key elements of the installation process) following the instructions in this section.
2. Complete all safety and operational checks on the Installation Report Form and record any damage received in transit in the space provided. Damage, deficiencies or irregularities must be noted on the bill of lading before signing for the unit or releasing the delivering agency. Transit damage must be claimed from the carrier by the party receiving the unit, Dealer or Customer. Such damage is not a warrantable failure reflecting a defect in materials or craftsmanship.
3. The operator must be advised to read and refer to, as required, the Operating Instructions Manual attached to each unit. It is the sole and exclusive responsibility of the end user of the truck to meet all O.S.H.A. operator training requirements as specified in applicable O.S.H.A. regulations and other

appropriate government agencies if applicable. Driver training may be obtained by requesting a complete package of information from the local Hyster Company dealer.

4. Instruct the Customer's maintenance personnel to refer to the appropriate unit Operating Instructions Manual for a list of daily maintenance check items [See *Hyster ICE Truck Periodic Maintenance "A" Service Report* [P/N 599483](#) or *Hyster Electric Truck Periodic Maintenance "A" Service Report* [P/N 852185](#)]. Additional copies of daily checklists can be obtained through the Hyster Company Publications Department. You must always use unit model specific checklists found in the Operating Instructions Manual when accomplishing daily checks.
5. The Dealer Personnel performing the installation should complete the **Printed** Installation Report form following the instructions in [Section 100.100 \(c\) "Printed Installation Report Form Instructions"](#). A **copy** of the **Printed** Installation Report form ([Hyster Electric](#) – [Hyster ICE](#)) is to be left with the customer unless a multi-part form is used. In this case, one copy of the report is to be retained by the customer, one by the Dealer and one returned to Hyster Company.
6. All trucks are delivered with an Operating Instruction Manual. Copies of Parts Manuals, Service Manuals and Special Parts Manuals may be purchased through the:

Hyster Company Literature Distribution Center

750 Dawson Drive

Newark, DE 19713

Phone: (302) 368-9466

Fax: (302) 368-2945

7. After completing the **Electronic** Installation Record processes, the Dealer will mail a properly filled-out **original copy** of the **Printed** Installation Report form to:

NACCO Materials Handling Group, Inc.

1400 Sullivan Drive

Caller #12011

Greenville, NC 27834-2011

Attn: NMHG Warranty Department

Hyster Company Database Coordinator

The Printed and/or Electronic Installation / Delivery Report Form must be filled out completely with special attention to the Safety and Operation Checks. The form should be legibly signed by both the Customer and Dealer representatives. Please print the signatory names under the signatures. This is a **MANDATORY** requirement. Hyster Company reserves the right to request a fax copy or electronic image of the signature sheet as situations dictate or necessitate.

100.80 Installation / Delivery Reports - General Information

Installation / Delivery Reports (both an **Electronic** Installation form and a **Printed** Installation form) are required and must be submitted in a timely manner. An Installation / Delivery Report must be on file with Hyster Company prior to submission of any warranty claims against a particular unit. Installation Reporting determines the effective date of warranty. Reports **MUST** be submitted when a unit is:

1. Delivered to a Customer as a sale
2. Delivered to a Customer under lease
3. Delivered to a Dealer Rental fleet



4. Delivered as a Dealer Demonstrator (DEMO)

100.90 **Electronic** Installation Record Process

100.90 (a) Purpose

An **Electronic** Installation Record is provided through the Hyster Warranty / Ownership / Unit Sales System. Truck installation processes are only one part of this software system. The software provides an easy way to submit preliminary truck installation information into the NMHG / Hyster Company database.

100.90 (b) Form Instructions

Launch the Hyster Warranty / Ownership / Unit Sales software on your PC.

INSTALLATION ENTRY SCREEN:

NWORO334 ENTER	NACCO Materials Handling Group, Inc. Edit Dealer Installations	QPADEV0009 8/31/99 AATWOOD 7 13 05
Marketing Group 011 Dealer Code <u>382000</u>		
Unit Serial Number <u>D187V15915W</u>		
Order Number <u>600260</u>		
Installation Date <u>083199</u>		
Installation Type <u>C</u> (C=Customer D=Demo P=Pre-Owned R=Rental S=Stock)		
Type required data and press <Enter>		
F3=Exit		

- **Dealer Code** (Ordering Dealer) - The default Dealer code specified for the User ID will be displayed.



- **Unit Serial Number** - Format (A999A99999A) Remember to left zero fill the Manufacturer Sequence Number portion of the Serial Number.
- **Order Number** - Unit Sales Order Number. Note: The Unit Serial Number must exist on the Unit Sales Order Number entered.
- **Installation Date** - Format (mmddyy). This date cannot be greater than the current date. Note: Required on a New Delivery Report. If inquiring on an existing delivery report, this field can be left blank.
- **Installation Type** - C = Customer, S = Stock, D = Demo, R = Rental. Note: Required on a New Delivery Report. If inquiring on an existing delivery report, this field can be left blank.

Press the **ENTER** key for verification of the entered data and to continue to the next screen.

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INSTALLATION HEADER SCREEN:

NWORA335 CHANGE	NACCO MATERIAL HANDLING GROUP - DEVL Edit Dealer Installation Header	QPADEV0017 10/17/00 AAJSTEEL 8:55:25
Unit SN A218H005751X Install date 100400_Mktg Grp 011 Company H		
Servicing Dealer Name & Address - 125000 BRUNGART EQUIP – BIRMINGHA VALLEY EAST INDUSTRIAL PARK 3930 PINSON VALLEY PARKWAY		Sig Sheet Rcvd Date: Install Entry Type: E Travel Type . . . : C
BIRMINGHAM, AL 35217		ITA Truck Class .: 3 Date Reported . . : 10/04/00
Customer Name & Address - 00000453163 CIRCUIT CITY STORES DOSWELL 23047 Customer Contact Code 002 Name <u>RAY</u> <u>D DAIL</u> Phone <u>222 222 2222</u> Series Code . . . : <u>A218</u> Model Code <u>W40XT</u>		Dlr InstlId Opts?: Installation Type. : P Contract Type 2 Title UNIT MANAGER Fax 222 222 2222 Round Trip Mileage Labor Rate Type .: W
F3=Exit F14=Warranty Option F16=Comment F19=Search Customer F23=Customer Contact Installation updated		

490

Note: Any field not listed below is displayed from the system information or

491

information entered on a previous screen and is not modifiable.

492

- **Dealer Name & Address** - Enter the sales Dealer code of the Servicing Dealer.

493

The name and address will be filled in.

494

- **Install Date** - Format (mmddyy) Entered on previous screen but can be modified

495

here if incorrect.

496

- **Travel Type** - R = Rural, C = City

497

- **Date Reported** - Format (mmddyy)

498

- **Customer Name & Address** - Enter partial Customer Name line, Press **F19**

499

(Shift/F7) to display a Customer List.

500

- **Dlr InstlId Opts** - Blank = No, Y = Yes

- 501 • **Installation Type** - C = Customer, S = Stock, D = Demo, R = Rental
- 502 • **Customer Contact Code** – No Entry Required. This code is system generated.
- 503 If a contact exists for the Customer, any existing information will be displayed in
- 504 the contact fields.
- 505 • **Contract Type** - 1 = Service/Maintenance, 2 = Purchasing, 3 = Lift Truck
- 506 Operator, 4 = Management (Optional)
- 507 • **Name** – Customer Contact Name (First, Middle Initial, Last) – The Person who
- 508 signed the Delivery Report (Optional)
- 509 • **Title** – Customer Contact Title (Optional)
- 510 • **Phone Nbr** – Customer Phone Number (Optional)
- 511 • **Fax Nbr** – Customer Fax Number (Optional)
- 512 • **Model Code** - The original Model Code from the Unit Sales Order is displayed.
- 513 Modify if alterations to the truck have changed this code.
- 514 • **Round Trip Mileage** - Distance from Dealer to Customer.
- 515 • **Labor Rate Type** - C = Customer, W = Warranty (Tip: Most Labor Rates will be
- 516 'W'), ('C' is used for special rates like Government Trucks.)
- 517 For additional information pertaining to Electronic Installation processes, refer to the
- 518 Hyster Warranty / Ownership / Unit Sales System User Instructions published by
- 519 Hyster Company.
- 520 100.100 Printed Unit Installation Report Form Process
- 521 100.100 (a) Purpose

To process warranty claims with a minimum of delay, a copy of the **Printed** Installation / Delivery Report form must be on file at the NMHG - Greenville, NC location. The **Printed** Installation / Delivery Report is a required part of the installation process. It should be filled out and mailed to Hyster Company after an **Electronic** Installation Record has been completed and transmitted. Hyster Company reserves the right to request or accept a faxed copy of the Installation / Delivery Report while awaiting the original form through the mail.

The Printed Installation / Delivery Report contains additional information not collected in the **Electronic** submission process. An improperly filled out report will be returned to the Dealer for correction. Failure to submit a report will delay payment of any warranty claims on that unit.

Initial use determines the effective date of warranty. A **Printed** Installation / Delivery Report is required when the unit is:

- Delivered to a customer as a sale.
- Delivered to a customer under lease.
- Delivered to a Dealer rental fleet.
- Delivered as a Dealer demonstration.

100.100 (b) Form Sections

The top portion of the Installation Report form provides the following information to the factory:

- Date Delivered
- Type of Sale (Lease / Sale / Rental / Demo)
- Unit Hour Meter Reading

- | | |
|-----|----------------------|
| 545 | • Sales Order Number |
| 546 | • Unit Model Number |
| 547 | • Unit Serial Number |

548 The Unit Configuration section of the Installation form is a record of part numbers,
549 serial numbers and descriptions of the major unit components. This record should be
550 used by the Customer and Dealer when ordering parts. All information requested
551 must be supplied. Major components include:

- | | |
|-----|---|
| 552 | • Mast Information |
| 553 | • Mast Cylinder Information |
| 554 | • Carriage Type |
| 555 | • Fork Information |
| 556 | • Attachment Information |
| 557 | • Dealer Installed Options or Accessories |
| 558 | • Fuel System Type |
| 559 | • Transmission Type |
| 560 | • Transmission Control (Directional Control - Column Control or Monotrol) |
| 561 | • Tire Size, Type and Manufacturer (Both Drive and Steer Tires) |
| 562 | • Engine |

Double-click on this icon for additional information on PDI Reports:



HDL05.ppt

“Component Serial Numbers & PDI’s – New Enhancements”

The technician performing the pre-delivery service inspection uses the “Pre-Delivery Checklist” portion of the Installation Report Form. This inspection is accomplished to assure that all items checked meet specifications. The technician **MUST SIGN** and **DATE** the Form ([Hyster Electric](#) – [Hyster ICE](#)) when the service inspection is completed.

The “Pre-Delivery Check List” section of the Installation Report covers checks in four major categories:

1. Fluid Levels and Lubrication Checks
2. Assembly and Adjustment Checks
3. Equipment Checks
4. Operational and Functional Checks

The “Customer Delivery Service Checklist” portion of the Installation Report form is designed to be used by the Dealer's representative to assure that the Customer receives proper instructions on the use and care of each unit. These instructions are typically contained in the unit Operating Instructions Manual. After the delivery procedure is completed, the Customer's and Dealer's representative **MUST SIGN** and **DATE** this portion of the Installation Report form.

100.100 (c) **Printed** Installation Report Form Instructions

All data and/or information as it resides on these subject form(s) must be completed prior to submission to Hyster Company Warranty Administration, care of the Hyster



585 Company Database Coordinator at 1400 Sullivan Drive, Caller #12011, Greenville,
586 NC 27834-2011. Failure to comply will result in the document being returned for
587 corrective action. Failure to comply will also result in either denial of or delay in the
588 processing of a submitted warranty claim.

589 Double-click on this icon for additional Truck Installation information:



HDL01.ppt

590 "The Significance of Truck Installation"

200.00 STANDARD WARRANTY POLICY

Hyster Company warrants each new powered Hyster Company truck to the original user to be free of defective material and workmanship under proper use and service for the period of the standard warranty as specified by the published document. Hyster Company warranty policy is designed to provide Dealer reimbursement for the cost of repairing defects in materials and craftsmanship from the factory, found within the published warranty period. The policy does not necessarily cover all repairs that are made within the warranty period in accordance with published guidelines. (Hyster Limited Warranty Certificate [[16500 lbs. and Below](#)] [[Above 16500 lbs.](#)])

In order to protect your warranty, all work, maintenance, and lubrication must be performed in accordance with Hyster Company maintenance schedules, using only Hyster Company approved parts.

200.10 Dealers Warranty Responsibility to the Customer

1. **Selling a truck which is not proper for a particular application** may void the unit warranty.
2. **Delivery of a unit** should be in accordance with the instructions in the "Service Operations Manual" and the checklist on the pre-delivery/delivery report form. When the customer signs the pre-delivery/delivery report he acknowledges that the unit has been received in satisfactory condition and he has received proper instructions regarding operation, maintenance and safety. The dealer's signature on the pre-delivery/delivery report affirms that the Operating Instructions Manual and Warranty Policy were explained to the customer. *Note: See [Section 100](#) for Installation information.*

3. **Scheduling warranty work** on routine calls versus an emergency basis and performing the repairs economically is the dealer's responsibility. Determining the nature of the problem is essential. Providing trained technicians, having the probable repair parts and manuals (as well as appropriate Hyster Grams) and minimizing travel time, are factors which reduce warranty expenses which are the dealer's responsibility to control.
4. **Maintaining control over labor hours** to do warranty work, particularly troubleshooting and/or diagnostics, ([See Hyster Gram MA00023R1](#)), is essential to dealer warranty recovery. All warranty work performed is reimbursed in accordance with the appropriate published Flat Rates.
5. **Providing well-trained, qualified and properly equipped technicians** to perform warranty work is the dealer's responsibility.
6. **The Dealer must make realistic decisions** based on technician input to determine repair expense responsibility. A repair within the warranty period is not necessarily covered, either all or in part, by factory warranty. The Dealer must make decisions to answer the following questions:
 - a. Is the truck within Hyster Company's warranty policy?
 - b. Is the problem the result of a manufacturing defect in material or workmanship?
 - c. Should the problem have been corrected during routine maintenance?
 - d. Is the expense within the guidelines of Hyster Company's warranty policies and procedures?

e. Is more than a routine explanation required to justify the repair

expense?

f. Is there sufficient detail available to justify factory responsibility when

the problem is outside the warranty policy?

200.20 Direct Vendor Warranty – Not Warranted by Hyster Company

If an authorized local distributor refuses warranty, contact the appropriate Resident Service Engineer and be prepared to provide the following information:

- Distributor's name
- Distributor's address
- Distributor's reason for refusal

200.20(a) Battery Warranty

- Electric Truck Batteries. Batteries must be handled through the local distributor. Hyster Company will not accept a claim for labor expenses on electric truck battery warranty.
- Internal Combustion Batteries. New truck batteries are warranted for **twelve (12) months or two thousand (2000) hours**, whichever occurs first. Refer to the Standard Warranty statement for additional battery warranty specifics. Check with the battery vendor for additional warranty coverage.

200.20(b) Tire Warranty

Tire warranty is to be handled by the tire manufacturer. Hyster Company will accept a claim for the labor involved and for reasonable cushion tire pressing charges, providing this is done within Hyster Company's new industrial truck product warranty

period. If pressing is done by an outside vendor, a copy of the invoice must be submitted with the claim.

Tire claims for which the Dealer is the "Local" vendor, the Dealer will warrant parts to the Customer through his tire vendor. Should you require assistance for other tire vendors, contact the following:

BERGOUGNAN	773-925-9599	GOODYEAR	800-321-2136
GENERAL	800-847-3349	TRELLEBORG	973-808-2288
MAINE	207-856-6386	TITAN	800-682-8903
SUPERIOR	800-289-1456	WATTS	800-288-8977
VREDESTIN	800-221-3422		

Vendor Phone Numbers are subject to change

200.20(c) Delphi (CAV-Lucas) and Zexel Diesel Injection Pumps and Injectors

Warranty should be handled with the authorized local distributors. Hyster Company will accept a claim for labor to remove and replace these items provided the work was performed within Hyster Company's new industrial truck product warranty period. Contact Delphi at (248) 280-8285 / Fax (248) 280-8284 or Zexel at (972) 602-2364 if you are unable to locate your nearest warranty center.

200.20(d) Tomar Micro IV Strobe Light Warranty

Tomar Micro IV strobe light assemblies are warranted for a period of one year from the date of installation. Any additional warranty inquiries should be directed to:

Hyster Company Warranty Administration

1400 Sullivan Drive

Caller #12011

Greenville, NC 27834-2011

678 Phone: (252) 931-5800 – Warranty Lab

679 *200.20(e) Cascade Attachment Warranty*

680 Attachment claims should be submitted to the appropriate attachment manufacturer
681 i.e., Cascade Corporation.

682 *200.20(f) Detroit Diesel and Cummins Diesel Engine Warranty*

683 Warranty on each of these manufacturers' products is to be handled by their local
684 distributors.

DETROIT DIESEL 313-592-5000 CUMMINS DIESEL 812-377-5000

Vendor Phone Numbers are subject to change

685 *Note: Cummins Diesel Engine Extended Warranty is available through the local*
686 *Cummins representative. ([See Hyster Gram AA00112R1](#))*

687 *200.20(g) Government Contracts Warranty Agreement*

688 The warranty clause may vary between Hyster Company and the federal government
689 with each contract. If in doubt, the Dealer should inquire through the installation
690 database, by truck serial number, to determine the warranty coverage. The Dealer
691 may be requested by Hyster Company to make an investigation and/or perform
692 repairs, exclusive of pre-delivery issues.

693 Determine if the government agency has contacted the Greenville, Danville, or Berea
694 Resident Service Engineer. The Dealer must advise the government agency that any
695 work must be authorized, in advance, by the appropriate Resident Service Engineer if
696 the repair is covered under [Hyster Gram MA00023R1](#), for authorization procedures. If
697 the repair falls outside these parameters, contact the Hyster Company Warranty
698 Administration.

If the unit is within the warranty period, the Dealer will be authorized to investigate and determine if the problem is defective material or workmanship. If the unit is in warranty, the Dealer should make the repair and submit a claim to the Warranty Administration Department in Greenville, NC. Parts must be held for possible return pending disposition of the claim.

Reimbursement for work on Government Units:

- a) Dealers will be reimbursed at their established customer billing rate for travel and flat rate.
- b) Parts used for warranty repairs are reimbursed at Dealer net plus ten (10) percent and must be held for possible return.
- c) For outside contract work, such as machining, supporting invoices **MUST** be faxed with a claim number to Warranty Administration in Greenville, NC (252-931-5965). Faxed Invoices must be received within 3 working days after the submission of a claim to Hyster Warranty Administration, Greenville NC. *Note: Such work must comply with published warranty procedures.* The Dealer claim number must be clearly marked on the invoice but not obstructing the subject detail. All information contained within the invoice document must be legible for consideration of payment in part or in full.

200.20(h) Replacement Parts Warranty

New parts found to be defective upon visual inspection prior to installation, when received from PDC, should be handled through the parts order entry group.



722 The Dealer must determine if the part in question is defective due to material or
723 workmanship as opposed to being defective because of improper installation, abuse,
724 etc... When the defect is determined to be factory responsibility, and the part has
725 been installed, a warranty claim should be submitted in accordance with published
726 policy.

727 The parts warranty period is for six (6) months unless otherwise noted.

728 200.30 Non-NMHG Manufactured Electric Motor Warranty.

729 Refer to [Hyster Gram MA00023R1](#) for appropriate information.

730 200.40 Hyster Company Product Sold by Other Dealers

731 For commission issues reference [Section 100.40\(a\)](#) of this document. Warrantable
732 work performed by the Dealer on Hyster products not sold by the Dealer should be
733 submitted to Hyster Warranty Administration, Greenville NC in accordance with
734 published policies and procedures.

735 200.50 Dealer Warranty Administration Responsibility

736 Prior to submitting **ANY** claims, the Dealer must ensure that all pre-delivery and
737 delivery/installation procedures have been properly completed. For additional
738 information on these requirements, [refer to Section 100](#) of this document.

739 Warranty claims received in the Hyster Warranty Administration Department,
740 Greenville NC, beyond 180 days of end repair date will not be approved in
741 compliance with Hyster Gram [MA00024](#).

742 Any claims for which the Dealer has received an Approval, but has not received a
743 credit or Electronic Debit Issue (EDI) within fifteen (15) days, should be researched
744 using the Dealer warranty claims inquiry system (Hyster Ownership / Unit Sales

System) and be brought to the attention of the appropriate claims processor at Hyster Warranty Administration, Greenville NC.

For outside contract work, such as machining, supporting invoices **MUST** be faxed with a claim number to Warranty Administration in Greenville, NC (252-931-5965).

Faxed Invoices must be received within the timeframes detailed in Hyster Gram [MA00024](#). Note: Such work must comply with published warranty procedures. The Dealer claim number must be clearly marked on the invoice but not obstructing the subject detail. All information contained within the invoice document must be legible for consideration of payment in part or in full.

200.60 Disposition of Parts Subject to Warranty Return

200.60(a) Replacement Versus Repair Policy

Hyster Company has determined that certain parts may be replaced instead of repaired while the warranty is in effect. These parts shall be replaced or repaired as designated. Failure to comply with this policy may result in partial or total reduction of warranty credit.

Displaced Parts at a Dealership Location

All parts listed on a New Truck Warranty Claim (NTWC) should be kept in a dry and secure area at the Dealership. Parts must be treated as "NTWC Money" – KEPT CLEAN FROM CONTAMINATION, RUST, ETC... Ports must be plugged, wires intact and assemblies intact as assemblies, available for return shipment as directed. The above examples are not an all-inclusive list of proper preparation of an item for shipment. If there is any doubt pertaining to proper preparation of an item, contact the Warranty Lab Supervisor at 252-931-5800. The re-use of the replacement parts

packaging is recommended, along with routine removal of warranty parts from dealer service vans, including materials from Resident Service Technicians.

200.60(b) NMHG Warranty Shipping Label: (Form Number 599852)



The image shows a yellow warranty shipment label with black text and fields. At the top, it reads "NACCO MATERIALS HANDLING GROUP, INC. WARRANTY SHIPMENT". Below this, there are several fields: "FROM:" followed by two blank lines, "FACTORY CLAIM NO." followed by a blank line, and "DEPT. A ☐ B ☐". Below these is a "SHIP TO:" section with the address "NACCO MATERIALS HANDLING GROUP, INC. 1400 SULLIVAN DRIVE GREENVILLE, NC 27634". At the bottom left, it says "Part No. 599852". At the bottom right, it says "PLEASE FORWARD TO: WARRANTY LAB SERVICE DEPARTMENT GREENVILLE, NC".

The NMHG Warranty Shipping Label for the Greenville, NC Warranty Lab is Part Number 599852. For details on ordering this form contact Foxfire Printing and Packaging at 302-368-9466 / Fax 302-368-9219. All parts authorized to be returned to NMHG Greenville Warranty Lab must be shipped prepaid with an NMHG Warranty Shipping Label Part Number 599852 affixed to the outside of the package. This instructs NMHG Materials Control to forward the parts to the Warranty Lab. Dealer Address, Claim Number and Department Number must be filled out on the shipping label.

The subject parts must be received within fifteen (15) days after receiving notification at the address on the NMHG parts return message. Failure to comply will result in partial or complete non-approval of the subject claim at the discretion of Hyster Company Warranty Administration.

It is the responsibility of the Dealer to monitor incoming parts return messages and/or electronic parts return messages received via electronic communications, and act upon them accordingly. In those instances when a NMHG Warranty Shipping Label is not available, the Dealer may produce a shipping label which contains all of the information, (as noted above) which is provided on the parts return message packing list.

Parts for each claim must be packed separately with the NMHG Warranty Shipping Label and packing list attached to the outside, marked appropriately Department A, B, or C. Individual packages may then be placed in a larger shipping carton, however, DO NOT MIX CARTONS MARKED DEPARTMENT A, B OR C, in one shipping carton.

Each shipping carton must have a separate packing list envelope attached, which includes a master packing list detailing the claim numbers of the individual packages. Hyster Warranty Administration is not responsible for parts lost because of improper boxing, packing, or shipping. This includes parts received by Hyster Warranty Administration that, because of improper labeling by the dealer, are lost in the plant. NMHG will refuse any freight at the dock, which has been either improperly packaged or damaged in shipment. All issues relating to shipping damage MUST be communicated to the carrier and are not the liability of NMHG.

200.60(c) Tagging Displaced Parts with Parts ID Tag (PN 944-6379 [8-81])

HYSTER WARRANTY POLICIES AND PROCEDURES
STANDARD WARRANTY POLICY

This is the first side of a yellow, rectangular form with a red circular hole on the left side. It contains several fields for information: 'Date:' followed by a line, 'Customer:' followed by a line, 'R.O. No.' followed by a line, 'I.D. No.:' followed by a line, and 'Reason:' followed by a line. At the bottom, it says 'Form 944-6379 (8-81)' on the left and 'Printed in U.S.A.' on the right.

*Form 944-6379 (8-81)
SIDE 1*

This is the second side of the yellow form, featuring the same red circular hole on the left. It contains fields for 'Model:' followed by a line, 'SN:' followed by a line, 'NTWC No.:' followed by a line, and 'Part No.:' followed by a line.

*Form 944-6379 (8-81)
SIDE 2*

804 All material being claimed must be available for return and inspection. Dealer
805 personnel should be cautioned to retain all parts which are removed that relate to a
806 warranty claim.

807 **Each part** should be properly stored and identified with all fields properly and legibly
808 completed. Attach a parts I.D.Tag (Part Number 944-6379 REV 8-81) to the part. Tag
809 each part separately. For example, if there are six parts to be returned on one
810 NTWC, **each part MUST have an ID tag attached to it.** For details on ordering this
811 form contact Foxfire Printing and Packaging at 302-368-9466 / Fax 302-368-9219.

812 *Note: Parts which are held for more than 45 days after the New Truck Warranty*
813 *Claim date, without disposition, should be brought to the attention of Hyster Warranty*

Administration. Mail a copy of your NTWC to the Hyster Warranty Administration, Greenville, NC, requesting disposition.

Hyster Warranty Administration will process your NTWC's and indicate disposition of your displaced parts. Store and protect the part from further damage until disposition instructions are received from Hyster Warranty Administration, Greenville NC.

Warranty parts should not be returned unless requested. If a warranty claim has been paid and the applicable parts have not been requested by NMHG, they may be scrapped.

It is essential to include the packing list that was sent to the Dealership via the parts return message. Each part returned must be properly tagged with the following:

1. Model
2. Serial Number
3. NTWC (New Truck Warranty Claim) Number
4. Part Number
5. Date
6. Customer
7. RO (Repair Order) Number
8. Reason (Optional)

If the Parts ID Tag is not available, a generic card-stock tag with the above listed information can be substituted.

Some parts are not serviceable (i.e., PMC and SEM Controllers, EV Logic Cards, etc...) and should not be disassembled. Unless otherwise noted by a Service Gram, disassembly of serviceable parts for repair or inspection will not void the warranty if

proper care is taken, provided the components are reassembled to the original condition. Parts missing or cannibalized from any assembly may cause a denial of claim.

Parts returned to the NMHG Warranty Lab or to a directed location, which after inspection are found to be non-defective, will be returned and the claim will not be approved. If a claim has already been approved and paid, the credit/payment will be rescinded.

Once Hyster Warranty Administration has closed a warranty claim, disposition of parts is the Dealer's responsibility. Disposal of parts not requested should be disposed of in accordance with all applicable, Federal, State, and Local regulations.

200.60(d) Displaced Parts Not Available for Return

Parts that cannot be located or are otherwise unavailable for return will be cause for non-payment of the claim.

200.60(e) Parts Not Approved by Hyster Warranty Administration after Inspection

Parts not approved due to customer misuse, misapplication, out of warranty, not defective as claimed, not original equipment manufacturer part or other various reasons will cause denial of the claim or rescission of payment in those instances where payment has been made. In those instances where claims have been approved or paid and reasons for rescission have become apparent, the Dealer will be notified, via invoice, of this action. Parts associated with a claim which has been denied or rescinded after evaluation will be returned to the Dealer freight collect. In the above situation, the Dealer will be given the option of either having a part scrapped by the Warranty Lab or returned freight collect. Parts will be returned freight collect unless the Warranty Lab is contacted within 5 business days of notification.

200.60(f) Parts Returned from Canada

Dealers that are returning parts from Canada to the United States for warranty credit/payment, with authorization from Hyster Company Warranty Administration, must follow specific procedures. Please be advised that parts being returned from outside the United States should be forwarded to the following carrier:

CBL Logistics c/o:

Interactive Warehouse

3350 Airway Drive

Mississauga, Ontario L4V 1T3

Telephone: 905-672-1024

Fax Number: 905-672-9463

Note: Phone and Fax numbers are subject to change. If numbers are in doubt, contact the Warranty Lab Supervisor for clarification at 252-931-5800.

Administrative Offices are located at:

CBL Logistics Ltd.

83 Galaxy Blvd, Unit 30

Toronto, Ontario M9W 5X6

Telephone: 416-213-8224

Fax Number: 416-213-8226

Note: Phone and Fax numbers are subject to change. If numbers are in doubt, contact the Warranty Lab Supervisor for clarification at 252-931-5800.

The parts return message includes the part number(s) for the item(s) authorized for return. In the event that the computer generated parts list does not display dollar values, the Dealer MUST add the "US Dealer-Net Dollar Value" for each part listed on the parts return message to the packing list. This must be done such that the value complies with appropriate United States and Canadian Customs procedures.

The Dealer should make two copies of the parts return message. The parts return message will serve multiple functions:

1. Use as a packing list – to be included in the carton with the part(s) being returned to Hyster Warranty Administration.
2. The Dealer MUST place a copy of the return parts message (with the US dollar values indicated) in an envelope and address it to the location that Hyster Warranty Administration has identified as the "Forwarder" (the location where the returned part(s) are to be shipped). This envelope MUST be attached to the carton, skid or box containing the returned part(s). This will allow the "Forwarder" to ship and clear the parts through customs.

Returned parts, received at the "Forwarder" without packing lists or without returned part(s) dollar values indicated will be returned to the Dealer for proper identification at the Dealer's expense. Parts CANNOT clear customs without a dollar value and country of origin. Parts are assumed to be of US origin unless otherwise stated on the parts return message by the Dealer.

200.70 Pre-Delivery Failures or Repairs

Note: (Click [here](#) for Installation Instructions Information)

All claims require unit installation. For further detail refer to [Section 100.00](#)

907 In the event that a unit is shipped from the factory with missing or incorrect parts, the
 908 applicable [Hyster hotline](#) of the plant that built or cleared the unit should be contacted
 909 to determine whether a sales policy adjustment or a warranty claim is applicable.
 910 Repairs which are necessary prior to delivery of a new unit should be submitted on a
 911 warranty claim indicating that the problem was corrected prior to delivery. No truck
 912 access time will be allowed for these repairs, nor for units in their shop.

913 200.80 Component Repair or Replacement

914 Repairs should be made rather than replacing complete assemblies where practical
 915 and economical or as directed by NMHG. For example, it would not be practical or
 916 economical to replace a complete hydraulic pump if only the shaft seal is leaking.
 917 Only the seal should be replaced, but other parts should be inspected to supplement
 918 your description of the failure and to effect complete repairs.

919 200.90 Computation of Rates and Amounts Claimed

920 Labor Allowance will be based on 80 percent of the Dealer customer-billing rate. For
 921 government warranty repair, Hyster Company will reimburse the Dealer at their
 922 customer billing rate for those units purchased through the Hyster Sales Government
 923 Sales department.

924 It is the dealer's responsibility to notify the Warranty Administration Manager, in
 925 writing fax [(252) 931- 5461], email or postal mail of any changes in the dealer's
 926 billing rates. Supporting documentation for competitive labor rates may be
 927 periodically requested.

928 Warranty reimbursement will be based on the labor rate in effect on the date of repair
 929 on the claim received. Hyster Company will pay claimed labor time in accordance
 930 with published Hyster Company flat rates. In the event that a truck series does not

931 have published flat rate, a detailed explanation of labor performed in conjunction with
932 time requested is required.

933 200.100 Effective Date for Warranty Rate Changes

934 Requests for a change in Warranty rate must be received by the Hyster Company
935 Warranty Administration Manager fifteen (15) days or more prior to the effective date.
936 Otherwise, the effective date for the revised warranty rate will be fifteen (15) days
937 after the date the notification is received. Claims will be processed based on the labor
938 rate in effect at the time of the repair.

939 200.110 Field Product Improvements [\(FPI\)](#)

940 On specified FPI programs, notice will be provided to the Dealer Principals and
941 Service Managers if reimbursement for the specific repair will be at 100 percent of
942 their recognized customer labor-billing rate.

943 Data (to include but not limited to truck serial number, dates of repair, hour meter
944 readings, etc...) which are included on the work order form or time tickets and other
945 supporting documentation MUST be identical to that which is submitted electronically.
946 It is necessary that all supporting documentation (for example – work order, outside
947 invoices, etc...) carry the appropriate signature from the Customer, reflecting
948 completion of work performed. Data consistency is crucial. The warrantability of the
949 truck is determined by the either the truck hour meter reading or amount of days that
950 have passed since the date of installation. In situations where the submitted data
951 does not match original documentation (as noted above), the warranty claim will be
952 denied.

953 200.120 Travel Allowance

Travel allowance will be based on the warranty labor allowance rate multiplied by the travel time. Travel time is subject to electronic monitoring and auditing.

For customers in the Dealer's specific territory, one round trip from the Dealers' nearest physical location (or the resident technician's nearest location) may be claimed.

The name and location of the customer and the travel time must be stated on the warranty claim as submitted. No mileage allowance will be paid. Speeds for travel times are based upon local and state speed regulations.

Travel time and access will not be paid for warranty claims if claims are a direct effect of an improper installation.

Data (to include but not limited to truck serial number, dates of repair, hour meter readings, etc...) which are included on the work order form or time tickets and other supporting documentation MUST be identical to that which is submitted electronically.

It is necessary that all supporting documentation (for example – work order, outside invoices, etc...) carry the appropriate signature from the Customer, reflecting completion of work performed. Data consistency is crucial. The warrantability of the truck is determined by the either the truck hour meter reading or amount of days that have passed since the date of installation. In situations where the submitted data does not match original documentation (as noted above), the warranty claim will be denied.

200.130 Labor Rate for Diagnostic / Troubleshooting

Diagnostics and Troubleshooting time will be paid based on appropriate designated flat-rates or specific authorizations per guidelines in the [Hyster Gram MA00023R1](#) (referring to the Troubleshooting section).

978 The appropriate Hyster Company diagnostic / troubleshooting codes must be entered
979 at the end of the problem description field until a unique flat rate field is provided on
980 the electronic warranty claims submission form. The sum of the diagnostic /
981 troubleshooting times listed at the end of the description field must equal the total
982 diagnostic / troubleshooting times entered on the claim.

983 In the event that expended diagnostic / troubleshooting time is not covered by a
984 specified flat rate but is less than four hours, it should be entered on the claim as
985 DST (Diagnostic Straight Time) = (the amount of time expended) with a detailed
986 description in the Correction Field, for consideration of reimbursement.

987 Data (to include but not limited to truck serial number, dates of repair, hour meter
988 readings, etc...) which are included on the work order form or time tickets and other
989 supporting documentation MUST be identical to that which is submitted electronically.
990 It is necessary that all supporting documentation (for example – work order, outside
991 invoices, etc...) carry the appropriate signature from the Customer, reflecting
992 completion of work performed. Data consistency is crucial. The warrantability of the
993 truck is determined by the either the truck hour meter reading or amount of days that
994 have passed since the date of installation. In situations where the submitted data
995 does not match original documentation (as noted above), the warranty claim will be
996 denied.

997 200.140 Flat Rate Labor Categories

998 Each appropriate flat rate must be listed separately on a warranty claim.

999 Hyster Company appropriate flat rate codes must be entered at the end of the
1000 problem description field until a unique flat rate field is provided on the electronic

1001 warranty claims submission form. The sum of the flat rates listed at the end of the
1002 description field must equal the total flat rate labor hours claimed.

1003 In the event that a labor task is not identified within the flat rate structure, use ST
1004 (Straight Time) = (the amount of time expended) with a detailed description in the
1005 Correction Field, for consideration of reimbursement.

1006 Overtime labor will not be paid in any labor allowance.

1007 Questions concerning flat rate times allotted and/or the release of flat rates for new
1008 models should be directed to the Manager of Resident Service Engineering at:

1009 1400 Sullivan Drive
1010 Caller #12011
1011 Greenville, NC 27834-2011
1012 Phone: 252-931-5794
1013 Fax: 252-931-5461

1014 Data (to include but not limited to truck serial number, dates of repair, hour meter
1015 readings, etc...) which are included on the work order form or time tickets and other
1016 supporting documentation MUST be identical to that which is submitted electronically.
1017 It is necessary that all supporting documentation (for example – work order, outside
1018 invoices, etc...) carry the appropriate signature from the Customer, reflecting
1019 completion of work performed. Data consistency is crucial. The warrantability of the
1020 truck is determined by the either the truck hour meter reading or amount of days that
1021 have passed since the date of installation. In situations where the submitted data
1022 does not match original documentation (as noted above), the warranty claim will be
1023 denied.

1024	200.150	Parts Warranty Reimbursement for New Truck Warranty Claims
1025		Parts warranty reimbursement for new truck warranty claims will be parts at Dealer-
1026		net plus ten percent.
1027	200.160	Warranty Reimbursement for Drayage
1028		<i>Authorized drayage of trucks to the Dealer's location is limited to major repairs where</i>
1029		<i>no repair facilities exist at the customer's location or where Insurance or Labor</i>
1030		<i>regulations prohibit on-site repair. If reasonable doubt of approved drayage exists,</i>
1031		<i>contact your Regional Field Service Engineering Manager or the appropriate</i>
1032		<i>Resident Service Engineering Manager.</i>
1033		The sum of \$1.25 per mile (not to exceed the sum of \$300.00) will be paid per
1034		authorization. Supporting documentation (i.e., invoices) will be required for all
1035		drayage reimbursement.
1036	200.170	Miscellaneous Warranty Reimbursement
1037		Invoices may be required for warranty reimbursement for those repairs or parts that
1038		do not have a corresponding OEM part number (i.e., welding, radiator repair, etc...)
1039		and warranty parts return freight claims (as specified by the Warranty Claims Lab).
1040	200.180	Warranty Reimbursement for Tax
1041		In those instances where either a Local, State, Provincial or Federal Government
1042		levies a tax on warrantable repairs, the dealer is to submit the corresponding taxation
1043		in the appropriate field on the submitted claim. Supporting documentation concerning
1044		statutes related to the levied taxes must be provided to Hyster Company for
1045		reimbursement consideration.
1046	200.190	Electronic Warranty Submission - General Information

1047 This information is provided to prevent some of the most common types of errors that
1048 occur on electronically submitted claims. Please pay particular attention to these
1049 areas while completing any computerized claims processing forms.

1050 **Replacement Serial Numbers:** If replacing or repairing a component with a serial
1051 number or date code, the **Dealer's** service department must report the replacement
1052 number. Warranty Administration requires the serial number of the replacement
1053 component. Failure to provide the component serial number or date code will delay
1054 the processing of your claim.

1055 Data (to include but not limited to truck serial number, dates of repair, hour meter
1056 readings, etc...) which are included on the work order form or time tickets and other
1057 supporting documentation MUST be identical to that which is submitted electronically.
1058 It is necessary that all supporting documentation (for example – work order , outside
1059 invoices, etc...) carry the appropriate signature from the Customer, reflecting
1060 completion of work performed. Data consistency is crucial. The warrantability of the
1061 truck is determined by the either the truck hour meter reading or amount of days that
1062 have passed since the date of installation. In situations where the submitted data
1063 does not match original documentation (as noted above), the warranty claim will be
1064 denied.

1065 200.200 Hyster Dealer Warranty Claims Process

1066 The following information pertains to claims submission procedures. This information
1067 is not intended to replace or supplement any unique Dealer Business System
1068 instructions. For questions concerning the Hyster Dealer Management System
1069 (HDMS) contact the Hyster Help Desk at 1-800-723-6796.

1076 The following tables represent proper formatting for information contained in an
1077 electronic claims submission.

Hyster Warranty Claims over Hyster Communications Network (HSN)

File Requirements (Field format and contents)

(*Note: Field Type and Format information is at the bottom of this table)

Req/ Opt	Field	Format		Comments
		Len	Type	
				Following are fixed fields - Needed on each claim
R	Hyster Claim Number	12	A	Left Justify
R	Dealer Code	6	A	Left zero fill
R	Dealer Claim No	15	A	Work Order Number Left Justify, fill with blanks.
O	Authorization Code	8	A	Left Justify. NACCO Claim submission Authorization Code
O	Additional Authorization Code	8	A	To be used if more than one NACCO Authorization code required for reimbursement. Left Justify.
R	Customer Name	25	A	
R	Customer City	25	A	
R	Customer State	2	A	State Abbreviation
R	Customer Zip	10	A	Numeric for U.S. - Alphanumeric for Canada
R	Claim Type	01	N	1, 2 ,3 or 6 (1=Unit 2=Part 3=Unisource 6=Fleet)
R	Truck Model No	16	A	
R	Truck Serial No	20	A	If Hyster unit, Must have 11 digit A999A99999A format
R	INS/DEL date	10	DT E	yyyy-mm-dd Unit Install/Delivery Date
R	Claim Start Date	10	DT E	yyyy-mm-dd
R	Claim End Date	10	DT E	yyyy-mm-dd (Repair Date)
O*	Failed Component Serial No	15	A	Serial number of part that failed
O*	Replaced Component Serial No	15	A	Serial number of replacement part. Failed and Replaced are pairs. Failure entry requires Replacement entry.
R	Hour Meter Read	05	N	Left zero fill
R	Extended Warranty	1	A	Yes or No
O	Gravity of Battery	4	N	Left zero fill
O	Amp Loaded	3	N	Left zero fill
O	Amp No Load	3	N	Left zero fill
O	Ramp Degree	4	N	Left zero fill
R	Problem Part Number	15	A	If Hyster part, Format as 7 digit numeric, Left zero filled FPI's and Return Freight (RTNFRT) can be referenced in this field.

STANDARD WARRANTY POLICY

R	Problem Part Description	25	A	
O*	Part Install Date	10	DT E	yyyy-mm-dd *Required on Type 2 and 3 claims.
O	Date Code	15	A	
O	Analyzer Code	3	A	
R	Claim Labor Type	1	A	C=Customer, W=Warranty
R	Claim Labor Rate	15	N	2 decimal positions-Left zero fill (hourly billing approved shop rate for Labor Type claimed)
R	Claim Labor Hours	5	N	2 decimal positions - Left zero fill
R	Claimed Labor Amount	15	N	2 decimal positions-Left zero fill Total Labor Claimed (hours * rate)
X	Claim Diagnostic Hours	5	N	No longer used default 0
R	Claim Travel Miles	5	N	Left zero fill Single Round Trip Mileage
R	Claim Travel Hours	5	N	2 decimal positions - Left zero fill Single Trip only 0 = no travel
R	Claim Travel Type	1	A	Blank = no travel, C=City, R=Rural
R	Claim Travel Amount	15	N	2 decimal positions - Left Zero Fill Single Trip Only (Hours* Labor Rate) 0 = no travel
R	Nbr Of Trips	2	N	Left Zero Fill - Default 1, Enter actual number of trips to repair site.
O	Claim Other Expense	7	N	Two decimal positions - Left zero fill
R	Dealer Contact Last Name	20	A	
R	Dealer Contact First Name	15	A	
R	Dealer Contact Middle Initial	1	A	
R	Customer Contact Last Name	20	A	
R	Customer Contact First Name	15	A	
R	Customer Contact Middle Initial	1	A	
O	Customer Contact Phone	10	A	Country Code (3) Area code (3) Number (7) Left Justify
O	Customer Contact Fax	10	A	Country Code (3) Area code (3) Number (7) Left Justify
R	Problem Description Type	1	A	C,F,T (Complaint, Findings, Correction)
R	Prob Description	60	A	Grouped by Complaint, Findings and Correction (T) Problem Description types
R	Replacement Part Number	15	A	If Hyster part, Format as 7 digit numeric, Left zero fill

STANDARD WARRANTY POLICY

R	Replacement Part Quantity	5	N	Left zero fill - no decimal places default 1
O	Replacement Part Description	21	A	
R	Replacement Part Price	15	N	2 decimal positions – Left Zero Fill Default 0
O	Replacement Part Upcharge	3	N	Left Zero Fill - Extraordinary Handling Charge
O	Replacement Part Order	8	A	
O	Replace Part Invoice	8	A	
R	Drayage	15	N	Towing charges
R	Flat Rate Operation Code	10	A	Format Section Code (1-99) Dash(-) Function Code (XXXX) Do 'not' zero fill Section Code. (9-XXXX)
R	Flat Rate Time	5	N	Left Zero Fill Default 0 On both single and Multi-unit claims use hourly rate for a 'single' unit repair – do not multiply by units.
O	Miscellaneous Expense Item	20	A	
O	Miscellaneous Expense Item Price	15	N	Left Zero Fill - 2 decimal places - Default 0
O	Unit of Measurement	2	A	Default to 'EA'
O	Miscellaneous Expense Item Quantity	5	N	Left Zero Fill No Decimal places Default 1
O	Miscellaneous Expense Item Description	50	A	

*See following note for Type and Format.

*** Note**

Type	Comments
R	Value required in field
O	Value not required - Enter spaces for alpha field, Zero for numeric fields
X	Use Discontinued
Format	Comments
A	Alpha numeric - Includes alphabetic, numeric or special characters
N	Numeric - Any numeric character must be left zero filled

1082 Data (to include but not limited to truck serial number, dates of repair, hour meter
1083 readings, etc...) which are included on the work order form or time tickets and other
1084 supporting documentation MUST be identical to that which is submitted electronically.
1085 It is necessary that all supporting documentation (for example – work order , outside
1086 invoices, etc...) carry the appropriate signature from the Customer, reflecting
1087 completion of work performed. Data consistency is crucial. The warrantability of the
1088 truck is determined by the either the truck hour meter reading or amount of days that
1089 have passed since the date of installation. In situations where the submitted data
1090 does not match original documentation (as noted above), the warranty claim will be
1091 denied.

1092 Double-click on these icons for additional Claim Submission Information:



HDL02.ppt

1093 "Warranty Claims Process Monitoring"



HDL04.ppt

1094 "New Warranty Claims Submission Policy"

1095
1096 200.210 Properly Describing the Problem Description
1097 It is important that proper information is provided to the Warranty Administration
1098 Department concerning the cause, which should include complaints and findings with
1099 a description of corrections taken (how the unit was repaired). Include the following
1100 types of information:

Complaint: Write a brief statement like “**Tilt cylinder leaking**”, “**Engine would not start**”, “**Starter does not engage**”. Do not use statements like “Received call from customer”, “Drive to customer job site” or “Checked out customer complaint”. This type of statement is not informative and only increases the Dealer claim preparation time and factory processing time.

Findings: Briefly describe the defect, such as “**Pin hole in the back of the tilt cylinder**”. Statements like “Cylinder defective” do not provide enough information and are not acceptable.

Corrections: Include the part number and part or assembly description and describe how the unit was repaired. (Example: P/N XXXXX – Tilt Cylinder – Replaced.)

Is Immediate Problem Solved: Statements like “**Problem Solved**” or “**Unit Checked Out OK**” are sufficient.

If any doubt exists about the cause of failure, or the part to replace or repair, contact the applicable Resident Service Engineer for assistance or authorization.

The dealer will be required to identify the problem part number in the unique field on the electronic warranty claim submission form.

200.220 Hyster Limited Warranty Statements

200.220(a) Hyster Industrial Truck Products up to 16,500 LB. Capacity

LIMITED WARRANTY

HYSTER INDUSTRIAL TRUCKS AND PRODUCTS

UP TO 16,500 LB. CAPACITY

UNITED STATES AND CANADA

Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of : (a) Part II, ANSI B56, 1-1969, as required by OSHA standard 29 CFR 1910.178(a) (2); (b) Part III, ANSI B56,1, and (c) the fire protection designation (G, GS, D, LP, LPS, E, EE, etc.) specified on the product.

A. For Twelve (12) months or 2000 hours of operation from the date of delivery, whichever comes first, Hyster company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

B. Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:

(a) **Normal wear and tear or required maintenance** including, without limitation; adjustments or replacement of components subject to wear and tear, such as, brake shoes, tires, bulbs, filters, spark plugs, load wheels, caster wheels, batteries, motor brushes, contact tips and lubrication grease and oils.

(b) **Abuse** including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.

(c) **Lack of maintenance** including, without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.

(d) **Damage caused in transit.**

2. The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires, caster wheels, load wheels or batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.

3. Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, chargers, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.

4. Hyster Company reserve the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.

5. Hyster company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.

6. Notwithstanding Section B above, replacement parts installed on industrial trucks pursuant to Section A of this warranty are warranted only for the remainder of the initial truck warranty period.

7. This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHTS AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

200.220(b) Hyster Industrial Truck Products 16,500 LB. Capacity and Greater

LIMITED WARRANTY

HYSTER INDUSTRIAL TRUCK PRODUCTS

16,500 LB. CAPACITY AND GREATER

UNITED STATES AND CANADA

Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with

the mandatory design and construction specifications in effect at the time of manufacture, of: a) Part II, ANSI B56.1-1962, as required by OSHA standard 29 CFR 1910.178 (a) (2); b) Part II, ANSI B56.1-revision in effect at the time of manufacture; and c) the fire protection designation (G, D, LP, etc...) specified on the product.

A. For six (6) months or 1000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours

B. Twelve (12) months or 2000 hours of operation from the date of delivery for initial use, whichever occurs first, Hyster Company will, at its sole option, repair or replace major components, defined for purposes of this warranty, as (i) internal combustion engine, excluding fuel and electrical systems and accessories, (ii) transmission, excluding the torque converter; and (iii) differential and planetary axles, if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation for claims made after six (6) months or 1000 hours of operation, from the date of delivery, whichever comes first.

C. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer or any alleged defects in the product and specifically describe the problem Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Limitations

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:

(a) **Normal wear and tear or maintenance** including, without limitation: adjustments or replacement of components subject to wear and tear, such as brake shoes, tires, bulbs, filters, spark plugs, batteries, lubrication grease and oils.

(b) **Abuse** including, without limitation: neglect, improper operation, misapplication, induced contamination, overloading, accident or alterations not approved by Hyster Company.

(c) **Lack of maintenance** including, without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine heads and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or guides.

(d) **Damage caused in transit.**

2. The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires and batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever occurs first, is expressly excluded from this warranty.

3. Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.

4. Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.

5. Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.

6. Notwithstanding Section C above, replacement parts installed on industrial trucks pursuant to Section A or B of this warranty, are warranted only for the remainder of the applicable new industrial truck warranty period.

7. This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.

Certain products manufactured by others may also be covered by warranties extended by the original manufacturer. Examples include: tires, batteries and chargers, attachments and trade accessories, Cummins and Detroit Diesel engines.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION AND IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHT AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

1269 Double-click on the icon for additional information on Limited Warranties:



HDL06.ppt

1270 "New Limited Warranty Statement"

1271 200.230 Items Which Cannot be Claimed on Warranty

1272 The following services or parts are not to be claimed on warranty. These procedures
1273 in no way modify or change the Hyster Company Standard Warranty Policy as noted
1274 in the Dealers' Agreement.

1275 1. **Normal or accelerated wear and usage.** Specific items such as but not
1276 limited to the following examples:

- 1277 a. Brakes
- 1278 b. Tires

1279 2. **Alterations, not approved by Hyster Company,** including but not limited to
1280 installation of "unapproved" accessories and attachments.

1281 3. **Abuse.** Specific examples might include but may not be limited to:

- 1282 a. Overloading
- 1283 b. Misapplication
- 1284 c. Improper Operation
- 1285 d. Neglect

1286 4. **Lack of Maintenance,** including but not limited to:

- 1287 a. Failure to inspect and maintain in accordance with published
1288 schedules

- P/N 1524144 – Revision 5/2002**



- 1310 returned to Parts Distribution Center with appropriate paperwork i.e., Hyster
1311 Part Number 599153-25.
- 1312 9. **Customer Maintenance Items:** Items listed under "Lubrication and Periodic
1313 Service" in the Operating Instructions Manual are considered customer
1314 maintenance and are not covered.
- 1315 10. **Miscellaneous Cost** for items such as but not limited to fuel, grease and
1316 paint.
- 1317 11. **Cost of Loaner Truck.** Not Reimbursed.
- 1318 12. **Parts Emergency and Freight Charges.** Parts emergency charges are not
1319 subject to reimbursement. Outbound freight charges are not subject to
1320 reimbursement.



1321 **300.00 FIELD PRODUCT IMPROVEMENTS (FPI)**

1322 Hyster Company may direct its dealers to make immediate correction to a certain
1323 problem on specific units in the field. These programs are referred to as Field Product
1324 Improvements or FPI's and are announced to the Dealer organization by general letter
1325 and released from the office of the Manager of Quality Improvement. The FPI
1326 announcement letter will contain all instructions necessary to complete the Field
1327 Product Improvement.

1328 Recovery of expenses for labor, travel time, and parts (unless provided at no charge by
1329 Hyster Company) for the FPI can be recovered by submitting a properly completed
1330 warranty claim within the time guidelines of the FPI announcement letter.

1331 The FPI must be treated as a **high priority** and **expedited** through completion at all
1332 levels of Dealer management.

1333 Questions concerning Field Product Improvements should be directed to:

1334 Manager Quality Improvement

1335 1400 Sullivan Drive

1336 Caller #12011

1337 Greenville, NC 27834-2011

1338 Phone: 252-931-5334

1339 Fax: 252-931-5461

1340 You should provide the FPI Number, truck serial number and customer information
1341 when questioning a known FPI.

1361	NACCO Materials Handling Group
1362	1400 Sullivan Drive
1363	Greenville, NC 27834

1364 Attn: General Accounting Department

1365 5. The check stub must show the serial number(s) involved.

1366 6. Extended Warranties sold after the installation of the unit but DURING the
1367 Standard Warranty period will incur a Service Department handling charge of
1368 \$100.00 for each serial number.

1369 400.30 Transfer of Extended Warranty

1370 An Extended Warranty is transferable to another customer provided:

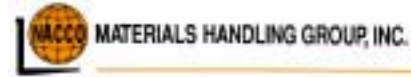
- 1371 • The unit(s) are on the Hyster Company Installation database as either a DEMO,
1372 STOCK or CUSTOMER unit(s).
- 1373 • The unit(s) subject to TRANSFER has an Extended Warranty Code based upon
1374 the review of the Hyster Company Installation database.
- 1375 • The unit(s) must be within both the time and running hour limitations of the
1376 Standard Warranty period. Unit(s) beyond either of these periods are NOT
1377 eligible for Transfer of Extended Warranty.
- 1378 • NMHG receives payment of the \$100.00 per serial number transfer fee.

1379 In addition to the above conditions Hyster Company requires a letter requesting the
1380 "TRANSFER" of the Extended Warranty. The following MUST be included:

- 1381 1. The REASON for the transfer with the customer's name and address.
- 1382 2. The Hyster Sales Order Number and serial number(s) of the unit(s) involved.
- 1383 3. The TYPE of Extended Warranty to be transferred.
- 1384 4. A CHECK for the value of the transfer fee with the serial number(s) listed.

1385 Send the LETTER and CHECK to:

HYSTER WARRANTY POLICIES AND PROCEDURES
EXTENDED WARRANTY



1386 NACCO Materials Handling Group
1387 1400 Sullivan Drive
1388 Greenville, NC 27834
1389 Attention: General Accounting Department

1390 400.40 Cancellation of Extended Warranty

1391 An Extended Warranty may be cancelled under the following conditions:

- 1392 • The unit(s) is shown on the Hyster Company Installation database as either a
1393 DEMO, STOCK, or CUSTOMER unit(s).
- 1394 • The unit(s) being canceled has an Extended Warranty Code based upon review
1395 of the Hyster Company Installation database.
- 1396 • The unit(s) must be within both the time and running hour limitation of the
1397 Standard Warranty period. Unit(s) beyond either of these periods are NOT
1398 eligible for Cancellation of Extended Warranty.

1399 Provided the above conditions are met Hyster Company requires a letter requesting
1400 the "CANCELLATION" of the Extended Warranty. The following MUST be included:

- 1401 1. The REASON for the Cancellation and the customer's name and address.
- 1402 2. The Hyster Company Sales Order Number and serial number(s) of the unit(s)
1403 involved.
- 1404 3. The TYPE of Extended Warranty to be canceled.

1405 Send the letter to:

1406 NACCO Materials Handling Group
1407 1400 Sullivan Drive

1408 Greenville, NC 27834

1409 Attention: General Accounting Department

1410 Upon acceptance of the cancellation request Hyster Company will:

- 1411 • Issue a credit memo to the dealership for the NET VALUE of the Extended
- 1412 Warranty or Warranties canceled, less a \$35.00 per truck cancellation fee.
- 1413 • The dealer credit memo is notification of cancellation.

1414 *Note: Customer Service Department Warranty Administration fees for warranties sold*

1415 *after installation and warranty transfers are NOT refundable.*

1416 400.50 Types of Extended Warranty

1417 Hyster Company offers the following types of Extended Warranty reimbursement:

- 1418 1. [Hyster Extended Limited Parts Only Warranty](#)
- 1419 2. [Hyster Extended Limited Parts & Labor Warranty](#)

1420 Double-click on the icon for additional Extended Warranty Information:



HDL03.ppt

1421 "Extended Warranty"

1422 400.60 Extended Warranty Reimbursement

1423 400.60(a) Parts

1424 Warranty parts will be reimbursed at the dealer-net price in effect at the time of the

1425 failure plus ten percent. Failed parts are subject to recall at the discretion of Hyster

1426 Company Warranty Administration in accordance with Standard Warranty policy.

1427 400.60(b) Labor

1428 Labor will be paid in accordance with the published flat rate schedule per the
1429 appropriate type of extended warranty purchased.

1430 *400.60(c) Diagnostics*

1431 Diagnostics will be paid in accordance with the published flat rate schedule per the
1432 appropriate type of extended warranty purchased.

1433 *400.60(d) Travel Time*

1434 Travel time is not covered under extended warranties purchased effective 12/1/1999.

1435 *400.60(e) Deductible*

1436 Each submitted Extended Warranty claim will be subject to a \$75.00 deductible
1437 charge for units under 16,500 lbs and \$250.00 for Very Narrow Aisle (VNA) and units
1438 16,500 lb capacity or more. This deductible is applicable for extended warranty
1439 purchases effective 12/1/1999.

1440 *400.60(f) Exclusions*

1441 The following are items that are excluded from coverage under Extended Warranties
1442 purchased effective 12/1/1999.

1443 [Hyster Extended Limited Parts Only Warranty](#) – Travel and labor will not
1444 be paid.

1445 [Hyster Extended Limited Parts & Labor Warranty](#) – Travel time will not be
1446 paid.

1447 Exclusions may not be limited to the above listed examples.



1448 **500.00 WARRANTY COMMUNICATIONS**

1449 Hyster Company communicates to the dealer network on a regular basis relative to
1450 warranty claims status. The purpose of these communications are to provide the
1451 dealers with an inclusive view of the activities taken by the Hyster Company Warranty
1452 Department relative to submitted warranty claims.

1453 Weekly communications via electronic format are sent out providing Dealers with a
1454 summary of:

- 1455 • Paid claims.
- 1456 • Claims deemed not approved.
- 1457 • Claims that are open and show a ready status.

1458 In addition to these regular communications:

- 1459 • a weekly listing of claims with parts returns messages are sent.
- 1460 • a daily message, requesting parts to be returned on open claims that show a
1461 ready status, are sent.
- 1462 • external messages requesting additional information, clarification or
1463 additional shipping instructions are sent.

1464 To supplement or augment these communications, Hyster Company provides the
1465 dealers with claims and truck installation inquiry capabilities so that the dealers can
1466 proactively monitor their claims activities. [\(See Parts Return Tracking Information](#)
1467 [Entry Instructions\)](#)

1468 The following is a list of available inquiries from the electronic inquiry menu:

- Claims by Dealer Claim Number
- Claims by Dealer Repair Order

HYSTER WARRANTY POLICIES AND PROCEDURES
WARRANTY COMMUNICATIONS



Number

- Claims by Serial Number
- Claims by Receive Date
- Claims Awaiting Message Reply
- Sales Orders by Purchase Order Number
- Sales Orders Cleared
- Truck Installations Without Signature Sheet
- Reply to Warranty Claims Status
- Claims Awaiting Parts Return
- Units Awaiting FPI Work
- Sales Orders by Estimated Clear Date
- Truck History by Serial Number
- Dealer Inventory Status

HYSTER WARRANTY POLICIES AND PROCEDURES
DEPARTMENTAL STRUCTURE

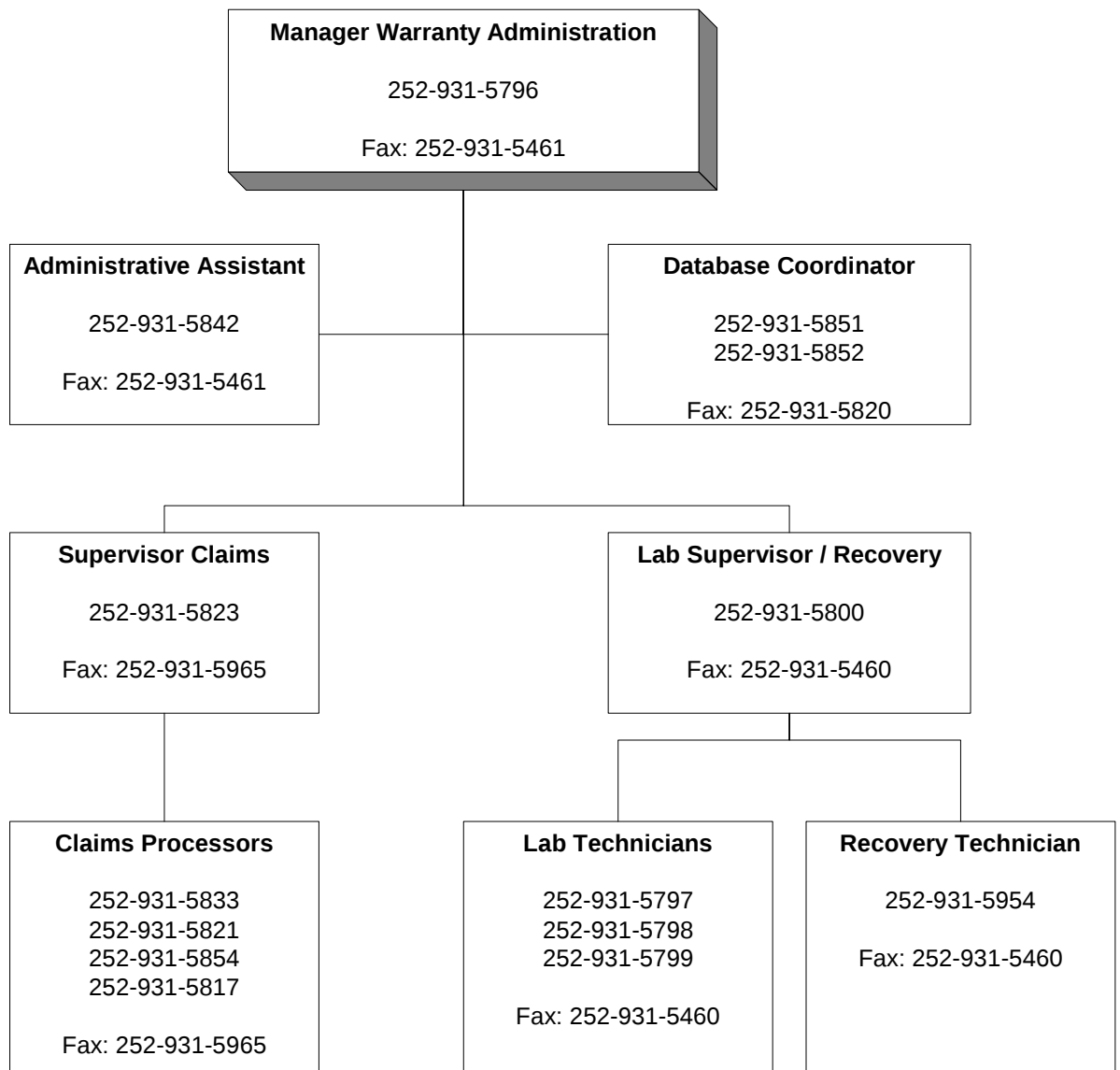


1469 **600.00 DEPARTMENTAL STRUCTURE**

1470 600.10 Mission Statement

1471 *"To provide Fair and Equitable reimbursement to the Hyster Company Dealers for*
1472 *completed warranty work."*

1473 600.20 Department Organizational Chart



1474
1475

1476 600.30 Functionality List

1477 The purpose of this information is to provide a ready reference guide for use by the
1478 Dealer staff relative to functional areas of responsibility and points of contact with the
1479 NMHG Warranty Department.

1480 *600.30(a) Truck Installation Group:*

1481 Submission of appropriate truck installation information and resolution of issues
1482 related to such truck records are to be directed to the following:

Functional Responsibility	Phone	Fax
Database Coordinator	252-931-5851 252-931-5852	252-931-5820

1483 **Resolution Procedure:**

1484 Problems arise due to conflicting information and or the lack of appropriate signature
1485 sheets submitted or processed at the time of Warranty Claim Submission. All units
1486 must be properly installed to allow submitted warranty claims to be processed. This
1487 includes Stock, Demo, Customer and Rental units.

1488 When issues arise relative to unit installations the primary point of contact is either of
1489 the individuals listed above. In those instances when the above individuals are
1490 unable to resolve a problem it should be brought to the attention of the Warranty
1491 Manager.

1492 *600.30(b) Claims Submission Group:*

1493 Responsible for the processing of New Truck Warranty Claims and resolution of
1494 issues related to such claims. Direct claims to the following:

Functional Responsibility	Phone	Fax
Supervisor of Claims	252-931-5823	252-931-5965
Claims Processors	252-931-5817 252-931-5833 252-931-5821 252-931-5854	252-931-5965

1495 **Resolution Procedure:**

1496 When issues arise relative to rejection or payment of Warranty Claims the primary
1497 point of contact is the individual who initially processed the Warranty claim. The
1498 Claims Processor may be determined by a review of the initials recorded on the
1499 Claim message. In the majority of instances this individual can quickly review and
1500 resolve issues. The secondary point of contact for resolution is the Supervisor of
1501 Claims; failing resolution at that point the third point of contact is the Warranty
1502 Manager.

1503 *600.30(c) Warranty Lab Group:*

1504 Responsible for the processing of New Truck Warranty Claims that require the return
1505 of failed Parts and resolution of issues related to such claims are to be directed to the
1506 following:

Functional Responsibility	Phone	Fax
Supervisor of the Lab	252-931-5800	252-931-5460

Lab Technicians	252-931-5799 252-931-5798 252-931-5797	252-931-5460
Recovery Technician	252-931-5954	252-931-5460

Items Shipped:

For confirmation or inquiry related to items shipped to the Warranty Lab the primary point of contact should be directed to the Recovery Technician by either fax or phone. The following information will be required: the Claim number, carrier name and associated tracking number.

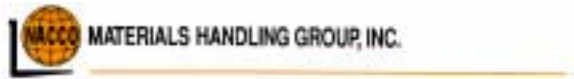
Resolution Procedure:

When issues arise relative to rejection or payment of Warranty Claims that required the return of Failed Parts to the Warranty Lab, the primary point of contact is the individual who initially processed the Warranty Claim. The Claims Processor can be determined by a review of the initials recorded on the Claim message. If the letters BAL or LAB appear on a claim message, the primary point of contact is a Lab Technician. In the majority of instances this individual can quickly review and resolve issues.

600.30(d) Warranty Manager:

Responsible for the Truck Installation, Warranty Claims and Warranty Lab groups.

Functional Responsibility	Phone	Fax
Warranty Manager	252-931-5796	252-931-5461



Administrative Assistant	252-931-5842	252-931-5461
--------------------------	--------------	--------------

1523 **Resolution Procedures:**

1524 When issues arise that cannot be effectively addressed or resolved by either the

1525 individual members or Supervisors of the Departmental Groups contact should be

1526 made with the Warranty Manager. The point of contact can be by phone, fax, or

1527 email as listed above or through the Administrative Assistant. Current e-mail

1528 addresses are available by contacting Hyster Warranty Administration.



1529 **700.00 AUDITS – DEALER WARRANTY COMPLIANCE**

1530 700.10 Objective

1531 The objective of the Warranty Claim Audit procedures is to assure dealer compliance with
1532 Hyster Company's Warranty Reimbursement Program for Standard, Extended, FPI, and
1533 other associated warranty claims. The process will also assist the Dealer in determining its
1534 warranty process efficiency and the level of training required for claims processors. The
1535 NACCO Materials Handling Group, Inc. (NMHG) Credit Department is responsible for the
1536 administration of the Hyster Company Dealer Warranty Compliance Program.

1537 700.20 Scope

1538 Applies to all Hyster Company dealers providing service covered under Standard Warranty,
1539 Extended Warranty, Field Product Improvement or Policy Adjustments.

1540 700.30 Citing/Cited Documents

1541 Warranty Policy-

1542 Credit Dealer Audit Policy-

1543 700.40 Definitions

1544a. a. **Satisfactory Audit**

1545 To be deemed "Satisfactory", at least 70% of audited claims must be free of Technical Errors
1546 and Omissions, as defined below, and 80% of the claims free of Major Discrepancies as
1547 defined in the Table below.

1548

b. Technical Errors or Omissions

A technical error or omission is defined as inaccuracies in data entry, transposition of numbers, incorrect dates and times, missing signatures, calculation or any other administrative errors that may affect the validation of a warranty claim submission.

An example of a technical error or omission would be the absence of a customer signature on the work order. While customer signatures are required on work orders to satisfy the errors and omissions audit component, they are not required on pre-delivery warranty work orders. Dealer Technician can sign pre-delivery work orders on behalf of customer. An audit result may be deemed "Satisfactory" and still require the repayment of rescinded claims.

A technical error or omissions may result in a rescission or adjustment to the amount of claim, but will generally be noted as an observation and communicated to the dealer as a way to improve operations or enhance controls.

c. Major Discrepancies

The following table provides examples of what constitutes a Major Discrepancy, which will result in the rescission of a previously approved claim, and may further result in an "Unsatisfactory" audit finding. However, this list is intended as way of example, final determination is based on the judgment of the Credit Department.

1569

	Major Discrepancy	Technical Clarification
1	Work Order Not Available	Work order or equivalent must be available for review. Scanned originals are acceptable for audit purposes.
2	Time Sheet Not Available	If timesheets are not used, technicians are paid on salary, or approved outside contractors are used, then an alternate form of documentation must be available. The Auditor will determine the acceptability of supporting documentation. Time sheet documentation will not affect flat rate allowances.
3	Repair Date Alteration	Date changes intended to extend the warranty coverage or circumvent the allowable claim submission period.
4	Part Number Inconsistency	Use of parts, which are not appropriate or required to correct reported problem.
5	Serial Number Discrepancy	If listed serial number is not installed at location of completed warranty repair or if the dealer is unable remedy an incorrect serial number submission.
6	Hour Meter Discrepancy	Changes to hour meter reading in order to qualify a warranty claim or meter readings that are inconsistent with recorded hours on previously submitted claims
7	Work Order Discrepancy	Discrepancy between work order # and claim #, which cannot be reconciled by dealer.

1570 Credit Management believes 20% to be an acceptable tolerance for Major Discrepancies
 1571 but reserves the right to require a lower rate in order for an audit to be deemed satisfactory.

1572	700.50	Description
1573		A. Warranty Audits will generally, to be conducted with a minimum of ten (10) business
1574		days notice to the dealership to ensure adequate staffing and participation of the
1575		appropriate dealer personnel. In the event Credit Management determines, in its
1576		judgment, to provide a lesser notice period, it will notify the Hyster Director of Dealer
1577		Development.
1578		B. Credit Management will coordinate audit scheduling.
1579		C. Audit Sample – NMHG will audit 5% of paid claims during the sample period, but no
1580		less than (20) claims for each Hyster Dealer. NMHG reserves the right to audit claims
1581		across multiple submitting locations. Within (10) business days prior to a warranty
1582		audit, Credit Management will extract from the warranty database a list of claims paid
1583		by NMHG within the preceding (18) months. A pattern of abuse or material
1584		irregularity may necessitate an extended sample selection period. From this list, a
1585		random sample of claims to be audited will be selected. Warranty Administration and
1586		Credit Management reserve the right to audit specific, non-random claims.
1587		D. Audit Sites – Audits may be conducted at more than one dealer location based on
1588		the concentration of claims. The annual audit site(s) will be determined based on
1589		priorities identified in the prior audit and volume of claims from various submitting
1590		locations.
1591		E. Document Procurement – The auditor will meet with the dealer's audit coordinator or
1592		assigned contact person to discuss the audit plan and obtain a general overview of
1593		the location of the claim documents and all supporting material. In the event that
1594		documentation is at branch locations, the auditor will request that the required
1595		documents be faxed or e-mailed to the audit location. Any missing documents will be
1596		reported as part of the audit report.

- 1597 F. Procedural Verification – Many facets of the Warranty Claim Process – DCN – XXX
- 1598 will be validated for compliance with the warranty claims policy – DCN -xxx. This
- 1599 includes, but is not limited to the following:
- 1600 • Work Order
 - 1601 • Customer Signature
 - 1602 • Serial Number
 - 1603 • Hour Meter Reading
 - 1604 • Repair Date
 - 1605 • Customer Name/Address
 - 1606 • Parts Replacement
 - 1607 • Labor Performed
 - 1608 • Invoices
 - 1609 • Technician Time Sheet
 - 1610 • Miscellaneous Expense Invoices
- 1611 At the auditor's discretion, this step may be conducted at the dealer site or
- 1612 documents may be copied and forwarded to NMHG for additional analysis.
- 1613 G. Verification of Charges – Each claim will be scrutinized for compliance with the
- 1614 warranty claims standard allowances. This includes, but is not limited to the following:
- 1615 • Labor rate is within guidelines of the warranty policy for work performed
 - 1616 • Travel time is not excessive and within the guidelines of the warranty policy for
 - 1617 work performed
 - 1618 • Repair charges are consistent with flat rate schedule or authorization as noted on
 - 1619 the claim
 - 1620 • Same repair has not been charged multiple times
 - 1621 • Parts are properly priced

- Miscellaneous expenses are consistent with supporting invoices

At the auditor's discretion, this step may be conducted at the dealer site or documents may be copied and forwarded to NMHG for additional analysis.

H. Supporting Document Analysis – All charges and documents referenced in the claim or the work order may be verified. This includes, but is not limited to the following:

- Timesheet or alternate documentation consistent with work order for person, date and hours charged
- Invoices for outside services match charges on claim
- Parts submitted on claim were actually delivered to the subject work order
- Parts delivered to this work order are priced properly and are appropriate to the repair

This step may be conducted at the dealer site or documents may be copied and forwarded to NMHG for thorough Analysis.

I. Frequency- Warranty Audits are generally an after the fact review of claims and the supporting documentation. In this static environment, claims can be reviewed at any time after the claims are paid; therefore the frequency can be reduced and claims covering a longer time span can be reviewed during each audit.

Based upon the initial warranty audit findings, a determination will be made as to the frequency of the audits. Regardless of the results of an initial audit, the audit interval shall not exceed twelve (12) months. Dealers found to be submitting claims containing errors, omissions or other irregularities may be audited with increased frequency and scope. Dealers whose audit frequency is increased will return to an audit interval not to exceed twelve (12) months subsequent to a satisfactory audit report; however, Credit Management reserves the right to determine audit frequency for dealers operating outside the terms of the Warranty Policy.

1647 Warranty audit frequency may increase in response to factors including, but not
1648 limited to:

- 1649 1. Deteriorating financial condition
- 1650 2. Claims volume outside normal range for dealer volume
- 1651 3. Unsatisfactory warranty audit results
- 1652 4. Change in ownership or control
- 1653 5. Change in dealer status as determined by Hyster Company

1654 J. Audit Performance- Warranty Audits may be performed by:

- 1655 1. Field Service Engineers
- 1656 2. Warranty Department Staff
- 1657 3. Independent Auditing Firms or Contractors
- 1658 4. Other Agency or Individual designated by Hyster Company

1659 K. Review And Reporting

- 1660 1. The Audit will address two categories of irregularities, Technical Errors and
1661 Omissions and Major Discrepancies
- 1662 2. Dealer Audit Review- A closing review of the initial audit results will be
1663 conducted with the designated Dealer Representative to allow for further
1664 investigation, if required, to answer questions raised, or to locate missing
1665 documents. Dealer Representative can request a summarized listing of
1666 discrepancies and observations noted during the audit. The Dealer Principal
1667 or Dealer Representative will be given ten (10) business days from the date
1668 of the closing review to submit all supporting documentation to the Warranty
1669 Claims Supervisor for further analysis. Late submissions will not be
1670 considered.
- 1671 3. Remedies and Audit Charges- Routine, scheduled dealer Warranty Audits
1672 will be performed at NMHG's expense. If an audit is deemed "Unsatisfactory"

the following course of action will apply:

- a. If an audit is unsatisfactory, NMHG will perform a follow up audit within (180) days
- b. If the subsequent audit result is “Unsatisfactory”, the dealer will absorb a maximum of \$1,000 in costs associated with performing the second audit, and will continue to absorb \$1,000 in cost for all subsequent audits until a “Satisfactory” audit result is achieved.
- c. If the second audit result is satisfactory, NMHG will absorb the audit cost. The costs borne by the dealer in this way impose consequences for continual abuses of the warranty claims process.
- d. Aggregate audit recommended rescissions of less than \$300.00 or 1% of the total audited claim dollars would not be invoiced to dealer.

4. Reporting- Any action to correct identified deficiencies, including remedial training, rescission of claim, or other remedies as specified in the section 700.40 will be the responsibility of the Manager of Warranty Administration. The actions taken in response to the audit results will be reported back to the Warranty Claims Supervisor and maintained in the audit file. The dealer will be notified in writing of the audit results and any resulting change in audit frequency or expenses that may be incurred as a result of the audit findings.

700.60 Records

1695 800.00 Hyster Warranty/Ownership/Unit Sales User Instructions

04/04/02



Warranty/Ownership/Unit Sales
User Instructions

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7.....	Header Screen
8.....	Warranty Options/Audit Stamps
9.....	Comments/Customers
11.....	Contacts
12.....	Messages/Quotes
13.....	Reporting Inventory Truck Transfers
14....	Unit Transfer/Comments
15.....	Reporting Inventory Retail Bookings for ITA
16....	Header Screen
17....	Customers
18.....	Warranty Claim Inquiry
19....	System Notes
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26....	Claim Detail System Notes
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WARRANTY / OWNERSHIP / UNIT SALES MENUS

HSN MAIN MENU

```

DLRMENU                                NACCO Materials Handling Group, Inc.
                                         Interactive Dealer Menu

SELECTIONS

    1. Parts System
    2. Message System
    3. Change password
    4. Warranty / Ownership / Unit Sales

                                90. Sign off

SEL  4
  
```

- Select Warranty / Ownership / Unit Sales From the Main Menu.

```

UNITUPDT                                NACCO MATERIALS HANDLING GROUP, INC.
                                         WARRANTY & OWNERSHIP SYSTEM DEALER MENU

-- EDIT
1. REPORT TRUCK INSTALLATION (DELIVERY RPT.)
2. REPORT INVENTORY TRUCK TRANSFERS
3. REPORT INVENTORY RETAIL BOOKINGS FOR ITA
4. *REPLY TO WARRANTY CLAIM MESSAGE
5. ENTER WARRANTY PART RETURN TRACKING INFO

-- WARRANTY INQUIRY
6. CLAIMS BY CLAIM#
8. CLAIMS BY SERIAL#
9. CLAIMS BY CLAIM STATUS
10. CLAIMS BY RECEIVED DATE
11. CLAIMS AWAITING PARTS RETURN +
12. *CLAIMS AWAITING MESSAGE REPLY
13. *UNITS AWAITING FPI WORK
90. LOGOFF
SELECTION ____

-- UNIT SALES ORDERS INQUIRY
16. ORDERS BY PURCHASE ORDER#
17. ORDERS BY EST. CLEAR DATE
18. ORDERS CLEARED

-- OWNERSHIP INQUIRY
19. TRUCK HISTORY BY SERIAL #
20. TRUCK INSTALLATIONS

-- ITA STATUS INQUIRY
22. RETAIL BOOKING
23. RETAIL SHIPMENT (DELIVERY)

-- TRUCK LOCATOR INQUIRY
25. STOCK UNITS ON ORDER
26. DEALER INVENTORY
*(NOT CURRENTLY AVAILABLE)
  
```

Based on your level of Security Access either The Edit and Inquiry Screen (shown above) or an Inquiry Only Screen will display. The attached pages will contain instructions for each option currently available on the Warranty and Ownership System.

(*Note: New selections are highlighted.)

***System Notes:**

- **Key Use** - On all screens the Enter key sends data to the computer. Press the TAB key to move between fields. Do not Press the ENTER Key until all Required data has been entered on the displayed screen and you are ready to move to the next screen.
- **Selections** located at the bottom of each screen can be accessed by entering the character surrounded by parentheses in the SEL field and pressing the ENTER Key.
- **Function Key Selections** located at the bottom of each screen are used to access additional areas of Installation Reporting. Depending on the type of terminal used, if the Function Key Number is above 12 and your keyboard only has 12 Function Keys, these higher keys are accessed by subtracting 12 from the Key Number and pressing the Shift key and the resulting Number (ie. $16 - 12 = 4$ so and F16 key = Shift/F4)
- **As Entry is completed** on each screen and the ENTER key pressed an informational message may be returned in the lower left portion of the screen including error messages about missing required information or acknowledgement that all information entered has been accepted.
- A "+" sign or the word "More" located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.
- **Limited Help** is available. TAB to the field in question and enter a '?' and press ENTER. Allowed parameters for the field will display. **TIP:** ?s must be placed in the first position of the field.
- **F3 vs. F13 Exits** - Some screens in this system will display an Exit (F3) and a Fast Exit (F13) selection. An F3 exit returns to the previous screen. An F13 (shift/F1) exits the application and returns the user to the Main Menu.
- **Audit Stamps** display the ID of any user who has created or changed entries along with the associated date of entry.
- **Security Rules** - Most Dealer Code fields will be validated against User ID security tables. User ID access is limited to the dealer codes supplied on a user's Server Access Request Form.
- **Modifiable Fields** are underlined on the screen display.
- **Messages** - 1. Informational or Error Messages always display in the lower **Left** corner of the Screen. Some messages will lock the keyboard. When this happens you must use the Reset Key to unlock the keyboard. Based on the type of terminal or emulation package you are using this can be various combinations of keys. Contact your local MIS person to determine which is a reset for your terminal.
2. As a Function Key reference (F17 Messages) displays any HSN messages sent to the dealer from Hyster. (ie. A parts return request on a Warranty Claim, a Request for additional information, etc.)
- **Quotes** - Prior to the present Extended Warranty System, extended warranty options were presented as quotes to a customer.
- **Comments** - Internal Messages (not sent over the HSN) displaying agreements to changes to a claim, etc. On truck Installations, comments would contain information on dealer installed options, etc.

Ownership/Unit Sales System

TRUCK INSTALLATION REPORTING (INTERACTIVE DELIVERY REPORTS)

This Dealer Truck Installation System can be used for Adding New Delivery Reports, **Editing an existing Delivery Report (*Prior to sending in the Signature Sheet), or an Inquiry display of an existing Delivery Report. Installations should be entered by the Delivering Dealer after the signature sheet has been signed by the customer. After entering the data on the system the original signature (delivery report) sheet must be sent to Hyster before Warranty Claims against the truck will be processed for payment.

Enter all header information, customer and contact selections as well as Comments concerning dealer installed options or modifications to the original unit.

**** Note** Once the signature sheet has been received by Hyster, this installation report will be locked from further edits.

However, a Second Installation/Delivery can be reported on the unit (i.e. a Demo unit previously reported as installed at the dealership is later delivered and installed at a customer site.) Warning – There should never be more than one customer installation on a truck.

Further Note: Only Customer or Rental Installations remove a truck from your Unit Inventory for Hyster. (MUSR)

Installation Entry Screen:

NWOR0334	NACCO Materials Handling Group, Inc.	QPADEV0009 8/31/99
ENTER	Edit Dealer Installations	AATWOOD 7 13 05
Marketing Group 011		
Dealer Code 382000		
Unit Serial Number . . D187V15915W		
Order Number 600260		
Installation Date 083199		
Installation Type . . . C		
(C=Customer D=Demo P=Pre-Owned R=Rental S=Stock)		
Type required data and press <Enter>.		
F3=Exit		

Hint: To inquire on existing installations, enter the Serial Number and the Order number and press the enter key.

Dealer Code (Ordering Dealer) - The Default Dealer Code specified for the User ID will be displayed. (Modifiable – Security Rules Apply) (Required)

Unit Serial Number - Format (A999A99999A) *Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr.

Order Number - Unit Sales Order Number (Required)

* Note - The Unit Serial Number must exist on the Unit Sales Order Number entered.

Installation Date - Format (mmddyy) This Date cannot be greater than the current date. (*Required on New Delivery Reports)

* If inquiring on an existing delivery report, this field can be left blank

Installation Type - Customer, Stock, Demo, Rental (*Required on New Delivery Reports)

* If inquiring on an existing delivery report, this field can be left blank

*Note - An Installation Type of 'T' for Transfer will be displayed, but **cannot** be used on the Installation Reporting. See the following documentation on Reporting Inventory Truck Transfers.

Press the **ENTER** key for Verification of the entered data and to continue to the next screen.

Warranty/Ownership/Unit Sales User Information

Installation Header Screen:

NWORA335 NACCO MATERIAL HANDLING GROUP - DEVLP QPADEV0017 10/17/00
CHANGE Edit: Dealer Installation Header AHJSTEEL 8:55:25

Unit SN : A218H05751X Install date 100400 Mktg Grp: 011 Company H

Servicing Dealer Name & Address - 125000 Sig Sheet Rcvd Date:
BRUNGART EQUIP.-BIRMINGHA Install Entry Type : E
VALLEY EAST INDUSTRIAL PARK Travel Type . . . : C
3930 PINSON VALLEY PARKWAY

BIRMINGHAM, AL 35217 ITA Truck Class .: 3
Date Reported . . : 10/04/00

Customer Name & Address - 00000453163

CIRCUIT CITY STORES

DOSWELL 23047

Customer Contact Code 002

Name RAY D DAIL

Phone 222 222 2222

Series Code : A218

Model Code W40XT

Dlr Instltd Opts ? :

Installation Type . : P

Contact Type 2

Title UNIT MANAGER

Fax 222 222 2222

Round Trip Mileage :

Labor Rate Type .: W

F3=Exit F14=Warranty Option F16=Comment F19=Search Customer

F23=Customer Contact

Installation updated

Hint: Customer Search - If the displayed customer is not correct, Re-enter the customer name on the line under the word Customer. Press Shift/F7 to search and select a customer existing on the Hyster System. If you know the HYSTER customer number(00000****) simply enter it after the word Address and a customer search is not necessary. The customer name and address will be added when the enter key is pressed at the end of the installation.

The Customer Contact Name, Type and Title information is 'not' required but have been added to this screen for ease of input. Tip: A displayed existing contact can be modified from this screen simply by typing the desired changes in these fields. However to add a "new" or select a "different" contact, use the F23 key.

(Any field not listed below is displayed from system information or information entered on a previous screen and is not modifiable. Display Notes FYI: Install Entry type 'E' = Electronic. Sig Sheet Rcvd Date will contain data if the Paper copy has been received)

Dealer Name & Address - Enter the sales dealer code of the Servicing Dealer. The name and address will be filled in for you.

Install Date - (Format mmdyyy) Entered on previous screen but can be Modified here if incorrect. (Required)

Travel Type - Rural, City (Required)

Date Reported - (Format mmdyyy)

Customer Name & Address - Enter all or part of a Customer Name on the Customer Name Line, Press **F19**(Shift/F7) to display a Customer List. (Required)

Dlr Instltd Opts - Blank = No, Y= Yes (Required)

Installation type - C = Customer, S = Stock, D = Demo, R = Rental (Required)

Customer Contact Code - No Entry Required. This code is system generated. If a contact exists for the Customer, any existing information will be displayed in the contact fields.

Contact Type - 1 = Service/Maintenance, 2 = Purchasing, 3 = Lift Truck Operator, 4 = Management (Optional)

Name - Customer Contact Name (First, Middle Initial, Last) - The Person who signed the Delivery Report (Optional)

Title - Customer Contact Title (Optional)

Phone Nbr - Customer Phone Number (Optional)

Fax Nbr - Customer Fax Number (Optional)

Model Code - The original Model Code from the Unit Sales Order is displayed. Modify if alterations to the truck have changed this Code. (Required)

Round Trip Mileage - Distance from Dealer to Customer (Optional)

Labor Rate Type - Customer, Warranty (Required) **TIP:** Most Labor Rates will be 'W'. ('C' is used for special rates like Government Trucks.)

Function Key Selections:

F3 - Returns to the Previous Screen

F14 - Add/Display Warranty Options on original sales order. (Shift/F2)

F16 - Add/Display Comments (Attachment information, etc.) (Shift/F4)

F19 - Search for/ Add Customer Information - Enter Partial Customer Name on the Customer Name Line, Press **F19**(Shift/F7)

F23 - Add/Select Contact Information (Shift/F11)

INSTALLATION WARRANTY OPTIONS:**Display Warranty Options:**

```

NWORL098      NACCO Materials Handling Group, Inc.  QPADEV0009  8/31/99
DISPLAY        Display Installation Warranty Option  AATWOOD   7 43 28

Unit SN  A218H03893W  Install Date  8-31-1999  MG  011 H Dealer  545000

Type options, press Enter.
A=Audit Stamp

Warranty
? Opt Code
60002 Unit Warranty Months  0 Exp Date 8/31/1999 Hours  0
Major Comp Wty Months 36 Exp Date 8/31/2001 Hours 2000
Labor? Y Diagnostic? N Travel? Y Local Purch? Y
Mileage? N Freight? N Drayage? Y Warranty Type E  Comments Exist

F3=Exit F13=Fast Exit F15=Quote F16=Comment F17=Message

```

The above screen displays the existing Warranty option listed on the original Sales Order. A Comments Exist message displays if comments have been added to the installation.

Option Selection = Audit Stamp (See Screen Display Below)

Function Key Selections:

- F3 Exit** – Returns to the previous screen
- F13 Fast Exit** – Exits the Application (*Shift/F1*)
- F15 Quote** – Displays Extended Warranty Quote information. (*Shift/F3*)
- F16 Comment** – Add/Display Comments (*Shift/F4*)
- F17 Message** – Add/Display HSN Installation Messages (*Shift/F5*)

Audit Stamp Display:

```

NWORL098      NACCO Materials Handling Group, Inc.  QPADEV0009  8/31/99
DISPLAY        Display Installation Warranty Option  AATWOOD   7 43 28

Unit SN  A218H03893W  Install Date  8-31-1999  MG  011 H Dealer  545000

Type options, press Enter.
A=Audit Stamp

Warranty
? Opt Code
A 60002 Unit Warranty Month
Major Comp Wty Month
Labor? Y Diag
Mileage? N Frei

-----
                        Display Audit Stamp
                        Create      Change
                        -----
*USER..      AATWOOD      AATWOOD
*JOB ..      QPADEV0009    QPADEV0009
*PROGRAM     NWORA335     NWORA335
*Job date    31-AUG-1999  31-AUG-1999
*Job time     7 33 26      7 33 26

                        F3=Exit F7=Audit Stamp Names

-----
F3=Exit F13=Fast Exit F15=Quote F16=Comment F17=Message

```

Audit Stamp Window Function Key Selections:

- F3 Exit** – Returns to previous screen
- F7 Audit Stamp Names** – Displays User ID Names

INSTALLATION COMMENTS

Add/Display Comments:

NWOPEFR	NACCO Materials Handling Group, Inc.	QPADEV0009	8/31/99
ADD	Edit Installation Comment	AATWOOD	7 44 22
Unit SN <u>A218H03893W</u> Install Date <u>8/31/99</u> Mktg Grp <u>011</u> H Dealer <u>545000</u>			
Type options, press Enter.			
4=Delete A=Audit Stamp			
? Comment			
<u>DIR SHIP/COMM PD</u>			
F3=Exit F13=Fast Exit F14=Warranty Option F15=Quote F17=Message			

This screen is used to add /display information concerning attachments, dealer installed items, etc.

Options:

To **delete** a comment line enter a **4** in the Option Field to the left of each line to be deleted and press ENTER.
To display an **Audit Stamp** enter an **A** in the Option Field (?) and press ENTER.

Function Key Selections:

F3 Exit – Returns to the previous screen
F13 Fast Exit – Exits the Application (*Shift/F1*)
F14 Warranty Options - Display Warranty Options from original Sales Order(*Shift/F2*)
F15 Quote – Displays Extended Warranty Quote information. (*Shift/F3*)
F17 Message – Add/Display HSN Messages related to the installation (*Shift/F5*)

INSTALLATION CUSTOMERS

F19 Search Customer/ Customer List Display:

NWORI410	NACCO MATERIAL HANDLING GROUP - DEVL		QPADEV0015	2/29/00
DISPLAY	INQ:DSF	Cust Sel Name/Cty	AH/STEEL	16:38:56
Co Desig H	Name <u>JUDY</u>	City	<u>MINNEAPOLIS</u>	
Type options, press Enter.				
1=Select 5=Details				
Opt Code	Name	Location		
00000238617	JUDY CO	200 3RD AVE S		
		MINNEAPOLIS		
		MN 053 554012525		
00000253395	JUDY COMPANY	4325 HIAWATHA AVE		
		MINNEAPOLIS		
		MN 053 554063924		
F3=Exit F9=Add customer				

This screen displays existing customer information starting with the customer name matching all or part of the search string entered.

Search String – Enter any portion of a Customer name and a City and press ENTER. The screen will search and locate the First instance of a customer name in the city indicated that most closely matches the search string entry.

Options – Enter a **1** in the OPT field to select the installation customer.
Enter a **5** in the OPT field to display customer details.

Note: If the desired customer does not exist, Press the **F9** key to add the customer.

F9 Add Customer / Customer Detail Display:

NWORA104	NACCO Materials Handling Group, Inc.		QPADEV0000	8/31/99
ADD	Edit Customer Details	AATWOOD	7 34 33	
Company Designator <u>H</u>				
Customer Code <u>0201824</u>				
Customer Name .. _____				
Address _____				

City _____				
State _____ County _____ Zip _____				
Country Code .. _____ Country Name _____				
Phone Country Code _____ Area Code _____ Number _____				
Fax Country Code _____ Area Code _____ Number _____				
Marketing Group _____ SIC Code _____ NAICS Code _____				
Parent Company Code _____ Common Customer Code _____				
F3=Exit				

Hint: To add a customer you will need the County name or code and the SIC Code.

Company Designator - H**Customer Name - (Required)****Customer Address - (1 line Required)****City, State, Zip Code - (Required)****County Code, - (Required)** TIP: To get a list of states and county codes, place a ? in the first position of the state field. When the county is selected, both state and county fields will be filled in.**Country Code - US, CA, etc. (Required)****Country Name - USA, CANADA, etc. (Optional)****Phone Numbers - (Optional)** US Telephone Country code is 001**Marketing Group - 011****SIC Code - Standard Industry Code (Required)****NAICS Code - (North American Industrial Code) (Optional)****Parent Company Code - (Optional)****Common Customer Code - Dealer's Customer Number (Optional)**

Press the enter key to add the new record. Then press the F3 key to select the new customer and return to the Installation Header Screen.

Note: **Help** is available on several fields (County Code, Country Code, SIC Code, NAICS Code, Parent Company) by tabbing to the field and entering a '?' then pressing ENTER.

F23 Add / Select Contact Information:

```

NWV2DFR      NACCO MATERIAL HANDLING GROUP - DEVL  QPADEV0009 10/23/00
DISPLAY      Select: Customer Contact      AHISTEEL  7:46:31

Customer : 00000453163 Company : H

Type options, press Enter.
1=Select 2=Edit 4=Delete

Opt Code Last Name      First Name  MI Job Title
002 DAIL      JAMES      D  UNIT MANAGER
003 VANRACK    TRIP
004 FINDLEY    ED      PROGRAMMER

F3=Exit F9=Add New Contact

```

This screen displays any existing Contacts for the designated Installation Customer.

To **SELECT** an installation Contact, Enter a **1** in the OPT field and press ENTER.

To **DISPLAY** Contact Details, Enter a **5** in the OPT field and press ENTER.

To **DELETE** an existing Contact, Enter a **4** in the OPT field and press ENTER.

If the desired Customer Contact is not displayed press the **F9** key to ADD new Contact Information.

F9 Add Contact / Contact Detail Display:

```

*PROGRAM      AATWOODA3 DD/MM/YY
*PGMMOD      Edit: Customer Contact Details      AATWOOD  HH:MM:SS

Company Designator .: H
Customer Code . . . : 0201824
Customer Contact Code : 001

First Name . . . . .
Middle Initial . . .
Last Name . . . . .

Job Title . . . . .

Contact Type . . .

Phone :
Fax :

F3=Exit

```

Note: The Contact Code is a sequential number assigned by the system.

Last Name - (Required)

First Name - (Required)

Middle Initial - (Optional)

Job Title - (Required)

Contact Type - 1=Service/Maint, 2=Purchasing, 3=Operator, 4=Management (Required)

Phone Number - (Optional)

Fax Number - (Optional)

INSTALLATION MESSAGES:**F17 Display Messages**

NWP2EFR	NACCO Materials Handling Group, Inc.	QPADEV0009	8/31/99
ADD	Edit Install Message	AATWOOD	7 45 25
MG	011 H Dealer 545000		
Type options, press Enter.			
A=Audit Stamp			
Msg			
? Cde Message			

F3=Exit F13=Fast Exit F14=Warranty Option F15=Quote F16=Comment			

This screen displays any HSN messages that were returned to the dealer concerning this installation.

Options:

Audit Stamp Display – Enter an **A** in the Option Field.

Function Key Selections:

F3 Exit – Returns to the previous screen

F13 Fast Exit – Exits the Application (*Shift/F1*)

F14 Warranty Options - Display Warranty Options (*Shift/F2*)

F15 Quote – Displays extended warranty quote information. (*Shift/F3*)

F17 Message – Display HSN Messages (*Shift/F5*)

INSTALLATION QUOTE INFORMATION**F15 INSTALLATION QUOTE :**

NWR2PVR	NACCO Materials Handling Group, Inc.	QPADEV0009	8/31/99
ENTER	Display Installation Quote	AATWOOD	7 46 11
Unit SN A218H03893W Install Date 8/31/99			
No quotes found for installation.			
F3=Exit F13=Fast Exit			

This screen displays any extended warranty information quoted to a customer on the original sales order.



Inventory Truck Transfer

REPORTING INVENTORY TRUCK TRANSFERS

This selection allows reporting of stock trucks transferred to another dealer's inventory. Transfers should be done *prior* to reporting a truck installation.

Unit Transfer Screen:

NWORD352 ENTER	NACCO Materials Handling Group, Inc. Unit History Transfer	QPADEV0022 9/08/99 AAPKOPPA 14:19:07
Marketing Group 011		
Dealer Code 545000		
Unit Serial Number . . . A218H03893W		
Order Number 600260		
Model W40XT		
Hour Meter Value . . : 75		
Transfer To Dealer . : 745040		
Transfer Date : 90899		
Dlr Installed Opts? . : Y		
		CONFIRM: Y (Y/N)
F3=Exit F11=Delete		
Unit History Transfer Record Deleted:A218H03893W/600260/90899		

Dealer Code - The Default Sales Dealer Code specified for the User ID will be displayed. *(Modifiable – Security Rules Apply) (Required)* This field will be validated against previous transfer records or the sales order to validate ownership.

Unit Serial Number - Format (A999A99999A) *Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. *(Required)*

Order Number - Unit Sales Order Number *(Required)*

The Unit Serial Number must exist on the Unit Sales Order Number entered.

Transfer To Dealer - Sales dealer code of receiving dealer. *(Required) (Security Rules Apply)*

Transfer Date - Format (mmddyy) This date cannot be greater than the current date.

Dlr Installed Opts - Y/N If this field contains a Y, after confirming entry the Transfer Comments screen will display.

Confirm - After the ENTER key is pressed a confirmation field will display in the lower right corner of the screen. If all entries are ok, enter a 'Y' in this field and press the ENTER key.

F11 Delete - This option is available to delete records that have been confirmed. *The delete must occur on the same day of entry.*

Transfer Comments Screen:

NWORD353 ADD	NACCO Materials Handling Group, Inc. Edit: Unit History Xfer Comments	QPADEV0022 9/08/99 AAPKOPPA 14:19:47
Unit Serial#: A218H03893W Transfer To Dealer: 745040 Transfer Dt: 9/08/99		
Type options, press Enter.		
4=Delete		
Opt Transfer Comments		

		CONFIRM: N (Y/N)
F3=Exit F9=Change		

Comment lines are Freeform Text. Press the ENTER key when entry has been completed.

Confirm - A confirmation field will display in the lower right corner of the screen. If all entries are ok, enter a 'Y' in this field and press the ENTER key.



INVENTORY RETAIL BOOKINGS FOR IT

REPORTING INVENTORY RETAIL BOOKINGS FOR ITA:

ITA RETAIL BOOKINGS HEADER SCREEN: *(Should be completed for any 'in-house' inventory units sold to an end customer.)*

*PROGRAM	QPADEV0015 DD/MM/YY
*PGMMOD	Edit: Report ITA Retail Bookings AATWOOD HH:MM:SS
Marketing Group . 011	
Dealer Code . . . <u>545000</u>	
Unit Serial Number <u>A218H03893W</u>	
Order Number <u>600260</u>	
Cancellation? _____	
F3=Exit	

Dealer Code - The Default Sales Dealer Code specified for the User ID will be displayed. *(Modifiable – Security Rules Apply) (Required)*

Unit Serial Number - Format *(A999A99999A)* *Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. *(Required)*

Order Number - Unit Sales Order Number *(Required)*

The Unit Serial Number must exist on the Unit Sales Order Number entered.

Cancellation - Y/N If a 'Y' is entered, no further information will be required.

ITA Retail Booking Customer Information Screen:

*PROGRAM	AATWOODA3 DD/MM/YY	
*PGMMOD	Edit: Dealer Report ITA Retail Bookings	AATWOOD HH:MM:SS
Unit Serial Number . : A218H03893W Order Number 600260		
Customer Name _____		
City _____		
State _____ Zip Code _____		
County Code _____		
Dealer Code 545000		
ITA Truck Class . . 2		
SIC Code _____		
Market Sector Code . _____		
Rental Status . . . N		
F3=Exit		

Note: The State field now accepts the alpha code . (ie. IN, IL, etc.)

Customer Name - (Required)**Customer Address - (1 line Required)****City,****State Code (Required)** Enter the two character state ID. (ie. CA, OH)

County Code (Required) Enter the three digit county code. (A printed list is available on request)

TIP: Place a ? in this field to display a list of county codes. In the upper left corner of the code screen display, put the two character state name (ie. IL, CO) in the State field. The display will jump to the State. Select the desired county.

Zip Code - (Required)

Dealer Code - The Dealer code entered on the previous screen is displayed. (Modifiable - Security Rules Apply) (Required)

SIC Code - (Required) (A printed list is available on request.)**Market Sector -** A = USA, C = Canada, E = Export, M = Mexico, G = Government (Required)**Rental Status -** Y/N Enter a 'Y' if selling trucks from Stock Inventory to Rental Fleet.

Note: **Help** is available on several fields (County Code, State, SIC Code, Market Sector.) by tabbing to the field and entering a '?' then pressing ENTER



WARRANTY CLAIM INQUIRY

Warranty Claim Inquiry System:

***SYSTEM NOTES:**

*All Inquiry Screens will be prefaced with a **Dealer Code Request**. A User's Default Dealer Code will display. The dealer code can be modified, but inquiry access is validated against the list of valid dealer codes submitted on the Server Access Request Form for each User ID.*

***Inquiry Screen Options** – On all Inquiry Screens, To display Claim Detail, enter a **5** in the Option (?) Field to the left of the desired claim number.*

A “+” sign or the word “More” located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.

Common Display Fields:

- **Claim Type** – 1=Unit, 2 = Parts, 3 = Unisource, 4 = Fleet
- **Claim Status** – R = Ready to Process, S = Awaiting Signature Sheet (Delivery Report), N = Not Approved, A = Approved, P = Paid
(Note: Nightly processes load the claims daily. Weekly Pay Processes Look for approved claims and add the amount and a pay date to the records. These same processes generate the weekly claim summaries.)
- **Sub Status – (Parts status)** - N = Not Applicable, A = Paid as Adjusted, R = Paid as Requested, D = Waiting for Dealer Response (ie. Parts Return or Additional Information), P = Dealer has responded, Ready for Processor
- **Problem Description Type** – C = Complaint, F = Findings, R or T = Correction

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Common System Functionality:

- **Search Lines** - All Inquiry Display Screens have a ‘Jump to’ or Search Field. Depending on the sort selected Enter a portion of the desired number to quickly move to the first ‘like’ selection. (ie. On the Claims by Dealer Claim Number display enter any portion of a Dealer claim number on the designated Search Line located towards the top/middle of the screen and press the ENTER key. (No “*” wild cards are necessary.) The display will move to the first record that closely matches the search field entry.
- **Key Use** - On all screens the Enter key sends data to the computer. Press the TAB key to move between fields. Do not Press the ENTER Key until all Required data has been entered on the displayed screen and you are ready to move to the next screen.
- **Selections** located at the bottom of each screen can be accessed by entering the character surrounded by parentheses in the SEL field and pressing the ENTER Key.
- **Function Key Selections** located at the bottom of each screen are used to access additional areas of Installation Reporting. Depending on the type of terminal used, if the Function Key Number is above 12 and your keyboard only has 12 Function Keys, these higher keys are accessed by subtracting 12 from the Key Number and pressing the Shift key and the resulting Number (ie. $16 - 12 = 4$ so and F16 key = Shift/F4)
- **As Entry is completed** on each screen and the ENTER key pressed an informational message may be returned in the lower left portion of the screen including error messages about missing required information or acknowledgement that all information entered has been accepted.
- A “+” sign or the word “More” located in the lower right corner of a screen indicate additional displayed data is available by pressing the Page Up or Page Down Key.
- **Limited Help** is available. TAB to the field in question and enter a ‘?’ and press ENTER. Allowed parameters for the field will display.
- **F3 vs. F13 Exits** – Some screens in this system will display an Exit (F3) and a Fast Exit (F13) selection. An F3 exit returns to the previous screen. An F13 (shift/F1) exits the application and returns the user to the Main Menu.

- **Audit Stamps** display the ID of any user who has created or changed entries along with the associated date of entry.
- **Security Rules** – Most **Dealer Code** fields will be validated against User ID security tables. User ID access is limited to the dealer codes supplied on a user's Server Access Request Form.
- **Modifiable Fields** are underlined on the screen display.
- **Messages** –
 1. Informational or Error Messages always display in the lower **Left** corner of the Screen. If the keyboard locks on a message, you must press the Reset Key to continue. Based on the type of terminal or emulation package you are using this can be various combinations of keys. Contact your local MIS person to determine which is a reset for your terminal.
 2. As a Function Key reference (F17 External Messages) displays any HSN messages sent to the dealer from Hyster. (ie. A parts return request on a Warranty Claim, a Request for additional information, etc.)

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INQUIRY SCREENS**Claim Inquiry Entry Screen:**

NWOR0273 ENTER	NACCO Materials Handling Group, Inc. Inquiry By Dealer Claim Number	QPADEV0015 8/31/99 AATWOOD 15 35 58
Marketing Grp: 011 Dealer Code: <u>545000</u>		
Type required data and press <Enter>.		
F3=Exit		

Inquiry displays will be based on the Sales Dealer Code entered on this screen. (Security Rules Apply)

Claim Inquiry By Number -  **THREE** for the price of **ONE!**
(Three inquiries have been consolidated into One for your convenience.)

To display claims by **Dealer Claim Number** – enter a 'starting' number in the Dealer Claim number field.

OR

To display claims by **Dealer Work Order** – enter a 'starting' number in the Dealer Work Order Field.

OR

(New**)** To display claims by the **NMHG Claim Number** – enter a Year and a 'starting' number in the NMHG Claim field.
(Sample: 1998 17171)

Press Enter – and Claims will be displayed in the order requested and positioned to the number entered in the number field.

NWOR0273 ENTER	NACCO MATERIAL HANDLING GROUP - DEVL	QPADEV0017 2/26/02 AHJSTEEL 9:13:54
Inquiry: Claim Inquiry Options		
Marketing Grp: <u>011</u> Dealer Code: <u>643000</u>		
Enter One of the Following:		
Claims by Dealer Claim Number: <u>1</u>		
Claims by Dealer Work Order: _____		
Claims by NMHG Claim Year/Number: ____		
Type required data and press <Enter>.		
F3=Exit		

Claim Inquiry Displayed by Dealer Claim Number:

NWORLD278 NACCO MATERIAL HANDLING GROUP - DEVL QPADEV0017 2/26/02
 DISPLAY Display: By **Dealer Claim Number** AHJSTEEL 9:19:12

Marketing Grp: 011 Dealer Code: 643000 Dealer Claim Number: 1 (+)

Type options, press Enter.
 5=Display Claim

?	Claim Number	Clm Year	Dealer Claim #	Clm Type	Clm Sts	Sub Sts	Received Date	Processed Date
—	1145	1994	198642	1	P	N	4/15/1994	5/20/1994
—	1155	1994	198653	2	P	N	4/29/1994	6/20/1994
—	1165	1994	198663	1	N	N	5/16/1994	6/01/1994
—	1175	1994	198675	1	P	N	6/10/1994	6/23/1994
—	1185	1994	198685	1	N	N	6/24/1994	7/05/1994
—	1195	1994	198696	1	P	N	7/25/1994	8/30/1994
—	17102	1994	276606	1	P	N	8/18/1994	10/12/1994
—	17111	1994	276618	1	P	N	8/08/1994	9/27/1994
—	17121	1994	276628	1	P	N	8/18/1994	10/12/1994
—	17151	1994	276658	2	P	N	11/23/1994	1/06/1995

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

Claim Inquiry Displayed by Dealer Work Order (Repair Order) Number:

NWORLD279 NACCO MATERIAL HANDLING GROUP - DEVL QPADEV0017 2/26/02
 DISPLAY Display: By **Repair Order Number** AHJSTEEL 9:31:29

Marketing Grp: 011 Dealer Code: 643000 Work Order#: 1 (+)

Type options, press Enter.
 5=Display Claim

?	Work Order Number	Clm Year	Dealer Claim#	Clm Type	Clm Sts	Sub Sts	Received Date	Processed Date
—	14697F	1994	198642	1	P	N	4/15/1994	5/20/1994
—	15742F	1994	198653	2	P	N	4/29/1994	6/20/1994
—	16802F	1994	198675	1	P	N	6/10/1994	6/23/1994
—	16893F	1996	396417	1	P	N	12/26/1996	2/10/1997
—	16921F	1994	276606	1	P	N	8/18/1994	10/12/1994
—	16927F	1994	276618	1	P	N	8/08/1994	9/27/1994
—	17108F	1994	198696	1	P	N	7/25/1994	8/30/1994
—	17434S	1994	276628	1	P	N	8/18/1994	10/12/1994
—	17681F	1994	276638	1	P	N	9/09/1994	9/12/1994
—	17930F	1994	276648	1	P	N	10/17/1994	1/16/1995
—	17958F	1994	276669	1	N	N	11/01/1994	1/05/1995
—	18151S	1994	276658	2	P	N	11/23/1994	1/06/1995

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

Claim Inquiry displayed by NMHG Claim Number:

NWORL695 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0017 2/26/02
 DISPLAY Display: By NMHG Claim Number AHUSTEEL 9:37:14

Marketing Grp: 011 Dealer Code: 643000 NMHG Claim #: 1994 (Year/Nbr)

Type options, press Enter.
 5=Display Claim

?	Clm	Claim	Work Order	Dealer	Clm	Clm Sub	Received	Processed
	Year	Number	Number	Claim#	Type	Sts	Sts	Date
—	1994	1145	14697F	198642	1	P	N	4/15/94 5/20/94
—	1994	1155	15742F	198653	2	P	N	4/29/94 6/20/94
—	1994	1165	643000	198663	1	N	N	5/16/94 6/01/94
—	1994	1175	16802F	198675	1	P	N	6/10/94 6/23/94
—	1994	1185	198685	198685	1	N	N	6/24/94 7/05/94
—	1994	1195	17108F	198696	1	P	N	7/25/94 8/30/94
—	1994	17102	16921F	276606	1	P	N	8/18/94 10/12/94
—	1994	17111	16927F	276618	1	P	N	8/08/94 9/27/94
—	1994	17121	17434S	276628	1	P	N	8/18/94 10/12/94
—	1994	17131	17681F	276638	1	P	N	9/09/94 9/12/94
—	1994	17141	17930F	276648	1	P	N	10/17/94 1/16/95
—	1994	17151	18151S	276658	2	P	N	11/23/94 1/06/95 +

F3=Exit

To display Claim Detail – Enter a '5' in the option field(?) to the left of the desired claim.

Claims By Unit Serial Number Inquiry Display:

NWORL294 NACCO Materials Handling Group, Inc. QPADEV0015 8/31/99
 DISPLAY Display By Unit Serial Number AATWOOD 15 54 12

Marketing Grp 011

Type options, press Enter.
 5=Display Claim

?	Serial	Clm	Claim	Series	Model
	Number	Year	Number	Code	Code
	A218H06918U	1999	8801668	A218	W40XT
	A218H06930U	2008	8801837	A218	W40XT
	A218H07024U	1999	8801069	A218	W40XT
	A218H07076V	1999	8801682	A218	W40XT
	A218H07118V	2008	8801860	A218	W40XT
	A218H07139V	1999	8801155	A218	W40XT
	A218H07142V	1999	880 936	A218	W40XT

F3=Exit

To display claim detail enter a '5' in the ? column to the left of the desired claim selection.

Claims by Claim Status – New – 11/6/00

NWORL486 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0017 10/26/00
 DISPLAY Display: By Claim Status AHJSTEEL 9:54:19

Marketing Grp: 011 Dealer Code: 643000
 Claim Status : Received Date

Type options, press Enter.
 5=Display Claim

?	Dealer	Claim	Clm	Clm	Clm	Sub	Received	Processed
	Claim #	Number	Year	Type	Sts	Sts	Date	Date
	00958048	49071	2000	1	A	R	5/04/2000	5/09/2000
	00958053	51453	2000	1	A	R	5/10/2000	5/12/2000
	198663	1165	1994	1	N	N	5/16/1994	6/01/1994
	198685	1185	1994	1	N	N	6/24/1994	7/05/1994
	276669	17161	1994	1	N	N	11/01/1994	1/05/1995
	331925	26080	1995	1	N	N	2/07/1995	3/22/1995
	331945	26100	1995	1	N	N	3/15/1995	6/26/1995
	331965	26120	1995	3	N	N	3/15/1995	3/27/1995
	332713	26739	1995	1	N	N	6/23/1995	12/14/1995
	332743	26769	1995	2	N	N	6/29/1995	9/09/1995

F3=Exit

Search Line: Hunt: Date
 Format (mmddyyyy)

Warranty/Ownership/Unit Sales User Information

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Claims By Received Date:

NWORLD292 NACCO Materials Handling Group, Inc. QPADEV0015 8/31/99
 DISPLAY Display By Received Date AATWOOD 15 55 10

Marketing Grp 011 Dealer Code 545000 **Received Date**

Type options, press Enter.
 5=Display Claim

? Received Date	Claim Number	Clin Year	Dealer Claim #	Clin Type	Clin Sts	Sub Sts	Processed Date
8/20/1999	881351	1999	031300491	1	N	N	8/20/1999
8/20/1999	881352	1999	031300492	1	N	N	8/20/1999
8/20/1999	881536	1999	031300566	1	R	N	
8/20/1999	881537	1999	031300567	1	R	N	
8/19/1999	888583	1999	031300551	1	R	N	
8/19/1999	888592	1999	031300552	1	R	N	
8/19/1999	886081	1999	031300553	1	R	N	

F3=Exit +

Search Line
TIP: Date Format
 (mmddyyyy)

To display claim detail enter a '5' in the ? column to the left of the desired claim selection.

Claims Awaiting Parts Return:

NWORLD280 NACCO Materials Handling Group, Inc. AHJSTEELS1 2/01/02
 DISPLAY Display: By Parts Status AHSTEEL 7:08:00

Marketing Grp: 011 Dealer Code: 955009

Type options, press Enter.
 5=Display Claim **T=Display Tracking Info for Claims in Transit**
R=Return Address for Part

? Received Date	Dealer Claim#	Work Order Number	Clin Year	Claim Number	Clin Type	Clin Sts	Sub Sts	Parts Sts
10/01/2001	00929815	X05135	2001	1232317	1	R	N	H
10/24/2001	00929929	X07073	2001	1331311	1	R	N	H
11/14/2001	00929977	X07771	2001	1430325	1	R	N	X
11/14/2001	00929978	X07771-2	2001	1430326	1	R	N	X
11/15/2001	00929983	X08658	2001	1430819	1	R	N	H
1/09/2002	01020058	X11029	2002	23323	1	R	N	X
1/14/2002	01020080	X09677	2002	33940	1	R	N	H
1/14/2002	01020081	X09677-2	2002	33941	1	R	N	H
1/17/2002	01020082	X11034	2002	53599	1	R	N	H
1/17/2002	01020089	X10276	2002	53613	1	R	N	H

F3=Exit +

Enhancements to this inquiry include displaying the New Part return **Status of X(transmitted)**, as well option additions for Displaying part return Tracking info (**T**) and Return Address information (**R**).

To Display claim detail, enter a '5' in the ? column to the left of the desired claim selection

To Display the Requested Part Return Address Location, enter an 'R' in the ? column to the left of the desired claim selection.

To Display reported Part Return Tracking Information, enter a 'T' in the ? column to the left of any desired claim selection having a parts status of 'X'.

Parts Status – H – On Hold awaiting parts return.

X – Return Tracking information reported - Parts in transit to requested return location.

Part Return Address Location Display:

NWORLD280 DISPLAY	S1 2/25/02 14:32:06
Marketing G	Return Location A WARRANTY LAB - GREENVILLE
Type option 5=Display C R=Return Ad	Address NMHG WARRANTY LAB 1400 SULLIVAN DRIVE
2 Receive Date 2/05/20	City GREENVILLE
R 2/05/20	State NC
2/08/20	Zip 27834-2011
	F3=Exit
F3=Exit	

UNITS AWAITING FPI WORK CLAIM INQUIRY – NOT YET AVAILABLE**WARRANTY CLAIM DETAIL:*****System Notes**

Common Function Keys: (Note: Depending on the Screen functionality the Key displays may differ.)

F1 Help – Limited Help is available on the displays. Tab to the field in question and press the F1 key to display field information.

F6 Financial Transactions – Displays credit memos or EDI transactions.

F7 Error – Displays any errors which caused this claim to reject.

F8 Problem Desc – Displays all problem description lines. Description lines are unlimited.

F14 Problem Part - Displays miscellaneous system information about the Problem Part. (Shift/F2)

F15 Values – Displays Claim Dollar Amounts. (Shift/F3)

F15 Flat Rate – Displays submitted flat rate information.. (Shift/F3)

F16 Unit - Displays Unit History Information. (Shift/F4)

F17 External Messages – Displays any HSN messages returned to the dealership regarding this claim. (Shift/F5)

F18 Print – Not Available

F19 Header – Displays Claim Header. (Shift/F7)

F19 Dealer Part Return – Displays Part Return Dealer Response and Tracking information.

F19 Miscellaneous Expense – Displays Submitted Miscellaneous Expenses and Detail.

F20 Authorization – Displays any issued repair Authorization numbers and detail for the selected claim.

F21 Addendum – Displays information added to the original claim. (ie. Added payments or adjustments or conditions) (Shift/F9)

F23 MSO – Displays MSO Document Codes. (Shift/F11)

F23 Lab Analysis – Displays Lab Analysis Detail. (Shift/F11)

F24 Audit Stamp - Displays the ID of any user who has created or changed entries along with the associated date of entry. (Shift/F12)

Warranty/Ownership/Unit Sales User Information

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Warranty Claim Detail Screen:

Displays claim header information.

NWOR1076	NACCO Materials Handling Group, Inc.	QPADEV0015	8/31/99
DISPLAY	Display Claim Header	AATWOOD	15 37 14
Year	1999	Claim Number	00000190 E MG 011 H Dealer 545000
Status	- Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N		
Dealer Name & Address - 545000 N	Claim Type . 1 (1)		
BRIDGES EQUIPMENT	Unit Quantity 1		
4780 MORRIS COURT, S.W.	Class/Series 2 / A218		
ATLANTA, GA	Rsp/Comp Grp /		
Customer Name & Address - 00000210503 N			
L & M SECOFIELD	Start Repair 02-JUL-1999		
2055 SECOFIELD ROAD	End Repair . 02-JUL-1999		
DANVILLE, GA	Received . . 30-JUL-1999		
Assignment .			
Total Amount Requested	510.53	Processed . .	
Total Amount Approved	.00	Paid	
Dlr Claim Nbr	88300467	001	
Dlr Work Ord	06W7577680		
F3=Exit F7=Error F8=Problem Desc F14=Problem Part F15=Values F16=Unit			
F17=External Message F18=Print F19=Header 2 F21=Addendum F24=Audit Stamp			

F7 Warranty Claim Error Display :

Displays messages pertaining to claim rejection.

NWOR1304	NACCO Materials Handling Group, Inc.	QPADEV0015	8/31/99
DISPLAY	Display Claim Error	AATWOOD	15 38 07
Year	1999	Claim Number	00000190 E MG 011 H Dealer 545000
Status	- Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N		
Non-Reviewed Errors 4			
Type options, press Enter.			
+=Additional Detail A=Audit Stamp			
? Error Message		Rvwd ?	
PROBLEM OR REPLACEMENT PART(S) PRICE NOT ON PARTS DEPOT FILE.		N	
PROBLEM PART NUMBER 300249			
ONE OR MORE REQUESTED FLAT RATE OPERATIONS NOT ON FILE.		N	
1ST FLAT RATE ST ACCESS			
+			
F3=Exit F8=Problem Description F13=Fast Exit F14=Problem Part F15=Values			
F16=Unit F17=External Message F19=Address			

To Display additional information enter a '+' in the Option Field . Enter an 'A' in the Option field to display the Audit Stamp.

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F8 Warranty Claim Problem Description Display:

NWORLD086	NACCO Materials Handling Group, Inc.	QPADEV0015 8/31/99
DISPLAY	Display Claim Problem Description	AATWOOD 15 39 03

Year 1999 Claim Number 00000190 E MG 011 H Dealer 545000
 Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N
FPI Number .

Type options, press Enter.
 A=Audit Stamp

? **Typ Problem Description**
 C HOSE REEL NOT RETRACTING
 F ACCESS LIFT (ST 0.3) T/SYD / HOSE REEL (ST 0.6).
 F FOUND RETURN (RECOIL) SPRING TO BE SLIPPING INSID
 F E REEL ASSY. CALLED WALLY CLINGHAN. SAID TO DO WHA
 F T WAS NECESSARY TO FIX IT. DISASSEMBLED REEL DECID
 F ED COULD NOT REPAIR EASILY (ST 0.5). ORDERED REEL
 F ASSY
 F REMOVE HOSE REEL ASSY (301224) AND REPLACE WITH NE
 T W. FILL FLUIDS & OPERATE LIFT. CHECK FOR LEAKS (ST +

F3=Exit F7=Error F13=Fast Exit F14=Problem Part F15=Values F16=Unit
 F17=External Message F19=Flat Rate F20=Authorization

Enter an 'A' in the Option field to display the Audit Stamp.

F14 Warranty Claim Problem Part Display:

NWORLD305	NACCO Materials Handling Group, Inc.	QPADEV0015 8/31/99
DISPLAY	Display Claim Problem Part	AATWOOD 15 39 27

Year 1999 Claim Number 00000190 E MG 011 H Dealer 545000
 Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N

Rqstd Problem Part 3001324 HYD OIL (GAL) Qty
 Appvd Problem Part 1
 Production Part .. Date Code

Problem Part Price .00 (.00)
 Adjustment Amount . .00 Claim Type .. 1 (1)
 Debit Amount00 Disposition .

Analyzer ... 999
 Vendor Code .. Responsibility
 Vendor Part Nbr Component Grp
 Vendor Plant . Malfunction .
 Make or Buy ?

F3=Exit F7=Error F8=Problem Description F13=Fast Exit F15=Values F16=Unit
 F17=External Message F19=Miscellaneous Expense F20=Replacement Parts
 F23=Lab Analysis F24=Audit Stamp

F15 Warranty Claim Values Display:

NWOR1077	NACCO Materials Handling Group, Inc.	QPADEV0015 8/31/99
DISPLAY	Display Claim Values	AATWOOD 15 39 52

Year 1999 **Claim Number** 00000190 **E MG** 011 **H Dealer** 545000
Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N
Labor Rate Type W (W)
Labor Rate 52.00 (52.00)
Nbr Of Trips 0 (1)

	REQUESTED HOURS	APPROVED HOURS	REQUESTED AMOUNT	APPROVED AMOUNT
Drayage ..	---	---	.00	.00
Parts ...	---	---	3.33	.00 100- %
Misc Expense	---	---	.00	.00
Tax	---	---	.00	.00
Labor ...	2.90	.00	150.80	.00 *
Diagnostic	.00	.00	.00	.00
Travel - C.	.70	.00	36.40	.00 *
Total ...	3.60	.00	510.53	.00 *

F3=Exit F6=Financial Trans F7=Error F8=Problem Description F13=Fast Exit
 F14=Problem Part F15=Flat Rate F16=Unit F17=External Message F18=Print
 F19=Misc Expn F20=Replacement Parts F24=Audit Stamp

F16 Warranty Claim Unit Display:

NWOR1089	NACCO Materials Handling Group, Inc.	QPADEV0015 8/31/99
DISPLAY	Display Claim Unit	AATWOOD 15 40 18

Year 1999 **Claim Number** 00000190 **E MG** 011 **H Dealer** 545000
Status - Own O Clm R Sub N Parts N Wait N Err? N Auth? N V/R? N
Unit Quantity 1

Type options, press Enter.
 C=Claim History I=Installation U=Unit History A=Audit Stamp

Installation				Hour
? Serial Number	Date	Model	Nomenclature	Meter
A218N03678W	12-JUL-1999			214
Comp SN	Rplcmnt	Comp SN	Account	W10
Unit Major Comp Order Nbr.				
Option	Exp Date	Exp Date	Ramp Degree	0
Standard U10000	12-JUL-2000	12-JUL-2000	Gravity ..	0
Extended		Amp Load		0
		Amp No Load		0

F3=Exit F7=Error F8=Problem Description F13=Fast Exit F14=Problem Part
 F15=Values F17=External Message

Enter the indicated value in the '?' field to display additional information.

Warranty Claim History Display:

```

NWORL142      NACCO Materials Handling Group, Inc.  QPADEV0015  8/31/99
DISPLAY      Display Claim History      AATWOOD  15 40 41

Serial Number  A218N03678W

Type options, press Enter.
5=Display

      Received              Requested  Clm Clm
? Year  Claim   Date  MG  Dealer Class  Series Problem Part Typ Sts
1999 00000190 E 30-JUL-1999 011 H 545000  2  A218  3002409  1  R
Qty  1 Requested Amount      510.53

F3=Exit
  
```

To Display additional information enter a '5' in the Option Field .

F19 Claim Miscellaneous Expense Display:

```

NWORL084      NACCO Materials Handling Group, Inc.  QPADEV0015  8/31/99
DISPLAY      Display Claim Miscellaneous Expense  AATWOOD  15 48 58

Year 1999 Claim Number 00000002 E MG 011 H Dealer 545000
Status - Own O Clm R Sub Parts H Wait N Err? N Auth? N V/R? Y

Type options, press Enter.
A=Audit Stamp

      Extended  E
? Misc Expense Item  Qty  Unit Price UOM  Unit Price T Appvd?
25A      1      1.00 ?      .00 E Y
Description 25 AMP FUSE

F3=Exit F13=Fast Exit F17=External Message
  
```

Enter an 'A' in the Option field to display the Audit Stamp.

F20 Claim Replacement Parts Display:

NWORL298 NACCO Materials Handling Group, Inc. QPADEV0015 8/31/99
DISPLAY Display Claim Replacement Parts AATWOOD 15 49 42

Year 1999 Claim Number 00000002 E MG 011 H Dealer 545000
Status - Own O Clm R Sub Parts H Wait N Err? N Auth? N V/R? Y

Type options, press Enter.
5=Display M=MSO A=Audit Stamp

?	Part Number	Description	Qty	Dis	Rtn	Return	E
			Cod			Loc Recipient	V/R T Appvd?
	3050069	BRAKE CLEANER P/Q	12	1		001	N E Y
Part Price		2.32 (2.32)					
Adjust		.00					
	3039731	LOAD WHEEL	4		100		N E N
Part Price		.00 (29.41)					
Adjust		.00					

F3=Exit F13=Fast Exit F15=Values F17=External Message
F19=Dealer Part Return F23=MSO

Enter the indicated value in the '?' field to display additional information.



OWNERSHIP INQUIRY

UNIT HISTORY**Entry Screen:**

NWOR0281 ENTER	NACCO MATERIAL HANDLING GROUP Inquiry: By Unit Serial Number	QPADEV0012 3/21/00 AHJSTEEL 14:54:48
Marketing Grp: 011		
Dealer Code : 947000		
Serial Number: C010H05944W		
Type required data and press <Enter>.		
F3=Exit		

Dealer Code - The Default Sales Dealer Code specified for the User ID will be displayed. (Modifiable – Security Rules Apply) (Required)

Unit Serial Number - Format (A999A99999A) *Remember to Left Zero Fill the Manufacturer Sequence Nbr portion of the Serial Nbr. (Required)

NWOR1306 DISPLAY	NACCO Materials Handling Group, Inc.	AHJSTEELS1 3/01/02
Display: Unit History Header		AHJSTEEL 7:26:56
Serial Number: A218H05751X		
Mktg Grp . . : 011	Order Received Date : 09-MAR-2000	
Order Number : 231238	Actual CTS Date . . : 14-JUN-2000	
Work Unit . . : 219117 - 02	Actual SHP Date . . : 14-JUN-2000	
Series . . . : A218	Delivery Type . . . : F	
SIO Number . .	End Customer Order ?:	
Order Type . : R	Build Plant : 072	
Model . . . : W40XT	Clear Plant : 072	
Nomenclature : S R PM 48		
Service Dealer . : 745000 Current Cust: 00000452824 Orginal Cust: 00000452824		
HYSTER SALES CO.-PORTLAND MUELLER STREAMLINE MUELLER STREAMLINE		
TIGARD, OR 97223 VANCOUVER, WA 98661 VANCOUVER, WA 98661		
More Info? N (Y=Yes N=No) More Info? N (Y=Yes N=No) More Info? N (Y=Yes N=No)		
Install Date: 6/30/00 Install Date: 6/30/00		
Install Type: C Install Type: C		
F3=Exit F7=Header2/ITA F14=Order Options F16=Components F18=Installations		



Warranty/Ownership/Unit Sales User Information

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NWOR1307 NACCO Materials Handling Group, Inc. AHJSTEELS1 3/01/02
 DISPLAY Display: Unit History Header 2 AHJSTEEL 7:28:38

Serial Number : A218H05751X
 Order Dealer Code : 745000 Scheduled Build Date : 13-JUN-2000
 Name : HYSTER SALES CO.-PORTLAND Curr Est CTS Date :
 City : TIGARD Scheduled ONL Date : 13-JUN-2000
 More Info ? : N (Y=Yes N=No) Actual OFL Date : 13-JUN-2000

Dealer PO : 53897P Actual CTS Date : 14-JUN-2000
 Entry Type : E Actual SHP Date : 14-JUN-2000
 End Customer Order ? : Order Receive Date : 09-MAR-2000
 ITA Delivery Dealer : 745000 Manuals Supplied ? :
 ITA Truck Class : 3 Delivery Type : F
 ITA Book Date : 15-JUN-2000 Price Date : 09-MAR-2000
 ITA Book Report Date : 19-JUL-2000 Transfer Order # :
 ITA Delivery Date : 04-OCT-2000 Order Request # : 1000AK
 ITA Delivery Rpt Date : 20-OCT-2000 System Origin : A
 ***** RETAIL BOOKING INFORMATION *****
 Rtl Book Cust MUELLER STREAMLINE BillTo 745000 HYSTER SALES CO.-PORTLAN
 VANCOUVER Rental Status N Activity Type B
 WA 98661 County : CLARK
 F3=Exit

The Header 2 screen has been expanded to display Retail Booking Information . Displayed at the bottom of the screen are the Booking Customer along with the latest Booking activity information including Booking Dealer and County, as well as Type of most recent activity (B for Booking and C for Cancellation).

NWOR1308 NACCO MATERIAL HANDLING GROUP - QPADEV0012 3/21/00
 DISPLAY Display: Unit History Order Options AHJSTEEL 15:07:31

Serial Number : C010H05944W ACTIVE

Option OR	Option Description	Order Qty	I D F S Opt.	Dim. ? ? Type
05104	S40XMS BASIC	1	Y	F
5201	MAZDA GAS ENGINE	1	Y	F
03202	DIRECTIONAL CONTROL-LEVER	1	Y	F
05601	STD APPROVAL	1	Y	F
02201	STANDARD RADIATOR	1	Y	F
08601	STOP/BACKUP LIGHTS	1	Y	F
17101	5 FWD X 5 BACK TILT	0	Y	R
05801	STANDARD TREAD	1	Y	F

F3=Exit F7=Display Active/Inactive

IF = Installed at Factory DS = Direct Ship

Active Options – Those on order...Inactive Options – Those options Cancelled or Dropped.

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TRUCK INSTALLATION INQUIRY

Truck Installation Inquiries

This inquiry displays Rental and Customer trucks only for which an Installation has been reported. This Inquiry does not include stock trucks. The default install date display period now starts in Jan '99 but can be altered if older data is desired.

☆ This Inquiry has been enhanced to include Complete ("C" status) Installations, as well as the original Partial Installations ("S" status) *Partial meaning an Installation has been reported but no signature sheet has been received. If the Serial number is not displayed here, No Installation has been reported on the truck. Check Unit History for more information.*

NWORLD296 NACCO MATERIAL HANDLING GROUP - DEVL P QPADEV0013 2/28/02
 DISPLAY Display: Installations AHUSTEEL 11:03:5

Company: H Dealer Code: 515200 Install Date: 1/01/1999 (MMDDYYYY)
 Serial Number : _____ Install Status: _____ (C, S, *blank)

Type options, press Enter.

?	Inst	Install	Serial	Srs	Customer	Model
	Sts	Date	Number	Cde	Name	Code
—	C	1/05/1999	D001H04822V	D001		H40XMS
—	C	1/07/1999	F108V14128V	F108	ANHEUSER BUSCH	E60XM
—	C	1/08/1999	G005D12755V	G005	ALUMINUM COMPANY OF AMERI	H90XL2S
—	C	1/08/1999	G005D12756V	G005	ALUMINUM COMPANY OF AMERI	H90XL2S
—	C	1/26/1999	D187V32827W	D187		S40XM
—	C	2/08/1999	F108V32105W	F108		E50XM
—	C	2/17/1999	B470N22818W	B470		N25XMDR2
—	C	2/22/1999	F160N13624W	F160		J35XMT
—	C	2/23/1999	B470N11829W	B470		N40XMR2
—	S	3/02/1999	E007D12762W	E007		H280XL2
—	S	3/02/1999	F108V13325W	F108		E50XM +

F3=Exit

C = Completed Installation
 S = Awaiting Signature Sheet

- To **search** for a specific **serial Number**, Enter the Desired number in the Serial Number Search field. If the serial number has an installation reported, It will be displayed on the resulting screen.
- To **Position** to specific **Installation Codes** enter Either a C or an S in the Install Status search field. The resulting display will be limited to only those entries with the specified Installation code.
- To display data older than 1/01/1999, modify the Install Date search field.

To display Unit Detail, Enter an Option in the Opt (?) field to the left of the desired unit.

C = Unit Claim History
 I = Unit Installation Detail
 U = Unit History



Retail Booking/Delivery Inquiries

RETAIL BOOKING INQUIRY

Retail Bookings are automatically generated by end customer unit orders or changed orders prior to delivery and when an in-house stock unit (stock, demo, display) has been sold to an end customer, a manual retail booking has been entered by the dealership. This new inquiry allows the user to check the status of all retail bookings.

Select 22 (Retail Booking Inquiry) from the Warranty/Ownership/Unit Sales Menu

```

NWORO411      NACCO MATERIAL HANDLING GROUP - DEVL P      QPADEV0015 3/16/00
ENTER          Prompt: Dealer Retail Booking Inquiry        AHUSTEEL 13:54:43

Marketing Group 011

Dealer Code . . 545000

Begin Book Date 101199 (MMDDYY)

Type required data and press <Enter>.
This may take a few minutes to process, Please be patient!!!

F3=Exit
  
```

Marketing Group - 011 = Hyster

Dealer Code - This field displays the dealer code indicated on your server access request form as your default. This code can be modified, but the dealer code entered must be valid for your user id.

Begin Book Date - Enter the start date for your inquiry. Limit is 12 months of history.

Press the Enter Key to continue. (Bookings are counted at this point, the next screen display may take a few minutes. Please Wait.)

Retail Booking History Display Screen:

```

NWORL411      NACCO MATERIAL HANDLING GROUP      QPADEV0021 3/02/00
DISPLAY        Display: Retail Booking Order Quantity AHUSTEEL 6:59:40
Begin Booking Date 10/11/99      Marketing Group 011 Dealer Code 545000

Type options, press Enter.
5 = Detail

Opt      Month      Total      Quantity
 5      10      1999      24
 11      1999      37
 01      2000      1

F3=Exit
  
```

To display monthly detail - Enter a 5 on the Option line of the desired Month and press the Enter Key.

Retail Booking Detail Display Screen: (Note: A Blank serial # means unit has not shipped.)

```

NWORL414      NACCO MATERIAL HANDLING GROUP -      QPADEV0015 3/16/00
DISPLAY        Display: Retail Bookings By Month    AHUSTEEL 15:02:55
Booking Date 100199 Order #      Marketing Group 011 Dealer Code 545000

Order  Serial      ITA      Act Order
Number Number      Customer Name      Model      Type Qty
211845 H177B12716W COYNE TEXTILES      H55XM      B      1
State NY County 067 - ONONDAGA      Book Date 10/01/99
217234 GENERAL ELECTRIC CO      E40XM2S      B      1
State NY County 093 - SCHENECTADY      Book Date 10/06/99
217311 LIFTECH HANDLING RENTAL J40XMT2      B      1
State NY County 067 - ONONDAGA      Book Date 10/06/99

F3=Exit
  
```

Warranty/Ownership/Unit Sales User Information

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RETAIL SHIPMENTS INQUIRY

(DELIVERIES) When a truck has been delivered to a customer site, a manual delivery is entered by the servicing dealer. This inquiry is a summary of these manual delivery entries (signature sheet).

Select 23 (Retail Shipment Inquiry) from the Warranty/Ownership/Unit Sales Menu

NWOR0415 NACCO MATERIAL HANDLING GROUP - QPADEV0015 3/16/00
 ENTER Prompt: DLR Retail Shipments AHJSTEEL 15:34:28

Marketing Group . . . 011

Dealer Code 545000

Begin Delivery Date 060199 (MMDDYY)

Type required data and press <Enter>.
 This may take a few minutes to process, Please be patient!!!

F3=Exit

Marketing Group - 011 = Hyster

Dealer Code - This field displays the dealer code indicated on your server access request form as your default.
 This code can be modified, but the dealer code entered must be valid for your user id.

Begin Delivery Date - Enter the start date for your inquiry. Limit is 12 months of history.

Press the Enter Key to continue. (Deliveries are counted at this point, the next screen display may take a few minutes, Please Wait.)

Retail Shipment History Display Screen:

NWORL415 NACCO MATERIAL HANDLING GROUP - QPADEV0015 3/16/00
 DISPLAY INQ:DSF Retail Shp Qty by MM AHJSTEEL 15:35:51
 Marketing Group 011 Dealer Code 545000 Begin Delivery Date 6/01/99

Type options, press Enter.
 5 = Detail

Opt	Month	Year	Total Quantity
<u>5</u>	06	1999	61
	07	1999	44
	08	1999	44
	09	1999	39
	10	1999	7
	11	1999	43

F3=Exit

To display monthly detail - Enter a 5 on the Option line of the desired Month and press the Enter Key.

Retail Shipment Detail Display Screen:

NWORL419 NACCO MATERIAL HANDLING GROUP - QPADEV0015 3/16/00
 DISPLAY Display: Retail Shipments AHJSTEEL 15:36:10
 Mrkt Grp 011 Dealer Code 545000 Delivery Date 6/01/99 Serial Number

Serial Number	ITA Dlvtr Date	Order Number	Model Code	Ship Cnty Date	Customer Name
D114V03915W	6/01/99	198977	E35XM2	5/14/99	MCCRAITH BEVERAGES
NEW YORK MILLS, NY		134171508		065 ONEIDA	
D187V13518W	6/01/99	196640	S50XM	3/12/99	RALSTON PURINA CO.
DUNKIRK, NY		140489702		013 CHAUTAUQUA	
D001H05177W	6/02/99	198352	H40XMS	5/20/99	CHASE PITKIN
ROCHESTER, NY		14623		055 MONROE	

F3=Exit

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800.01 Part Return Tracking Information Entry Instructions

PART RETURN TRACKING INFORMATION ENTRY

Warranty System Menu:

UNIT/PDT AHJSTEEL	NACCO MATERIALS HANDLING GROUP, INC. DEALER WARRANTY & OWNERSHIP SYSTEM MENU	AC4PROD 1/31/02 09:21:41
----------------------	---	--------------------------------

-- EDIT:

1. REPORT TRUCK INSTALLATION (DELIVERY RPT.)	-- UNIT SALES ORDER INQUIRY
2. REPORT INVENTORY TRUCK TRANSFERS	16. ORDERS BY PURCHASE ORDER #
3. REPORT INVENTORY RETAIL BOOKINGS FOR ITA	17. ORDERS BY EST. CLEAR DATE
4. *REPLY TO WARRANTY CLAIM MESSAGE	18. ORDERS CLEARED
5. ENTER WARRANTY PART RETURN TRACKING INFO	-- OWNERSHIP INQUIRY:
-- WARRANTY INQUIRY:	19. TRUCK HISTORY BY SERIAL #
6. CLAIMS BY DEALER CLAIM #	20. TRUCK INSTALLATIONS W/O
8. CLAIMS BY SERIAL #	-- ITA STATUS INQUIRY
9. CLAIMS BY CLAIM STATUS	22. RETAIL BOOKING
10. CLAIMS BY RECEIVED DATE	23. RETAIL SHIPMENT (DELIVERY)
11. CLAIMS AWAITING PARTS RETURN +	-- TRUCK LOCATOR INQUIRY
12. *CLAIMS AWAITING MESSAGE REPLY	25. STOCK UNITS ON ORDER
13. *UNITS AWAITING FPI WORK	26. DEALER INVENTORY
90. LOGOFF	

Selection ____

1. Enter a 5 in the Selection field and press the Enter Key.

Part Return Tracking Information:

NWORO610 ENTER	NACCO Materials Handling Group, Inc. Prompt: Dealer Tracking # Entry	AHJSTEELS1 2/01/02 AHJSTEEL 7:11:55
-------------------	---	--

Marketing Grp: 011
 Dealer Code 643000
 Carrier UPS
 Tracking Number _____
 Ship Weight _____ (lbs)
 Ship Date 01/23/01
 Return Location _____
 (Enter "?" for Listing)

Type required data and press <Enter>.

F3=Exit

1. Verify information in the Dealer Code and Carrier field. If necessary, modify them.
2. Enter the Tracking Number (30 char field)
3. Enter the Shipping weight (7 total char length 2 decimals)
4. Enter the ship Date (format mmddyy no slashes)
5. Enter the Return Location Code. (To display a list of valid Return Location Codes, enter a ? in the first position of the field and Press Enter.)
6. Verify the displayed information – if correct, press the Enter Key to continue.

Return Location Code Display:

```

NWORN047      NACCO Materials Handling Group, Inc.  AHJSTEELS1 2/01/02
DISPLAY      Select: Return Location                AHJSTEEL  7:12:47

Return Location .  (+) ____

Type options, press Enter.
1=Select

  Return
? Location Name
___ A   WARRANTY LAB - GREENVILLE
___ BER NMHG MANUFACTURING
___ ELM  ELME NORTH AMERICA
___ EPS  ENGINE POWER SOURCE
___ GRN  N.M.H.G. GREENVILLE PLANT
___ JAS  JASPER ENGINES
___ LEN  LENOIR MANUFACTURING
___ PDC  DANVILLE PDC
___ PTD  COUNTERBALANCED DEV CTR
___ SUL  SULLIGENT MANUFACTURING
___ WAF  WARFIELD ELECTRIC          +

F3=Exit

```

Enter a **1** in the option field to the left of the desired code and **Press the Enter Key**.

Display of Claims awaiting parts returns:

(Display includes claims on hold with 'No' Shipment Status or a 'Partial' Shipment Status.)

```

NWORN654      NACCO Materials Handling Group, Inc.  AHJSTEELS1 2/01/02
DISPLAY      Edit: Dealer Tracking # Entry          AHJSTEEL  7:13:27

Marketing Group 011  Dealer Code 643009  Ship Date 1/01/01
Tracking Number UPS12345  Ship Weight 3.50
Return Location A  WARRANTY LAB - GREENVILLE Carrier UPS

Type options, press Enter.
C=Complete P=Partial

? Dealer Clm #  Dlr Work Order  Clm Yr  Claim #  Parts Sts  Shipment Status
___ 00958358    81158724        2002    6496    H
___ 00958359    81240516        2002    6498    H
___ 00958373    81230586        2002    7519    H
___ 00958374    81218797        2002    7539    H          P

F3=Exit

```

- In the Option field to the left of the claim # (s) for which parts are being returned under this tracking number,
1. If 'ALL' requested parts for this claim are being returned under this tracking number, enter a **"C"** in the option field.
 2. If only a portion of the requested parts are being returned, enter a **"P"** in the option field.
 3. If **The shipment status is Already a P** and the parts being shipped under this tracking # will complete the request for returned parts for this claim, enter a **"C"** in the Option field.

Associated Enhancements to the Claims Awaiting Parts Return Inquiry: Select 11 from the Warranty Menu.

Two new options have been added to this inquiry to display part return tracking information.

```

NWORL280      NACCO Materials Handling Group, Inc. AH/STEELS1 2/01/02
DISPLAY      Display: By Parts Status    AHJSTEEL  7:08:00

Marketing Grp: 011 Dealer Code: 955009

Type options, press Enter.
5=Display Claim T=Display Tracking Info for Claims in Transit
R=Return Address for Part

? Received Dealer Work Order Clm Claim Clm Clm Sub Parts
  Date Claims# Number Year Number Type Sts Sts Sts
--
10/01/2001 00929815 X05135 2001 1232317 1 R N H
10/24/2001 00929929 X07073 2001 1331311 1 R N H
11/14/2001 00929977 X07771 2001 1430325 1 R N X
11/14/2001 00929978 X07771-2 2001 1430326 1 R N X
11/15/2001 00929983 X08658 2001 1430819 1 R N H
1/09/2002 01020058 X11029 2002 23323 1 R N X
1/14/2002 01020080 X09677 2002 33940 1 R N H
1/14/2002 01020081 X09677-2 2002 33941 1 R N H
1/17/2002 01020082 X11034 2002 53599 1 R N H
1/17/2002 01020089 X10276 2002 53613 1 R N H +

F3=Exit
  
```

To display tracking Info for "X" status claims enter a "T" in the Option Field to the left of the Desired claim.

To display claim part return address information, enter an "R" in the Option field to the left of the Desired Claim.

Valid Part Status Codes on this display:

H = Hold For Parts Return

X = Parts Sent By Dealer

All parts requested have not been returned

Complete part return status - All Parts in transit to requested location.

Tracking Information Display (T):

```

NWORL625      NACCO Materials Handling Group, Inc. ARTWOODS4 2/01/02
DISPLAY      Display: Tracking Numbers in Transit ARTWOOD 15:11:17

Claim Year 1998 Claim Number 49818

Carrier UPS      Return Location A      WARRANTY LAB - GREENVILLE

Type options, press Enter.
A=Audit Stamp

? Tracking Number Ship Weight Ship Date Shipment
  Status
1036646HDD86      5.25 2/01/02 C

F3=Exit
  
```

Part Return Address Information Window ®:

NWORLD280	S1 2/01/02
DISPLAY	Display: Part Return Address 7:08:57
Marketing G	Return Location A WARRANTY LAB - GREENVILLE
Type option	Address NMHG WARRANTY LAB
5=Display G	1400 SULLIVAN DRIVE
R=Return A	
? Receive	
Date	
R 10/01/20	City GREENVILLE
10/24/20	
11/14/20	State NC
11/14/20	
11/15/20	Zip 27834-2011
1/09/20	
1/14/20	F3=Exit
1/14/20	
1/17/20	
1/17/20	
F3=Exit	

1696 800.10 Additional Hyster Warranty/Ownership/Unit Sales Information

INSTRUCTIONS FOR ENTERING TRUCK INSTALLATIONS (Delivery Report)

Installations should be entered by the delivering dealer at time of unit delivery.

Go to the Hyster Warranty System

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

Select Report Truck Installation from the Dealer Warranty and Ownership System Menu

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.
**Note – if inquiring for an existing signature sheet or to modify an existing signature sheet – press enter after step 4, otherwise for new installations, continue with the next two steps.*
5. Enter the Truck Installation Date. (Format mmddyy)
6. Enter the Installation Type. (C,D,P,R,S)
7. Press the enter key to continue.

Verify all information displayed on the Dealer Installation Header Screen

1. If everything displayed is correct – tab to the Travel Type field and enter a C (city) or R (rural).
**Note – all displayed fields are modifiable until the signature sheets have been received by Hyster.*
2. Press the Enter Key – (A Record Added message should display in the lower left corner of the screen.)
3. The installation entry is complete. Press the F3 key to Exit

If the Servicing Dealer is incorrect – simply enter the correct sales dealer code to the right of the word Address. *The dealer name and address will be updated automatically once you press the enter key to complete the installation.*

If the Customer Name/Address is incorrect, change the customer using one of the options below –

Option 1. Enter the Hyster Customer Number.

1. Enter the 11-digit Hyster Customer number in the field to the right of the word Address.

Option 2a. Perform a Customer Name Search and Selection.

1. Tab to the field Below the word Customer. Enter the desired Customer Name or significant portion of the name and press the F19 key (Shift/F7) to perform a search.
2. When the search screen is displayed – To narrow the search, enter a City name in the City field displayed in the upper right portion of the screen and press the enter key *(ie. Customer PetSmart City Greenville narrows the search considerably when the enter key is pressed.)*
3. If the desired customer is displayed, Simply enter a 1 in the Option field to the left of the desired customer name and press enter. You will return to the installation Header screen and the desired customer name and address will have been displayed.
4. Complete the installation by pressing the enter key on the Header Screen. Wait for the Record Added message to display. Then press the F3 key to exit.

Option 2b. Add a new Customer.

1. If the desired customer is not found using the customer search, Press F9 on the Customer Selection screen to add a new customer.
2. From the Customer Details Screen, Enter the Correct Customer Name.
3. Enter the Street Address.
4. Enter the City.
5. Enter the State Abbreviation.
6. Enter the 3-digit County Code.
**Note – If the county code is unknown, place a ? in the first position of the county code field and press enter. County codes for the state entered will be displayed. To select a county code, Simply enter a 1 in the option field to the left of the desired county and press enter.*
7. Enter the zip Code.
8. Enter the Country Code (US or CA).
9. Enter the Country Name (USA or Canada).
10. Phone and Fax numbers are optional.
11. Enter the Marketing Group (011 – Hyster).
12. Enter the SIC Code.
**Note – if the SIC code is unknown, place a ? in the first position of the SIC code field and press enter. SIC codes will display. Simply enter a 1 in the option field to the left of the desired SIC code and press enter.*
13. NAICS, Parent Company and Common Customer Code are optional fields.
14. Press the enter key to complete the customer record. *(A record added message should display in the lower left portion of the screen.)*
15. Press the F3 key to exit the customer details screen.
The Installation Header screen will display with the new Customer Name and Address selected.
16. Complete the installation by pressing the enter key on the Header screen. Wait for the Record Added message then press the F3 key to exit.

***Mail the completed signature sheet to Hyster after finishing this procedure.*

Receipt of the entered signature sheets will allow warranty claims to be processed and will complete the ITA delivery booking on the truck.

Warranty/Ownership/Unit Sales User Information

INSTRUCTIONS FOR ENTERING MANUAL RETAIL BOOKINGS

IT A Retail booking credits are automatically generated when an end customer order is placed or a change order is placed prior to shipment of a unit from the factory. Manual Retail Bookings are required when an in-house stock, display, or demo unit is sold to an end-customer or rental fleet.

Go to the Hyster Warranty System

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

Select Report Truck Installation from the Dealer Warranty and Ownership System Menu

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.
5. Enter an 'N' in the Cancellation field if not a cancellation.
(Note* If you are entering a Cancellation, enter a 'Y' in the field and press the Enter Key. The cancellation is complete, no further entries are necessary.)
6. To continue placing a Manual Retail Booking, press the Enter Key.

Enter Retail Booking Detail

1. Enter the Customer Name, City, State (ie. IN, IL, etc) and the Zip Code.
2. Enter the three-digit County Code.
(*Note – if the County code is unknown, place a ? in the first position of the County code field and press enter. County codes will display. Simply enter a 1 in the option field to the left of the desired County code and press enter. A printed list of county codes is available upon request. Contact the Help Desk.)
3. The Dealer Code is populated with the code entered on the initial prompt screen. This can be modified but security rules apply.
4. Enter The Truck Class.
5. Enter the Customer's SIC Code.
(*Note – if the SIC code is unknown, place a ? in the first position of the SIC code field and press enter. SIC codes will display. Simply enter a 1 in the option field to the left of the desired SIC code and press enter. A printed list of SIC codes is available upon request – contact the Help Desk.)
6. Enter the Market Sector Code (A=USA, C=Canada, E=Export, M=Mexico, G=Government)
7. Enter the Rental Status – Y=Selling a stock truck to a Dealer Rental Fleet. N = all others.
8. Press the Enter Key to complete the Retail Booking transaction.

INSTRUCTIONS FOR ENTERING INVENTORY TRUCK TRANSFERS

*Transfers should be entered when a truck is transferred to another dealer's inventory. Transfers should be done **prior** to reporting Truck Installations or Retail Bookings.*

Go to the Hyster Warranty System

1. Sign on to the Hyster Interactive System.
2. Select Warranty / Ownership / Unit Sales from the Hyster Communications System Menu.

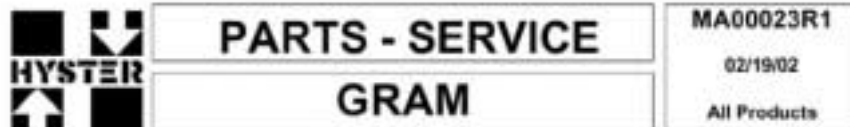
Select Report Inventory Truck Transfers from the Dealer Warranty and Ownership System Menu

1. Marketing group = 011
2. Dealer Code (Defaults to the default code indicated on your server access form. Modify if not correct.
3. Enter the Unit Serial Number.
4. Enter the Hyster Sales Order Number.
5. Enter the Truck Model
6. Enter the Hour Meter Reading
7. Enter The Dealer Code of the Transfer-To (Receiving) Dealer.
8. Enter the date of the transfer (Format mmddyy no slashes)
9. Enter a Y or N in the Dlr Installed Options Field.
10. Press the Enter Key
11. Enter a Y in the Confirm Prompt and Press enter to complete the Transfer transaction.

APPENDIX

1697 **900.00** **APPENDIX**

1698 900.10 Hyster New Truck Warranty Authorization Policy (MA00023R1)



TO: ALL HYSTER DEALER PRINCIPALS, BRANCH MANAGERS, SERVICE MANAGERS AND WARRANTY ADMINISTRATORS

Subject: Revised New Truck Warranty Authorization Policy;
Authorizations Required from a Resident Service Engineer

Description:

This Parts-Service Gram replaces Parts-Service Gram MA00023 effective with all claims initiated March 1, 2002 due to a typing error. Please discard Gram MA00023.

The Hyster Company New Truck Warranty Authorization Policy has been revised to improve your warranty claim submission times and to reduce the number of calls to the Resident Service Engineers for pre-authorization to complete repairs.

You must contact the appropriate Resident Service Engineer for the following types of warranty repairs:

- Engine replacement.
- Transmission and drive unit replacement.
- Drive motor replacement.

NOTE! Diagnostic test results of the motor such as amp draws loaded and unloaded, will be required when contacting the service engineer.

- Diagnostic time in excess of 4.0 hours.

If your technician has four hours into a job and still has not determined the cause, the Resident Service Engineer for that product must be contacted.

- Any repair or option installation that will affect the UL label currently on the truck.
- As indicated in Parts-Service Gram ND00001, when required to perform welding repairs to masts, overhead guards, load backrests, or the truck frame, you must obtain written authorization and manufacturing instructions **before** proceeding with the repairs.

We reserve the right to make changes to our products without incurring the obligation to change previously manufactured products.

MA00023R1

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Procedure to Obtain a Warranty Authorization

To obtain warranty authorization, contact the appropriate Resident Service Engineer and be prepared to provide the information listed below:

- Model and Serial Number of unit(s) involved.
- Installation Date.
- Current Hour meter reading.
- Nature of the failure or service problem.
- Test data (amp draws, voltages, pressures, flows, etc.)

You will be provided with an Authorization number that must appear on your electronic New Truck Warranty or Parts claim. This number must be inserted into the "Corrections" field on your claim.

Time required to complete repairs will be reimbursed at published flat rates unless other arrangements were specifically agreed to by the Resident Service Engineer and listed as such on the warranty authorization.

As we have indicated, in all previous releases of these instructions, the reason for requiring you to contact the Resident Service Engineering group, **prior to beginning major warranty repairs**, is that we want to be aware of the issue and provide guidance if necessary. This will also enable Hyster Company to take remedial action to resolve the situation and to proceed to establish safeguards to prevent future failures.

If you have any questions or concerns about this policy, please contact Hank Schmidt – Manager – Resident Service Engineering at (252) 931-5794, Fax# (252) 931-5461 or by E-Mail - AAHSCHMI@NMHG.COM.

APPENDIX

1699

900.20 Hyster Precautions for Trucks Placed into Storage (MA00009)

	PARTS - SERVICE	MA00009
	GRAM	6/1/00 See Models Below

TO: ALL HYSTER INDUSTRIAL TRUCK DEALER PRINCIPALS, SERVICE MANAGERS
PARTS MANAGERS AND TRAINING MANAGERS

SUBJECT: Precautions for Trucks Placed into Storage

MODELS AFFECTED: All Hyster Products

DESCRIPTION:

Complications, poor performance and durability issues can arise as the result of improper handling of trucks while they are in storage either at your location or at a customer's location. The primary areas of concern are engines, electric motors, hydraulic systems, tires and batteries.

A truck placed into storage must be parked in a dry, clean area free from airborne contaminants. For safety and increased floor space, when storing IC and Electric powered trucks, the forks should be removed and tagged with the truck serial of the truck. Chock the wheels when parked, do not engage the hand (park) brake. Wipe the exposed portions of all cylinders with a light coating of hydraulic oil to prevent rust accumulation. Actuate the hydraulic control handle to make certain the mast is fully collapsed and to relieve hydraulic pressure in the system.

It is suggested that regular scheduled periods of operation occur monthly to protect the trucks as indicated below. If possible, the trucks should be moved to change the floor contact position of the tires.

Prior to performing this scheduled operating maintenance, make a visual check of the truck for leaks or signs of deterioration. Take corrective action immediately. Check fluid levels in the radiator, brake master cylinder, transmission, hydraulic tank and fuel tank.

IC trucks should be started and run at 1200 RPM until normal operating temperature is reached with the park brake engaged. This will coat the internal engine components with a film of oil and rid the engine of built up condensation. It will also move the park brake linkage.

CAUTION: Do not shut down the engine until normal operating temperature has been reached. This will produce condensation.

Electric trucks should be stored without batteries; therefore, you will require a fully charged battery whenever performing this maintenance.

DO NOT use a battery charger as a power source for any reason!

APPENDIX

MA00009
Page 2 of 3

Electric powered trucks must be exercised to keep the motors free from rust and contamination caused by condensation built up over periods of inactivity. The trucks should be operated with the motors at normal operating temperatures for at least five (5) minutes. This will also allow the controls to heat up and expel any moisture that has accumulated on them.

All hydraulic cylinders should be exercised several times during the monthly scheduled maintenance to keep the seals active and the internal components coated with oil. You will need to move the truck to an area that has adequate clearance to raise the mast cylinders to full lift height. Raise and lower the cylinders several times. When the exercise activity has been completed, wipe the exposed portions of the cylinder rods with a light coating of hydraulic oil. When parked, actuate the hydraulic control handle to make certain the mast is fully collapsed and to relieve hydraulic pressure in the system. To protect the tilt cylinder rods, park the truck with the mast fully tilted back (cylinder collapsed). Wipe the exposed portions of the cylinder rods with a light coating of hydraulic oil.

Batteries are to be placed on a wooden pallet and stored in a dry, moderately cool location.

Lead acid batteries will slowly self-discharge over a period of inactivity due to their chemical make up. If the self-discharge is left uncontrolled, excessive sulfating will occur and it could be difficult to reduce and may damage the plates. A discharged battery with a specific gravity of 1.100 will freeze at +18 degrees Fahrenheit. A fully charged battery with a specific gravity of 1.280 will freeze at -87 degrees Fahrenheit. Since this self-discharge is due to a chemical reaction, the rate of discharge can be accelerated by heat. The rate of discharge can amount to about 0.001 point drop per day.

The following procedure is recommended when placing a battery into storage:

- 1- Give the battery an equalizing charge prior to placing it into storage.
- 2- Neutralize and clean the battery. Clean with a solution consisting of sixteen (16) ounces of baking soda to one (1) gallon of water.
- 3- Store the battery in a cool dry location.
- 4- Check each cell once a month and boost the charge when the specific gravity falls below 1.240.
- 5- Protect the battery from excessive ambient temperatures.

If a greasy film develops on the top of the battery, it is acid and must be neutralized with the solution described above.

Do not leave the battery connected to a battery charger while in storage.

When the truck is to be placed into service, it must be given the 200 hour Preventative Maintenance inspection which is indicated in the Hyster Operators Manual, in the "Recommended Schedules of Maintenance" section.

We reserve the right to make changes in design or add improvements without incurring the obligation to make such changes in equipment previously manufactured.

MA00009
Page 3 of 3

Warranty Reimbursement:

The information contained herein is for information purposes only and will not be considered for warranty reimbursement unless a failure occurs within the warranty period. Repairs caused by failure to comply with these recommendations will not be considered for warranty reimbursement.

We reserve the right to make changes in design or add improvements without incurring the obligation to make such changes in equipment previously manufactured.

APPENDIX

1701 900.30 Hyster Limited Warranty (Up To 16,500 LB. Capacity)



LIMITED WARRANTY
HYSTER INDUSTRIAL TRUCKS
UP TO 16,500 LB. CAPACITY
UNITED STATES AND CANADA



Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of: (a) Net II, ANSI B56.1-1988, as required by OSHA standard 29 CFR 1910.178 (b) (2) (i) Net III, ANSI B56.1, and (c) the fire protection designation (E, G, L, LP, 100, E, SE, etc.) specified on the product.

A. For Twelve (12) months or 3000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

B. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer of any alleged defects in the product and specifically describe the problem. Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Restrictions

1. This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:
 - a. ~~Normal wear and tear or required maintenance~~, including, without limitation, adjustments or replacement of components subject to wear and tear, such as: brake shoes, tires, bulbs, filters, spark plugs, load wheels, counter wheels, batteries, water brushes, contact tips and lubrication grease and oils.
 - b. ~~Abuse~~ including, without limitation: neglect, improper operation, misapplication, incorrect construction, overloading, accident or alterations not approved by Hyster Company.
 - c. ~~Lack of maintenance~~, including without limitation: failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine blocks and blocks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or gaskets.
 - d. ~~Damage caused in transit.~~



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• Hyster Company • P.O. Box 7006 • Greensboro, NC 27405 •

100-1524144



2. The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires, counter wheels, load wheels or batteries which may be required, for any reason, more than ninety (90) days or 50 hours of operation after the date of delivery for initial use, whichever comes first, is expressly excluded from this warranty.
3. Hyster Company does not warrant and this warranty does not apply to trade accessories, tires, batteries, chargers, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.
4. Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.
5. Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a substantial or altered hour meter.
6. Notwithstanding Section B above, replacement parts installed on industrial trucks pursuant to Section A of this warranty are warranted only for the remainder of the initial truck warranty period.
7. This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.



THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE REMEDY AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE BACK HEREOF.

1702

900.40 Hyster Limited Warranty (16,500 LB. Capacity and Greater)





LIMITED WARRANTY
HYSTER INDUSTRIAL TRUCKS
16,500 LB. CAPACITY AND GREATER
UNITED STATES AND CANADA



Hyster Company ("Hyster") warrants, for the period and subject to the terms indicated below, new industrial trucks ("product") sold to you by Hyster or an authorized Hyster industrial truck dealer for use in the United States or Canada to be, at the time of manufacture, free from defects in workmanship and materials and in compliance with the mandatory design and construction specifications in effect at the time of manufacture, of: (a) Part II, NEE B56.1-1985, as required by OSHA standard 29 CFR 1910.178 (a) (3); (b) Part III, NEE B56.1, and (c) the fire protection designation (C, D, LP, etc.) specified on the product.

A. For Six (6) months or 1000 hours of operation from the date of delivery, whichever comes first, Hyster Company will, at its sole option, repair or replace the part found by Hyster not to conform to this warranty. All warranty service will be provided by an authorized Hyster industrial truck dealer during regular business hours.

B. For Twelve (12) months or 2000 hours of operation from the date of delivery for initial use, whichever comes first, Hyster Company will, at its sole option, repair or replace major components, defined for purposes of this warranty, as: (i) internal combustion engine, excluding fuel and electrical systems and accessories, (ii) transmission, excluding the torque converter and (iii) differential and planetary axles, if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation for claims made after six (6) months or 1000 hours of operation, from the date of delivery, whichever comes first.

C. For Six (6) months from the date of installation for initial use, replacement parts will be repaired or replaced if found by Hyster not to conform to this warranty. This warranty does not include freight, travel, special charges or cost of installation.

You agree to promptly notify Hyster or the selling dealer of any alleged defects in the product and specifically describe the problem. Hyster shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of the defect during the warranty period.

Exclusions and Additional Restrictions

- This warranty relates to the condition of the product at the time of manufacture and does not cover parts or service required as a result of:
 - Normal wear and tear or required maintenance including, without limitation, adjustments or replacement of components subject to wear and tear, such as brake shoes, tires, lifts, forks, spark plugs, batteries, lubrication grease and oils.
 - Abuse including, without limitation, neglect, improper operation, misapplication, incorrect maintenance, overloading, accident or alterations not approved by Hyster Company.
 - Lack of maintenance including without limitation failure to inspect and maintain in accordance with Hyster's published schedules, improper repair, use of parts not approved by Hyster, cracked engine blocks and blinks unless caused by the failure of an internally lubricated part or repair of engine valves, rings or pistons.
 - Damage caused in transit.

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• Hyster Company • P.O. Box 700 • Greensville, NC 27835 •

(800) 1524144



- 2 The tightening of bolts, screws, fittings, or electrical connections and wiring; all adjustments; or repair or replacement of tires and batteries which may be required, for any reason, more than ninety (90) days or 500 hours of operation after the date of delivery for initial use, whichever comes first, is expressly excluded from this warranty.
- 3 Hyster Company does not warrant, and this warranty does not apply to, trade accessories, tires, batteries, attachments, Cummins and Detroit Diesel or other engines not manufactured by Hyster Company which are incorporated in or delivered with a Hyster industrial truck and which are warranted by their respective manufacturers.
- 4 Hyster Company reserves the right to make changes and improvements in the design and construction of its products without thereby being obligated to make corresponding changes and improvements in previously manufactured product.
- 5 Hyster Company reserves the right to deny warranty coverage for any repair to an industrial truck having a nonfunctional or altered hour meter.
- 6 Notwithstanding Section C above, replacement parts installed on industrial trucks pursuant to Section A or B of this warranty, are warranted only for the remainder of the applicable new industrial truck warranty period.
- 7 This warranty may not be changed, altered or modified in any way except in writing by Hyster Company. This warranty shall be void if repairs or alterations to a Hyster industrial truck are made by any person or firm not authorized by Hyster Company.



THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY HYSTER COMPANY. HYSTER MAKES NO OTHER WARRANTIES AND THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYSTER COMPANY'S OBLIGATION TO REPAIR OR REPLACE SHALL BE THE LIMIT OF ITS LIABILITY UNDER THIS WARRANTY AND THE SOLE AND EXCLUSIVE RIGHTS AND REMEDY OF THE USER. LIABILITY OR OBLIGATION ON THE PART OF HYSTER COMPANY AND ITS AFFILIATES FOR ANY OTHER AMOUNT OR DAMAGES IS HEREBY DISCLAIMED, WHETHER INCIDENTAL, CONSEQUENTIAL, GENERAL, SPECIAL, OR EXEMPLARY AND WHETHER THE CLAIM ARISES IN CONTRACT, TORT, FOR NEGLIGENCE OR OTHERWISE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

1703

900.50 Hyster Extended Limited Parts Only Warranty




HYSTER INDUSTRIAL TRUCKS MAJOR COMPONENTS EXTENDED LIMITED WARRANTY

CUSTOMER: _____

CITY: _____ **STATE:** _____

DEALER: _____ **STATE:** _____

MODEL: _____ **SERIAL NUMBER:** _____

WARRANTY OPTION NUMBER: _____

TERMS: _____ **MONTHS** _____ **HOURS**

DEALER SIGNATURE DATE CUSTOMER SIGNATURE DATE

Hyster Company (Hyster) warrants the following major components of the new industrial truck identified above, sold for use in the United States and Canada, to be free from defects in materials and workmanship at the time of manufacture:

Internal combustion engine, exclusive of fuel and electrical system and accessories; transmission; oil clutch; differential; planetary axle; electric traction and pump motors; master drive unit (MDU); SCR static panel or transistor controller components, contactors, exclusive of switches and tips; and electronic control module (ECM) for electric power steering or wire guidance, excluding power disconnect and auto shutdown boards, if separate.

Provided, the lift truck is maintained throughout the extended warranty period, in accordance with the applicable published Periodic Maintenance Schedule under a periodic maintenance program authorized by Hyster, a covered major component which is determined by Hyster to be not as warranted, within the extended warranty period, will be replaced or, at the sole option of Hyster, repaired. Hyster's obligation is limited to providing a replacement part; not including freight, special charges or cost of installation; or the cost, during normal working hours, of repairs to the defective part, not including travel.

All warranty repairs for Hyster industrial trucks up to 16,500 lbs. capacity are subject to a \$75 deductible for each warranty service call, which excludes travel expenses. All warranty repairs for Hyster industrial trucks 16,500 lbs. capacity and greater, and VNA product, are subject to a \$250 deductible for each warranty service call, which excludes travel expenses.

The extended warranty period shall begin on the date of delivery for initial use and shall continue for the period of months or hours of operation, whichever should occur first, specified above. Records of proper inspection and maintenance under an authorized periodic maintenance program may be required by Hyster, at any time, to validate a claim and maintain this extended warranty.

THIS WARRANTY AND THE "WARRANTY – HYSTER INDUSTRIAL TRUCK PRODUCTS", P/N'S 871832 AND 871865, ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESSED OR IMPLIED, AND ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY DISCLAIMED AND EXCLUDED.

HYSTER COMPANY AND ITS SUBSIDIARIES SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR CONSEQUENTIAL, INCIDENTAL OR CONTINGENT DAMAGES, WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

HYSTER/DEALER/CUSTOMER
P/N 871832




APPENDIX

1704

900.60 Hyster Extended Limited Parts & Labor Warranty




HYSTER INDUSTRIAL TRUCKS MAJOR COMPONENTS EXTENDED FULL WARRANTY

CUSTOMER: _____

CITY: _____ **STATE:** _____

DEALER: _____ **STATE:** _____

MODEL: _____ **SERIAL NUMBER:** _____

WARRANTY OPTION NUMBER: _____

TERMS: _____ **MONTHS** _____ **HOURS** _____

DEALER SIGNATURE DATE CUSTOMER SIGNATURE DATE

Hyster Company (Hyster) warrants the following major components of the new industrial truck identified above, sold for use in the United States and Canada, to be free from defects in materials and workmanship at the time of manufacture:

Internal combustion engine, exclusive of fuel and electrical system and accessories; transmission; oil clutch; differential; planetary axle; electric traction and pump motors; master drive unit (MDU); SCR static panel or transistor controller components, contactors, exclusive of switches and tips; and electronic control module (ECM) for electric power steering or wire guidance, excluding power disconnect and auto shutdown boards, if separate.

A covered major component will be replaced or, at the sole option of Hyster, repaired if:

- during the extended warranty period, Hyster determines that the component is not as warranted, and
- the lift truck has been maintained, throughout the extended warranty period, in accordance with the applicable Published Maintenance Schedule under a periodic maintenance program authorized by Hyster.

Hyster's obligation under this extended warranty is limited to the cost of a replacement part, not including freight or special charges, and the cost of labor, excluding the cost of travel, for replacement or repair, by an authorized Hyster industrial truck dealer performing the work during normal working hours, of that part found not to be as warranted.

All warranty repairs for Hyster industrial trucks up to 16,500 lbs. capacity are subject to a \$75 deductible for each warranty service call, which excludes travel expenses. All warranty repairs for Hyster industrial trucks 16,500 lbs. capacity and greater, and VNA product, are subject to a \$250 deductible for each warranty service call, which excludes travel expenses.

The extended warranty period shall begin on the date of delivery for initial use and shall continue for the period of months or hours of operation, whichever should occur first, specified above. Records of proper inspection and maintenance under an authorized periodic maintenance program may be required by Hyster, at any time, to validate a claim and maintain this extended warranty.

THIS WARRANTY AND THE "WARRANTY - HYSTER INDUSTRIAL TRUCK PRODUCTS", P/N'S 871832 AND 871865, ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESSED OR IMPLIED, AND ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXPRESSLY DISCLAIMED AND EXCLUDED.

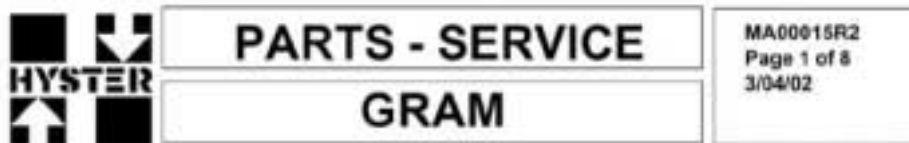
HYSTER COMPANY AND ITS SUBSIDIARIES SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES, INCLUDING LIABILITY FOR CONSEQUENTIAL, INCIDENTAL OR CONTINGENT DAMAGES, WITH RESPECT TO PRODUCTS SOLD OR SERVICES RENDERED OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.

*HYSTER/DEALER/CUSTOMER
P/N 871865*




1705

1706

900.70 Hyster Company's Extended Warranty Programs – MA00015R2¹

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.

¹ Hyster Company reserves the right to update this document on a periodic basis. Updates are available via email and/or formal distribution.

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Effective Date 4/01/02

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

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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.

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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

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Hyster
EXTENDED LIMITED PARTS & LABOR 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	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.

This statement supersedes previously released communications relevant to these subjects.

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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.

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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

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Effective Date 4/01/02

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.

1707

900.80 Hyster Plant Hotline Listings NC00005²

	PARTS - SERVICE	NC00005
	GRAM	2/28/02 All Products

TO: ALL DEALER PRINCIPALS, BRANCH MANAGERS, AND SERVICE MANAGERS

**SUBJECT: MANUFACTURING QUALITY REPORTING SYSTEM
(MANUFACTURING QUALITY HOT LINE)**

NOTE: This Parts-Service Gram cancels Parts-Service Gram NC00004R1. The Danville Plant has been removed. Please discard that Gram.

Since 1994, the Hyster Company has provided an "800" direct line service to our three truck assembly plants for your employees to report quality related issues. Effective August 1, 2001 this Gram introduced the "800" direct line to be used for trucks produced in Europe and direct shipped into the United States. We have also listed the E-Mail addresses for each plant, and a form for electronically reporting manufacturing quality issues.

The Manufacturing Quality Hot Line system may be used until the truck has been installed at a customer location, to report quality issues. Your dealership should report these issues to the appropriate truck assembly plant or to the Americas Division Headquarters for European produced products. Examples of manufacturing quality related issues include the following:

- Capacity Plates - Missing or incorrect
- Fabrication - parts welded or assembled incorrectly or out of alignment
- Features - missing or incorrect sales options that were specified on the original sales order such as lights, mast, carriage, and overhead guards

Missing parts such as LP Tanks, Forks, Tethers, Fire Extinguishers, Lights, Mirrors and Manuals must be reported within 30 days of shipment. Your dealership should make every effort to identify those missing items as soon as the truck is delivered to your dealership.

Please refer to the attached list of truck models, by assembly plant, to determine the correct manufacturing location and use the following "800" numbers or E-Mail address to contact that plant. Attached to this Gram is a form you may use to contact the Hotlines via E-Mail.

<u>Plant</u>	<u>Telephone No.</u>	<u>E-Mail Address</u>
Berea	1-800-392-6299	abhotin@nmhg.com
Greenville	1-800-388-2765	aghotin@nmhg.com
Americas	1-888-395-9610	aahotin@nmhg.com

² Hyster Company reserves the right to update this document on a periodic basis. Updates are available via email and/or formal distribution.

NC00005

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When you are reporting a problem, please be prepared to provide the following information:

- ⇒ Your name, dealership and dealership number, and phone number
- ⇒ Truck serial number and sales order number
- ⇒ Model nomenclature
- ⇒ Date received
- ⇒ Description of problem

The plant Quality Assurance department will investigate the cause of the problem and report their findings back to you and to the Resident Service Engineering Department. In most cases, missing parts or accessories specified in the original sales order will be shipped directly to your dealership by the plant or by the Parts Distribution Center. Your dealership will be reimbursed for labor only to install the missing parts or to correct the deficiency under warranty using the Manufacturing Quality Hot Line Authorization number. This number must appear on your New Truck Warranty Claim.

As we have indicated in previous announcements, the Manufacturing Quality Hot Line is not intended to be used for troubleshooting diagnosis, checking truck delivery schedules, or as a means of ordering parts directly from the plant.

The Manufacturing Quality Hot Line program has been used successfully to give Hyster a quantum leap in customer service. By providing our plants with prompt notification of manufacturing non-conformances, missing items or general manufacturing quality issues, the plants have been able to take immediate corrective actions.

The use of this program has had a significant impact on improving our quality and customer satisfaction. We encourage all dealership personnel to utilize this system.

If you have any additional questions, please contact your Hyster Field Service Engineering Manager or the NACCO Materials Handling Group Warranty Manager.

NC00005
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QUALITY ALERT

HYSTER ASSEMBLY PLANT LOCATION – MODEL LIST	
BEREA PLANT 1-800-392-6299 ABHOTLIN@NMHG.COM	
E45-65XM2 (F108) N30XMH2 (C210) S70-120XL (D004) H70-110XM (K005) H135-155XL2 (F006)	S40-65XM(S) (D187) S70-120XM (E004) S135-155XL2 (B024)
Americas Division Headquarters 1-866-395-9610 AAHOTLIN@NMHG.COM	
J40-60XM2 Drop Box (A216) H165-280XL2 (F007) H360-450H (A214) H800-1050E (D117) HR45-36L/40LS (A227)	H45-65XM2 (H177) H300-360XL2 (E019) H440-700F (E008) HR45-25/31/40S/H (A227)
GREENVILLE PLANT 1-800-368-2765 AGHOTLIN@NMHG.COM	
W40XT (A218) W45XT (B215) W60Z (A231) W65Z (A229) W80Z (A2434) B60Z (A230) B80Z (A234) T4XT (E142) W20-40XTA (A453) W20-30XTC (A454) W20-30XTR (A455)	N30-40XMR/N25XMDR (C470) N30XMDR/N45XMR (G138) N50XMA3 (C471) R30XMS2 (D174) R30XM2/XMA2/XMF2 (G118) N30XMH (C210) V30XMU (A467/A463) V35XMU (A468/A464) V40XMU (A469/A465)
J30-40XMT (H160) J40-60XM (A216) E25-40XM(S)2 (D114) E70-120XL3 (C098) E30-40FR (Z943) E30FR2 (V943)	S25-40XM(S) (D010) H25-40XM(S) (E001)

QUALITY ASSURANCE HOT LINE REPORT			
PLANT:		CALL/REPORT NO:	
DATE/TIME CALL RECEIVED:	MODEL NUMBER:	SERIAL NUMBERS (S):	HOUR METER:
DEALER:		LOCATION	TELEPHONE:
CONTACT NAME:		PROBLEM AREA:	
TRUCK CTS:		VOID CALL:	
PROBLEM/NOTES: (INCLUDE COMPONENT SERIAL NO.)			
RESPONSIBILITY:		DATE CALL RETURNED:	DATE DUE:
COMMITMENTS:			
CORRECTIVE ACTION (S):			
RESPONSIBLE PERSONNEL:		SUPERVISOR:	
CLEARING INSPECTOR:		ASSEMBLER:	
REPAIR:		TEST:	
VERIFICATION OF ACTIONS TAKEN			
SIGNED:		DATE:	
CALL RETURNED BY:		DATE:	

APPENDIX

1708

900.90 Hyster Electric Truck Printed Installation / Delivery Report (P/N 599825 R5)

ELECTRIC TRUCK PRE-DELIVERY/DELIVERY REPORT							
DATE DELIVERED		LEASE	SALE	RENTAL	DEMO	HOUR METER	MODEL
☐		☐	☐	☐	☐		UNIT SERIAL NUMBER
VOLTAGE 12 ☐ 24 ☐ 36 ☐ 48 ☐ 72/80 ☐		UNIT CONFIGURATION			WARRANTY QUOTE NO. _____		
CONTROL ECONOMY ☐ STANDARD ☐ PREMIUM ☐					UL CLASSIFICATION		
MOTOR PT. NO. _____		MAST			CARRIAGE TYPE ☐ HOOR ☐ FIB ☐		
TRACTION PT. NO. _____		LIFT HEIGHT _____			PART NO. _____		
HYD. PUMP PT. NO. _____		PT. NO. _____			SERIAL NO. _____		
P. STEERING PT. NO. _____		SERIAL NO. _____			DATE CODE _____		
CYL. PART NO. & DATE CODE		☐ FREE LIFT ☐ STANDARD ☐ 3-STAGE			FORKS ☐ HOOR ☐ FIB ☐		
MAIN (L) _____		☐ 4-STAGE ☐ OTHER _____			PT. NO. _____		
MAIN (R) _____		TRANSMISSION			SERIAL NO. _____		
FREE LIFT _____		THAIL/NOU SERIAL NO. _____			DATE CODE _____		
DIRECTIONAL CONTROL TYPE					ATTACHMENT		
☐ MONITOR/ PEDAL ☐ COLUMN LEVER					TYPE _____		
TIRE SIZE, TYPE, AND MFG.		MFG.			MFG. _____		
DRIVE		STEER			MODEL _____		
☐ ELECTRIC COMPOUND		☐ ELECTRIC COMPOUND			SERIAL NO. _____		
☐ UNIVERSAL COMPOUND		☐ UNIVERSAL COMPOUND			DEALER INSTALLED ITEMS		
☐ NON-MARKING		☐ NON-MARKING			BATT. INDICATOR _____		
☐ POLY		☐ POLY			LIGHTS _____		
☐ PNEUMATIC		☐ PNEUMATIC			OTHER _____		
☐ OTHER _____		☐ OTHER _____					
PRE-DELIVERY CHECK LIST							
Mark box with "X" when item is checked and/or corrected per specification prior to delivery. Mark box with "O" when item does not apply.							
I. FLUID LEVELS AND LUBRICATION				IV. OPERATIONAL AND FUNCTIONAL			
☐ DIFFERENTIAL OIL LEVEL				☐ LOAD BACKREST EXTENSION			
☐ GEAR CASE OIL LEVEL				☐ OPERATOR RESTRAINT			
☐ HYD. SYSTEM OIL LEVEL				☐ NAMEPLATE CORRECT			
☐ BATTERY ELECTROLYTE LEVEL & SPECIFIC GRAVITY				☐ WARNING LABELS			
☐ MAST LUBES PER P-65 P-3				☐ U/L LABEL			
☐ BRAKE FLUID				☐ DIRECTIONAL CONTROL			
☐ GENERAL LUBRICATION				☐ ACCELERATOR CONTROL			
☐ LEAKS				☐ STEERING OPERATION			
II. ASSEMBLY AND ADJUSTMENTS				☐ BRAKES (SERVICE AND PARK)			
☐ TIRE INFLATION (COLD)				☐ 1A TIME			
☐ HOSES ROUTED PROPERLY				☐ PLOTTING DISTANCE			
☐ ELECTRICAL CONNECTIONS AND WIRE ROUTING				☐ CRISP SPEED			
☐ MAST MOUNTING HARDWARE				☐ CURRENT LIMIT			
☐ SEAT LATCH				☐ RAMP START			
☐ MAST ADJUSTMENT				☐ HYDRAULIC SYSTEM (LOADS)			
☐ WHEEL LUB & ASSESS TIRE TORQUE				☐ DASH DISPLAY			
☐ ATTACHMENT MOUNTING				☐ REGEN FUL			
III. EQUIPMENT				☐ REGEN D.O.			
☐ TILT LIMITERS CORRECT				☐ INDICATOR LIGHTS AND GAUGES			
☐ UNIT MATCHES CUSTOMER SPECS				☐ HORN			
☐ OVERHEAD CLIMB				☐ ATTACHMENT			
CUSTOMER DELIVERY SERVICE CHECK LIST							
Review Operating Manual and explain each item to the customer. Mark each box with an "X" when complete. Mark box with "O" when item does not apply.							
☐ CAPACITY LIMITATIONS							
☐ OPERATOR SAFETY RULES							
☐ NAMEPLATE							
☐ LOCATION AND USE OF INSTRUMENTS & CONTROLS							
☐ OPERATOR PROCEDURES & TECHNIQUES							
☐ OPERATOR RESTRAINT SYSTEM							
☐ PERIODIC MAINTENANCE REQUIREMENTS							
☐ OPERATION AND MAINTENANCE OF ATTACHMENT							
☐ BATTERY MAINTENANCE & CHARGING PROCEDURES							
☐ WARRANTY POLICY							
☐ PARTS ORDERING PROCEDURE							
☐ DEALER'S SUPPORT SERVICES							
☐ TETHER LINE & BELT DELIVERED (IF APPLICABLE)							
☐ PARTS BOOK DELIVERED							
☐ WIRING DIAGRAM DELIVERED							
☐ OPERATING MANUAL DELIVERED							
☐ KEYS DELIVERED							
☐ SO PACKAGE (IF APPLICABLE)							
☐ GUIDE FOR USERS OF INDUSTRIAL LIFT TRUCKS							
DEALER _____ OUR CODE _____				OWNER _____			
ADDRESS _____				ADDRESS _____			
CITY _____ STATE _____ ZIP _____				CITY _____ STATE _____ ZIP _____			
At the time of delivery, the Parts Manual, Operating Manual, and Warranty Policy were explained and delivered. The Pre-Delivery/Delivery Service was conducted as noted above.				This machine has been received in satisfactory condition. We have received the Operating Manual and instruction regarding the operation, maintenance, safety practices, and warranty policy in accordance with the Delivery Check List.			
X _____ SALES RS. DEALER REPRESENTATIVE'S SIGNATURE				X _____ PRINTED AND WRITTEN CUSTOMER REPRESENTATIVE'S SIGNATURE			
DATE _____				DATE _____			
FACTORY COPY / DEALER COPY / CUSTOMER COPY							

1709

900.100 Hyster ICE Truck Printed Installation / Delivery Report (P/N 599824 R7)

INTERNAL COMBUSTION TRUCK PRE-DELIVERY/DELIVERY REPORT							
DATE DELIVERED		LEASE	SALE	RENTAL	DEMO	HOUR METER	MODEL
☐		☐	☐	☐	☐	☐	UNIT SERIAL NUMBER
UL CLASSIFICATION		UNIT CONFIGURATION				WARRANTY QUOTE NO.	
ENGINE MANUFACTURER SERIAL NO. MODEL		MAST LIFT HEIGHT FT. NO. SERIAL NO.				CARRIAGE TYPE HOOK ☐ PIN ☐	
FUEL ☐ GAS ☐ DIESEL ☐ LIQUID ☐ OTHER ☐ FACTORY		☐ FREE LIFT ☐ STANDARD ☐ 3-STAGE ☐ 4-STAGE ☐ OTHER				FORKS HOOK ☐ PIN ☐	
TRANSMISSION SERIAL NO. ☐ STANDARD ☐ POWER SHIFT		CYL. PART NO. & DATE CODE MAIN (L) MAIN (R) FREE LIFT				ATTACHMENT TYPE MFG. MODEL SERIAL NO.	
DIRECTIONAL CONTROL TYPE ☐ MONITOR PEDAL ☐ COLUMN LEVER		TIRE SIZE, TYPE, AND MFG. DRIVE ☐ PNEUMATIC ☐ SOLID PNEUMATIC ☐ CUSHION ☐ RACIAL ☐ OTHER ☐ NON-MARKED				DEALER INSTALLED OPTIONS OR ACCESSORIES	
STEER ☐ PNEUMATIC ☐ SOLID PNEUMATIC ☐ CUSHION ☐ RACIAL ☐ OTHER ☐ NON-MARKED							
PRE-DELIVERY CHECK LIST Mark box with "X" when item is checked and/or corrected per specification prior to delivery. Mark box with "N" when item does not apply.							
I. FLUID LEVELS AND LUBRICATION ☐ ENGINE OIL ☐ COOLING SYSTEM FLUID ☐ BATTERY ACID ☐ BRAKE FLUID ☐ DIFFERENTIAL OIL ☐ TRANSMISSION OIL LEVEL ☐ HYDRAULIC SYSTEM OIL ☐ GENERAL LUBRICATION ☐ GREASE LUBE PER IF-40 RS ☐ LUBES				II. EQUIPMENT ☐ TILT LIMITERS CORRECT ☐ UNIT MATCHES CUSTOMER SPECS ☐ OVERHEAD GUARD ☐ LOAD BACKREST EXTENSION ☐ OPERATOR RESTRAINT ☐ NAMEPLATE CORRECT ☐ WARNING LABELS ☐ U.I. LABEL ☐ MFG. NO.			
III. ASSEMBLY AND ADJUSTMENTS ☐ TIRE INFLATION (COLD) ☐ HOSES ROUTED PROPERLY ☐ ELECTRICAL CONNECTIONS AND WIRE ROUTING ☐ AIR CLEANER HOSE CONNECTIONS ☐ HOOD LATCH ADJUSTMENT ☐ MAST MOUNTING HARDWARE ☐ WHEEL, ULS & AXLE STUD ☐ PISTONS ☐ ATTACHMENT MOUNTING				IV. OPERATIONAL AND FUNCTIONAL ☐ ENGINE OPERATIONS & R.P.M. (SOLE AND COVERED) ☐ HYDRAULIC SYSTEM (LOADS) ☐ INCHING ☐ DIRECTIONAL CONTROL ☐ BRAKES (SERVICE AND PARK) ☐ STEERING ☐ INDICATOR LIGHTS AND SIGNALS ☐ HORN ☐ ATTACHMENT			
CUSTOMER DELIVERY SERVICE CHECK LIST Provide Operating Manual and explain each item to the customer. Mark box with "X" when complete. Mark box with "N" when item does not apply.							
☐ CAPACITY LIMITATIONS ☐ OPERATION SAFETY RULES ☐ NAMEPLATE ☐ LOCATION AND USE OF INSTRUMENTS & CONTROLS ☐ OPERATOR PROCEDURES & TECHNIQUES ☐ OPERATOR RESTRAINT SYSTEM ☐ PERIODIC MAINTENANCE REQUIREMENTS ☐ OPERATION AND MAINTENANCE OF ATTACHMENT ☐ WARRANTY POLICY ☐ PARTS ORDERING PROCEDURES ☐ DEALER'S SUPPORT SERVICES ☐ PARTS BOOK DELIVERED ☐ OPERATING MANUAL DELIVERED ☐ KEYS DELIVERED ☐ NO PROXIMITY (IF APPLICABLE) ☐ GUIDE FOR USERS OF INDUSTRIAL LIFT TRUCKS							
DEALER _____				OWNER _____			
ADDRESS _____				ADDRESS _____			
CITY _____ STATE _____ ZIP _____				CITY _____ STATE _____ ZIP _____			
At the time of delivery, the Parts Manual, Operating Manual, and Warranty Policy were explained and delivered. The Pre-Delivery/Delivery Service was conducted as noted above.				This machine has been inspected in satisfactory condition. We have received the Operating Manual and instructions regarding the operation, maintenance, safety practices, and warranty policy in accordance with the Delivery Check List.			
X _____				X _____			
DEALER REPRESENTATIVE'S SIGNATURE				PRINTED AND WRITTEN CUSTOMER REPRESENTATIVE'S SIGNATURE			
DATE				DATE			
FACTORY COPY / DEALER COPY / CUSTOMER COPY							

APPENDIX

1710

900.110 Hyster Electric Truck Periodic Maintenance "A" Service Report (P/N 852185)

									
PERIODIC MAINTENANCE									
"A" SERVICE REPORT									
ELECTRIC TRUCK									
PERFORM EVERY 8 HOURS OR DAILY DO NOT OPERATE THIS UNIT UNTIL ALL DISCREPANCIES HAVE BEEN CORRECTED.									
1. CHECK FLUID LEVELS ☐ Battery Water ☐ Hydraulic Oil - Hoist/Tilt/Steering	4. CHECK OPERATION ☐ Seat Belt ☐ Hood/Seat Latches ☐ Battery Restraint Latch ☐ Horn, Gauges, Lights, Alarms ☐ Hoist, Tilt, Attachments ☐ Steering ☐ Brakes - Service and Parking ☐ Speed/Direction Controls								
2. CHECK FOR OIL LEAKS									
3. CHECK CONDITION (Wear and/or Damage) ☐ Seat Belt ☐ Tires, Wheels and Air Pressure ☐ Forks ☐ Battery Specific Gravity									
<table border="1"><tr><td>BATTERY METER</td><td>DATE</td></tr><tr><td colspan="2">INSPECTED BY:</td></tr><tr><td colspan="2">Make/Model</td></tr><tr><td>S/N</td><td>Hour Meter</td></tr></table>		BATTERY METER	DATE	INSPECTED BY:		Make/Model		S/N	Hour Meter
BATTERY METER	DATE								
INSPECTED BY:									
Make/Model									
S/N	Hour Meter								
NOTES: HYSTER									
HYSTER COMPANY 12/90									
Litho U.S.A.									
P/N 852185									

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1712 900.120 Hyster ICE Truck Periodic Maintenance “A” Service Report (P/N 599483)

**HYSTER PERIODIC MAINTENANCE**
"A" SERVICE REPORT
INTERNAL COMBUSTION TRUCK

PERFORM EVERY 8 HOURS OR DAILY
DO NOT OPERATE THIS UNIT UNTIL ALL
DISCREPANCIES HAVE BEEN CORRECTED.

1. CHECK FLUID LEVELS
☐ Fuel
☐ Hydraulic Oil
☐ Coolant
☐ Engine Oil
☐ Transmission Oil
☐ Battery Water

2. CHECK FOR LEAKS
Fuel, Oil, Water

3. CHECK CONDITION
(Wear and/or Damage)
☐ Primary Fuel Filter, Diesel - Drain
☐ Drive Belts
☐ Radiator and Screen - Clean if necessary
☐ Seat Belt
☐ Tire, Wheels and Tire Pressure
☐ Forks

4. CHECK OPERATION
☐ Seat Belt
☐ Hood/Seat Latches
☐ Horn, Gauges, Lights, Alarms
☐ Hoist, Tilt, Attachments
☐ Steering
☐ Brakes - Service and Parking
☐ Transmission/Clutch

FUEL (gall)	DATE
INSPECTED BY:	
Make/Model	
S/N	Hour Meter

NOTES:



HYSTER COMPANY 1990

Litho U.S.A.

P/N 599483

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APPENDIX

1714

900.130 Hyster Periodic Maintenance "B, C, D" Service Report (P/N 852524)

HYSTER		HYSTER PERIODIC MAINTENANCE "B" - "C" - "D" SERVICE REPORT			
CUSTOMER		MODEL	TYPE SERVICE	RECOMMENDED INTERVAL	
		SERIAL NUMBER	INTERNAL COMBUSTION "B"	250 HRS. OR 6 WKS.	
		HOUR METER	INTERNAL COMBUSTION "C"	1000 HRS. OR 6 MOS.	
			INTERNAL COMBUSTION "D"	3000 HOURS OR 1 YR.	
			ELECTRIC "B"	250 HRS. OR 2 MOS.	
			ELECTRIC "C"	1000 HRS. OR 6 MOS.	
			ELECTRIC "D"	2000 HRS. OR 1 YR.	
NEXT SERVICE DUE ☐ "B" ☐ "C" ☐ "D"		DATE	DEALER SERVICE REPRESENTATIVE		

GAS/LPG	DIESEL	ELECTRIC	MAINTENANCE OPERATIONS Perform these services according to the Hyster Maintenance recommendations as outlined on the reverse side	O.K. or Corrected Adjusted or Cleaned Recommen- dations Additional Work
☐	☐	☐	1. Wheel and tire condition	☐
☐	☐	☐	2. Wheel lug nuts	☐
☐	☐	☐	3. Hoist mechanism	☐
☐	☐	☐	4. Hydraulic lines and fittings	☐
☐	☐	☐	5. Attachment	☐
☐	☐	☐	6. Brake lines and fittings	☐
☐	☐	☐	7. Pedal and lever linkages	☐
☐	☐	☐	8. Clean unit (if applicable)	☐
☐	☐	☐	9. Battery terminals, cables and connectors	☐
☐	☐	☐	10. Air compressor mounting	☐
☐	☐	☐	11. Cooling System hoses	☐
☐	☐	☐	12. Water pump	☐
☐	☐	☐	13. Drive belts	☐
☐	☐	☐	14. Radiator	☐
☐	☐	☐	15. Anti-freeze	☐
☐	☐	☐	16. Power steering fluid	☐
☐	☐	☐	17. Hydraulic oil	☐
☐	☐	☐	18. Brake fluid	☐
☐	☐	☐	19. Battery electrolyte (when applicable)	☐
☐	☐	☐	20. Transmission oil	☐
☐	☐	☐	21. Speed reducer oil	☐
☐	☐	☐	22. Drive axle/differential and transmission breather	☐
☐	☐	☐	23. Differential or MDU oil	☐
☐	☐	☐	24. Planetary drive oil	☐
☐	☐	☐	25. Ignition switch	☐
☐	☐	☐	26. Horn and gauges	☐
☐	☐	☐	27. Cap and options	☐
☐	☐	☐	28. Brakes	☐
☐	☐	☐	29. Clutch or inching	☐
☐	☐	☐	30. Motor/generator pedal or controller	☐
☐	☐	☐	31. Exhaust system	☐
☐	☐	☐	32. Engine oil and filter (See back)	☐
☐	☐	☐	33. Lubrication	☐
☐	☐	☐	34. Hydraulic tank (strainer)	☐
☐	☐	☐	35. PCV valve or crankcase breather and draft tube	☐
☐	☐	☐	36. Transmission oil and filter (See back)	☐
☐	☐	☐	37. Hydraulic oil and filter	☐
☐	☐	☐	38. Control panel and contactor tips	☐
☐	☐	☐	39. Motor brushes	☐
☐	☐	☐	40. Fuel sediment bowl	☐
☐	☐	☐	41. Water separator or primary fuel filter	☐
☐	☐	☐	42. Final fuel filter	☐
☐	☐	☐	43. Air filter, filter ducts and pre-cleaner	☐
☐	☐	☐	44. Engine valves	☐
☐	☐	☐	45. Spark plugs	☐
☐	☐	☐	46. Compression	☐
☐	☐	☐	47. Ignition system	☐
☐	☐	☐	48. Dwell and timing	☐
☐	☐	☐	49. Carburetor	☐
☐	☐	☐	50. Engine idle and governor RPM	☐
☐	☐	☐	51. Wheel bearings	☐
☐	☐	☐	52. Brake linings, drums and wheel cylinders	☐
☐	☐	☐	53. Drag link	☐
☐	☐	☐	54. Tie rod ends	☐
☐	☐	☐	55. Wheel alignment	☐
☐	☐	☐	56. General engine condition	☐
☐	☐	☐	57. General machine operation	☐
☐	☐	☐	58. Crankcase breather	☐
☐	☐	☐	59. Cooling system	☐
☐	☐	☐	60. Safety labels	☐
☐	☐	☐	61. Governor oil (Mazda/Isuzu)	☐
☐	☐	☐	62. Operator restraint system	☐
☐	☐	☐	63. Hood and seal latches	☐
☐	☐	☐	64. Park, seal brake	☐
☐	☐	☐	65. Nameplate	☐

OBSERVATIONS & RECOMMENDATIONS	
CONDITION OF TRUCK	☐ Appears to be given proper care ☐ Daily maintenance appears neglected ☐ Appears to be getting rough or careless handling
☐ Additional work authorized	
By _____ Title _____ Customer's Representative	

B/90

852524

MAINTENANCE OPERATIONS

Refer to the appropriate Lubrication Guide, Operator's Manual, Service Manual or the SPEC book for detailed specifications, requirements and procedures.

1. Check wheels and tires (including caster wheels) for damage and excessive wear.
2. Check that wheel lug nuts are in place and tight.
3. Check for bent, damaged or worn forks; cracked, damaged or worn hoist chains; bent channels, damaged rollers, worn wear strips; worn lift anchors and rod ends; and condition of load backrest extension. Check hoist and lift cylinders for damage and leakage.
4. Check hydraulic lines and fittings for wear and leakage.
5. Check attachment for worn and damaged components.
6. Check brake lines and fittings for wear and leakage.
7. Check brake, clutch, shift, accelerator and hydraulic control linkages for wear and damage.
8. Clean unit with air, water or steam, depending on availability of equipment and according to maintenance agreement. Under no circumstances should any components in the electrical compartment of an electric lift truck be steam or water cleaned.
9. Check battery terminals, cables and connectors for loose connections and corrosion. Clean as required.
10. Check air compressor (if equipped) for proper mounting and alignment.
11. Check cooling system hoses for leaks and deterioration.
12. Check water pump for leaks and bearing condition.
13. Check all drive belts for cuts, cracks and frays.
14. Check radiator and screen for leaks and damages. Check radiator cap seals and coolant level.
15. Check condition of anti-freeze mix.
16. Check power steering fluid level (if equipped with a separate reservoir) and add as necessary.
17. Check hydraulic oil level and add as necessary.
18. Check brake fluid level and add as necessary.
19. Check battery electrolyte level and add as necessary.
20. Check transmission oil level and add as necessary.
21. Check speed reducer oil level and add as necessary.
22. Check drive axle/differential and transmission breather(s) and clean if required.
23. Check differential or master drive unit oil level and add if necessary.
24. Check oil level in planetary drives and add as necessary.
25. Check ignition switch lockout operation.
26. Check horn, gauges and indicator lights for proper operation.
27. Check for broken glass. Check operation of doors, heater, defroster, wipers, warning devices and lights.
28. Check parking brake (and seat brake if so equipped) for proper adjustment and operation. Check service brakes for proper operation and brake pedal for proper adjustment.
29. Check inching or clutch for proper operation and adjustment.
30. Check Monotrol/accelerator pedal or controller for proper operation and adjustment.
31. Check the exhaust system for leaks.
32. Change engine oil and filter. (Check manufacturer's recommendations)
33. Lubricate the unit according to requirements as specified in the appropriate Lubrication Chart, Operator's Manual, or Service Manual.
34. Check and clean hydraulic tank breather(s).
35. Check PCV valve or crankcase breather and draft tube.
36. Change transmission oil and filter. (Change H700-800A transmission oil every 1000 hours.)
37. Change hydraulic oil and filter(s).
38. Check control panel for corrosion, deteriorated wiring and terminal connections. Clean with air as required. Check condition of contactor tips.
39. Check power steering, hydraulic pump and traction motor brushes for wear.
40. Clean fuel sediment bowl.
41. Clean water separator or change primary fuel filter element.
42. Change final fuel filter element.
43. Clean or replace filter element, depending on need. Clean oil bath air cleaner and install new oil, if so equipped. Check air filtration ducts for leaks or restrictions, and clean pre-cleaner.
44. Adjust engine valves.
45. Change spark plugs. (1000 hours for HEI)
46. Check engine compression.
47. Clean distributor interior. Check distributor cap, wiring and coil for cracks, corrosion, tracking and deterioration. Replace ignition points, condenser and rotor.
48. Set dwell and timing.
49. Check carburetor for proper operation and contamination buildup.
50. Check idle RPM and governed RPM. Adjust as required.
51. Clean and repack wheel bearings.
52. Check brake linings and drums for wear. Check wheel cylinders for leakage. Adjust brakes.
53. Check drag link ends for wear (if so equipped). Adjust as required.
54. Check tie rod ends for wear.
55. Check steer wheel alignment and adjust as necessary.
56. Check engine for smoke, unusual noise and response.
57. Check steering, upright, attachment and running gear for proper operating characteristics.
58. Change crankcase breather.
59. Change coolant.
60. Check condition of safety labels and replace if necessary.
61. Change governor oil.
62. Check the operator restraint system.
63. Check operation of hood and seat latches.
64. Adjust these brakes on electric trucks.
65. Check for deterioration. All information must be legible and agree with actual truck specifications.

1715

900.140 Quality Assurance Hot Line Report

QUALITY ASSURANCE HOT LINE REPORT			
PLANT:		CALL/REPORT NO:	
DATE/TIME CALL RECEIVED:	MODEL NUMBER:	SERIAL NUMBERS (S):	HOUR METER:
DEALER:		LOCATION	TELEPHONE:
CONTACT NAME:		PROBLEM AREA:	
TRUCK CTS:		VOID CALL:	
PROBLEM/NOTES: (INCLUDE COMPONENT SERIAL NO.)			
RESPONSIBILITY:		DATE CALL RETURNED:	DATE DUE:
COMMITMENTS:			
CORRECTIVE ACTION (S):			
RESPONSIBLE PERSONNEL:		SUPERVISOR:	
CLEARING INSPECTOR:		ASSEMBLER:	
REPAIR:		TEST:	
VERIFICATION OF ACTIONS TAKEN			
SIGNED:		DATE:	
CALL RETURNED BY:		DATE:	

1716 900.150 Unisource – Remanufactured Starters and Alternators



March 27, 2001

Attention: Aftermarket Distribution List**Subject: Remanufactured Starters and Alternators**

We announced in earlier communications, effective April 1, 2001, the UNISOURCE remanufactured starter and alternator program through Dixie Electric will no longer incorporate core charges/credits. This new program will eliminate core charges for reman starters and alternators and Hyster Company will no longer issue credits for these items to the dealers. You will have the opportunity to sell these cores to Dixie Electric directly at a published market value. Freight charges (minimum 150 lbs.) will continue to be billed 3rd party NACCO MHG, Inc. Part numbers will NOT be changed and Reman Plus will still be available.

All cores must be returned before July 1, 2001 in the original UNISOURCE box to qualify for full core credit.

Attached is the complete program outline, part numbers, Dixie Buy-Back core values and procedures. Please feel free to call me at 252.931.5809 or e-mail sadgrenc@nmhg.com with any questions or concerns.

Sincerely,

Debbie Gremore

Parts Program Coordinator



Return all cores in the ORIGINAL UNISOURCE box to:
Dixie Electric Inc.

15300 25th Ave N. Suite 200
Minneapolis, MN 55447-1993
PH 800.478.0608
FAX 800.392.8719

Canadian Dealers return to:

Dixie Electric Limited
517 Basaltic Road
Concord, Ontario L4K 4W8
PH 800.563.3933
FAX 905.879.0532

Full credit will be issued for all cores purchased prior to April 1, 2001 and returned before July 1, 2001. During the month of July 2001, we will offer a one time return privilege (full DN and core) for any remaining stock, dealer pays freight, 15% restock charge with NO deduction of dealer's earned returned allowance.

Dixie Buy Back Procedures, effective July 1, 2001:

Return all cores in ORIGINAL UNISOURCE box to addresses above.

Dixie Electric will inspect all core returns to assure that the box part number matches the core part number returned. Dixie Electric will pay for all cores returned that are listed on the Buy-Back Price Sheet, provided they are fully assembled, rebuildable, and there are no broken or missing parts.

Any cores received that are not fully assembled, or have any broken missing parts will be rejected, scrapped, and will not be purchased by Dixie Electric.

Dixie Electric will fax a copy of Dealer Purchase Report Form that details all cores returned, and the cores accepted for purchase, to the dealer.

Dixie Electric will issue a check directly to the Hyster Dealer on the 25th day of the following month for the purchased cores as detailed on the Dealer Core Purchase Report Form.

All warranty procedures will remain the same.

Purchase of Non-Program Cores by Dixie Electric

Any dealer wanting to sell non-program cores, excess cores, not in original box, or cores not listed on the Buy-Back Sheet, should fax a request for quote with a list of cores, with industry recognizable part numbers they wish to sell to: **Dixie Electric Customer Service at 905.879.0532.**

Dixie will respond directly to dealer via return fax within 72 hours with list of cores that Dixie has approve for purchase. The list will detail quote for each core approved for return. All cores on Dixie Core Quote List serves as authorization to return prepaid the cores listed on the quote.

These cores DO NOT qualify for NMHG freight, 3rd party billing. Dealer will be responsible for freight cost to Dixie Electric.

Dixie Electric will pay for all approved cores returned based on the quoted price, provided the cores are fully assembled, rebuildable, and have no broken or missing parts. Checks will be issued directly to the dealer on the 25th day of following month.

APPENDIX

UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS

Description	UNISOURCE Part Number	DN	CL	Core Buy-Back
Reman Alternator	3004572 R	\$38.36	\$56.83	\$3.35
Reman Alternator	3000974 R	\$71.79	\$106.35	\$9.00
Reman Alternator	3002927 R	\$47.50	\$70.37	\$6.75
Reman Alternator	3020077 R	\$60.50	\$89.63	\$6.75
Reman Alternator	3012611 R	\$50.50	\$74.81	\$6.75
Reman Alternator	3122809 R	\$77.08	\$114.19	\$4.50
Reman Alternator	3123915 R	\$76.29	\$113.02	\$0.00
Reman Alternator	3000970 R	\$38.64	\$57.25	\$3.35
Reman Alternator	3123078 R	\$73.57	\$108.99	\$6.75
Reman Alternator	3005141 R	\$79.64	\$117.99	\$5.60
Reman Alternator	3003787 R	\$111.07	\$164.55	\$5.60
Reman Alternator	3004581 R	\$58.43	\$86.56	\$5.60
Reman Alternator	3000965 R	\$57.14	\$84.66	\$5.60
Reman Alternator	3000966 R	\$57.14	\$84.66	\$5.60
Reman Alternator	3004579 R	\$57.14	\$84.66	\$5.60
Reman Alternator	3000972 R	\$56.57	\$83.81	\$5.60
Reman Alternator	3004580 R	\$130.36	\$193.13	\$5.60
Reman Alternator	3049491 R	\$183.80	\$272.30	\$22.50
Reman Alternator	3141897 R	\$206.36	\$305.71	\$22.50
Reman Alternator	3142179 R	\$206.36	\$305.71	\$22.50
Reman Alternator	3000967 R	\$58.07	\$86.03	\$7.85
Reman Alternator	3000971 R	\$75.07	\$111.21	\$7.85
Reman Alternator	3123908 R	\$213.35	\$316.07	\$45.00
Reman Alternator	3046658 R	\$78.21	\$115.87	\$3.35
Reman Alternator	3122810 R	\$77.00	\$114.07	\$5.60
Reman Alternator	3170252 R	\$220.00	\$325.93	\$45.00
Reman Alternator	3143883 R	\$134.86	\$199.79	\$8.40
Reman Alternator	3020078 R	\$77.00	\$114.07	\$11.25
Reman Alternator	3142818 R	\$127.86	\$189.42	\$6.75
Reman Alternator	3145372 R	\$76.21	\$112.91	\$6.75
Reman Alternator	3141192 R	\$83.57	\$123.81	\$6.75
Reman Alternator	3029189 R	\$90.97	\$134.77	\$11.25
Reman Alternator	3141499 R	\$81.00	\$120.00	\$6.75
Reman Alternator	3144062 R	\$132.20	\$195.85	\$5.60
Reman Starter	3010987 R	\$86.00	\$127.41	\$11.25
Reman Starter	3136132 R	\$82.00	\$121.48	\$11.25
Reman Starter	3068344 R	\$70.86	\$104.98	\$11.25
Reman Starter	3136107 R	\$74.86	\$110.90	\$11.25
Reman Starter	3144332 R	\$137.29	\$203.39	\$22.50
Reman Starter	3142087 R	\$147.29	\$218.21	\$22.50
Reman Starter	3001011 R	\$58.43	\$86.56	\$7.85
Reman Starter	3144473 R	\$51.43	\$76.19	\$7.85
Reman Starter	3004565 R	\$85.36	\$126.46	\$9.00
Reman Starter	3144338 R	\$289.21	\$428.46	\$50.00
Reman Starter	3001012 R	\$131.21	\$194.39	\$22.50
Reman Starter	3001017 R	\$130.87	\$193.88	\$16.85
Reman Starter	3001004 R	\$65.50	\$97.04	\$5.60
Reman Starter	3046666 R	\$74.21	\$109.94	\$5.60
Reman Starter	3021367 R	\$70.64	\$104.65	\$5.60

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.
Prices are subject to change without notice.

APPENDIX

UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS

Description	UNISOURCE Part Number	DN	CL	Core Buy-Back
Reman Starter	3003785 R	\$66.07	\$97.88	\$5.60
Reman Starter	3014321 R	\$66.21	\$98.09	\$5.60
Reman Starter	3143436 R	\$121.00	\$179.26	\$22.50
Reman Starter	3137013 R	\$120.20	\$178.07	\$18.00
Reman Starter	3143446 R	\$123.21	\$182.54	\$18.00
Reman Starter	3122811 R	\$114.29	\$169.31	\$18.00
Reman Starter	3144342 R	\$116.50	\$172.59	\$18.00
Reman Starter	3144331 R	\$138.43	\$205.08	\$18.00
Reman Starter	3049496 R	\$125.00	\$185.19	\$18.00
Reman Starter	3061698 R	\$160.00	\$237.04	\$18.00
Reman Starter	3144326 R	\$131.00	\$194.07	\$18.00
Reman Starter	3048566 R	\$98.64	\$146.13	\$1.25
Reman Starter	3049479 R	\$199.55	\$295.63	\$28.00
Reman Starter	3004569 R	\$161.43	\$239.15	\$22.50
Reman Starter	3021007 R	\$73.14	\$108.36	\$7.80
Reman Starter	3038214 R	\$77.93	\$115.45	\$7.80
Reman Starter	3122813 R	\$183.93	\$272.49	\$16.85
Reman Starter	3142227 R	\$320.00	\$474.07	\$56.25
Reman Starter	3142124 R	\$161.36	\$239.05	\$33.78
Reman Starter	3144312 R	\$255.71	\$378.84	\$45.00
Reman Starter	3144349 R	\$130.71	\$193.65	\$11.25
Reman Starter	3143871 R	\$130.71	\$193.65	\$11.25
Reman Starter	3170220 R	\$151.14	\$223.91	\$22.50
Reman Starter	3170221 R	\$180.21	\$266.98	\$28.00
Reman Starter	3004019 R	\$232.50	\$344.44	\$39.00
Reman Starter	3136125 R	\$251.50	\$344.44	\$39.00
Reman Starter	3001018 R	\$102.93	\$152.49	\$16.85
Reman Starter	3136105 R	\$90.93	\$134.71	\$16.85
Reman Starter	3138199 R	\$90.93	\$134.71	\$16.85
Reman Starter	3004553 R	\$159.07	\$235.66	\$16.85
Reman Starter	3136118 R	\$161.07	\$235.66	\$16.85
Reman Starter	3005727 R	\$113.93	\$168.79	\$16.85
Reman Starter	3136104 R	\$113.93	\$168.79	\$16.85
Reman Starter	3136119 R	\$98.07	\$145.29	\$16.85
Reman Starter	3136122 R	\$93.36	\$138.31	\$16.85
Reman Starter	3001020 R	\$100.64	\$149.10	\$16.85
Reman Starter	3033926 R	\$96.64	\$149.10	\$16.85
Reman Starter	3136103 R	\$96.64	\$149.10	\$16.85
Reman Starter	3001265 R	\$160.00	\$237.04	\$27.00
Reman Starter	3137440 R	\$160.00	\$237.04	\$27.00
Reman Starter	3001006 R	\$90.93	\$134.71	\$16.85
Reman Starter	3136108 R	\$90.93	\$134.71	\$16.85
Reman Starter	3136128 R	\$90.93	\$134.71	\$16.85
Reman Starter	3004016 R	\$90.93	\$134.71	\$16.85
Reman Starter	3136127 R	\$90.93	\$134.71	\$16.85
Reman Starter	3002935 R	\$96.64	\$143.17	\$16.85
Reman Starter	3136115 R	\$96.64	\$143.17	\$16.85
Reman Starter	3001008 R	\$100.36	\$148.68	\$16.85

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.
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APPENDIX

UNISOURCE REMANUFACTURED STARTERS AND ALTERNATORS

Description	UNISOURCE Part Number	DN	CL	Core Buy-Back
Reman Starter	3136116 R	\$100.36	\$148.68	\$16.85
Reman Starter	3136129 R	\$100.36	\$148.68	\$16.85
Reman Starter	3001016 R	\$100.86	\$149.42	\$16.85
Reman Starter	3029137 R	\$100.86	\$149.42	\$16.85
Reman Starter	3136111 R	\$100.86	\$149.42	\$16.85
Reman Starter	3004554 R	\$182.86	\$270.90	\$27.00
Reman Starter	3136110 R	\$182.86	\$270.90	\$27.00
Reman Starter	3136133 R	\$182.86	\$270.90	\$27.00
Reman Starter	3136121 R	\$100.64	\$149.10	\$16.85
Reman Starter	3136114 R	\$160.21	\$237.35	\$16.85
Reman Starter	3136120 R	\$158.21	\$237.35	\$16.85
Reman Starter	3004551 R	\$126.79	\$187.84	\$16.85
Reman Starter	3136123 R	\$126.79	\$187.84	\$16.85
Reman Starter	3005412 R	\$165.00	\$244.44	\$27.00
Reman Starter	3136113 R	\$185.00	\$274.07	\$27.00
Reman Starter	3136134 R	\$175.00	\$259.26	\$27.00
Reman Starter	3004015 R	\$97.14	\$143.92	\$16.85
Reman Starter	3136117 R	\$97.14	\$143.92	\$16.85
Reman Starter	3010514 R	\$160.00	\$237.04	\$27.00
Reman Starter	3136124 R	\$160.00	\$237.04	\$27.00
Reman Starter	3001021 R	\$101.64	\$150.58	\$16.85
Reman Starter	3033927 R	\$101.64	\$150.58	\$16.85
Reman Starter	3136130 R	\$101.64	\$150.58	\$16.85
Reman Starter	3136112 R	\$98.64	\$146.13	\$16.85
Reman Starter	3001022 R	\$94.93	\$140.64	\$16.85
Reman Starter	3136109 R	\$94.93	\$140.64	\$16.85
Reman Starter	3136131 R	\$94.93	\$140.64	\$16.85
Reman Starter	3136141 R	\$115.07	\$170.47	\$16.85
Reman Starter	3136137 R	\$165.12	\$244.62	\$27.00
Reman Starter	3001023 R	\$90.93	\$134.71	\$16.85
Reman Starter	3136100 R	\$90.93	\$134.71	\$16.85
Reman Starter	3136101 R	\$90.93	\$134.71	\$16.85
Reman Starter	3001007 R	\$160.00	\$237.04	\$27.00
Reman Starter	3136136 R	\$126.79	\$187.83	\$16.85
Reman Starter	3136126 R	\$103.93	\$153.97	\$16.85
Reman Starter	3136135 R	\$103.93	\$153.97	\$16.85
Reman Starter	3049790 R	\$96.64	\$143.17	\$16.85
Reman Starter	3142123 R	\$170.00	\$251.85	\$36.00
Reman Starter	3005726 R	\$177.14	\$262.43	\$27.00
Reman Starter	3033928 R	\$126.93	\$188.04	\$16.85
Reman Starter	3005099 R	\$178.57	\$264.55	\$27.00
Reman Starter	3003779 R	\$174.57	\$258.62	\$27.00
Reman Starter	3144313 R	\$150.86	\$223.49	\$27.00
Reman Starter	3042511 R	\$190.79	\$282.65	\$30.00

For REMAN PLUS add \$5.00 to DN for alternators and \$10.00 for starters.
Prices are subject to change without notice.

1717 900.160 Unisource – Cascade Hang-On Sideshifters Offer



November 10, 2000

TO: ALL HYSTER NORTH AMERICAN INDUSTRIAL TRUCK DEALERS

ATTENTION:
 DEALER PRINCIPALS, BRANCH MANAGERS, GENERAL PARTS
 MANAGER/PARTS MANAGER AND GENERAL SALES
 MANAGERS/SERVICE MANAGER

SUBJECT: **CASCADE HANG-ON SIDESHIFTERS OFFERING THROUGH THE
 UNISOURCE PARTS PROGRAM**

Hyster Company is now offering the Cascade Hang-on Sideshifters through the UNISOURCE Parts Program. The offering consists of Cascade's E and F Series Hang-on Sideshifters and these sideshifters are made to fit the following brands of lift trucks: Caterpillar, Clark, Crown, Halls-America, Hyster, Kalmar AC, Komatsu, Linde Baker, Mitsubishi, Nissan, Raymond, TCM, Toyota, Yale, Daewoo, JCB, and Schaeff. Attached to this announcement letter is a program procedure sheet, a part number spreadsheet and installation instructions.

THE E AND F SERIES OFFER THE FOLLOWING FEATURES:

- Fast and Easy "No-Weld" Mounting
- Uniform Speed
- Backrest Compatibility
- High Pressure Cylinder
- Meets International standards

Don't delay. Begin ordering your sideshifters today and realize competitive pricing and prompt availability. As with all UNISOURCE parts, your dealership's purchases of Cascade Sideshifters through the UNISOURCE Program qualify for the cash discount, return allowance, "You Make It Happen!" points and "Challenge to the Leader" rebates.

Sincerely yours,

Arielle Morris
 Coordinator,
 Direct Ship Program Development





CASCADE

Hang-on Sideshifters Replacement Parts

Chart number if applicable	Cascade PN	Description	UNISOURCE PN
	204182	Hook Group-Lower	3170725
5	204186	Hook-Lower	3170721
	208350	Bearing-Lower	3170720
1	21006-1	Cylinder Assy-35.2"	3170738
1	21006-10	Cylinder Assy-26.2"	3170743
1	21006-11	Cylinder Assy-52"	3170744
1	21006-12	Cylinder Assy-48.8"	3170745
1	21006-13	Cylinder Assy-45.1"	3170746
1	21006-14	Cylinder Assy-24.4"	3170747
1	21006-15	Cylinder Assy-26.2"	3170748
1	21006-16	Cylinder Assy-35.2"	3170749
1	21006-17	Cylinder Assy-29.9"	3170750
1	21006-18	Cylinder Assy-28.9"	3170751
1	21006-19	Cylinder Assy-30.9"	3170752
1	21006-2	Cylinder Assy-38.4"	3170739
1	21006-21	Cylinder Assy-37"	3170753
1	21006-3	Cylinder Assy-28.9"	3170740
1	21006-4	Cylinder Assy-30.9"	3170741
1	21006-400	Cylinder Assy-30.9"	3170754
1	21006-401	Cylinder Assy-30.9"	3170755
1	21006-402	Cylinder Assy-33.7"	3170756
1	21006-403	Cylinder Assy-34"	3170757
1	21006-5	Cylinder Assy-40.9"	3170742
3	218361	Bearing-Lower	3170724
1	218363	Bearings-Bronze Upper	3170760
	219868	Kit-Cylinder Service	3170758
3	225570	Bearings-Bronze Lower	3170761
1	228782	Bearing-Upper	3170723
4	553857	Nut	3170722
	562055	Rod-Cylinder	3170735
	563487	Kit-Cylinder Service	3170734
	564401	Rod-Cylinder	3170737
	564409	Kit-Cylinder Service	3170736

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CASCADE

Hang-on Sideshifters Replacement Parts

Chart number if applicable	Cascade PN	Description	UNISOURCE PN
	583970	Cylinder Assy-34.1"	3170726
	583971	Cylinder Assy-36"	3170727
	583972	Cylinder Assy-40.2"	3170728
	583973	Cylinder Assy-48"	3170729
	584001	Cylinder Assy-36"	3170730
	584002	Cylinder Assy-40.2"	3170731
	584003	Cylinder Assy-48.1"	3170732
	584004	Cylinder Assy-55.2"	3170733
	6000719	Bearing-Lower w/ Center Tabs	3170762
	672018	Bearing-Upper	3170719
	804065	Bearings-Bronze Upper	3170759

APPENDIX



CASCADE

Hang-on Sideshift Program

SIDESHIFT KITS		
Vendor #	UNISOURCE PN	Sideshift model(s)
205826	3145571	All OEM units 55F, 60E & 100E except Halls
215689	3145572	All Halls units 55F, 60E & 100E

CASCADE

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A056	3145410	5,500	31.0"	II	8"	28.9"	105	2.3"	1.0"	9.0"
55F-SSS-A051	3145407	5,500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.0"
55F-SSS-A052	3145408	5,500	41.0"	II	8"	35.2"	125	2.3"	1.0"	9.0"
55F-SSS-A054	3145409	5,500	49.0"	II	8"	40.9"	152	2.3"	1.0"	9.0"
55F-SSS-A057	3145411	5,500	61.0"	II	8"	51.9"	199	2.3"	1.0"	8.58"
60E-SSS-B051	3145479	6,000	37.0"	III	8"	34.7"	206	2.5"	1.2"	12.2"
60E-SSS-B052	3145480	6,000	41.0"	III	8"	36.7"	213	2.5"	1.2"	12.1"
60E-SSS-B053	3145481	6,000	49.0"	III	8"	36.7"	241	2.5"	1.2"	12.0"
60E-SSS-B054	3145482	6,000	61.0"	III	8"	47.7"	316	2.5"	1.2"	11.8"
100E-SSS-B051	3145538	10,000	41.0"	III	8"	36.7"	303	3.0"	1.5"	12.0"
100E-SSS-B052	3145539	10,000	49.0"	III	8"	40.7"	340	3.0"	1.5"	11.9"
100E-SSS-B053	3145540	10,000	61.0"	III	8"	47.7"	437	3.0"	1.5"	11.7"
100E-SSS-B054	3145541	10,000	72.0"	III	8"	60.7"	495	3.0"	1.5"	11.8"

CATERPILLAR

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A093	3145438	5,500	32.3"	II	8"	28.9"	108	2.3"	1.0"	9.0"
55F-SSS-A157	3145449	5,500	32.3"	II	8"	28.9"	109	2.3"	1.0"	9.0"
55F-SSS-A091	3145436	5,500	36.2"	II	8"	30.9"	116	2.3"	1.0"	9.0"
55F-SSS-A155	3145447	5,500	36.2"	II	8"	30.9"	116	2.3"	1.0"	9.0"
55F-SSS-A035	3145398	5,500	38.3"	II	8"	35.2"	120	2.3"	1.0"	9.0"
55F-SSS-A092	3145437	5,500	39.4"	II	8"	35.2"	122	2.3"	1.0"	9.0"
55F-SSS-A156	3145448	5,500	39.4"	II	8"	35.2"	122	2.3"	1.0"	9.0"
55F-SSS-A037	3145399	5,500	43.4"	II	8"	38.4"	130	2.3"	1.0"	9.0"
55F-SSS-A094	3145439	5,500	55.1"	II	8"	45.1"	187	2.3"	1.1"	8.58"
55F-SSS-A158	3145450	5,500	55.1"	II	8"	45.1"	187	2.3"	1.1"	8.58"
60E-SSS-B091	3145503	6,000	37.8"	III	8"	34.7"	207	2.5"	1.2"	12.2"
60E-SSS-B115	3145509	6,000	37.8"	III	8"	34.7"	207	2.5"	1.2"	12.2"
60E-SSS-B092	3145504	6,000	39.4"	III	8"	34.7"	211	2.5"	1.2"	12.2"

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APPENDIX



CASCADE Hang-on Sideshift Program

CATERPILLAR cont. . .

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
60E-SSS-B116	3145510	6,000	39.4"	III	8"	34.2"	207	2.5"	1.2"	12.2"
60E-SSS-B032	3145469	6,000	40.4"	III	8"	34.2"	213	2.5"	1.2"	12.2"
60E-SSS-B033	3145470	6,000	41.5"	III	8"	36.7"	215	2.5"	1.2"	12.2"
60E-SSS-B034	3145471	6,000	43.9"	III	8"	36.7"	220	2.5"	1.2"	12.1"
60E-SSS-B090	3145502	6,000	59.1"	III	8"	47.7"	310	2.5"	1.2"	11.9"
60E-SSS-B117	3145511	6,000	59.1"	III	8"	47.7"	310	2.5"	1.2"	11.9"
100E-SSS-B031	3145529	10,000	41.5"	III	8"	36.8"	305	3.0"	1.5"	12.0"
100E-SSS-B034	3145532	10000	44.3"	III	8"	36.7"	316	3.0"	1.5"	11.9"
100E-SSS-B093	3145559	10000	46.8"	III	8"	40.7"	331	3.0"	1.5"	12.0"
100E-SSS-B032	3145530	10000	47.8"	III	8"	40.7"	335	3.0"	1.5"	12.0"
100E-SSS-B094	3145560	10000	59.1"	III	8"	47.7"	429	3.0"	1.5"	11.8"
100E-SSS-B098	3145563	10000	59.1"	III	8"	47.7"	429	3.0"	1.5"	11.8"
100E-SSS-B160	3145570	10000	60.0"	III	8"	47.7"	433	3.0"	1.5"	11.7"
100E-SSS-B033	3145531	10000	61.6"	III	8"	47.7"	439	3.0"	1.5"	11.7"
100E-SSS-B035	3145533	10000	61.6"	III	8"	47.7"	439	3.0"	1.5"	11.7"
100E-SSS-B095	3145561	10000	70.9"	III	8"	60.7"	491	3.0"	1.5"	11.9"
100E-SSS-B096	3145562	10000	44.3"	III	8"	36.7"	316	3.0"	1.5"	11.9"
100E-SSS-B090	3145557	10000	39.4"	III	8"	36.7"	297	3.0"	1.5"	11.9"

Clark

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A066	3145410	5,500	31.0"	II	8"	28.9"	107	2.3"	1.0"	9.0"
55F-SSS-A061	3145407	5,500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.0"
55F-SSS-A062	3145408	5,500	41.0"	II	8"	35.2"	124	2.3"	1.0"	9.0"
55F-SSS-A106	3145444	5,500	44.9"	II	8"	40.9"	132	2.3"	1.0"	9.0"
55F-SSS-A064	3145409	5,500	49.0"	II	8"	40.9"	150	2.3"	1.1"	9.0"
55F-SSS-A067	3145411	5,500	61.0"	II	8"	51.9"	199	2.3"	1.1"	8.58"
60E-SSS-B051	3145479	6,000	37.0"	III	8"	34.7"	206	2.5"	1.2"	12.2"
60E-SSS-B052	3145480	6,000	41.0"	III	8"	36.7"	213	2.5"	1.2"	12.1"
60E-SSS-B056	3145484	6,000	44.9"	III	8"	36.7"	231	2.5"	1.2"	12.1"
60E-SSS-B053	3145481	6,000	49.0"	III	8"	36.7"	241	2.5"	1.2"	12.0"
60E-SSS-B054	3145482	6,000	61.0"	III	8"	47.7"	316	2.5"	1.2"	11.8"
60E-SSS-B055	3145483	6,000	72.0"	III	8"	59.7"	353	2.5"	1.2"	11.8"
100E-SSS-B051	3145536	10,000	41.0"	III	8"	36.7"	303	3.0"	1.5"	12.0"
100E-SSS-B052	3145539	10000	49.0"	III	8"	40.7"	340	3.0"	1.5"	11.9"
100E-SSS-B053	3145540	10000	61.0"	III	8"	47.7"	447	3.0"	1.5"	11.8"
100E-SSS-B054	3145541	10000	72.0"	III	8"	60.7"	495	3.0"	1.5"	11.8"

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APPENDIX



CASCADE

Hang-on Sideshift Program

Crown

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A061	3145412	5500	31.5"	II	8"	28.9"	107	2.3"	1.0"	9.02"
55F-SSS-A062	3145413	5500	34.5"	II	8"	30.8"	113	2.3"	1.0"	9.02"
55F-SSS-A063	3145414	5500	38.0"	II	8"	35.2"	119	2.3"	1.0"	9.02"
55F-SSS-A064	3145415	5500	44.0"	II	8"	38.3"	130	2.3"	1.0"	9.02"
55F-SSS-A180	3145452	5500	31.9"	II	8"	28.9"	107	2.3"	1.0"	9.02"
60E-SSS-B051	3145485	6000	38.0"	III	8"	34.7"	208	2.5"	1.2"	12.2"
60E-SSS-B052	3145486	6000	44.0"	III	8"	36.7"	221	2.5"	1.2"	12.1"

HALLA AMERICA

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A102	3145442	5500	40.2"	II	8"	35.2"	123	2.3"	1.0"	9.0"
55F-SSS-A103	3145443	5500	58.8"	II	8"	48.8"	195	2.3"	1.0"	8.58"
60E-SSS-B048	3145478	6000	40.2"	III	8"	36.7"	213	2.5"	1.2"	12.1"
60E-SSS-B049	3145476	6000	41.7"	III	8"	36.7"	214	2.5"	1.2"	12.1"
60E-SSS-B047	3145477	6000	55.1"	III	8"	47.7"	288	2.5"	1.2"	11.9"
100E-SSS-B150	3145568	10000	46.9"	III	8"	40.7"	331	3.0"	1.5"	12.0"
100E-SSS-B151	3145569	10000	67.3"	III	8"	60.7"	478	3.0"	1.5"	11.9"

HYSTER

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity	LBR Front Mount (FM) or Side Mount (SM)	FORMER Hyster PN
55F-SSS-A006	3145376	5500	29.0"	II	8"	26.2"	103	2.3"	1.0"	9.0"	SM	
55F-SSS-A007	3145377	5500	33.7"	II	8"	28.9"	112	2.3"	1.0"	9.0"	FM	1399035
55F-SSS-A045	3145405	5500	35.7"	II	8"	35.2"	115	2.3"	1.0"	9.0"	FM	1399037
55F-SSS-A001	3145375	5500	36.0"	II	8"	35.2"	116	2.3"	1.0"	9.0"	FM	
55F-SSS-A028	3145394	5500	37.5"	II	8"	35.2"	118	2.3"	1.0"	9.0"	SM	
55F-SSS-A008	3145378	5500	38.0"	II	8"	35.2"	120	2.3"	1.0"	9.0"		1399038
55F-SSS-A030	3145395	5500	38.5"	II	8"	35.2"	120	2.3"	1.0"	9.0"	FM	1399039
55F-SSS-A009	3145379	5500	42.0"	II	8"	38.4"	127	2.3"	1.0"	9.0"	FM	1399041
55F-SSS-A200	3145453	5500	36.2"	II	8"	35.2"	116	2.3"	1.0"	9.0"	SM	
55F-SSS-A201	3145454	5500	40.1"	II	8"	35.2"	123	2.3"	1.0"	9.0"	SM	



CASCADE Hang-on Sideshift Program

HYSTER cont . . .

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 34" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity	LBR Front Mount (FM) or Side Mount (SM)	FORMER Hyster PN
XDE-SSS-0001	3145485	6000	33.3"	II	6"	34.7"	298	2.3"	1.2"	12.2"	FM	
XDE-SSS-0003	3145487	6000	33.3"	II	6"	34.7"	299	2.3"	1.2"	12.2"	FM	1380040
XDE-SSS-0002	3145486	6000	42.0"	II	6"	36.7"	276	2.3"	1.2"	12.1"	FM	1380047
TDSP-SSS-0009	3145517	10000	36.3"	II	6"	36.7"	291	3.0"	1.0"	12.1"	SM	
TDSP-SSS-0011	3145512	10000	42.0"	II	6"	36.7"	307	3.0"	1.0"	12.0"	SM	
TDSP-SSS-0012	3145513	10000	48.0"	II	6"	40.7"	338	3.0"	1.0"	12.0"	SM	1380052
TDSP-SSS-0003	3145554	10000	60.0"	II	6"	47.7"	433	3.0"	1.0"	11.7"	SM	1380052
TDSP-SSS-0006	3171079	50,000	47.3"	II	6"	46.7"	330	3.0"	1.0"	12.0"	FM	
TDSP-SSS-0017	3171080	50,000	53.7"	II	6"	47.7"	360	3.0"	1.0"	12.0"	FM	
TDSP-SSS-0008	3171021	50,000	59.2"	II	6"	47.7"	430	3.0"	1.0"	11.7"	FM	

KALMAR

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 34" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity	
SSP-SSS-A026	3145470	5500	31.0"	I	6"	28.3"	197	2.3"	1.0"	9.82"	
SSP-SSS-A027	3145393	5500	34.0"	I	6"	30.9"	152	2.3"	1.0"	9.82"	
SSP-SSS-A021	3145387	5500	36.0"	I	6"	32.2"	176	2.3"	1.0"	9.82"	
SSP-SSS-A024	3145407	5500	37.2"	I	6"	35.2"	117	2.3"	1.0"	9.82"	
SSP-SSS-A025	3145388	5500	38.0"	I	6"	35.2"	108	2.3"	1.0"	9.82"	
SSP-SSS-A052	3145408	5500	41.0"	I	6"	35.2"	124	2.3"	1.0"	9.82"	
SSP-SSS-A028	3145389	5500	42.0"	I	6"	36.3"	127	2.3"	1.0"	9.82"	
SSP-SSS-A024	3145390	5500	48.0"	I	6"	40.3"	148	2.3"	1.0"	9.82"	
SSP-SSS-A054	3145409	5500	48.0"	I	6"	40.3"	150	2.3"	1.0"	9.82"	
SSP-SSS-A025	3145391	5500	54.0"	I	6"	45.0"	174	2.3"	1.0"	8.80"	
SSP-SSS-A026	3145392	5500	60.0"	I	6"	51.0"	197	2.3"	1.0"	8.80"	
XDE-SSS-0001	3145479	6000	37.0"	II	6"	34.7"	290	2.3"	1.2"	12.2"	
XDE-SSS-0001	3145482	6000	38.0"	II	6"	34.7"	298	2.3"	1.2"	12.2"	
XDE-SSS-0002	3145483	6000	41.0"	II	6"	36.7"	273	2.3"	1.2"	12.1"	
XDE-SSS-A022	3145483	6000	42.0"	II	6"	36.7"	278	2.3"	1.2"	12.1"	
XDE-SSS-A023	3145484	6000	48.0"	II	6"	38.7"	238	2.3"	1.2"	12.0"	
XDE-SSS-0003	3145481	6000	48.0"	II	6"	38.7"	281	2.3"	1.2"	12.0"	
XDE-SSS-A028	3145483	6000	53.0"	II	6"	47.7"	297	2.3"	1.2"	11.9"	
XDE-SSS-A028	3145485	6000	60.0"	II	6"	47.7"	378	2.3"	1.2"	11.8"	
TDSP-SSS-A021	3145529	10000	42.0"	II	6"	36.7"	307	3.0"	1.0"	12.0"	
TDSP-SSS-A060	3145542	10000	42.1"	II	6"	36.7"	307	3.0"	1.0"	12.0"	
TDSP-SSS-A061	3145543	10000	48.0"	II	6"	40.7"	331	3.0"	1.0"	12.0"	
TDSP-SSS-A022	3145536	10000	48.0"	II	6"	40.7"	338	3.0"	1.0"	12.0"	
TDSP-SSS-A023	3145527	10000	54.0"	II	6"	47.7"	409	3.0"	1.0"	11.9"	
TDSP-SSS-A024	3145528	10000	60.0"	II	6"	47.7"	435	3.0"	1.0"	11.9"	
TDSP-SSS-A063	3145545	10000	66.1"	II	6"	60.7"	480	3.0"	1.0"	11.9"	

APPENDIX



KOMATSU

CASCADE

Hang-on Sideshift Program

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A056	3145410	5500	31.0"	II	8"	28.9"	107	2.3"	1.0"	9.0"
55F-SSS-A051	3145407	5500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.0"
55F-SSS-A052	3145408	5500	41.0"	II	8"	35.2"	124	2.3"	1.0"	9.0"
55F-SSS-A054	3145409	5500	49.0"	II	8"	40.9"	150	2.3"	1.0"	9.0"
55F-SSS-A079	3145425	5500	53.0"	II	8"	40.9"	172	2.3"	1.0"	8.58"
55F-SSS-A057	3145411	5500	61.0"	II	8"	51.9"	199	2.3"	1.0"	8.58"
60E-SSS-B051	3145479	6000	37.0"	III	8"	34.7"	206	2.5"	1.2"	12.2"
60E-SSS-B075	3145490	6000	37.8"	III	8"	34.2"	207	2.5"	1.1"	12.2"
60E-SSS-B052	3145480	6000	41.0"	III	8"	36.7"	213	2.5"	1.2"	12.1"
60E-SSS-B076	3145491	6000	41.7"	III	8"	36.7"	215	2.5"	1.1"	12.1"
60E-SSS-B053	3145481	6000	49.0"	III	8"	36.7"	241	2.5"	1.2"	12.0"
60E-SSS-B078	3145493	6000	53.0"	III	8"	40.7"	250	2.5"	1.2"	12.0"
60E-SSS-B054	3145482	6000	61.0"	III	8"	47.7"	316	2.5"	1.2"	11.8"
60E-SSS-B079	3145494	6000	41.7"	III	8"	36.7"	215	2.5"	1.1"	12.1"
100E-SSS-B060	3145542	10000	42.1"	III	8"	36.7"	307	3.0"	1.5"	12.0"
100E-SSS-B061	3145543	10000	46.8"	III	8"	40.7"	331	3.0"	1.5"	12.0"
100E-SSS-B062	3145544	10000	62.2"	III	8"	47.7"	441	3.0"	1.5"	11.7"
100E-SSS-B063	3145545	10000	68.1"	III	8"	60.7"	480	3.0"	1.5"	11.9"

LINDE

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A019	3145386	5500	38.6"	II	8"	35.2"	120	2.3"	1.0"	9.0"
55F-SSS-A015	3145384	5500	40.9"	II	8"	35.2"	125	2.3"	1.0"	9.0"
55F-SSS-A016	3145385	5500	45.3"	II	8"	40.9"	133	2.3"	1.0"	9.0"
55F-SSS-A014	3145383	5500	62.9"	II	8"	51.9"	204	2.3"	1.0"	8.58"
60E-SSS-B011	3145458	6000	43.0"	II	8"	36.7"	218	2.5"	1.2"	12.1"
60E-SSS-B012	3145459	6000	45.3"	II	8"	36.7"	232	2.5"	1.2"	12.1"
60E-SSS-B014	3145461	6000	51.2"	II	8"	40.7"	246	2.5"	1.2"	12.1"
60E-SSS-B013	3145460	6000	63.0"	II	8"	59.7"	320	2.5"	1.2"	11.8"
100E-SSS-B011	3145518	10000	43.0"	III	8"	36.7"	311	3.0"	1.5"	12.0"
100E-SSS-B016	3145522	10000	45.3"	III	8"	40.7"	325	3.0"	1.5"	12.0"
100E-SSS-B013	3145519	10000	51.2"	III	8"	47.7"	351	3.0"	1.5"	11.9"
100E-SSS-B017	3145523	10000	53.1"	III	8"	47.7"	359	3.0"	1.5"	11.9"
100E-SSS-B014	3145520	10000	63.0"	III	8"	47.7"	444	3.0"	1.5"	11.7"
100E-SSS-B015	3145521	10000	68.9"	III	8"	59.8"	570	3.0"	1.5"	11.7"
100E-SSS-B018	3145524	10000	78.7"	III	8"	65.7"	529	3.0"	1.5"	11.9"

APPENDIX



CASCADE

Hang-on Sideshift Program

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CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A093	3145438	5500	32.3"	II	8"	28.9"	108	2.3"	1.0"	9.0"
55F-SSS-A157	3145440	5500	32.3"	II	8"	28.9"	109	2.3"	1.0"	9.0"
55F-SSS-A091	3145436	5500	36.2"	II	8"	30.9"	116	2.3"	1.0"	9.0"
55F-SSS-A155	3145447	5500	36.2"	II	8"	30.9"	116	2.3"	1.0"	9.0"
55F-SSS-A035	3145398	5500	38.3"	II	8"	35.2"	120	2.3"	1.0"	9.0"
55F-SSS-A092	3145437	5500	39.4"	II	8"	35.2"	122	2.3"	1.0"	9.0"
55F-SSS-A156	3145448	5500	39.4"	II	8"	35.2"	122	2.3"	1.0"	9.0"
55F-SSS-A094	3145439	5500	55.1"	II	8"	45.1"	187	2.3"	1.1"	8.58"
55F-SSS-A158	3145450	5500	55.1"	II	8"	45.1"	187	2.3"	1.1"	8.58"
60E-SSS-B091	3145503	6000	37.8"	III	8"	34.7"	207	2.5"	1.2"	12.2"
60E-SSS-B115	3145509	6000	37.8"	III	8"	34.7"	207	2.5"	1.2"	12.2"
60E-SSS-B092	3145504	6000	39.4"	III	8"	34.7"	211	2.5"	1.2"	12.2"
60E-SSS-B116	3145510	6000	39.4"	III	8"	34.7"	207	2.5"	1.2"	12.2"
60E-SSS-B090	3145502	6000	59.1"	III	8"	47.7"	310	2.5"	1.2"	11.9"
60E-SSS-B117	3145511	6000	59.1"	III	8"	47.7"	310	2.5"	1.2"	11.9"
100E-SSS-B092	3145558	10000	39.4"	III	8"	36.7"	297	3.0"	1.5"	11.9"
100E-SSS-B093	3145559	10000	46.8"	III	8"	40.7"	331	3.0"	1.5"	12.0"
100E-SSS-B094	3145560	10000	59.1"	III	8"	47.7"	429	3.0"	1.5"	11.8"
100E-SSS-B098	3145563	10000	59.1"	III	8"	47.7"	429	3.0"	1.5"	11.8"
100E-SSS-B095	3145561	10000	70.9"	III	8"	60.7"	491	3.0"	1.5"	11.9"
100E-SSS-B096	3145562	10000	44.3"	III	8"	36.7"	316	3.0"	1.5"	11.9"
100E-SSS-B090	3145557	10000	39.4"	III	8"	36.7"	297	3.0"	1.5"	11.9"

NISSAN

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A056	3145410	5500	31.0"	II	8"	28.9"	124	2.3"	1.0"	9.0"
55F-SSS-A074	3145424	5500	32.4"	II	8"	28.9"	109	2.3"	1.0"	9.0"
55F-SSS-A071	3145421	5500	36.2"	II	8"	35.2"	116	2.3"	1.0"	9.0"
55F-SSS-A051	3145407	5500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.0"
55F-SSS-A073	3145423	5500	40.2"	II	8"	35.2"	123	2.3"	1.0"	9.0"
55F-SSS-A052	3145408	5500	41.0"	II	8"	35.2"	124	2.3"	1.0"	9.0"
55F-SSS-A054	3145409	5500	49.0"	II	8"	40.9"	150	2.3"	1.0"	9.0"
55F-SSS-A072	3145422	5500	52.6"	II	8"	45.1"	171	2.3"	1.0"	8.58"
60E-SSS-B077	3145492	6000	36.2"	III	8"	34.7"	204	2.5"	1.2"	12.2"
60E-SSS-B051	3145479	6000	37.0"	III	8"	34.7"	206	2.5"	1.2"	12.2"

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CASCADE

Hang-on Sideshift Program

NISSAN cont . . .

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
60E-SSS-B071	3145489	6000	38.5"	III	8"	34.7"	209	2.5"	1.2"	12.2"
60E-SSS-B069	3145487	6000	40.1"	III	8"	34.7"	213	2.5"	1.2"	12.1"
60E-SSS-B052	3145480	6000	41.0"	III	8"	36.7"	213	2.5"	1.2"	12.1"
60E-SSS-B053	3145481	6000	49.0"	III	8"	36.7"	241	2.5"	1.2"	12.0"
60E-SSS-B070	3145488	6000	52.6"	III	8"	47.7"	295	2.5"	1.2"	11.9"
60E-SSS-B054	3145482	6000	61.0"	III	8"	47.7"	316	2.5"	1.2"	11.8"
100E-SSS-B072	3145549	10000	40.1"	III	8"	36.7"	300	3.0"	1.5"	12.0"
100E-SSS-B073	3145550	10000	47.1"	III	8"	40.7"	331	3.0"	1.5"	12.0"
100E-SSS-B074	3145551	10000	55.4"	III	8"	47.7"	414	3.0"	1.5"	11.9"
100E-SSS-B071	3145548	10000	70.9"	III	8"	60.7"	491	3.0"	1.5"	11.9"

RAYMOND

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A066	3145416	5500	32.0"	II	8"	26.2"	108	2.3"	1.0"	9.0"
55F-SSS-A066	3145417	5500	32.0"	II	4"	26.2"	108	2.3"	1.0"	9.0"
55F-SSS-A067	3145418	5500	32.0"	II	4"	28.5"	112	2.3"	1.07"	8.82"
55F-SSS-A068	3145419	5500	32.0"	II	8"	28.5"	112	2.3"	1.06"	8.82"
55F-SSS-A069	3145420	5500	36.0"	II	8"	35.2"	116	2.3"	1.0"	9.0"
55F-SSS-A160	3145451	5500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.0"

TCM

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A083	3145429	5500	32.6"	II	8"	30.8"	110	2.3"	1.0"	9.0"
55F-SSS-A082	3145428	5500	36.6"	II	8"	35.2"	116	2.3"	1.0"	9.0"
55F-SSS-A084	3145430	5500	38.1"	II	8"	35.2"	120	2.3"	1.0"	9.0"
55F-SSS-A081	3145427	5500	40.9"	II	8"	35.2"	125	2.3"	1.0"	9.0"
55F-SSS-A080	3145426	5500	56.3"	II	8"	48.8"	194	2.3"	1.0"	8.58"
60E-SSS-B098	3145505	6000	40.9"	III	8"	34.2"	215	2.5"	1.1"	12.1"
60E-SSS-B081	3145495	6000	43.3"	III	8"	36.7"	219	2.5"	1.1"	12.1"
60E-SSS-B082	3145496	6000	47.8"	III	8"	36.7"	237	2.5"	1.2"	12.0"

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CASCADE

Hang-on Sideshift Program

TCM cont . . .

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
60E-SSS-B084	3145497	6000	61.4"	III	8"	59.7"	317	2.5"	1.2"	11.8"
60E-SSS-B100	3145507	6000	66.9"	III	8"	59.7"	341	2.5"	1.2"	11.9"
100E-SSS-B081	3145552	10000	43.3"	III	8"	36.7"	312	3.0"	1.5"	12.0"
100E-SSS-B082	3145553	10000	47.6"	III	8"	40.7"	335	3.0"	1.5"	12.0"
100E-SSS-B084	3145555	10000	51.2"	III	8"	47.7"	351	3.0"	1.5"	11.9"
100E-SSS-B085	3145556	10000	66.9"	III	8"	60.7"	475	3.0"	1.5"	11.9"
100E-SSS-B083	3145554	10000	71.3"	III	8"	60.7"	492	3.0"	1.5"	11.8"

TOYOTA

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A011	3145381	5500	31.9"	II	8"	28.9"	107	2.3"	1.0"	9.1"
55F-SSS-A087	3145433	5500	36.2"	II	8"	35.2"	116	2.3"	1.0"	9.1"
55F-SSS-A085	3145431	5500	37.0"	II	8"	35.2"	117	2.3"	1.0"	9.1"
55F-SSS-A090	3145435	5500	38.2"	II	8"	35.2"	119	2.3"	1.0"	9.1"
55F-SSS-A086	3145432	5500	40.2"	II	8"	35.2"	123	2.3"	1.0"	9.1"
55F-SSS-A012	3145382	5500	46.1"	II	8"	40.9"	135	2.3"	1.0"	9.1"
55F-SSS-A089	3145434	5500	52.0"	II	8"	45.1"	176	2.3"	1.1"	8.8"
55F-SSS-A010	3145380	5500	57.9"	II	8"	48.8"	200	2.3"	1.1"	8.8"
60E-SSS-B087	3145499	6000	38.1"	III	8"	34.2"	208	2.5"	1.2"	12.2"
60E-SSS-B086	3145498	6000	42.1"	III	8"	36.7"	216	2.5"	1.2"	12.1"
60E-SSS-B089	3145501	6000	48.1"	III	8"	36.7"	234	2.5"	1.2"	12.0"
60E-SSS-B101	3145508	6000	52.0"	III	8"	40.7"	248	2.5"	1.2"	12.0"
60E-SSS-B088	3145500	6000	57.9"	III	8"	47.7"	308	2.5"	1.2"	11.9"
100E-SSS-B141	3145565	10000	42.9"	III	8"	36.7"	311	3.0"	1.5"	12.0"
100E-SSS-B140	3145564	10000	46.1"	III	8"	40.7"	328	3.0"	1.5"	12.0"
100E-SSS-B143	3145567	10000	57.9"	III	8"	47.7"	424	3.0"	1.5"	11.8"
100E-SSS-B142	3145566	10000	64.2"	III	8"	47.7"	449	3.0"	1.5"	11.7"

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CASCADE

Hang-on Sideshift Program

YALE

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity	LBR Front Mount (FM) or Side Mount (SM)	FORMER Hyster PN
55F-SSS-A043	3145403	5500	32.5"	II	8"	28.9"	109	2.3"	1.0"	9.0"	SM	
55F-SSS-A007	3145377	5500	33.7"	II	8"	28.9"	112	2.3"	1.0"	9.0"	FM	1399035
55F-SSS-A045	3145405	5500	35.7"	II	8"	35.2"	115	2.3"	1.0"	9.0"		1399037
55F-SSS-A030	3145395	5500	36.5"	II	8"	35.2"	120	2.3"	1.0"	9.0"	FM	1399039
55F-SSS-A044	3145404	5500	36.5"	II	8"	35.2"	120	2.3"	1.0"	9.0"	SM	
55F-SSS-A041	3145401	5500	39.0"	II	8"	35.2"	121	2.3"	1.0"	9.0"	SM	
55F-SSS-A009	3145379	5500	42.0"	II	8"	38.4"	127	2.3"	1.0"	9.0"	FM	1399041
55F-SSS-A042	3145402	5500	42.0"	II	8"	38.4"	127	2.3"	1.0"	9.0"	SM	
60E-SSS-B044	3145475	6000	36.5"	III	8"	34.7"	209	2.5"	1.2"	12.2"		
60E-SSS-B003	3145457	6000	36.5"	III	8"	34.7"	209	2.5"	1.2"	12.2"		
60E-SSS-B041	3145472	6000	39.0"	III	8"	34.7"	210	2.5"	1.2"	12.2"		
60E-SSS-B042	3145473	6000	42.0"	III	8"	36.7"	216	2.5"	1.2"	12.1"		
60E-SSS-B002	3145456	6000	42.0"	III	8"	36.7"	216	2.5"	1.2"	12.1"		1399047
60E-SSS-B043	3145474	6000	46.0"	III	8"	36.7"	238	2.5"	1.2"	12.0"		
100E-SSS-B041	3145534	10000	39.0"	III	8"	36.7"	296	3.0"	1.5"	12.1"		
100E-SSS-B042	3145535	10000	42.0"	III	8"	36.7"	307	3.0"	1.5"	12.0"		
100E-SSS-B001	3145512	10000	42.0"	III	8"	36.7"	307	3.0"	1.5"	12.0"	SM	
100E-SSS-B044	3145537	10000	48.0"	III	8"	40.7"	336	3.0"	1.5"	11.9"		
100E-SSS-B043	3145536	10000	54.0"	III	8"	47.7"	409	3.0"	1.5"	12.0"		
100E-SSS-B002	3145513	10000	46.0"	III	8"	40.7"	336	3.0"	1.5"	12.0"	SM	1399052
100E-SSS-B003	3145514	10000	60.0"	III	8"	47.7"	433	3.0"	1.5"	11.7"	SM	1360302
100E-SSS-B006	3171019	10000	47.3"	III	8"	40.7"	330	3.0"	1.5"	12.0"	FM	
100E-SSS-B007	3171020	10000	53.3"	III	8"	47.7"	360	3.0"	1.5"	12.0"	FM	
100E-SSS-B008	3171022	10000	59.2"	III	8"	47.7"	430	3.0"	1.5"	11.7"	FM	

Balkancar

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 24" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
55F-SSS-A100	3145440	5500	35.4"	II	8"	30.9"	115	2.3"	1.0"	9.0"
55F-SSS-A101	3145441	5500	39.4"	II	8"	35.2"	122	2.3"	1.0"	9.0"
55F-SSS-A141	3145446	5500	42.0"	II	8"	38.3"	127	2.3"	1.0"	9.0"
55F-SSS-A140	3145445	5500	47.2"	II	8"	40.9"	130	2.3"	1.0"	9.0"
60E-SSS-B099	3145506	6000	44.1"	III	8"	36.7"	230	2.5"	1.2"	12.1"
100E-SSS-B004	3145515	10000	44.1"	III	8"	36.7"	316	3.0"	1.5"	11.9"
100E-SSS-B005	3145516	10000	63.0"	III	8"	47.7"	444	3.0"	1.5"	11.7"

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CASCADE

Hang-on Sideshift Program

Daewoo

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 34" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
22F-SSS-AC33	3145386	5500	39.3"	A	6"	35.2"	120	2.3"	1.0"	6.62"
22F-SSS-AC34	3145387	5500	43.4"	A	6"	36.3"	129	2.3"	1.0"	6.62"
22F-SSS-AC36	3145489	5500	48.7"	A	6"	48.6"	190	2.3"	1.1"	6.58"
40F-SSS-AC38	3145488	8000	45.4"	B	6"	34.2"	253	2.3"	1.2"	6.22"
40F-SSS-AC37	3145487	8000	43.9"	B	6"	36.2"	259	2.3"	1.2"	6.22"
50F-SSS-AC38	3145488	8000	56.7"	B	6"	47.8"	388	2.3"	1.2"	6.22"
1100F-SSS-AC32	3145653	10000	47.8"	B	6"	45.7"	335	3.0"	1.0"	6.02"
1100F-SSS-AC35	3145633	10000	61.0"	B	6"	47.7"	439	3.0"	1.0"	6.17"

JCB

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 34" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity
1100F-SSS-AC36	3145549	10000	50.0"	B	6"	47.7"	347	3.0"	1.0"	6.02"
1100F-SSS-AC37	3145547	10000	65.0"	B	6"	47.7"	458	3.0"	1.0"	6.17"

Schaeff

CASCADE PART NUMBER	UNISOURCE	capacity lbs. @ 34" load center	carriage width w/o load backrest	Mounting Class	Total Sideshift Available	Minimum Truck Carriage Width	Weight (Lbs.)	Effective Thickness	Horizontal Center of Gravity	Vertical Center of Gravity	L881 Front Mount (FM) or Side Mount (SM)
22F-SSS-AC26	3145384	5500	37.0"	A	6"	35.2"	118	2.3"	1.0"	6.62"	SM
22F-SSS-AC47	3145489	5500	39.3"	A	6"	35.2"	121	2.3"	1.0"	6.62"	SM

1719

900.170 Registering for Cummins Engine Warranty (Hyster Gram AA00112R1)



TO: ALL HYSTER INDUSTRIAL TRUCK DEALER PRINCIPALS, SERVICE MANAGERS
PARTS MANAGERS AND TRAINING MANAGERS

SUBJECT: Registering for Cummins Engine Warranty

MODELS AFFECTED: (F007)H170-280HD, (E019) H300-360HD, (A214) H360-450H &
EC5-6, (E008) H440-700F/FS, (D117) H800-1050E,
(A227) HR45-25,HR45-31,HR45-40S,HR45H,
(A228) HR45-EC,HR48-EC, (A222) RS45-30CH,RS45-27IH ,
RS46-33CH,RS46-30IH

DESCRIPTION:

This Parts-Service Gram is issued to add other models using the Cummins engine for your convenience and information. Please discard Parts-Service Gram AA000112.

When receiving a new truck, with a Cummins engine, it will be necessary to register the engine with Cummins to start the warranty. This is a very easy procedure.

A certified Cummins dealer must perform all Cummins warranty. Hyster Company will not process any warranty claims on a Cummins engine.

Using this hyper-link, www.cummins.com open the Cummins web page and follow the instructions to register a new engine. This is the only way to initiate the warranty with Cummins to receive service.

Listed on the following pages is a copy of the Cummins web site pages and instructions to use them.

1720

1721

900.180 Electric and Internal Combustion Truck Pre-Delivery Reports – MA00025



To: All Hyster Company Dealer Principals, Service and Parts Managers

Subject: Electric and Internal Combustion Truck Pre-Delivery Reports-MA00025

Date: May 1, 2002

On April 12, 2002 NMHG announced changes to the warranty claim submittal and authorization policy that streamlined the process and eliminated a significant amount of non-value added activity for all involved. At that time we also stated that additional enhancements would be announced at a later date.

I am pleased to announce that effective for all trucks shipped after April 30, 2002, Hyster dealers will no longer be required to fill in component serial numbers or option information on Internal Combustion or Electric Truck Pre-Delivery reports. Major component serial numbers and truck options are now captured at the manufacturing plant, and are available for direct viewing through the Hyster Dealer Ownership and Warranty System.

If you are interested in providing this information to your customer as part of the PDI, or for internal records, you need only to access the Hyster Dealer Ownership and Warranty System for this information. Your technicians are no longer required to spend valuable time finding engine, motor, transmission, cylinder and mast information, which is now easily accessible from the component serial number screen. Tire, carriage, fork and factory installed attachment and option information is available from the option screen.

Please refer to your Hyster Warranty Ownership Unit Sales System manual for instructions on system access to the ownership menu. Option and component serial number information can be found under "Ownership Inquiry", selection 19. Use function key F16 for viewing component serial numbers and function key F14 to display truck order options.

Skip Riddle will be conducting a distance learning session on how to access component and option information at 11:30 am EST on May 8, 2002. Notification for this distance learning session will be released under separate cover.

We will continue to work on improving the warranty administrative process and react to the dealer feedback received from the NMHG/D.F. Blumberg study and the Hyster dealer network. In the near future we plan to enhance the PDI process by automatically populating the fields in the delivery report with component serial number and option information direct from the system. In the meantime, this information is not required and will greatly assist in streamlining the administrative process for pre-delivery.

If you have any questions, please contact Skip Riddle or Jim Glennon at the NMHG Warranty Administration Department, or Judy Steele in Hyster Dealer Development.

Sincerely,

Thomas P. Saputo
Director, Customer Services

1722

900.190 Hyster New Truck Limited Customer Warranty – Hyster Gram MA00026



To: Hyster Company Dealer Principals, Sales, Service and Parts Managers

Subject: Hyster New Truck Limited Customer Warranty -MA00026

Date: May 6, 2002

In response to dealer and customer feedback regarding Hyster new truck warranty coverage, combined with the need to update language, terminology, and aesthetics with our current Hyster Industrial Truck Limited Warranty Statements, we are pleased to announce the following changes:

- The listing of "normal wear items", an issue for which Hyster dealers have made numerous requests for improvement in warranty coverage, has been changed with this policy revision. Warranty coverage has been increased from six months on belts, hoses, seals, packings, switches and bearings to twelve months or 2000 hours.
- Wording of both Hyster new truck warranty statements have been revised to reflect the change in Hyster corporate structure and all disclaimers in our warranty statements have been updated for your protection and ours.
- Other major changes include adjustments, which have been revised to the industry standard of ninety days.
- Both customer warranty statements have been given a fresh look to complement the quality image of Hyster Company product and brochures.

This new policy is effective for all trucks shipped after May 31, 2002. A copy of the standard and big truck warranty statement is attached. Additional copies may be ordered from the Hyster "Parts and Service Literature Program".

Skip Riddle will be conducting a distance learning session on this topic at 11:30 am EST on May 15, 2002. Notification for this distance learning session will be released under separate cover.

The above changes to the customer policy are made to ensure Hyster Company's competitiveness in the marketplace. If you have any questions regarding Hyster warranty coverage, please contact Skip Riddle or Jim Glennon at the NMHG Warranty Administration Department.

Sincerely,

Thomas P. Saputo
Director, Customer Services

1723

1724

900.200 Warranty Claim Submittal Policy – Hyster Gram MA00024



To: All Hyster Company Dealer Principals, Service and Parts Managers

Subject: Warranty Claim Submittal Policy – MA00024

Date: April 12, 2002

As a result of the NMHG/ D.F. Blumberg dealer warranty survey and study and feedback from the dealer advisory boards, we are making the following policy changes to reduce warranty claim rejection and eliminate non-value added activity from the warranty claim submittal process, effective May 1, 2002.

Warranty Claim Submittal Policy

Current warranty claim submittal policy requires claims to be filed within 30 days from completion of truck repair, or the claim will be rejected. The current policy also requires dealerships to call the NMHG warranty administration department and request late submittal authorization for rejected claims. Based on the age of the claim and reason for late submittal, authorization may be approved or denied.

To help reduce the number of claim rejections and the need for authorizations, NMHG will provide an extra window of time to submit warranty claims. Warranty claims may now be filed up to 180 days from close of repair (end repair date). Claims filed from 61 to 90 days after close of repair will be assessed a 15% handling charge and claims filed from 91 to 180 days after close of repair will be assessed a 30% handling charge. Claims filed after 180 days from close of repair will not be allowed.

This revised policy will eliminate non-value added activity for all involved, will encourage timely claims submittal and will eliminate the need to contact the warranty administration department for late submittal authorization. The computer will be programmed to automatically handle this process.

Warranty Parts Return Policy

Current warranty parts return policy requires dealerships to return parts requested within 15 days from notification by the NMHG warranty administration department, or the claim will be rejected.

Effective immediately, NMHG will allow requested warranty parts to be returned up to 180 days from close of repair (end repair date). The warranty system will hold in "ready" status claims waiting on parts returns. To insure dealerships have ample notice of NMHG's request for the returned part, the warranty system will provide a weekly summary of "ready" claims and the reason for the open claim status.

**(Warranty Claims Submittal Policy Cont.)**

All parts must be received within 180 days from close of repair. Warranty parts submitted from 61 to 90 days after close of repair will be reimbursed less a 15% handling charge and warranty parts submitted from 91 to 180 days after close of repair will be reimbursed less a 30% handling charge. Warranty parts claim approval is based on verification of a warrantable failure. Warranty parts submitted after 180 days from close of repair will not be allowed.

We encourage all dealerships to send parts in at time of notification, and to put the necessary procedures in place to accomplish this task. Failed parts returns are critical for timely problem resolution by NMHG service and engineering groups.

Other Claims Waiting on Documentation

This includes claims where the NMHG warranty administration department has requested additional documentation for claim payment. Random audit claims requiring work orders prior to payment, and claims held in process waiting on new truck delivery reports are in this category.

In keeping with the above policies, claims waiting on documentation will be held in "ready" status up to 180 days from close of repair (end repair date). Documentation received from 61 to 90 days after close of repair will be reimbursed less a 15% handling charge and documentation received between 91 to 180 days after the close of repair will be reimbursed less a 30% handling charge. Claims filed or documentation received after 180 days from close of repair will not be allowed.

As part of our analysis and following up on additional recent feedback from the dealer advisory groups, we are currently evaluating the entire warranty administrative system with the end goal of streamlining the process. Potential future enhancements will be communicated at a later date.

We believe these policy changes should improve the process for all concerned. Please contact Skip Riddle or Jim Glennon at the NMHG warranty administration department if you have any questions on warranty policy or about the warranty management reports available from the warranty system.

Skip will be conducting a distance learning training session covering changes to the warranty claim submittal policy, at 11:30 am EST on April 25, 2002. Notification for this distance learning session will be released under separate cover.

Best Regards

Thomas P. Saputo
Director, Customer Services

1725 900.210 Hyster Gram Index

1726 Double Click on the icon to open the Gram Index in Microsoft Excel



"Gram Index.xls"

1727

1728 900.220 Hyster Company – Warranty Administration Key Personnel

1729 Double Click on the icon to open the Gram Index in Microsoft Excel



Contact_List.xls

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