



1010 E. Fairchild Street (61832) – P.O. Box 334 – Danville, Illinois 61834-0334 - (217) 443-7000

May 1, 2002

Attention: All Hyster Dealerships

Subject: UNISOURCE/SMH Strategic Partnership – UNISOURCE “Unique” Orders & Inventory Transfer Logistics

This is to inform you that as of Monday, May 6, 2002 all UNISOURCE “Unique” orders will be processed through the UNISOURCE / SMH strategic alliance. As part of this transition, we will be conducting an inventory transfer of PDC stocked UNISOURCE “Unique” parts to SMH beginning Friday, May 3, 2002. We anticipate this process to be completed by Monday, May 6, 2002. This process has been carefully planned in an effort to minimize disruption to your daily order flow.

Effective May 6, you will be able to continue submitting UNISOURCE “Unique” orders on the PDC just as you have done in the past or you can enter your orders through the SMH IRMN intranet software (www.UNISOURCEirmn.com).

Please feel free to contact your Dealer Satisfaction Representative if you have any questions.

Sincerely,

NACCO Materials Handling Group, Inc.

Tracy Minto
Manager Customer Satisfaction, Parts