

Hyster Company

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Hyster Company PRESIDENT'S STAFF

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Key Contacts:	Telephone:	Fax:	<u>E-Mail:</u>
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Robert Schafer VP-Fleet Management & National Accounts	(252) 931-5658	(252) 931-7877	ahrschaf@hyster.com
Peter Siessel VP-Marketing	(252) 931-5154	(252) 931-7877	ahpsiess@hyster.com
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Hyster Company
P.O. Box 7006
1400 Sullivan Blvd.
Greenville, NC 27835-7006

Hyster Company

Dealer Development

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What: Responsible for:

- Continuous improvement and continuity of the Hyster dealer organization
- Focus efforts on Hyster unit and aftermarket for dealer needing improvement
- Provide financial and operations consulting to Hyster dealers

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Who/Key Contacts:

Telephone:

Fax:

Scott Alexander Director- Dealer Development ahsalexa@hyster.com	(252) 931-7864	(252) 931-7877
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Wes Alt Manager- Dealer Systems ahwalt@hyster.com	(252) 931-5655	(252) 931-7877

Hyster Company

Dealer Development - Dealer Systems

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What: Responsible for:

- Gather information from Hyster Company and dealer management on business system needs
- Support dealers through system analysis and consultation, training, and telephone and on-site assistance as needed for applications including: HERO, HMAS, HSN, Q2+ and PM Drop.

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Who/Key Contacts:

Telephone:

Fax:

Wes Alt Manager- Dealer Systems ahwalt@hyster.com	(252) 931-5655	(252) 931-7877
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Toll-Free Help Desk for Hyster Systems Support: 800-723-6796

Hyster Company

Marketing, Advertising & Sales Promotion

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What: Responsible for:

- Advertising * Direct Marketing
- Sales Literature * Public Relations
- Trade Shows * Yellow Pages Co-op
- Internet Site * Hyster Licensed Merchandising Program

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Fax: (252) 931-7877

Who/Key Contacts:

	Telephone:	E mail
Peter Siessel VP - Marketing	(252) 931-5154	ahpsiess@hyster.com
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Dale Grinder Inside Sales Manager	(252) 931-5219	ahdgrind@hyster.com
Linda Hagen Inside Sales Manager	(252) 931-5272	ahlhagen@hyster.com
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Hyster Company

Big Trucks

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H360HD-EC4 (container handler only), H360-H450H-EC5/EC6/FLT, H440-700F/FS, H800-1050E-CH/FLT, RS45-46 (ReachStacker), HR45-25,31,40S,36L,40LS & HR45-48EC (YardMaster)

Where: 1400 Sullivan Drive, Greenville, NC 27834

George Marshall Director – Big Truck Sales		ahgmarsh@hyster.com	
North America		Office	(252) 931-5691
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Barry Larrain Field Sales Manager – West		ahblarra@hyster.com	
American Machinery		Office	(503) 249-8261
Arnold Machinery (all)		Mobile	(503) 819-3678
Hyster Sales Company (all)	Materials Handling Equipment	Voicemail	(217) 443-7388
Johnson Lift	Wajax Industries – (West, Prairie)	Fax	(503) 281-8814
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Barloworld Handling (all)		Office	(815) 468-2725
Deep South Equipment		Mobile	(704) 756-9948
VBS Inc. Material Handling Equipment		Voicemail	(217) 443-7406
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BGM Equipment		Office	(815) 521-0760
Bohl Equipment		Mobile	(630) 240-3120
Great Lakes Power Lift	RDO Material Handling (all)	Voicemail	(217) 443-7430
Hyster MidEast	Sellers Tractor	Fax	(815) 521-1528
Iowa Machinery	Shipping Utilities		
MEE Material Handling	Stewart & Stevenson (all)		
M.H. Equipment	United Lift Truck		
Quality Material Handling	Van Keppel Liftruck (all)		
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Liftech Handling	Pride Equipment	Fax	(732) 821-5825
McCall Handling	Wajax Industries – (East, Central)		
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Hyster Company

Nat'l Accts – GM, Government & Fleet Sales

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Responsibility: Monitor and Manage Government Sales for new units and parts

- Coordinate with dealers as appropriate on sales, service and parts issues.

Address: 1400 Sullivan Drive Greenville, NC 27834

Fax: (252) 931-5963

Key Contacts:

Contact	Title	Telephone	Email
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Dean Bair	Contract Engineer	(252) 931-5716	ahdbair@hyster.com
Ricky Lloyd	Contract Administrator	(252) 931-5714	ahrllloyd@hyster.com

Hyster Company

Hyster Fleet Services (HFS)

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What: Responsible for: Fleet management programs, marketing and sales

- Fleet analysis and benchmark studies
- FMEG and HMAS promotion
- National and dealer major account fleet management support

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Who/Key Contacts:

	Telephone:	Fax:
Robert Schafer ahrschaf@hyster.com Vice President – Fleet Services & National Accounts	(252) 931-5658	(252) 931-5865
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Hyster Company

Fleet Accounts – GM Team

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- What:** Responsible for:
- Sales and account management of GM
 - Administration of following GM agreements:
 - Global Unit Contract
 - Rental Contract
 - Parts Contract

Where: 1010 E. Fairchild, Danville, IL 61832

Who/Key Contacts:

	Telephone:	Fax:
Jeff Carnahan ahjcarna@hyster.com GM Relationship Manager	(248) 766-4878	
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Debbie Brown ahdlbrow@hyster.com Administrative Assistant	(217) 443-7210	(217) 477-7844

Hyster Company

Hyster National Accounts – East Division

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What: Responsible for:

- National account sales and development
- Account management and strategy
- Team leader and coordinator
- Dealer/customer interface

Where: 33 Wood Avenue South, Iselin, NJ 08830-2701

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Stephanie Schaefer ahsschae@hyster.com Contract Administration	(732) 494-8152	(732) 494-8252

Hyster Company

Hyster National Accounts – West Division

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What: Responsible for:

- National account sales and development
- Account management and strategy
- Team leader and coordinator
- Dealer/customer interface

Where: 750 Pasquinelli Drive, Suite 240 Westmont, IL 60559-1291

Who/Key Contacts:

		Telephone:	Fax:
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Hyster Company

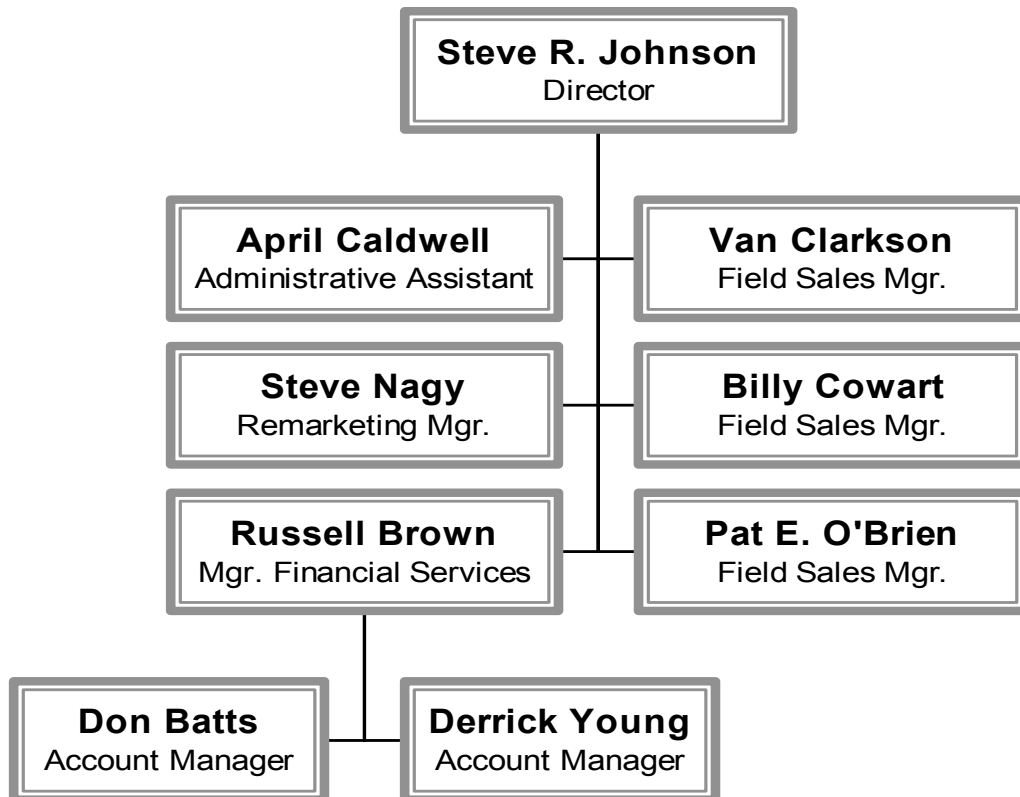
Hyster Capital

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Purpose of Department: To provide financing alternatives for all Hyster dealers and customers.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>	<u>E-Mail</u>
<i>Steve R. Johnson</i>	<i>Director Hyster Capital</i>	<i>252-931-5651</i>	ahsrjohn@hyster.com
<i>April Caldwell</i>	<i>Administrative Assistant</i>	<i>252-931-5678</i>	ahacaldw@hyster.com
<i>Pat E. O'Brien</i>	<i>Field Sales Mgr. (OH)</i>	<i>419-891-9400</i>	ahpobrie@hyster.com
<i>Billy Cowart</i>	<i>Field Sales Mgr. (MS)</i>	<i>334-639-1325</i>	ahbcowar@hyster.com
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<i>Toll Free Number</i>		<i>877-HYSTCAP (497-8227)</i>	



Hyster Company

Aftermarket Sales

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- What:** Responsible for:
- Parts sales through Parts Marketing Department and Service Marketing Department.
 - Assisting dealerships in gaining new parts customers and increasing business with existing parts customers through various Parts Programs.
 - Assisting dealers in gaining new fleet service accounts and increasing service business with existing PM and Service Accounts through Service Marketing Programs.
 - Parts Operations Management

Where: 1400 Sullivan Blvd., Greenville, NC 27834

Who/Key Contacts:

Contact	Title	Telephone	Email
Gary Bates	Director – Aftermarket Sales	(252) 931-5690	ahgbates@hyster.com
Wanda Woods	Administrative Assistant	(252) 931-5681	ahwwoods@hyster.com

Regional Aftermarket Sales Managers:

	Telephone	Email
TBD (NE)	(252) 931-5502	TBD
Dave Ballai (SW)	(252) 931-5507	ahdballa@hyster.com
Dan Packard (MW)	(252) 931-5508	mahdpacka@hyster.com
Dennis Hamlin (ME)	(252) 931-5509	ahdhamli@hyster.com
Randy Padgett (SE)	(252) 931-5505	ahrpadge@hyster.com
Tom Roark (NW)	(252) 931-5506	ahtroark@hyster.com

Aftermarket Promotions & Training

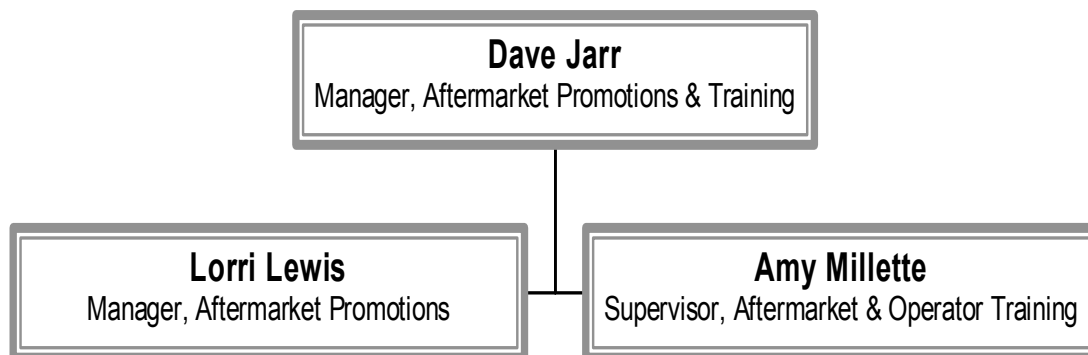
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Duties: To provide our internal and external customers quantifiable, creative and value-added Aftermarket Support programs. This is implemented by meeting or exceeding growth and profit expectations through:

- Effective communication, promotional tools and sales incentive programs such as “You Make It Happen” & “Challenge To The Leaders”.
- Cost effective delivery of high quality Sales, Product, Management and Operations training incentives through internet development and Distance Learning.
- Complete preparation providing enhanced training and support materials to meet the safety critical demands of Operator training.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
David Jarr aadjarr@nmhg.com	Manager Aftermarket Promotions	252-931-5689
Lorri Lewis ahllewis@hyster.com	Manager, Aftermarket Promotions	252-931-5679
Amy Millette aaamille@nmhg.com	Supervisor, Aftermarket Training	252-931-5707



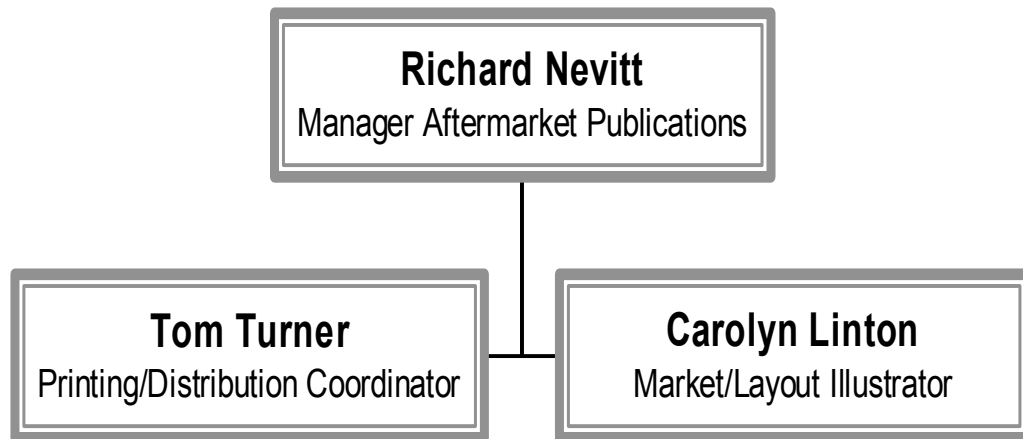
Aftermarket Publications

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- What:** Responsible for:
- Providing Aftermarket Publication Support.
 - Provides part and service reference materials per Manufacturing and Dealer requirements.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Richard A. Nevitt aadnevit@nmhg.com	Manager Aftermarket Publications	252-931-5731
Tom Turner aatturne@nmhg.com	Writer	252-931-5728
Carolyn Linton aaclinto@nmhg.com	Marketing/Layout	252-931-5725



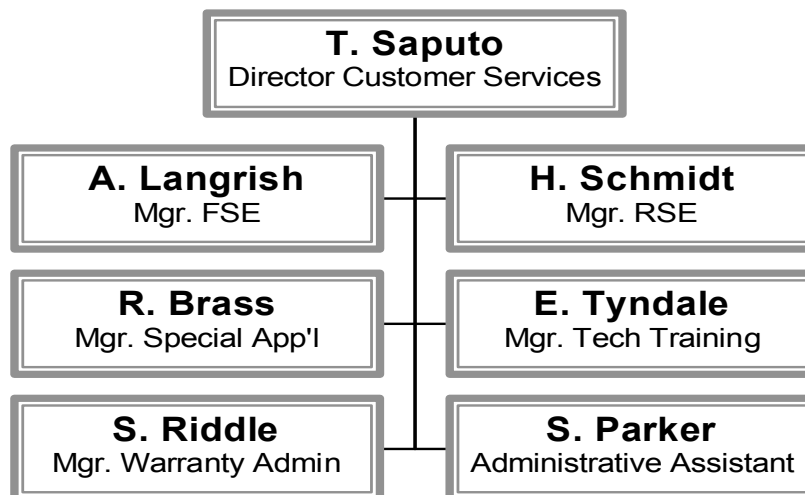
Customer Services Organization

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Purpose of Department: The NMHG America's Customer Services Organization is dedicated to providing world class technical support to the dealer organization, both pre and post sale.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Tom Saputo aatsaput@nmhg.com	Director, Customer Services	252-931-5795
	Manager, Field Service Engineering	252-931-5291
Hank Schmidt aahschmi@nmhg.com	Manager, Resident Service Engineering	252-931-5794
Rick Brass aarbrass@nmhg.com	Manager, Special Applications	252-931-5793
Ed Tyndale aaetynda@nmhg.com	Manager, Technical Training	252-931-5792
Skip Riddle aasriddl@nmhg.com	Manager, Warranty Administration	252-931-5796
Stephanie Parker aasparke@nmhg.com	Administrative Assistant	252-931-5819
	Departmental Fax Number	252-931-5461



Field Service Engineering & Quality Improvement Organization

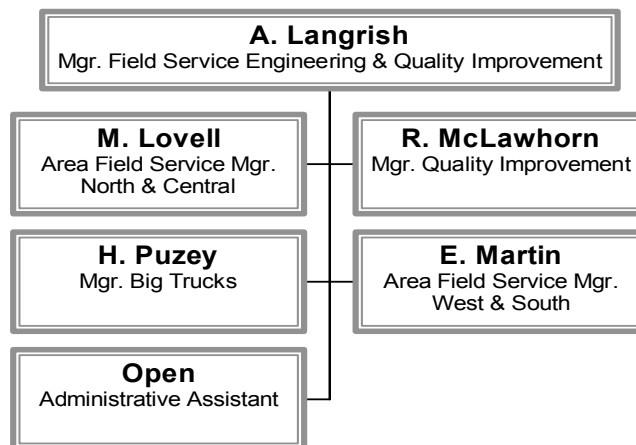
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Purpose of Department: The Field Service Engineering and Warranty Improvement Department is committed to providing excellent on-site dealer product and service technical support and to develop initiatives and processes to improve product reliability.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
	<i>Manager, Field Service Engineering</i>	<i>252-931-5291</i>
<i>Open</i> aawrevel@nmhg.com	<i>Administrative Assistant</i>	<i>252-931-5819</i>
<i>Harold Puzey</i> aahpuzey@nmhg.com	<i>Manager, Big Trucks (Units over 36000#)</i>	<i>217-443-7150</i>
<i>Marty Lovell</i> aamlovel@nmhg.com	<i>Field Service Manager, North & Central (Units up to 36000#)</i>	<i>252-931-5649</i> <i>fax 252-931-5786</i>
<i>Ed Martin</i> aaemarti@nmhg.com	<i>Field Service Manager, West & South</i>	<i>252-931-5222</i>
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Departmental Fax Number 252-931-5841



Hyster Field Service Engineering

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TERRITORIES FOR REGIONAL FIELD SERVICE MANAGERS SOUTH AND WEST AREA

Stan Power – North West

Home Office: 909-898-6877
FAX: 909-736-5744

Cell Phone: 704-756-5706
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mAASPOWER@NMHG.COM

North West

Hyster Sales Company
Wajax Industries Limited - West Area

Mike Norris – South West

Home Office: 909-981-0873
FAX: 909-981-1143
Greenville Office: 252-931-5847
Cell Phone: 909-225-5096

E-Mail Address: mAAMNORRI@NMHG.COM

South West

American Machinery, Inc.
Arnold Machinery Company
Johnson Lift

Gary Garrett – Mid South

Home Office: 817-337-8813
FAX: 817-337-8823
Greenville Office: 252-931-5046
Cell Phone: 704-756-9925

E-Mail Address: mAAGGARE@NMHG.COM

Mid South

Material Handling Equipment Company
Ellen Equipment Company
Barloworld Handling - Mid South Division
Shipping Utilities, Inc.
Van Keppel Liftruck

David Tanner - South

Home Office: 281-478-5895
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Greenville Office: 252-931-5454
Cell Phone: 281-830-2425
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mAADTANER@NMHG.COM

South

Deep South equipment
Stewart & Stevenson Services, Inc.

David Faulkner – South East

Home Office: 713-910-9573
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Greenville Office: 252-931-5433
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South East

Barloworld Handling - Florida Div
Barloworld Handling - GA/TN Div
Barloworld - Alabama Div

Thom Hamm - East

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Cell Phone: 252-347-5742
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East

Barloworld Handling - NC Div
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South & West Area Service Manager

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Al Turano

National Accounts
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E-Mail Address: mAAATURAN@NMHG.COM

Hyster Field Service Engineering

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TERRITORIES FOR REGIONAL FIELD SERVICE MANAGERS NORTH AND CENTRAL AREA

Jim Mooney – North East

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North East

Harvey & Company Limited
Hyster New England, Inc
Liftech Handling, Inc.
Pride Equipment Corp

Joe Dennison – Mid East

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Mid East

Equipco Division of Phillips Corp.
McCall Handling Company
Modern Handling of NJ, Inc.

Don Pelzel – North Central

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North Central

Wajax Industries Limited - (East)
Bohl Equipment Company
Great Lakes Power Lift
Quality Material Handling, Inc.

Bob Reardon - Central

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Cell Phone: 704-756-9915

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Central

Hyster Mideast
BGM Equipment Co., Inc.
M.H. Equipment Corp.

Bob Noell – Mid West

Home Office: 708-460-8696

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Mid West

Iowa Machinery & supply Co., Inc.
Sellers Tractor Company, Inc.
United Lift Truck L.P.
MEE Material Handling Equipment
RDO Material Handling, Co

William Culver – Very Narrow Aisle

Greenville Office: 252-931-5825

Fax: 252-931-5820

Cell Phone: 252-347-5743

E-Mail Address: AAWCULVE@NMHG.COM

Very Narrow Aisle

North & Central Area Service Manager

Martin Lovell

Office: 252-931-5649

FAX: 252-931-5786

Cell Phone: 252-347-5731

E-Mail Address: AAMLOVEL@NMHG.COM

National Accounts

Alex Sanchez

Greenville Office: 252-931-5832

FAX: 252-931-5461

Cell Phone: 252-347-5781

E-Mail Address: AAASANCH@NMHG.COM

Application Engineering Organization

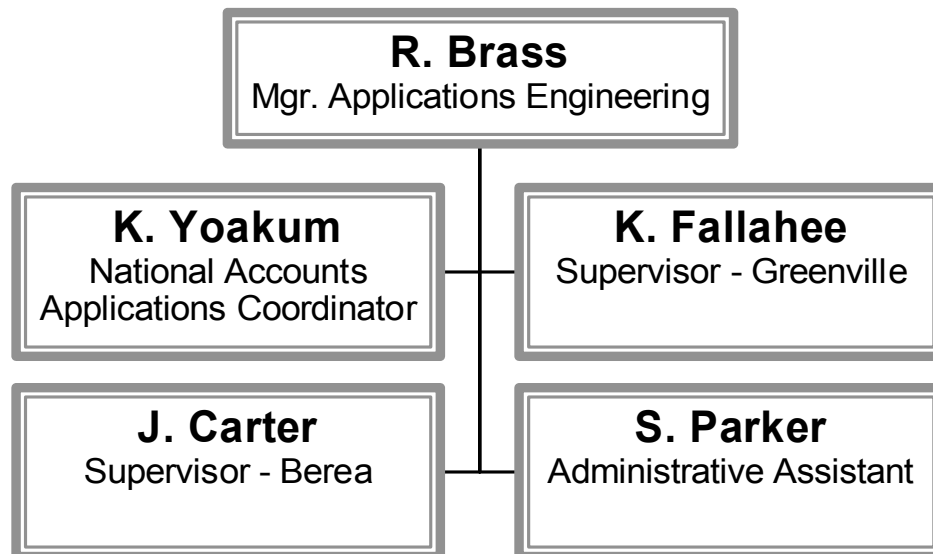
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Purpose of Department: To provide dealer sales departments with application related information, sales assistance, and quotations on special options and truck modifications. To provide field capacity plate support to the Hyster dealer organizations.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Rick Brass aarbrass@nmhg.com	Manager, Special Applications	252-931-5793
Ken Yoakum aakyoaku@nmhg.com	National Accounts Applications Coord.	252-931-5952
Kevin Fallahee aakfalla@nmhg.com	Supervisor – Greenville	252-931-5933
Jeff Carter aajcarte@nmhg.com	Supervisor – Berea	606-986-5191

A toll free number, 1-877-204-1939 is available for contacting the AE responsible for a specific truck series in addition to the above listed contact points.



Sales Assistance Contact List – Hyster Applications Engineering
(Call 1-877-204-1939 or use direct line shown below)

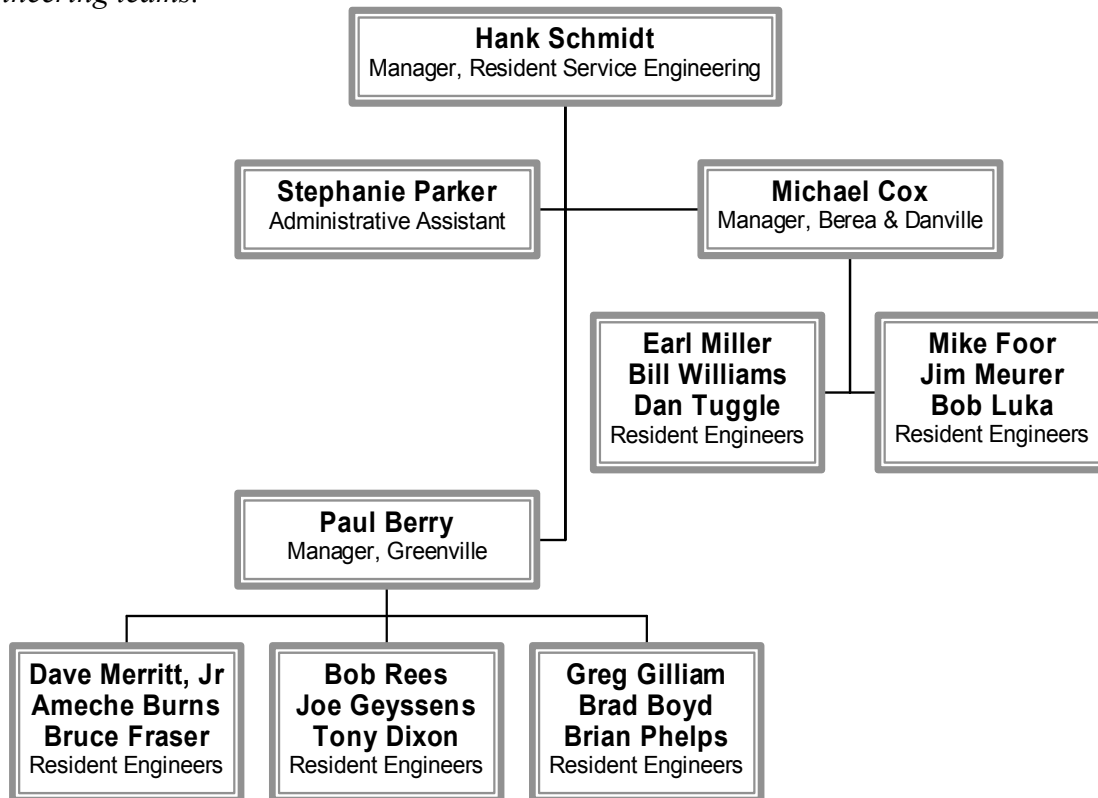
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CLASS I	SERIES	PLANT	ENGINEER	PHONE	FAX	E-Mail ADDRESS
E25-40XMS ₂	D114	G	Ryan Funk	252-931-5945	252-931-5233	agrfunk@nmhg.com
E30-40HSD	A219	G	Stephen White	252-931-5893	252-931-5233	agswhite@nmhg.com
E45-65XM ₂	F108	B	Jim Sheets	859-986 5192	859-986-5708	abjsheet@nmhg.com
E70-120XL ₃	C098	G	Ryan Funk	252-931-5945	252-931-5233	agrfunk@nmhg.com
J30-40XMT ₂	H160	G	Ryan Funk	252-931-5945	252-931-5233	agrfunk@nmhg.com
J40-60XM ₂	A216	G	Ryan Funk	252-931-5945	252-931-5233	agrfunk@nmhg.com
CLASS II						
N30XMH ₂	C210	G	Moataz Eldib	252-931-5673	252-931-7856	ahmeldib@hyster.com
N30-40XMR ₃ , N25XMDR ₃	C470	G	Ansell MacMillan	252-931-5938	252-931-5233	agamacmi@nmhg.com
N45XMR ₃ , N30XMDR ₃	G138	G	Ansell MacMillan	252-931-5938	252-931-5233	agamacmi@nmhg.com
N45XMR ₃ , N30XMXDR ₃	B264	G	Ansell MacMillan	252-931-5938	252-931-5233	agamacmi@nmhg.com
N50XMA ₃	C471	G	Ansell MacMillan	252-931-5938	252-931-5233	agamacmi@nmhg.com
R30XMS ₂	D174	G	Stephen White	252-931-5893	252-931-5233	agswhite@nmhg.com
R30XM/XMA/XMF ₂	G118	G	Stephen White	252-931-5893	252-931-5233	agswhite@nmhg.com
V30XMU	A463	G	Moataz Eldib	252-931-5673	252-931-7856	ahmeldib@hyster.com
V35XMU	A464	G	Moataz Eldib	252-931-5673	252-931-7856	ahmeldib@hyster.com
V40XMU	A465	G	Moataz Eldib	252-931-5673	252-931-7856	ahmeldib@hyster.com
CLASS III						
W40Z	B218	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W45Z	C215	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W60Z	A231	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W65Z	A229	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W80Z	A234	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
B60Z	A230	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
B80Z	A233	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
C60-80XT ₂	A499	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
T5XT	E142	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W20-25ZA	A495	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W30-40ZA	B453	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W25-40ZC	B454	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
W20-30ZR	B455	G	Ray Harrell	252-931-5937	252-931-5233	agrharre@nmhg.com
CLASS IV						
S25-40XMS	D010	G	Dave Pate	252-931-5935	252-931-5233	agd pate@nmhg.com
S40-65XM	D187	B	Monte Ballard	859-986-5196	859-986-5708	abmballa@nmhg.com
S70-120XM	E004	B	Rod Arney	859-986-5731	859-986-5708	abrarney@nmhg.com
S135-155XL ₂	B024	B	Mike Wylie	859-986-5182	859-986-5708	abmwylie@nmhg.com
CLASS V						
H25-40XMS	E001	G	Dave Pate	252-931-5935	252-931-5233	agd pate@nmhg.com
H45-65XM	H177	G	Dave Pate	252-931-5935	252-931-5233	agd pate@nmhg.com
H70-120XM	K005	B	Rick Mayer	859-986-5730	859-986-5708	abrmayer@nmhg.com
H135-155XL ₂	F006	B	Mike Wylie	859-986-5182	859-986-5708	abmwylie@nmhg.com
H170-280HD	F007	B	Will Willmes	859-986-5193	859-986-5708	abwwillm@nmhg.com
H300-360HD	E019	B	Will Willmes	859-986-5193	859-986-5708	abwwillm@nmhg.com
H330-360XL2-EC	E019	D	Contact your Hyster Big Truck Regional Sales Manager			
H400-450H-EC	A214	D				
H440-700F	E008	D				
H800-1050E	D117	D				
REACHSTACKER RS45/RS46	A222	D				
YARDMASTER HR45 25-45H	A227/A228	D				
HR45EC-47EC						

Resident Service Engineering

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Purpose of Department: Resident Service Engineering will provide aftermarket technical support, work towards speedier implementation of design and manufacturing improvements and provide superior response to dealer requests for assistance. The resident service engineers reside in the Greenville and Berea manufacturing plants with local access to the plant engineering and application engineering teams.



Contact List - (Call 1-877-204-1939 or use direct line on following page)

Berea, KY - Plant	Name	Phone	Fax	E-Mail Address
Applications Engineering Supervisor	Jeff Carter	859-986-5191	859-986-5708	abicarte@nmhg.com
Resident Service Engineering Supervisor	Michael Cox	859-986-5194	859-986-5144	abmcox@nmhg.com
Greenville, NC - Plant				
Applications Engineering Supervisor	Kevin Fallahee	252-931-5933	252-931-5233	agkfalla@nmhg.com
Resident Service Engineering Supervisor	Paul Berry	252-931-5939	252-931-5233	agpberry@nmhg.com
AE/RSE Adm Assistant	(temp)	252-931-7807	252-931-5233	n/a
Greenville, NC - Americas' Headquarters				
Field Nameplate Supervisor	Ken Yoakum	252-931-5952	252-931-5461	aakyoaku@nmhg.com
Field Nameplate Coordinator	Debbie Baum	252-931-5839	252-931-5785	aadbaum@nmhg.com
SPED Pricing Manager	Vicky Buis	252-931-5822	252-931-5461	aavbuis@nmhg.com
Danville, IL - Big Trucks				
Supervisor Field and Resident Service Engineering	Harold Puzey	217-443-7150	217-443-7547	ahhpuzey@nmhg.com

Hyster Service Engineering Assistance Contact List

(Call 1-877-204-1939 or use direct line shown below)

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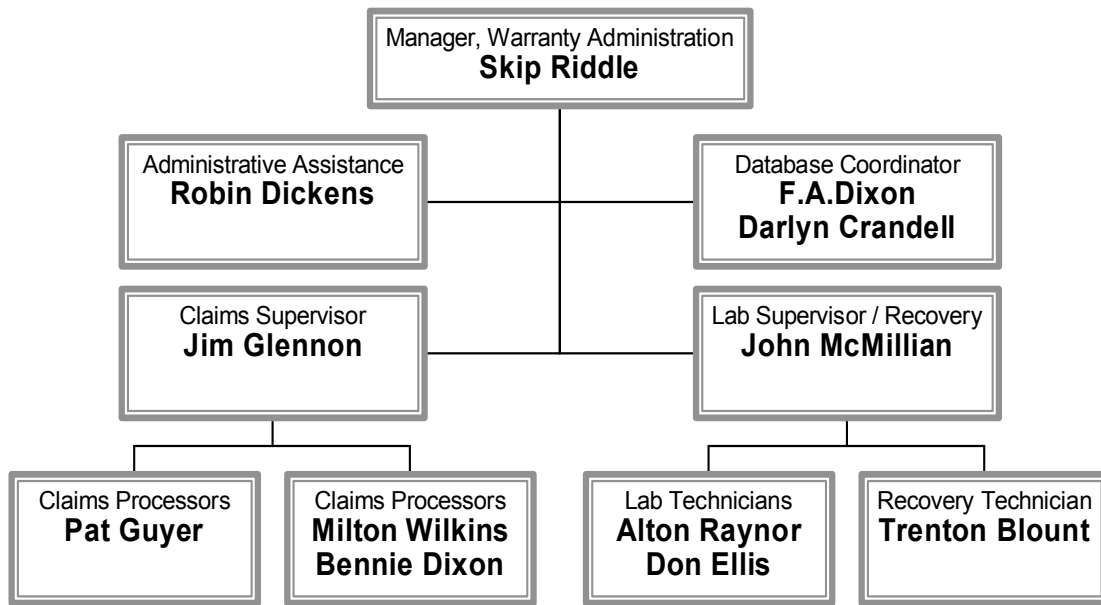
CLASS I	SERIES	PLANT	ENGINEER	PHONE	FAX	E-MAIL ADDRESS
E25-40XM ₂	D114	G	Brian Phelps	252-931-5511	252-931-5233	agbphelp@nmhg.com
E30-40HSD	A219	G	Ameche Burns	252-931-5928	252-931-5233	agaburns@nmhg.com
E30FR ₂	V943	G	Ameche Burns	252-931-5928	252-931-5233	agaburns@nmhg.com
E35-50FR	Z943	G	Ameche Burns	252-931-5928	252-931-5233	agaburns@nmhg.com
E45-65XM ₂	F108	B	Dan Tuggle	859-986-5176	859-986-5144	abdtuggl@nmhg.com
E70-120XL ₃	C098	G	Brian Phelps	252-931-5511	252-931-5233	agbphelp@nmhg.com
J30-40XMT ₂	H160	G	Gregg Gilliam	252-931-5966	252-931-5233	agggilli@nmhg.com
J40-60XM	A216	G	Brian Phelps	252-931-5511	252-931-5233	agbphelp@nmhg.com
CLASS II						
N30XMH	C210	B	Dan Tuggle	859-986-5176	859-986-5144	abdtuggl@nmhg.com
N30-40XMR ₃ , N25XMDR ₃	C470	G	Bruce Fraser	252-931-5932	252-931-5233	agbfrase@nmhg.com
N45XMR ₃ , N30XMDR ₃	G138	G	Bruce Fraser	252-931-5932	252-931-5233	agbfrase@nmhg.com
N45XMR ₃ , N30XMXDR ₃	B264	G	Bruce Fraser	252-931-5932	252-931-5233	agbfrase@nmhg.com
N50XMA ₃	C471	G	Bruce Fraser	252-931-5932	252-931-5233	agbfrase@nmhg.com
R30XMS ₂	D174	G	Tony Dixon	252-931-5931	252-931-5233	agtdixon@nmhg.com
R30XM/XMA/XMF ₂	G118	G	Tony Dixon	252-931-5931	252-931-5233	agtdixon@nmhg.com
V30XMU	A463/A467	G	Bob Rees	252-931-5647	252-931-5233	agrrrees@nmhg.com
V35XMU	A464/A468	G	Bob Rees	252-931-5647	252-931-5233	agrrrees@nmhg.com
V40XMU	A465/A469	G	Bob Rees	252-931-5647	252-931-5233	agrrrees@nmhg.com
CLASS III						
W40XT	A218	G	Gregg Gilliam	252-931-5966	252-931-5233	agggilli@nmhg.com
W45XT	B215	G	Gregg Gilliam	252-931-5966	252-931-5233	agggilli@nmhg.com
W60Z	A230	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W65Z	A229	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W80Z	A234	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
B60Z	A230	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
B80Z	A233	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
C60-80XT ₂	A499	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
T5XT	E142	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W20-25ZA	A495	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W30-40ZA	B453	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W25-40ZC	B454	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
W20-30ZR	B455	G	Dave Merritt, Jr.	252-931-5927	252-931-5233	agdmerr@nmhg.com
CLASS IV						
S25-40XMS	D010	G	Gregg Gilliam	252-931-5966	252-931-5233	agggilli@nmhg.com
S40-65XM	D187	B	Bill Williams	859-986-5174	859-986-5144	abbwilli@nmhg.com
S70-120XL ₂	D004	B	Michael Cox	859-986-5194	859-986-5144	abmcox@nmhg.com
S135-155XL ₂	B024	B	Mike Foor	859-986-5733	859-986-5144	abmfoor@nmhg.com
S70-120XM	E004	B	Bob Luka	859-986-5199	859-986-5144	abbluka@nmhg.com
CLASS V						
H25-40XMS	E001	G	Gregg Gilliam	252-931-5966	252-931-5233	agggilli@nmhg.com
H45-65XM	H177	G	Joe Geyssens	252-931-5929	252-931-5233	agigeys@nmhg.com
H70-120XM	K005	B	Earl Miller	859-986-5198	859-986-5144	abemille@nmhg.com
H135-155XL ₂	F006	D	Mike Foor	859-986-5733	859-986-5144	abmfoor@nmhg.com
H170-280HD	F007	B	Jim Meurer	859-986-5732	859-986-5144	abimeure@nmhg.com
H300-360HD	E019	B	Jim Meurer	859-986-5732	859-986-5144	abimeure@nmhg.com
By Geographic Location						By Geographic Location
H360-450H-EC	A214	}	(West) Stan Power Phone: 704-756-5706			aaspower@nmhg.com
H440-700F	E008		(Central) Dan Smalley Phone: 217-443-7144			ahdsmall@hyster.com
H800-1050E	D117		(East) Pete Casey Phone: 217-443-7526			aapcasey@nmhg.com
REACHSTACKER RS45/RS46	A222	D	Harold Puzey	217-443-7150	217-443-7547	ahhpuzey@hyster.com
YARDMASTER HR45-25/31/40S/H	A227/A228	D	Bill Alger	770-307-3444	770-586-0077	aawalger@nmhg.com
H45-36L/40LS						
Class I, IV, V Mast		G	Brad Boyd	252-931-5332	252-931-5233	agbboyd@nmhg.com

Warranty Administration Organization

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***Purpose of Department:** To process incoming warranty claims from the Hyster dealer network. To process and seek vendor recovery on failed warranty parts. To provide various departments with timely data concerning emerging problems*

Name	Position	Phone	E-mail Address
Gilbert Riddle	Manager, Warranty Administration	252-931-5796	aasruddk@nmhg.com
James Glennon	Supervisor, Claim Processor	252-931-5823	aajglenn@nmhg.com
Robin Dickens	Administrative Assistant	252-931-5842	aardicke@nmhg.com
Darlyn Crandall	Database Coordinator	252-931-5852	aadcrand@nmhg.com
F.A.Dixon	Database Coordinator	252-931-5851	aafdixon@nmhg.com
John McMillian	Supervisor, Lab & Vendor Recv'ry	252-931-5800	aajmcmil@nmhg.com
Pat Guyer	Claims Processor	252-931-5821	aapguyer@nmhg.com
Bennie Dixon	Claims Processor	252-931-5817	aabdixon@nmhg.com
Milton Wilkins	Claims Processor	252-931-5833	aamwilki@nmhg.com
Alton Raynor	Lab Technician	252-931-5798	aaarayno@nmhg.com
Don Ellis	Lab Technician	252-931-5799	aadellis@nmhg.com
Trenton Blount	Recovery Technician	252-931-5954	aatbloun@nmhg.com
Warranty Administration Fax		252-931-5461	
Claims Processor Fax		252-931-5965	
Database Coordinators Fax		252-931-5820	



Product Supply

Hyster Product Assignment

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Purpose of Department: Assist Hyster Dealers with all Unit order related concerns

CLASS I	PLANT	SERIES	PRIMARY SPECIALIST	e-mail Address	PHONE (252) 931-
E25-40XM2S	010	D114	NANCY TRIPP	aantripp@nmhg.com	5735
E30FR2	015	V943	CLIFF DENNEY	aacdenne@nmhg.com	5763
E35-50FR	015	Z943	CLIFF DENNEY	aacdenne@nmhg.com	5763
E45-65XM2	010	F108	NANCY TRIPP	aantripp@nmhg.com	5735
E70-120XL	010	C098	NANCY TRIPP	aantripp@nmhg.com	5735
J30-40XMT2	072	H160	LISA SADLER	aalsadle@nmhg.com	5743
J40-60XM	055	A216	SAMMIE STARR	aasstarr@nmhg.com	5767
CLASS II					
N30XMH2	010	C210	CLIFF DENNEY	aacdenne@nmhg.com	5763
N25XMDR2,N30-40XMR2	072	B470	LISA SADLER	aalsadle@nmhg.com	5743
N50XMA2	072	B471	LISA SADLER	aalsadle@nmhg.com	5743
N45XMR2, N30XMDR2	072	F138	LISA SADLER	aalsadle@nmhg.com	5743
N45XMXR, N30XMXDR	072	A264	LISA SADLER	aalsadle@nmhg.com	5743
R30XMS2	072	D174	LISA SADLER	aalsadle@nmhg.com	5743
R30XM2,XMA2,XMF2	072	G118	LISA SADLER	aalsadle@nmhg.com	5743
V30XMU	046	A467	CLIFF DENNEY	aacdenne@nmhg.com	5763
V35XMU	046	A468	CLIFF DENNEY	aacdenne@nmhg.com	5763
V40XMU	046	A469	CLIFF DENNEY	aacdenne@nmhg.com	5763
CLASS III					
W40XT	072	A218	LISA SADLER	aalsadle@nmhg.com	5743
W45XT	072	B215	LISA SADLER	aalsadle@nmhg.com	5743
W60-80XT	072	E135	LISA SADLER	aalsadle@nmhg.com	5743
W20-40XTA	072	A453	LISA SADLER	aalsadle@nmhg.com	5743
W20-40XTC	072	A454	LISA SADLER	aalsadle@nmhg.com	5743
W20-30XTR	072	A455	LISA SADLER	aalsadle@nmhg.com	5743
B80XT	072	B199	LISA SADLER	aalsadle@nmhg.com	5743
C60-80XT	072	A499	LISA SADLER	aalsadle@nmhg.com	5743
B60Z	072	A230	LISA SADLER	aalsadle@nmhg.com	5743
W60Z	072	A231	LISA SADLER	aalsadle@nmhg.com	5743
T5XT	072	E142	LISA SADLER	aalsadle@nmhg.com	5743

**PHONE (252)
931-**

CLASS IV	PLANT	SERIES	PRIMARY SPECIALIST	e-mail Address	
S25-40XM(S)	072	D010	SANDI TODD	aastodd@nmhg.com	5747
S40-65XM	010	D187	CLIFF DENNEY	aacdenne@nmhg.com	5763
S70-120XL2	004	D004	BOBBIE BULLOCK	aabbullo@nmhg.com	5750
S135-155XL2	004	B024	CAROLYN ALLEN	aacallen@nmhg.com	5733

CLASS V

H25-40XM(S)	072	E001	SANDI TODD	aastodd@nmhg.com	5747
H45-65XM	049	H177	SAMMIE STARR	aasstarr@nmhg.com	5767
H70-110XM	004	K005	CAROLYN ALLEN	aacallen@nmhg.com	5733
H135-155XL2	004	F006	CAROLYN ALLEN	aacallen@nmhg.com	5733
H165-280XL2	004	E007	CAROLYN ALLEN	aacallen@nmhg.com	5733
H300-360XL2	004	D019	CAROLYN ALLEN	aacallen@nmhg.com	5733
H360-450H	051	A214	BRUCE MILLIS	ahbmilli@hyster.com	217/443-7281
H440-700F	004	E008	BRUCE MILLIS	ahbmilli@hyster.com	217/443-7281
H800-1050E	051	D117	BRUCE MILLIS	ahbmilli@hyster.com	217/443-7281
YARDMASTER	701	A227/A228	BRUCE MILLIS	ahbmilli@hyster.com	217/443-7281

FAX NUMBER: 252-931-5775

SUPERVISOR	TERESA COSTIN	aatcosti@nmhg.com	252-931-5736
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Group Events & Multimedia Programs

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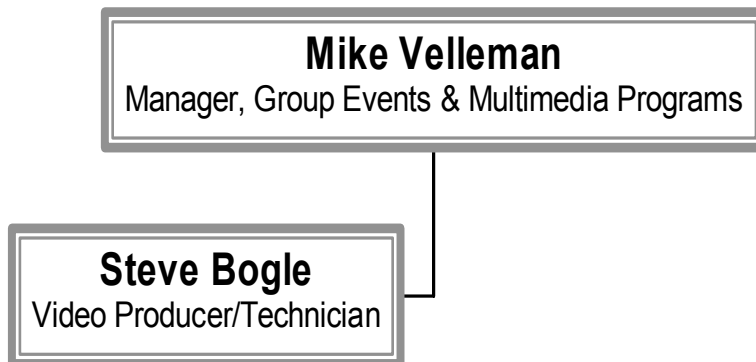
Purpose of Department:

Provide Graphic / Video / Production Support to Hyster Marketing Group.

Provide support for all Management / Dealer meetings and events.

Key Contacts

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Michael L. Velleman aamvelle@nmhg.com	Manager Group Event & Multimedia Programs	252-931-5709
Steve Bogle aasbogle@nmhg.com	Video producer/Technician	252-931-7882



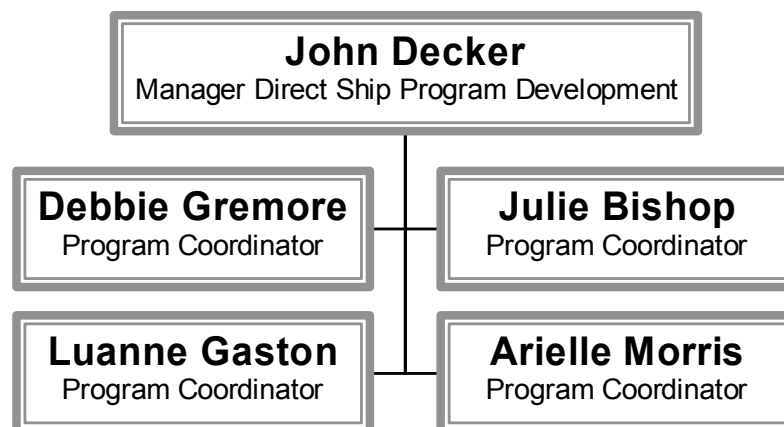
Direct Ship Programs Development

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Purpose of Department: Develop and coordinate the Aftermarket Parts Direct Ship programs

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
John Decker	Manager, Direct Ship Program Devel.	252-931-5806
E-Mail: aaidecke@nmhg.com		
Debbie Gremore	Coordinator, Direct Ship Program Devel.	252-931-5809
E-Mail: aadgremo@nmhg.com		
Luanne Gaston	Coordinator, Direct Ship Program Devel.	252-931-5810
E-Mail: aalgasto@nmhg.com		
Julie Bishop	Coordinator, Direct Ship Program Devel.	252-931-5808
E-Mail: aaibisho@nmhg.com		
Arielle Morris	Coordinator, Direct Ship Program Devel.	252-931-5807
E-Mail: aaamorri@nmhg.com		

Fax 252-931-5413



Parts Pricing / Parts Statistics

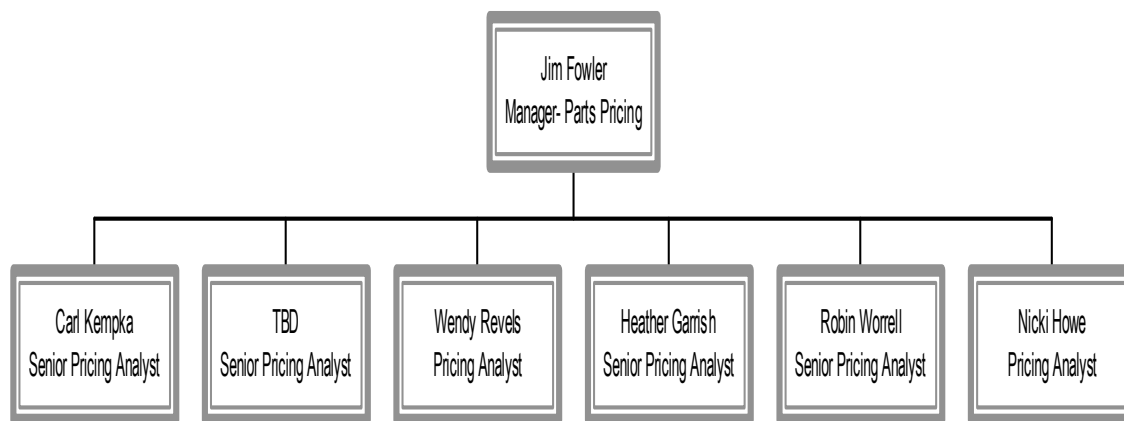
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Purpose of Department: Pricing - Furnish prices for un-priced parts, investigate dealer complaints of parts prices and collect and analyze competitive parts pricing information.

Statistics - Monthly reporting of dealer part sales statistics.

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Jim Fowler aaifowler@nmhq.com	Manager, Parts Pricing	252-931-5805
Wendy Revels aawrevel@nmhq.com	Un-priced Parts	252-931-5860
Robin Worrell aarworre@nmhq.com	Price Investigations	252-931-5857
TBD aadbatt@nmhq.com	Pricing Medium/Dealer Parts Statistics	252-931-5858
Carl Kempka aackempk@nmhq.com	Dealer Parts Statistics	252-931-5855

Fax 252-931-5413



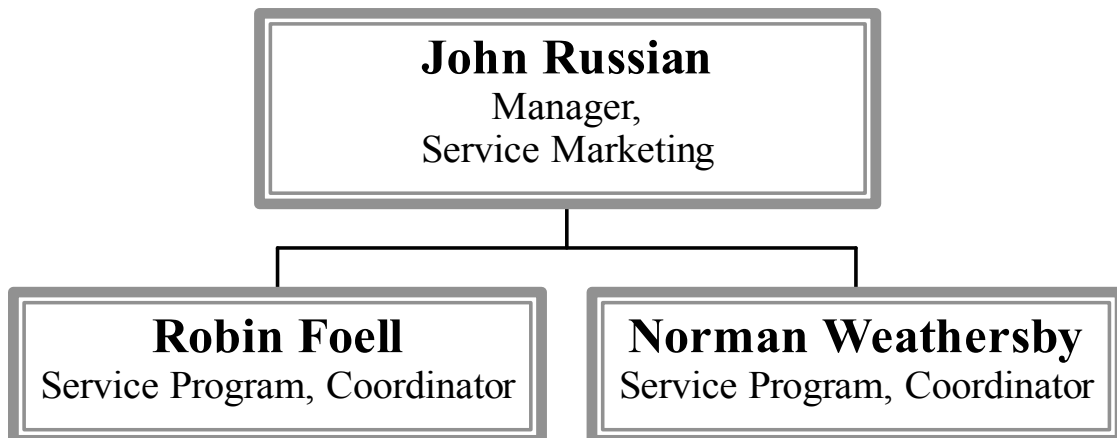
Service Program Development

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Purpose of Department: Create new marketing service programs and provide support.

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Robin Foell	Service Program Coordinator aarfoell@nmhq.com	252-931-5729
Norman Weathersby	Service Program Coordinator aahweath@nmhq.com	252-931-5751
John Russian	Manager aajrussi@nmhq.com	252-931-5765

Fax 252-931-5841

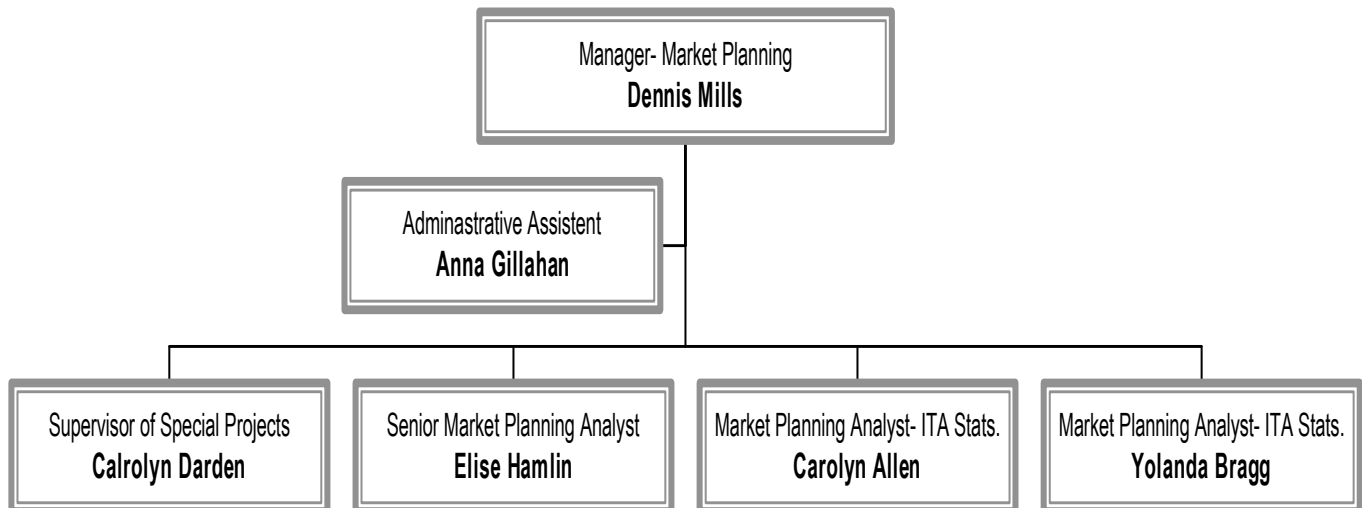


Market Planning

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Purpose of Department: *The NMHG America's Market Planning & Fleet Support Organization is committed to providing excellent support to dealers with statistical reporting and related informational requirements.*

<i>Name</i>	<i>Title</i>	<i>Telephone</i>	<i>E-mail Address</i>
<i>Dennis Mills</i>	<i>Manager- Market Planning & Fleet Support</i>	<i>252-931-5700</i>	<i>aadmills@nmhg.com</i>
<i>Carolyn Darden</i>	<i>Supervisor of Special Projects</i>	<i>252-931-5722</i>	<i>aacdarde@nmhg.com</i>
<i>Elise Hamlin</i>	<i>Senior Market Planning Analyst</i>	<i>252-931-5712</i>	<i>aaehamli@nmhg.com</i>
<i>Carolyn Allen</i>	<i>Market Planning Analyst- ITA Stats.</i>	<i>252-931-5863</i>	<i>aacallen@nmhg.com</i>
<i>Yolanda Bragg</i>	<i>Market Planning Analyst- ITA Stats.</i>	<i>252-931-5186</i>	<i>aaybragg@nmhg.com</i>
<i>Anna Gillahan</i>	<i>Administrative Assistant</i>	<i>252-931-5749</i>	<i>aaagalla@nmhg.com</i>



Product Development

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Purpose of Department: To understand the product needs of customers, and work with Development Centers to bring the appropriate products to market.

Name	Role	Telephone
Counterbalanced Business Unit		
Herman Klaus Aahklaus@nmhq.com	Director Marketing Strategy C/B	252-931-5698
JB Mayes Aajmayes@nmhq.com	Mgr., Market Planning C/B - IC	252-931-5719
OPEN	Mgr., Market Planning C/B - ER	
Bobby Hopkins Aabhopki@nmhq.com	Marketing Development Analyst	252-931-7847
OPEN	Marketing Development Analyst	
Warehouse Business Unit		
OPEN	Director Marketing Strategy Whse.	
Jeff Keeling Aajkeel@nmhq.com	Mgr., Marketing Planning	252-931-5720
Richard Pulcini Aarpulci@nmhq.com	Marketing Development Analyst	252-931-5779
OPEN	Marketing Development Analyst	
Big Truck Business Unit		
Ray Zuschlag Cprzusch@nmhq.com	Director Marketing Strategy B/T	503-721-6043
Geoff Beale Aagbeale@nmhq.com	Manager Marketing Planning	252-931-5849
Jason Head Aajhead@nmhq.com	Marketing Development Analyst	252-931-5755
Wendy Chandler Aawchand@nmhq.com	Administrative Assistant	252-931-5721
FAX	252-931-5458	



Training – Units and Aftermarket

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Purpose of Department: To provide training to enhance the professionalism of managers and sales personnel. Including materials developed for Unit Sales, Schools, Management Training, and Competitive Information Repository

<u>Name</u>	<u>Role</u>	<u>Telephone</u>
Richard Zeno aadzeno@nmhq.com	Manager, Training	252-931-5697
Mike Brown aambrown@nmhq.com	Trainer/Skills	252-931-5708
Syndi Robbins aasrobbi@nmhq.com	Trainer/Skills	252-931-5708
TBA	Trainer/Skills	
David Edwards aadedwar@nmhq.com	Developer/Product	252-931-5706
Chris Brown aacbrow@nmhq.com	Developer/Competitive	252-931-5704

