



January 2, 2004

To: Hyster Dealer Principals, Branch Managers, Parts Managers, Aftermarket Sales Managers and MIS/Systems Managers

SUBJECT: NOW AVAILABLE - SMH common number and UNISOURCE labeling

Just a few months ago, I had shared with you that SMH had committed to enhance their IRMN cross reference system to include a common part number offering and restore the UNISOURCE brand name on all SMH material ordered. Now, with the New Year upon us, I am pleased to inform you that these enhancements are effective immediately. Let me describe in more detail.

(1) The "common part number" arrangement between SMH and Hyster Company provides all Hyster dealers with a common nine-digit 800000000 series number as an "option" when ordering any SMH material. By providing this common part number through a cross-reference file you will have an efficient means of tracking sales, defining stocking requirements and streamlining order requirements throughout all branch locations. Once your dealer business system (DBS) has been programmed, anytime you order any SMH or Competitive OEM part number your system will be capable of crossing the part to the equivalent "800XXXXXX" part number, so you can easily order that number on a routine basis. Your main advantage will be the option to order one common part number vs. several part numbers separately which will result in the opportunity to develop significant sales history to stock competitive parts.

The common part number data will be included in all future quarterly price file updates. Keep in mind to utilize this function your order entry system logic will need to be established because it may differ from your local business system, this means that while we have added the common part numbers to the price file, they will only be available through your DBS if it has been programmed. If your DBS is not programmed for this functionality, additional discipline will be required through IRMN to search out the 800XXXXXX series number. The Hyster Dealer Business Systems group is working with NDS to establish this functionality and they will provide specs and assistance for the dealers using other business systems.

(2) In response to requests made to restore the UNISOURCE brand name to the marketplace, the "TotalSource" label has been replaced with a UNISOURCE label on all packages shipping from SMH. Since this is now in place, be sure to look for the new label as future shipments arrive.

As always, we thank you for your business and continued support of the UNISOURCE All Makes parts offering. Our sales momentum is driving upward and to continue that trend, your commitment to this segment of our business must continue to be top priority. The growth of the UNISOURCE All Makes business is critical to the success of our combined Aftermarket business as well as the joint attainment of our MatchPlay 2010 objectives.

Best Regards,

HYSTER COMPANY

A handwritten signature in black ink, appearing to read 'Gary M. Bates', written in a cursive style.

Gary Bates
Director, Aftermarket Sales