

PARTS

Buzz...

The publication of the Kohler Power Systems Aftermarket Parts Department

New Faces, Same Commitment to You in Aftermarket Parts

Kohler Power Systems has added staff to our Aftermarket Parts Department to serve you, our distributors, even better. We've sharpened our focus on the aftermarket parts business, identifying and tackling procedural issues and finding opportunities to build on our partnerships with our distributors and to expand the aftermarket parts business.

The *Parts Buzz*, a new publication of Kohler Power Systems' Aftermarket Parts Department, is just one initiative designed to enhance communication with our distributors. In this newsletter, we will reveal ways you can improve your productivity and increase revenue and we'll feature tips from fellow distributors and Kohler Aftermarket Parts staff. We'll feature distributor success stories and reveal the results of surveys. Watch for future issues of *Parts Buzz* in your Service File update.

In the months ahead, we'll also be looking to you for ideas on how to build the parts business and what issues to address. Your input will help us establish our plans and priorities for the coming year. Beginning with this issue, you'll have the opportunity to complete

periodic *report cards* to gauge the results of our efforts. We want to know what we're doing right as well as *how we can improve*.

In short, tell us what you need to make your partnership with the Kohler Power Systems Aftermarket Parts Department even more productive. We're listening!

FAQs?

Parts Catalog Look-up

Q Does Kohler have a list of parts catalogs associated with each specification?

A In October 2001 Kohler distributed an enhanced and updated TP-5366 Parts Catalog Index (8/01)a to service file holders. The new parts catalog index is arranged by specification number and shows the generator, engine, accessory and controller parts catalogs associated with each specification number.

Aftermarket Parts Price Changes and Their Effect on Warranty Reimbursement and Inventory Value

Warranty reimbursement for aftermarket parts is based on current list price because it is easy to administer and because it is impossible to determine which parts shipped on what invoices. In the event that a price change occurs while you have warranties pending, some warranty reimbursements will be higher than invoice price and some will be lower. But *overall* the reimbursement should change by the amount of the weighted price change. In other words, if the weighted price increase was 1%, your weighted reimbursement would increase by 1%.

Likewise, following a price change some of the parts in your inventory will increase in value and some will decrease in value; but your inventory value should change by the amount of the weighted price increase. Therefore, we are unable to issue credits or returns for perceived inventory devaluations.

Something all Service and Parts Personnel Should Know

Decision-Maker 550™ Service Kits—

Service Kits

We have developed two aftermarket service kits for replacement of failed Decision-Maker 550 controllers. The aftermarket service kits contain the controller, two sets of light bulbs, and installation instruction sheet TT-1310 550 Controller Service Replacement, 20-2000 kW. The service kits are in inventory for immediate shipment. The service kit part numbers follow:

Service Controller Kits— 12- or 24-volt

- GM20722-1 Without key-operated selector switch
GM20722-2 With a key-operated switch.

Electronic Files

Three electronic files must be resident in the replacement Decision-Maker 550 controller in order for it to function.

1. **Application Program.** The software that controls the system operation. The application program is *loaded on the replacement controller at the factory.*
2. **Personality Profile.** A software file that configures the controller for the engine and alternator it will be controlling. The factory loads the profile onto the original controller during generator set production and includes a back-up diskette containing the profile with literature kit that ships with the generator set. *The distributor service tech uses the diskette to load the profile onto the replacement*

controller, which ships without a personality profile.

3. **User Parameters.** User parameters are unique to an installation and are typically set by the installer at time of installation. These parameters include site-specific information such as timer settings, trip points, and input or output selections. TP-6083 O/M Decision-Maker 550 Controller, Appendix B, includes a table for the installer to record the user parameters.

Program Loader Kit

The servicing distributor or dealer needs a PC and a *program loader kit*, part number GM17732, to load the application program and personality profile into the replacement controller. In June

2001 Kohler sent each distributor service manager a program loader kit.

Connection Cable

Use GM16657, Cable, DB9M/DB9F, Null Modem to connect the controller to a PC.

Decision-Maker 550 Portability

A Decision-Maker 550 cannot be removed from one generator and installed on another as is because the unit-specific personality profile is tied to the generator set serial number.

Upgrade Kits

We do not currently offer a kit to upgrade a generator from other controllers to the Decision-Maker 550 controller; but we are investigating the development of a field upgrade kit to replace Decision-Maker 3+ and Decision-Maker 340 controllers.

Summary of Items Needed to Service Decision-Maker 550 Controllers

Item	Part Number	Where to find/Comment
Cable, DB9M/DB9F, Null Modem	GM16657	Stocked by distributor, or order from Aftermarket Parts
Personal Computer (PC)		See TT-1310 for PC requirements
Service Controller Kit	GM20722-1 or GM20722-2	Order from Aftermarket Parts
Personality Profile		Generator Set Literature Kit
Program Loader Kit	GM17732	Stocked by distributor, or order from Aftermarket Parts
User Parameters		Contact generator set installer, <i>may</i> be recorded in TP-6083, Appendix B
550 Controller Service Replacement	TT-1310	Shipped with replacement controller
O/I/M Controller Setup & Application, Decision Maker 550	TP-6140	Generator Set Literature Kit and Replacement Controller Literature Kit
O/M Decision Maker 550 Controller	TP-6083	Generator Set Literature Kit and Replacement Controller Literature Kit
Program Loader Software, 550 Controller	TT-1285	Shipped with program loader kit

Manager's Corner

by Ruth Luedtke, Manager—
Aftermarket Parts

After ten years as Product Manager—Service Parts & Literature, I am delighted to have been appointed Manager—Aftermarket Parts reporting to Mark Repp, Director—Marketing. The Sales Administration staff, headed by Dan Christel, will report to me in a move that transfers them to Marketing. Anne Feudner—Market Analyst, will move from Technical Publications to Aftermarket Parts and continue to be responsible for aftermarket parts pricing and analysis.

As Manager—Promotions & Publications, Tim Regan is now responsible for technical publications.

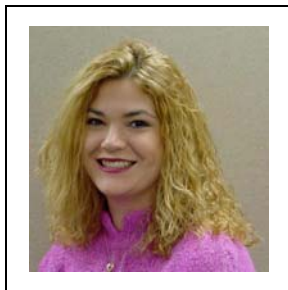
I'd like to devote my first "Manager's Corner" column to introducing and reintroducing the Power Systems Aftermarket Parts Department staff.

Anne Feudner, Market Analyst



Anne is your resource for price questions, alternate supplier recommendations, or process improvements. Anne's eleven years at Kohler include five years of experience with aftermarket parts. She is responsible for setting prices, creating the I.C. Bulletin, formatting and pricing recommended spare parts lists, preparing analyses, databases, and reports to support the department, reviewing processes, and initiating improvements.

Denise Brendel, Service Parts Support Specialist



Denise assists the parts coordinators with in-depth research and processes annual returns, distributor order history reports and nameplate requests. She has ten years of Kohler Generator Parts experience and twelve years at Kohler Co.

Monica Messner, Material Scheduler/Planner III



Monica handles planning, scheduling, and expediting of parts. She is starting her 24th year with Aftermarket Parts at Kohler Co.

Dan Christel, Manager Service Parts



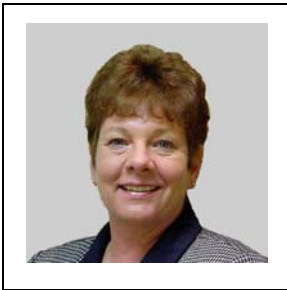
Dan supervises the sales coordinators and order management clerk, develops the recommended spares lists, establishes stock levels, and consults on parts identification. All of Dan's 5½ years at Kohler have been in the Power Systems Aftermarket Parts Department.

Maria Rodriguez, Sales Coordinator II



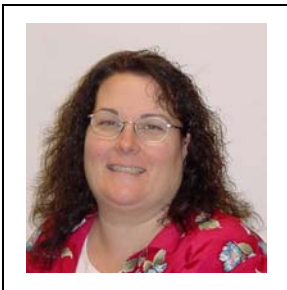
Maria's been with Kohler Co. for five years, all of them in the Aftermarket Parts Department. Maria is the first point of contact for her distributors. See the distributor list on page 6.

Carol Beyer, Sales Coordinator



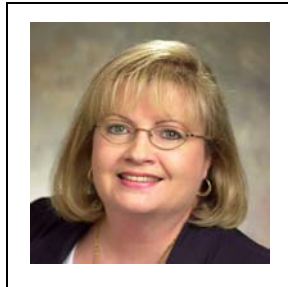
Carol joined the Aftermarket Parts department only 6 months ago, but she has 21 years with Kohler Co. Carol is the first point of contact for her distributors. See page 6 for the names of distributors assigned to the sales coordinators.

Deb Ehaney, Order Management Clerk



Deb processes KOHLERnet, EDI and emergency orders. She may call you if she has a question on an order. Deb joined the Aftermarket Parts Team in August. She previously worked for 1½ years in Power Systems sales administration.

Ruth M. Luedtke, Manager—Aftermarket Parts



Call me when you need to elevate a problem, to discuss customer service concerns, and to offer suggestions.

I have 14 years of Kohler Generator Aftermarket Parts experience and 23 years at Kohler. My goals for the department are to:

- Improve distributor satisfaction with the Power Systems Aftermarket Parts Department by
 - Improving distributor access to routine information to reduce reliance on factory personnel
 - Improving delivery performance
 - Setting appropriate prices
- Improve the aftermarket parts businesses of Kohler and its distributors

Hey! Where's That Electronic Parts Catalog You've Been Promising?

This question seems to be on everyone's mind. In 1999, we converted all parts catalogs contained in the service file to electronic form. However, during the data conversion phase of this project, the company we were working with was purchased by another company who requoted the project at a much higher price, forcing us to seek alternatives.

In the last 18 months, we have reviewed the electronic catalog programs of a half dozen other companies. We believe that we have identified affordable distribution options and have narrowed the list of contenders. The next steps are vendor selection, corporate review, and management approval.

We are seeking a publishing and distribution program that allows us to maintain the databases and do the distribution ourselves. Distributors could access the information on the internet and/or a CD-ROM. End customers could also potentially access the online information. Please let us know if you have suggestions or comments regarding our distribution goals.





OOPS!!!

Parts Catalog Corrections

We've discovered some errors in parts catalogs **TP-5415, P/C**

10/12RY/RZ Ford VSG413, rev 4/93b, which is part of the Residential Commercial Service File. Please update your service file copies:

- Page 32, item 16. Part Number X-6050-8 should be 226637.
- Page 1 and 2, item 2, upper gasket kit does not include the cylinder head gasket. Find the cylinder head gasket for your variation on pages 5 and 6, item 2.

TP-6108, P/C GM 8.1L, Natural Gas, rev 4/01b, included in the Industrial Service File should show a serial number break on page 10, item 2.

- For engine serial numbers less than or equal to 8.1L05449 the fan belt is GM19739.
- For engine serial numbers greater than 8.1L05449 the fan belt is GM22993.

PRICE REDUCTIONS

Thank you to everyone who provided feedback on our Aftermarket Parts Price change. Based on your feedback we've evaluated alternate suppliers, taken advantage of supplier price buckets, and offered a clearance price.

Part No.	Desc.	List	
		Old	New
322422	Filter, oil	\$ 22.00	\$ 12.60
277774*	Tube, exhaust, steel, 1.5 in.OD	\$374.00	\$164.90
278189	Silencer, 1.26"	\$1120.00	\$118.30

*277774 is clearance priced and now has a disposition code of "F" Last Time Buy. Refer to the I.C. Bulletin in your service file update for a cumulative list of master parts file changes.

We want you....

We are looking for distributor and dealer parts departments to feature in future issues of Parts Buzz. Would you like to share what makes your department successful with other distributors and dealers, who may benefit from your systems and processes? Do you have any tips or tricks that you would like to share? If you answer yes to either of these questions, please e-mail Anne Feudner at anne.feudner@kohler.com.

Touch-Up Paint Reminder



- Available in .75-oz. shatterproof bottle
- Brush affixed to the cap cover
- Price competitive
- Paint formulated to factory standards
- Perfect color match to factory finish
- Ideal for covering small nicks and scratches
- Convenient to carry on service vehicles for field touchups
- Quantity price incentive of 50¢ per bottle for orders of 10 or more of one color

Touch-up Bottle			
Color	Part No.	List ea.	List 10+
Cream Beige	GM19489	\$6.50	\$6.00
White	GM19490	\$6.50	\$6.00
Ansi 61	GM19493	\$6.50	\$6.00
Ansi 49	GM19492	\$6.50	\$6.00
Black	GM19488	\$6.50	\$6.00

Newsletter Suggestions . . .

We welcome your suggestions. Please send them to Anne Feudner:

Fax: (920)451-4405
 E-mail: anne.feudner@kohler.com
 Mail: Anne Feudner, M.S. 072
 Kohler Co. Power Systems
 444 Highland Drive
 Kohler, WI 53044

December 13, 2001

No. 01-92

To Kohler Distributor Service Parts Managers

Sales Coordinator Distributor Responsibility and New Electronic Mailbox

Coordinator Distributor Responsibility. In order to better serve you, effective immediately each distributor now has an assigned service parts sales coordinator who will be responsible for all routine service parts inquiries. Please refer to the list below to determine your sales coordinator. If your sales coordinator is absent, follow the instructions on her voicemail message to speak with backup personnel.

Distributors by Sales CoordinatorE-mail: aftermarketparts@kohler.com

Fax: 920-459-1611

Carol Beyer

Direct Phone: 920-459-1630

- Bay City Electric Works, Inc.
- C. K. Power Products Corp.
- Delhomme Industries, Inc.
- Electrical Engineering & Equipment Co.
- Fidelity Engineering Corp.
- Gen Power Products, Inc.
- Industrial Power Systems
- Interstate Power Systems
- Kinsley Power Systems
- Kohler Power Systems
- Kossen Equipment, Inc.
- Loftin Equipment Co.
- Power Products, Inc.
- RP Power
- Sansom Equipment Ltd.
- Stoll Engine Co.
- TAW Power Systems
- Waterous Detroit Diesel-Allison, Inc.
- Waukesha-Pearce Industries, Inc.

Maria Rodriguez

Direct Phone: 920-459-1629

- Buckeye Power Sales Co., Inc.
- Central DDA, Inc.
- Clifford Power Systems
- Coffman Electrical Equipment Co., Inc.
- Cooper Power Systems
- Detroit Diesel-Allison BC Ltd.
- EC Power Systems
- Generatrice Drummond
- Genkoh and Genrep Ltd./Ltee
- Kohler Rental Power
- Kraft Power Corp.
- Lotus Equipment Sales, Inc.
- Nixon Power Services Co.
- Pacific Detroit Diesel Allison
- Palco
- Power Depot, Inc.
- Pritchard Industrial
- Steiner Electric Company
- Total Energy Systems LLC
- Winter Engine-Generator Service, Inc.

Electronic Mailbox. We have also established an electronic mailbox for the Aftermarket Parts Department: aftermarketparts@kohler.com. Please use this mailbox to communicate service parts issues with your sales coordinator rather than her personal mailbox because this mailbox is accessible to others, and your e-mails will be handled promptly even when your assigned sales coordinator is absent.

Please forward this information to anyone in your organization who may be affected by these changes.

Sincerely,



Daniel T. Christel

Manager—Service Parts

e-mail: daniel.christel@kohler.com

Make your opinions known

To help us better serve you, please take a moment to complete and return this survey to Anne Feudner at the fax number below, or mail to Anne Feudner, Kohler Co. Power Systems Division MS 072, 444 Highland Dr., Kohler, WI 53044. Thank you for your help!

Date: _____

To: **Kohler—Anne Feudner, fax no. 920-459-1611**

From: _____
Name (optional, but extremely helpful in case we have questions)

Company

Customer Service Report Card #1



Number of times per week someone in your parts department contacts Power Systems aftermarket parts _____

Average **response time** to questions: _____ hours _____ minutes

	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Improving	Declining
Accuracy of information received from Aftermarket Parts staff							
Knowledge of Aftermarket Parts staff							
Attitudes of Aftermarket Parts staff							
Satisfaction with systems							
Overall competitiveness of Aftermarket Parts prices							
Package labeling							
Packaging quality							
Delivery turnaround							
Emergency Orders							
Weekly Orders							
Stock Orders							
Overall Delivery turnaround							
Fill Rate							
Shipment Accuracy							

List part numbers or categories of uncompetitive prices here: _____

If Kohler Power Systems offered aftermarket parts training at Kohler for 2 days at the distributor's expense, how many people would your distributorship likely send? Assume that the class itself would cost \$100 or less per person and food and lodging would be \$300. _____

What would you like us to start doing? _____

Please list things that you would like us to stop doing _____

Please list things that you would like us to continue doing _____

On what specific topics would distributors like to be trained _____

Suggestions:

Please comment on the following:

- 1. Have you received training from Kohler factory Aftermarket Parts personnel at your facility or at Kohler? ____
- 2. How many people in your Aftermarket Parts department handle Kohler parts? ____
- 3. How many PCs are available for those people? ____
- 4. How many of the PCs available for Kohler aftermarket parts personnel have internet access? ____
- 5. Please provide e-mail addresses for all service and parts personnel handling Kohler product who would like to receive Kohler announcements, information, and promotions by e-mail.

Name	E-mail

Comments: _____

