

Parts

KOHLER
POWER SYSTEMS

The publication of the Kohler Power Systems Aftermarket Parts Department



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Make your opinions known

Welcome

Welcome to the 10th issue of *Parts Buzz*. We'd like to take this opportunity to thank everyone who has filled out surveys in the past. Also we'd like to recognize Al Cherniack of Kinsley Power Systems, George Siordian of Loftin Equipment, and Don McFatridge of Winter Engine Generator Service, Inc. These three parts managers have sent us the most survey responses. Distributor opinions are very important to us. This month, as an incentive to complete the survey, the first 5 distributor parts personnel to return completed surveys will receive a Mini Mag-Lite.



How to Avoid Small Order Handling Charges

Orders drop-shipped to registered Kohler dealers are exempt from the \$25 small order handling fee. When the drop-ship order's ship-to address doesn't match the dealer name in Kohler's warranty system, the ship-to address isn't recognized as a registered dealer and the order is assessed a \$25 handling charge.

There has been an increase in the number of distributor requests to credit small order handling charges associated with dealer drop shipments where the dealer name in the ship-to

address didn't match Kohler's warranty system. Avoid this complication by entering the name on the order exactly as it was registered with Kohler, or submit an updated K-325 Dealer Agreement Registration and Change Notification form to correct the registered dealer's name in Kohler's warranty system.

How to download K-325 Dealer Registration and Change Notification Form from the KOHLERnet

1. From the KOHLERnet home page, click the *View Literature Document* button
2. Click the Table of Contents link
3. Click the Forms & Certificates link located at the bottom of the next window
4. Select the K-325 form from the list of displayed documents

Standard Packages

Thanks to distributor and dealer feedback, all service parts are now available individually. We have discontinued the practice of bundling small items such as screws, washers and bolts. Literature package quantities have not changed. We appreciate your opinions and look forward to hearing more of your ideas.



Voltage Change Decal 246242 Reinstated

The 246242 voltage change decal used to identify units that have been rewired from their nameplate voltage has been reinstated, and the list price has been reduced to \$3.20. The decal provides space on which to write the new voltage.

Reinstated Voltage Change Decal 246242



Decision-Maker 340 Circuit Board Availability

All four Decision-Maker 340 printed circuit boards are now available through Aftermarket Parts. Two of the four are available in kits that include calibration instruction sheets. The table below lists the Decision-Maker 340 circuit boards.

Decision-Maker 340 Circuit Boards Available from Aftermarket Parts

Board No.	Instruction Sheet No.*	Kit Number**	Description
A-352160	TT-1137	GM37441	PCB assembly, interconnect, DEC 340
A-352162	N/A	N/A	PCB assembly, controller, DEC 340
A-352164	N/A	N/A	PCB assembly, indicator, DEC 340 status
A-352166	TT-1137	GM37440	PCB assembly, I/O-A/D mux, Dec 340

* Read the instruction sheet on KOHLERnet before you purchase the kit to be sure you have the necessary expertise and calibration equipment.

** Kits include calibration instructions.

Literature Releases

Please make sure your parts department has a copy of each new or revised publication listed below. Order additional copies from your supplier of Kohler Power Systems service parts.

Parts Catalog	Rev Date	Description
PB-113	3/04	Discontinued Lockable Latches, Ind
TP-5890	5/04	P/C 300-350 kW DDC Series 60
TP-6057	4/04	P/C 600-2000ROZM, 600-2000REOZM, Ind
TP-6158	4/04	P/C Model KCT/KCP/KBT/KBP/KDT/KMT ATS
TP-6269	6/04	P/C 8EOZD/6.5EFOZD, Marine
TP-6270	5/04	P/C 10EOZD, 8.5/9EFOZD, Marine
TP-6271	5/04	P/C 13-15.5EOZD/11-13EFOZD, Marine
TP-6272	5/04	P/C 20-24EOZD/17-20EFOZD, Marine
TP-6273	6/04	P/C 28-32EOZD/23-27EFOZD, Marine
TP-6284	5/04	P/C 650-1000REOZDB, Ind
TP-6291	3/04	P/C John Deere 6068HF275, Tier II
TP-6301	6/04	P/C DDC/MTU 12V2000, 650-750 kW
TP-6302	6/04	P/C DDC/MTU 16V2000, 900-1000 kW

How to list your name in Kohler's email address list

Distributor personnel who routinely correspond by email with Kohler personnel can add themselves to Kohler's central email address list. Send an email to Shirley Horn at shirley.horn@kohler.com with the following information: (1) distributor name, (2) your name, (3) mailing lists to which to add your name (choose from Sales, Service, Parts, or all 3 lists), and (4) your email address. Then you will receive Kohler emails addressed to the groups for which you signed up.



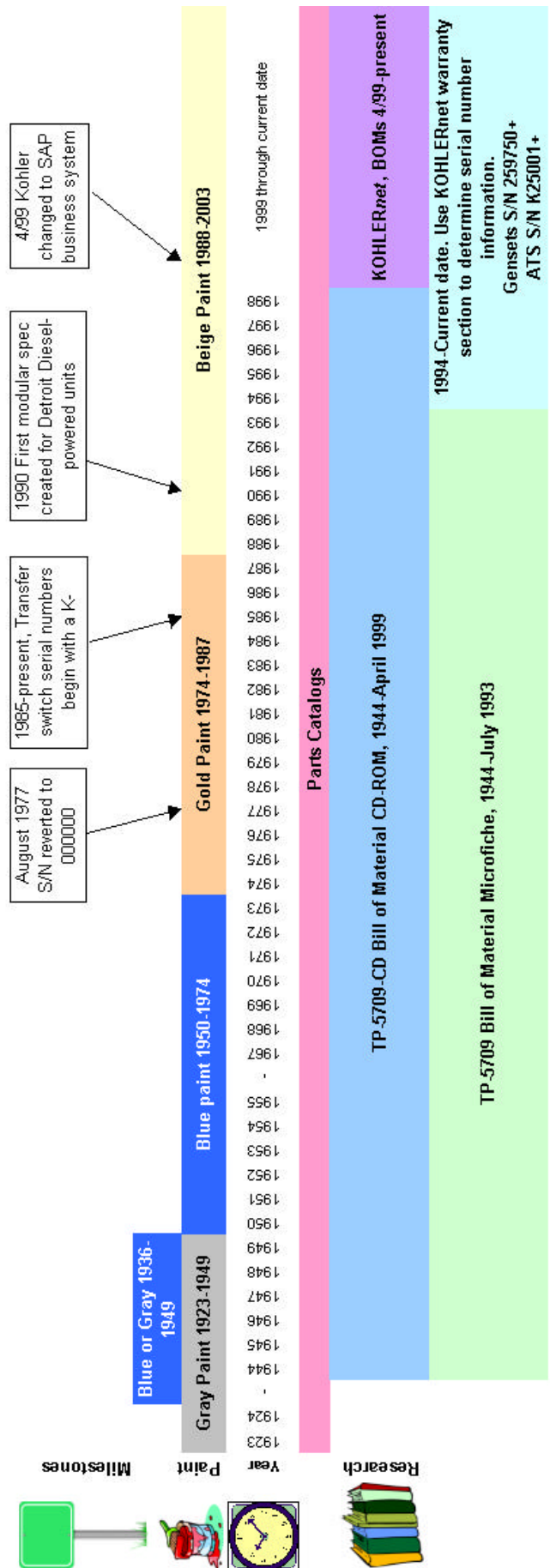
Aftermarket Parts Research Timeline

The Aftermarket Parts training curriculum contains a timeline to depict parts-related historical milestones, methods of research, and paint colors by year of manufacture. Save parts research time by referring to the timeline to help determine applicable parts research methods.

Use the timeline to answer the following questions:

1. What year was the first modular spec created?
2. What is the first year for which KOHLERnet contains unit build information?
3. What is the first year that transfer switch serial numbers began with a K-?

Answers:
1. 1990
2. 1994
3. 1985



How to Order Promotion On Demand Items, Identification Aids, and Rental Displays

The following table summarizes how to order Promotion On Demand items, identification aids, and rental displays. You may want to post a copy near you for quick reference.

Kohler Brand Promotion Program Information

Kohler Brand Promotion Program			
Description	Promotion On Demand	ID Aids	Rental Displays
Explanation	Promotion On Demand products bear Kohler's name or logo and are frequently given to customers or worn by employees to promote Kohler products. Examples include caps, shirts, mugs, and pens.	ID Aids and Displays promote Kohler in your business and at trade shows. Examples include chairs, wall clocks, table covers, counter mats, various patches, signs, product stands, and rental backwall displays and graphics.	
Brochure	View on line at www.cse-kohlerpowersystems.com	G12-255 Brochure, ID Aids and Displays	
Company	CSE, Inc. 5400 S. Westridge Drive New Berlin, WI 53151	4imprint* Fax: 800-982-9171 Phone: 800-260-5523 Mail: 4imprint 210 Commerce Street Oshkosh, WI 54901	Power Systems Marketing* Fax: 920-453-6362 Phone: 920-565-3381, ext 33325 Email: linda.fleck@kohler.com
Order	www.cse-kohlerpowersystems.com	Fax completed G12-254—Form, ID Aids/Rental Display Order*	
Order/Invoice Questions	CSE Customer Service at 800-999-0001 . Ask for Stacy, Joy, or Joe.	4imprint	Linda Fleck of Power Systems Marketing

* Follow up on telephone orders by submitting completed form G12-254—ID Aids/Rental Display Order Form. Mark confirming orders as such to prevent duplication.

Additional comments for Promotion On Demand orders.

- Login Notes. To obtain the co-op discount for business orders, enter your assigned Login ID and password prior to entering your order.
- After using the system the first time, you have the option to change your password. Your Login ID is permanent.
- Invoice and ship-to address. When you use your Login ID, your Kohler registered **invoice** and **ship-to** addresses appear on your CSE order. You can change the ship-to address prior to processing the CSE order.

KOHLER^{net} Problem Support Clarification

Deciding whom to contact when you need KOHLER^{net} help is the key to efficient service. Use the table below to determine whom to contact when you have KOHLER^{net} questions.

KOHLER^{net} Question Contacts

	Support Function Name	
	Customer Communications	Aftermarket Parts
Category of problem	Issues related to KOHLER ^{net} functionality	Problems with individual material numbers
When to contact	<ul style="list-style-type: none"> • Your SecurID card doesn't work • You believe KOHLER^{net} is down • You need KOHLER^{net} training 	<ul style="list-style-type: none"> • A part will not break down on KOHLER^{net} • An error message appears when you attempt to add a part number to your order • Any other parts-related question
Contact Information	Toll-free (877) 346-6382 (U.S. & Canada). For all other countries, please dial 920-803-4986.	Email aftermarketparts@kohler.com

How to Report Error Messages in KOHLER^{net}

1. Press the *print screen* button on the keyboard.
2. Open a Word document.
3. Paste the clipboard into the Word document.
4. Email the document to Nicole.Matte@kohler.com.

May 2004 Distributor and Dealer Visit Scrapbook

Denise Brendel and Ruth Luedtke conducted parts training at several distributorships in May: Power Depot, Inc. in Miami, Florida; Kinsley Power Systems in Albany, New York; and Fidelity Engineering Corp. in Baltimore, Maryland. While in Florida they visited TAW Power Systems in Tampa and two of TAW's dealers: Otmar's Diesel Engines of Sarasota, Florida, and Sun Power Diesel and Marine of Dania Beach, Florida.

TAW Power Systems



TAW (l-r) Kevin Squires—Dealer Account Coordinator, Jean McDuffe—Purchasing, Rick Chesley—Parts Coordinator, Julia Herron—Consumer Products Supervisor, Keith Smyer—Inventory Control Manager.



Dealers are an important part of Kohler's success, so they wanted to visit dealers while in Florida. Tony Collins—Consumer Product Manager, selected two contrasting dealers, both of whom warmly welcomed Kohler and answered all questions.



TAW dealer Otmar Junemann, president of Otmar's Diesel Engines, Inc., Sarasota, Florida. Otmar has been servicing generator sets for 40 years, 37 of them as a dealer with TAW. We toured his facility and discussed ways of improving the parts business.



Store front and service vehicle of Sun Power Diesel and Marine, Dania Beach, Florida



Kohler dealer Sun Power Diesel's Larry Wilsey—Vice President, Michael Csoka—Service Manager, and Rafael Antunez—Parts & Sales Consultant

May 2004 Distributor and Dealer Visit Scrapbook (continued)

Power Depot, Inc.



(l-r) Maria Lopez—Rental Coordinator, Juan Granizo—Warehouse, Mario Quiñones—Service Representative, Denise Rackauskas—Account Manager, Frank Tarafa—Parts Manager, Yanin Torres—Service Representative



Juan Granizo studies the next question on his test.



Maria Lopez and Yanin Torres refer to their Aftermarket Parts training manuals for class exercises.



Mario Quiñones works hard on a class exercise.



(l-r) Juan Granizo—Warehouse, Javier Baeza—President, Yanin Torres—Service Representative, Darling Perez—Accounting Clerk, Denise Rackauskas—Account Manager, Mario Quiñones—Service Representative, Derli Bodden—Receptionist, Frank Tarafa—Parts Manager, Maria Lopez—Rental Coordinator



May 2004 Distributor and Dealer Visit Scrapbook (continued)

Kinsley Power Systems Parts Training



Class photo of distributor personnel participating in the May 18, 2004, parts training school hosted by Kinsley Power Systems at its Albany, New York office. (l-r)

Front 1 Dave Mudone, Power Products, Portland, Maine

Front 2 Karl D. Ross, Service Coordinator, Fidelity Engineering Corp

Front 3 Bruce Work, Operations Manager, Kinsley Power Systems, East Granby

Back 1 Travis Sansone, Kinsley Power Systems, Albany

Back 2 Bruce Pedersen, Parts Manager, Power Products, LLC, Wakefield, MA

Back 3 Mike Herbert, Fidelity Engineering

Back 4 Scott O'Lenick, Service Manager, Cooper Power Systems

Back 5 Mike Latino, Kohler Sr. Area Manager

Back 6 Al Cherniack, Kinsley Power Systems, East Granby, CT



Bruce Pedersen—Parts Manager, Power Products, Wakefield, MA, works on a class problem.



(l-r) Mike Herbert, Fidelity Engineering, Al Cherniack, Kinsley Power Systems, East Granby, and Travis Sansone, Kinsley Power Systems, Albany



Dave Mudone—Parts Specialist, Power Products, Portland, Maine

Dealer Training at Fidelity Engineering Corp.



(l-r) Joe Clark, Cullen Edwards, Jeff Suman, Sandra Bowden, Tom Colello, Paula Insley, Mike Herbert



OOPS!!! Parts Catalog Corrections

Please update your service files with the following parts catalog corrections.

Parts Catalog Corrections

Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Variations	Correct No.	Incorrect No.
Marine	TP-5587	3/00a	P/C 9CCOZ/9EOZ Yanmar 3TN	25	23	Pipe, Fuel Return	3,4,5,6	GM28396	225405
Marine	TP-5593	2/03f	P/C 15-24CCOZ/CCFOZ, 16-24EOZ/EFOZ	65	1	Stator Assembly	24, 30	226949	229949
Marine	TP-5738	8/02d	P/C 40-150COZ/EOZ, 33-125CFOZ/EFOZ, Marine	41	2	Hose	5	GM18742	GM18740
Marine	TP-6138	5/02	P/C 3.5EFOZ/4EOZ, Marine	16	1	Pump Assembly, Seawater	1	Does not include items 2 & 5	
Marine	TP-6272	5/04a	P/C 20-24EOZD/ 17-20EFOZD, Marine	43	16	Gasket	3	229433	249856
Industrial/ RV/Mobile	TP-5543	7/03d	P/C 17/18RY; 18/20/30RZ	57	34	Actuator, Magnetic	3,4,5,8,18,19,21,22,23, 24,25,37,38,39,77,82,87 326880,326881,326882	257077	257007
Industrial/ RV/Mobile	TP-5607	3/01b	P/C 15/20/CCO/RCOZ Yanmar	25	6	Gasket, Case Cover	1,2	252855	282855
Industrial/ RV/Mobile	TP-6108	3/03c	P/C GM 8.1L, Natural Gas	26	3	Module, NG ECM	4	GM25969	GM22170
Industrial/ RV/Mobile	TP-6108	3/03c	P/C GM 8.1L, Natural Gas	26	3	Module, LP ECU	5	GM22170	GM25969

WebEx Parts Training Sessions Filled to Capacity

Distributors enthusiastically responded to invitations to attend Aftermarket Parts WebEx training classes conducted August 16-20, 2004, by Denise Brendel, Market Analyst, and Ruth Luedtke, Manager—Aftermarket Parts. Ten sessions were offered:

WebEx Classes

Class Description and Number of Sessions	No of persons trained
Literature overview and KOHLERnet Literature Navigation (1)	28
KOHLERnet (2)	40
Generator Research part 1 (2)	43
Generator Research part 2 (2)	37
ATS Research (3)	36

Kohler's Aftermarket Parts Department will continue to offer WebEx training until all interested people have had the opportunity to participate. Then training will be offered periodically for new distributor parts personnel.

Kudos to the following distributor personnel who participated in one or more WebEx classes:

Distributor	Attendees
Buckeye Power Sales	Bob Bohls, Carl Smalley, Deanna Finley, Jane Bohls, Jeremy White, Jim Grimm, Kara Willis, Sandy Drake, Tom Bohls, Wendall Wolford
Central Detroit Diesel Allison	Jeff Fryback, Judd Jacobson, Keith Haberer, Larry Bryant, Mark Spangler, Nyle Reinert, Randy Wolfe, Seth Smith, Shelly Andrews, Stan Pierson, Todd Brown, Troy Givler
Coffman Electrical Equipment	Denny Cullin, Robyn Franz
DDA of BC	Dave Jagt
Delhomme Industries	Henry Chastant, Jennifer Self, Patty Estis
EC Power	Pam Wamser
Fidelity Engineering Corp.	Christopher Kuyawa, Fred Gursky
Gen Power Products	Bob Schaible, Matt Kwapy
Generatrice Drummond	Claude Jeanson, France Charpentier
Genrep Ltd.	Jerry Curtis
Interstate Detroit Diesel	Jon Youde, Scott Woodward
Kohler Rental Power	Stephanie Manegold
Kossen Equipment	Gregg Franklin, Michele Hammonds, Reggie Heard, Tommy Thames, Will King
Kraft Power	Debbie Desrumeaux, Ivette Lopez, John Ferrari, Kevin Kocholis, Pete Ingrassia
Nixon Power Service	Karay Woodard
Palco	Gene Kline
RP Power, LLC	Jack Butler, Mickey Buchanan
Total Energy Systems	Kathy Knapp

Newsletter Suggestions?

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

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 Mail: Anne Feudner, M.S. 072
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 444 Highland Drive
 Kohler, WI 53044

