

Parts



Buzz...

KOHLER
POWER SYSTEMS

A publication of the Kohler Power Systems Aftermarket Parts Department

Inside this Issue...

Pages 1 & 2...

Kohler Makes Parts Pricing More Competitive

Kohler-Brand Filters Boost Sales

Page 3...

Spring Change in Aftermarket Parts

PB-120 Sea Spares Kit List

Page 4...

What's a Ven-num?

Page 5...

OOPS!!! Parts Catalog Corrections

How to avoid Disproportionate Freight Charges on Small Literature Orders

Literature Release

Pages 6 & 7...

Kohler-Brand Filters List

Page 8...

*Parts Research Nugget
The Parts Manager's Guide to Enclosures*

Discontinued Parts Clearing House

Page 9...

Parts Training at Casco, Puerto Rico

Page 10...

How to Find a Unit's Installed Kits

Watch for Stolen Units

What's the Difference Between an Emergency Order and a Priority Order and More

Page 11...

Make Your Opinions Known

Back Cover...

Service Parts Order Types and Characteristics Summary

Kohler Makes Parts Pricing More Competitive

After 21 months without a parts price change, Kohler increased prices by only .4% effective April 15, 2005. Why? Because Kohler wants to be competitive and to be your sole supplier of parts for Kohler generator sets.

Double-digit price decreases.

The table below lists categories of parts with weighted double-digit price decreases. These are the parts that distributors suggested Kohler make more competitive.



April 15, 2005, Double-Digit Price Reductions by Category

Category	Weighted Change
Radiator Caps	-46.8%
Water Pumps	-29.8%
Fuel Filters	-25.4%
Zinc Anodes	-19.5%
Breakers	-16.6%
Belts	-15.6%
Gauges	-14.4%
Fuel Pumps	-13.5%
Deere Engine Parts	-11.9%
Yanmar Engine Parts	-11.6%

What can distributors and dealers do to maintain competitive prices? Notify the factory of uncompetitive prices, and include competitive part numbers and prices.

See **Prices**/page 2.

Kohler-Brand Filters Can Boost Sales

Kohler-brand filters have long been best sellers because the end customer sees Kohler's name on the filter and goes to a Kohler parts outlet for a replacement. Only Kohler distributors and dealers sell these filters.



Kohler-Brand Oil Filters

Not just oil filters. In the past only selected Kohler-brand oil filters were available. Now Kohler offers more than 50 branded filters, and it's not just oil filters any more. Kohler also offers air filters and fuel filters.

(Continued on page 2)



Kohler-Brand Fuel Filters



Kohler-Brand Air Filters

Advantages of Kohler-brand filters:

- **Quality brand.** The Kohler name is associated with the quality that customers expect.
- **Repeat sales.** Customers return to their Kohler parts outlet for replacement parts.
- **Positive part identification.** Customers are confident they are getting the correct replacement part.
- **Competitive price.** The price is right—dare to compare.

Refer to the photos for examples of branded filters. Included in this Parts Buzz issue is a list of branded filters containing the part number, description, list price, and models on which the filters are used.

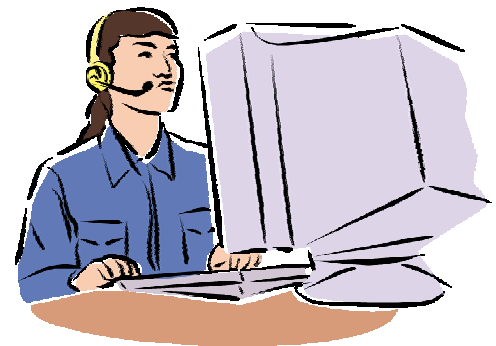
Kohler has stocked up on inventories of branded filters, so place your orders now! Use Kohler-brand filters on Kohler generator sets and watch your business grow.

Prices (Continued from Page 1)

What's in it for Kohler distributors and dealers?

Be confident that you are getting the right part for your customer's Kohler generator set. Spend your time helping customers and selling parts rather than shopping competitive suppliers for better prices. Retain the aftermarket business of customers who buy Kohler products.

What can we do to ensure ongoing competitiveness of Kohler parts? Show your support for the competitive prices by purchasing all aftermarket parts for Kohler generator sets from Kohler.



Spring Brings Change To Aftermarket Parts

Spring brought several personnel changes in the Aftermarket Parts Department. Anne Feudner, Sr. Market Analyst and supervisor of the sales coordinators, was promoted to Associate Product Manager in our Rental Division. Congratulations to Anne! The Aftermarket Parts Department coordinators will now report directly to Ruth Luedtke.



Congratulations to Dana Bemis, who was promoted to the Publications and Promotions Department.

Dana's replacement is Michele Schwartz, Sales Coordinator. Michele has 12 years of customer service experience, 11 of them with Kohler Company's Hospitality Group where she last served as Conference Service Manager. Welcome Michele!



Michele Schwartz

All Aboard!! Announcing PB-120 Sea Spares Kit List

Is your customer preparing for a boat trip? There are some common generator set replacement parts that should ride along. Take advantage of parts bulletin PB-120 Sea Spares 3.5-150 kW Marine to quickly identify sea spares for current and discontinued models. Parts bulletin PB-120 can also be used to identify kit components needed to replenish customer-owned kits.

What's included? Each sea spares kit includes common onboard generator consumables that can

be replaced by the customer, such as belts, filters and fuses. Parts come packed in a water-resistant case for storage.

What's the difference between the G12-202 Sea Spares Brochure and PB-120? Sea Spares Brochure G12-202 (10/04) lists sea spares kits for current-production models only. PB-120 lists all of the available sea spares kits, not just those for current-production generator sets.



Where to find PB-120. PB-120 is available in the literature section of KOHLERnet and a printed copy is included in this month's marine service file update.

Your one-stop source. Remember, next time your customer is looking for marine spares refer to PB-120, the one-stop bulletin for all your sea spares needs.

Ven-Num

What's a Ven-num?



Definition. *Ven-num* is the part number used to order parts for shipment directly from the vendor to the distributor or end customer.

When to use. Vendor-direct shipments are used when Kohler has no stock or when there is no Kohler part number assigned to the part. Vendor-direct shipments are often used on new parts that aren't yet set up in Kohler's system.

Fee. The handling fee for vendor-direct shipments is \$30 net. Vendor fees and vendor order minimums may also be applied. The fee-free option is to wait for the part to come in to Kohler.



Lead-time. Kohler quotes lead-time based on the vendor's best estimate. Next-day delivery is not guaranteed even if the vendor has the part in stock and expects to ship the part the same day. The vendor's order deadline for same-day shipment may vary from Kohler's.



How to order vendor-direct shipments.

- 1) Enter the order on KOHLERnet
- 2) Use one sales order per vendor.
- 3) Enter parts shipping directly from vendors on a sales order separate from parts shipping from Kohler.

- 4) Use ven-num as the material number and enter quantity 1 in the quantity field regardless of how many parts you need.

- 5) Enter the part identification number, such as *Vnum2005-1000*, and the description, such as *fuel pump*, in the notes section of the KOHLERnet order so we can identify what is being ordered.



- 6) Enter the required quantity in the order notes.

- 7) Enter your UPS/Fed Ex freight account number in the order notes because the vendor ships freight-collect directly to the distributor or customer.



Invoicing. Invoicing takes longer than a typical order because the vendor's invoice to Kohler triggers Kohler's invoice to the distributor.

Returns of vendor-direct-ship parts. Contact Kohler if you need to return a vendor-direct-ship part. Kohler orchestrates the return by getting the vendor's approval and return authorization. The distributor returns the part directly to the vendor using the vendor's return authorization. Once the vendor inspects the part, accepts it, and issues credit to Kohler, Kohler issues credit to the distributor. The distributor is responsible for vendor return fees.



Tracking Number

Tracking information. Send an email to aftermarketparts@kohler.com to obtain tracking information on vendor-direct-ship parts



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 No.	Description	Variations	Correct No.	Incorrect No.
Mobile	TP-5349	3/92	7CKM-RV	17	18	Fuel pump	16	278490	249490
Residential/Commercial	TP-5556	04/01e	P/C 6/10/15ROY/ROZ 3/4TN	12,13	17	Cap	22, 23, 28, 29	345355	256717
Portable	TP-5603	3/92	P/C 4MM Kohler M8EP	iii		Variation for 103 group should be 1, not 29, for all specs	29	Variation 1	Variation 29
Industrial	TP-5704	03/94	P/C 20-100RZ	59	18	Rotor Assembly	178-20	257938	A-257629
Industrial	TP-6106	04/03b	P/C GM 4.3L 30-45 kW	16	1	Valve, Mixer	2	GM29427	GM68574
Industrial	TP-6290	12/03	P/C John Deere 4045TF270/HF275, Tier 2	35	11	O-Ring	5901	GM24543	GM24553

How to avoid disproportionate freight charges on small literature orders

Why does literature ship separate from other parts on the same order, incurring freight charges that may be more than the value of the literature?



Orders containing service parts and literature are split into two shipments. Literature ships from a remote warehouse, and parts ship from the main parts warehouse. Each shipment incurs its own freight bill. The cost of the literature freight bill could be disproportionate to the literature if the literature order is small.

Why does Kohler ship small literature orders by UPS instead of US mail? Kohler uses UPS because UPS parcels have a tracking number.

How do I avoid disproportionate freight charges?

(1) Bundle literature orders. (2) Mark the order to ship complete. Complete shipment adds about one day to shipping time, but parts and literature will ship together. (3) Order low-dollar-value literature items on a stock order. (4) Print small documents, such as TT sheets, bulletins, and pages out of catalogs, from the following electronic files:

- KOHLERnet
- TP-1100-CDX (CD, Service File, Industrial)
- TP-6060-CDX (CD, Service Literature, Marine)
- TP-6080-CDX (CD, Service File, RV/Mobile)
- TP-6090-CDX (CD, Service File, Residential/Commercial)
- TP-5371-CDX (CD, Submittal Catalog, Subscription)

Literature Release

Following is a list of parts-related literature that was released to the field since the February 2005 newsletter was issued. Please make sure that your parts department has a copy of each publication. Order additional copies from your supplier of Kohler Power Systems aftermarket parts.

Parts-Related Literature Releases

Parts Catalog	Rev. Date	Description
FB-10	11/04	FAA P/C X-Ref, 20-50REOZJB/80-180REOZJC
FB-11	11/04	FAA P/C X-Ref, 300REOZV, Clins 453/455
FB-12	11/04	FAA P/C X-Ref, 600-900REOZM, Clins 431-466
PB-120	5/04	Sea Spares, 3.5-150 kW, Marine
PB-122	2/05	Model RDT Service Parts
TP-5426	4/05	Pricelist, Service Parts
TP-5978	2/05	P/C 230-300REOZD/REOZDB
TP-6048	2/05	P/C 200REOZP/REOZPB, Ind.
TP-6070-CD	4/05	Pricelist, Service Parts, CD
TP-6142	4/05	P/C 20ROZJB/20-230REOZJB/80-200REOZJC
TP-6151	1/05	P/C GM 3.0L, 30KW
TP-6185	3/05	P/C 350-500REOZV, 450/500REOZVB
TP-6236	12/04	P/C 1820-2000KW, DDC
TP-6348	3/05	P/C Kohler D450/D500, 450-500REOZVB
TP-6325	4/05	P/C 10/13/15EG, Marine

Note: Include chargeable literature on parts orders, and mark orders *ship complete* to avoid a small-order handling charge or disproportionate shipping charges.

Kohler-Brand Filters

Part No.	Description	List Price	Generator Set Model
222771	Fuel/water separator	\$16.10	80/99EOZ, 70/80EFOZ
223414	Filter, fuel	\$15.40	20ROZJ -80ROZJ
223604	Filter, oil	\$5.50	20ROZJ-100ROZJ, 20ROZJB, 20-40REOZJB, 80REOZJ, 35/50/65COZ, 30/40/50CFOZ, 40/60/100ROZJA, 50/100ROZJN, 50/60/100ROZJR
223673	Filter, oil	\$12.80	100REOZJ, 125EOZ/100EFOZ, 125-200ROZJ, 125-180ROZJA, 125ROZJAR, 150EOZ/125EFOZ, 180-230REOZJB
223953	Filter, fuel	\$25.80	80-180ROZJ, 180RFOZJ, 10OREOZJ, 125-180ROZJA
226915	Element, air cleaner	\$18.50	Air Cleaner Kit
229678	Filter, oil	\$8.30	5CCOZ, 5EOZ, 7.5EOR, 7.5EOR/6EFOR, 7.5EORZ/6EFORZ, 8EOZ/6.5EFOZ, 8EOZD/6.5EFOZD
229715	Element, fuel	\$6.30	5CCOZ, 5EOZ, 7.5EOR/6EFOR, 7.5EFOR/6EFOR, 7.5EORZ/6EFORZ, 8EOZ/6.5EFOZ, 8EOZD/6.5EFOZD
250813	Element, fuel	\$5.80	4/8CCO, 4CCOZ, 4/6.5CCFO
250954	Filter, oil	\$8.90	4/8CCO, 6.5CCFO
252834	Filter, oil	\$4.90	9-20CCOZ, 9-10EOZ, 10EOR/9EFOR, 10EORZ/9EFORZ 12.5-20CCO, 15/20EORZ, 20CCFO, 20EOR, 20RCOZN
252898	Filter, fuel	\$6.30	6ROY, 6ROYZ, 12.5-20CCOZ, 16.5CCFOZ, 10.5-20CCO, 10-20CCFO, 13-23EOZD/11-20EFOZD, 13-15.5EOZ/11-13EFOZ, 20-24EOZ/16-20EFOZ
253107	Element, air cleaner	\$15.80	20-80ROZ, 40RFOZ, 20-100ROZJ, 20-60REOZJ, 30-60ROZP, 50-60ROZJR, 40-100ROZJA
253108	Element, air cleaner	\$28.50	60-150ROZ, 80-180ROZJ, 80-180ROZJA, 80REOZJ, 125ROZJAR, 180RFOZJ
254471	Element, air cleaner	\$9.90	20/30/40ROZJ, 30RZ
258423	Element, air cleaner	\$9.70	15RMY, 17-22RY, 17.5ROY, 18-70RZ, 20ROZ, 20ROZP
258646	Element, air cleaner	\$16.70	6-15ROY, 6-15ROZ, 10-20CCO, 10-20CCOZ, 20CCFO, 20EORZ, 20RCOZV
267714	Filter, oil	\$7.60	3.5CFZ-6.5CFZ, 3.5EFZ, 3.5-6.5ESZ, 4/5.5CF, 4-6.5CZ, 5EFZ
272981	Air cleaner, industrial	\$92.10	200-1250ROZD, 450ROZDR
272982	Air cleaner, industrial	\$98.30	230-350REOZD
274821	Air cleaner, industrial	\$121.60	350/750/1500/2000ROZD, 750ROZDR
275501	Filter, fuel	\$15.80	20ROZJB, 20REOZJ-100REOZJ, 20REOZJB-150REOZJB, 50REOZJN, 80REOZJA, 100REOZJN
277759	Element, air cleaner	\$6.90	4-7CKM, 4.5CFKM, 4.5CKMR, 4.5CMZ, 7CKM
278612	Element, air cleaner	\$8.20	3.5/6.5CFZ, 4CFMR, 4CFKMR, 4/5CKM 4/5CKMR, 4-6.5CZ, 5CFZ
278858	Element, air cleaner	\$4.70	6.5RMY, 7CCFKMR, 7CCFKM, 7CCKM, 7CCKMR, 8/10EOZD, 6.5/8.5EFOZD, 9CCOZ, 10EOR/9EFOR, 10EORZ/9EFORZ, 10/12RY, 10/12RZ, 12R
279218	Filter, oil	\$4.90	9/12C, 9/10/12R, 9-12RZ, 10/12CC, 10/12CCE, 10/12CEZ, 10/12CZ, 10/12RY
279260	Filter, oil	\$26.90	200-800ROZD, 2000ROZD, 450/750/800ROZDR

* Kohler-brand filters should be in stock and available for shipment by July 31, 2005. In the meantime, nonbranded filters are available.

** The generator set models are listed above to give you an idea of where the filter is used. Please use KOHLER^{net}, Kohler® Power PLUS, or the parts catalogs to verify the part number before ordering.

Kohler-Brand Filters (continued)

Part No.	Description	List Price	Generator Set Model
279261	Filter, fuel	\$8.20	200-300ROZD, 400REOZD
279262	Filter, fuel	\$7.80	200-350ROZD, 350/400REOZD
279449	Filter, oil	\$7.60	17-18RY/RZ, 20-100RZ
279736	Element, air cleaner	\$83.70	Heavy Duty Air Cleaner
322536	Filter, fuel	\$5.80	7CCOZ, 7/10CCO
324418	Element, air cleaner	\$53.00	125ROZP, 135-180RZD
326098	Element, air cleaner	\$37.00	40-70RZ, 50/60/70GS
326099	Element, air cleaner	\$15.10	30/35/45RZ
326817	Filter, oil	\$5.60	30/50RZGB, 50/60RZG
328215	Filter, fuel	\$17.20	450-800ROZD, 450/750/800ROZDR
328216	Filter, fuel	\$17.20	500-800ROZD
336661	Filter, fuel	\$13.90	50/60REOZJB
343219	Air cleaner, industrial	\$99.20	135RFZD, 150RZD 180-275RFZD, 200-275RZD
343445	Filter, oil	\$18.80	350/400REOZD
354842	Air cleaner, industrial	\$138.30	800ROZDR
359771	Filter, oil	\$7.30	5/7/7.3E, 4/6EF, 7ER/6EFR
360031	Filter, oil	\$14.80	20-100REOZJ, 40/50/65/80/99EOZ, 33/40/55/70/80EFOZ, 80REOZJA, 50REOZJ, 50REOZJB -150REOZJB, 50/100REOZJN
363418	Filter, fuel	\$9.30	32EOZ/27EFOZ, 28EOZ/23EFOZ
365012	Filter, oil	\$28.60	1350-2000REOZDB, 2000KRB, 2500/2800REOZD
322056-S	In-line fuel filter	\$4.30	7/10CCO, 7/10CCOZ
GM13224	Filter, oil	\$27.40	450REOZD, 650REOZDB-1000REOZDB, 500/750/900ROZD
GM13943	Filter, oil bypass*	\$21.10	900/1000ROZM, 900/1000REOZM
GM13947	Filter, fuel*	\$60.80	900/1000ROZM, 900-1250REOZM
GM13949	Filter, oil*	\$23.10	600/2000ROZM, 600/1250/1600/2000REOZM
GM16114	Filter, oil	\$5.20	30/50RZGB, 50/60RZG
GM16532	Filter, oil	\$5.60	30-45RZG
GM16703	Filter, oil	\$6.40	80-125RZG
GM16944	Element, air cleaner	\$17.60	15EORZ, 15RES, 15RGY, 20EOR, 23/27/28EFOZ, 32EOZ, 28/32EOZD, 23/27EFOZD, 30RES
GM25504	Filter, oil	\$19.20	230-400REOZV
GM25506	Filter, oil	\$24.90	200-500REOZV, 450/500REOZVB
GM25508	Filter, oil	\$30.50	450/500REOZVB, 500REOZV
GM25537	Filter, fuel	\$19.90	200-250REOZV, 500REOZV
GM25552	Fuel/water separator	\$64.40	275-400REOZV
GM25554	Filter, fuel	\$16.70	275-400REOZV
GM28351	Filter, oil*	\$6.50	10/13EG, 15RYG, 25RES, 30RSE, 30RYG
GM30594	Filter, fuel, secondary*	\$54.90	450REOZD, 500/750/900ROZD
GM32359	Filter, fuel*	\$8.90	10-32EOZD/8.5-27EFOZD

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** The generator set models are listed above to give you an idea of where the filter is used. Please use KOHLERnet, Kohler® Power PLUS, or the parts catalogs to verify the part number before ordering.

Parts Research Nugget

The Parts Manager's Guide to Enclosures



PB-86 Weather and Sound

Enclosure Service Parts can help you quickly and easily determine service part numbers of selected weather and sound enclosures.

What models are included in parts bulletin PB-86?

The following models are included in PB-86: 30-125RZG, 20ROZJB, 20-230REOZJB, 200-250REOZV.

What weather and sound enclosure kits are included in the bulletin?

The bulletin covers weather enclosure kits GM20541-KA1 through GM20541-KA-17 and sound enclosure kits GM20599-KA1 through GM20599-KA17. It also includes foam kits containing foam for door pieces and upfit kits containing foam and exhaust duct panels. The upfit kits are used to convert weather enclosures to sound enclosures.

Parts Bulletin PB-86

Weather and Sound Enclosure Service Parts

Kit No.	Generator Model	Enclosure Type
GM20541-KA1	30-60RZG	Weather
GM20541-KA2	80/100RZG	Weather
GM20541-KA3	125RZG	Weather
GM20541-KA4	20ROZJB	Weather
GM20541-KA5	20-40REOZJB	Weather
GM20541-KA6	50/60REOZJB	Weather
GM20541-KA7	80REOZJB	Weather
GM20541-KA8	100/125REOZJB	Weather
GM20541-KA9	150REOZJB	Weather
GM20541-KA10	180REOZJB	Weather
GM20541-KA11	200REOZJB	Weather
GM20541-KA12	230REOZJB	Weather
GM20541-KA13	30RZGB	Weather
GM20541-KA16	200REOZV	Weather
GM20541-KA17	230/250REOZV	Weather
GM20599-KA1	30-60RZG	Sound Shield
GM20599-KA2	80/100RZG	Sound Shield
GM20599-KA3	125RZG	Sound Shield
GM20599-KA4	20ROZJB	Sound Shield
GM20599-KA5	20-40REOZJB	Sound Shield
GM20599-KA6	50/60REOZJB	Sound Shield
GM20599-KA7	80REOZJB	Sound Shield
GM20599-KA8	100/125REOZJB	Sound Shield
GM20599-KA9	150REOZJB	Sound Shield
GM20599-KA10	180REOZJB	Sound Shield
GM20599-KA11	200REOZJB	Sound Shield
GM20599-KA12	230REOZJB	Sound Shield
GM20599-KA13	30RZGB	Sound Shield
GM20599-KA16	200REOZV	Sound Shield
GM20599-KA17	230/250REOZV	Sound Shield

Where do I find the bulletin?

1. Log onto KOHLERnet
2. Click *View Literature Documents*
3. Click *Table of Contents*
4. Click *Literature Sorted by Part Number* in the window's lower-left corner
5. Scroll down the list to PB-86
6. Right click PB-86 and select *Open in new window*

What information is found in PB-86?

Pages 2 and 3 contain parts that are common to both weather and sound enclosures, such as decals, spacers, and hardware. The remaining pages contain detailed drawings and service parts in order by type of enclosure and model.



Are there other enclosure bulletins available?

Currently PB-86 is the only available enclosure bulletin of its kind. We will keep you posted on future enclosure parts research tools.

Discontinued Parts Clearing House

If you want to list your discontinued Kohler parts on the distributor discontinued Kohler parts list, email aftermarketparts@kohler.com to request the Excel template. Use email subject line *Discontinued Inventory Template Request*. You may also include dealer inventory on the list. For more information see the *Distributor Parts Clearing House Needed?* article found in Parts Buzz Issue G26-4-11 (02/05), page 2.



Training

Parts Training at Casco Sales Co. in Puerto Rico

Denise Brendel and Ruth Luedtke trained Ernesto Rivera, Abel Crespo, and José Rivera of Casco, and Gloria von Brunk of TAW Power Systems at Kohler distributor Casco Sales Co. in Cataño, Puerto Rico, March 7-9, 2005. The Casco personnel were great to work with, and their facility accommodated us nicely. Getting away from Wisconsin in March was a bonus.



Ernesto Rivera and Abel Crespo work on a class exercise.



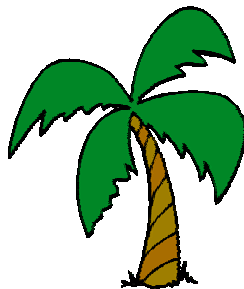
L-R: Abel Crespo of Casco, Ernesto Rivera of Casco, Gloria von Brunk of TAW, and José Rivera of Casco



Casco's facility in Cataño, Puerto Rico



Gloria von Brunk, TAW



José Rivera refers to the Aftermarket Parts training materials while working on the exam.

How to Find a Unit's Installed Kits

In order to find repair parts, you need to know a unit's factory-installed kits. Examples of installed kits are radiators, silencers, housings and generator ends. Sometimes it's not convenient to look up installed kits on the unit's nameplate. And there's an easier way. Distributors can use the KOHLER^{net} warranty system or Kohler® Power PLUS to look up installed kits.

How to Find Factory-Installed Kits Using Unit Serial Number*

System	Access Information	Notes	Directions
Warranty System	<ul style="list-style-type: none"> powersystems.kohler.net.com SecurID Password 	Contains build information on units built since 1994, serial numbers from 259750 for gensets and K25001 for ATS.***	<ol style="list-style-type: none"> 1. Log on to website using your SecurID. 2. Click <i>view unit history</i>. 3. Enter the serial number of the generator set or ATS. 4. Click <i>kit information</i>.
Kohler® Power PLUS**	<ul style="list-style-type: none"> www.kohlerpowerplus.com User I.D. Password 	Contains build information on units built since 1994, serial numbers from 259750 for gensets and K25001 for ATS.***	<ol style="list-style-type: none"> 1. Log on to the website using your user I.D. and password. 2. Select <i>serial number</i> from the options in the search drop-down box in the upper-right corner. 3. Enter the serial number in the search box, and click <i>Go</i>. 4. Click the serial number to view the model, spec, kits, and groups.
Factory Test Tickets	On microfilm at factory. Not currently available to distributors or dealers.	1994 and prior. Microfilm is not always legible.	Email aftermarketparts@kohler.com

* Kits installed by third-party suppliers, such as Sauk, are not available for viewing using the methods identified in the above table.

** By subscription only. Kohler distributors can subscribe to the license by filling out and submitting the Kohler Power PLUS Annual License Registration Form. Contact Gary Reinholtz at gary.reinholtz@kohler.com to obtain a copy of the form. Distributors may refer to field letter 04-82-S dated 12/3/2004, subject KOHLER® Power PLUS Electronic Service Parts Program for more information. The dealer version of the program will be released in the third quarter.

*** There are exceptions outside of the provided date and serial numbers. Dates and serial numbers are approximate and provided to help you determine which look-up system to use.

Note: Unit serial numbers reverted back to 000000 in August 1977. Use the original paint color, approximate age, and model or spec information to distinguish between duplicate serial numbers.

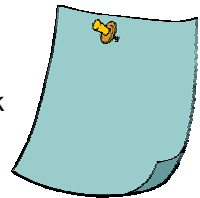
Watch for Stolen Units

Interested in posting a list of stolen units for Aftermarket Parts and distributors to watch for? Email aftermarketparts@kohler.com the model, spec, serial number, and contact information for the person to contact if the unit is found. Use email subject *Stolen Unit*.



What's the Difference Between an Emergency Order, a Priority Order, and More . . .

A table entitled *Service Parts Order Types and Characteristics Summary* is included on the back of this issue's survey. You may want to post it in a convenient place for future reference.



Newsletter Suggestions?

We welcome your suggestions. Please send them to Ruth Luedtke, Manager—Aftermarket Parts

Fax: (920) 459-1611

E-mail: ruth.luedtke@kohler.com

Mail: Ruth Luedtke, M.S. 072
Kohler Co. Power Systems
444 Highland Drive
Kohler, WI 53044

Make your opinions known

To help us better serve you, please take a moment to complete and return this survey to Ruth Luedtke at the fax number below, or mail to Ruth Luedtke, Kohler Co. Power Systems MS 072, 444 Highland

Dr., Kohler, WI 53044. **Distributors** please answer all questions. **Dealers** please answer any questions that apply or comment on any parts topic. Thank you for your help.

Date: _____

To: **Kohler—Ruth Luedtke, fax no. 920-459-1611**

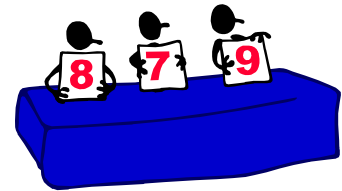
From: _____
Name (optional, but extremely helpful in case we have questions)

Company

Customer Service Report Card #12

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

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



	Satisfaction				Trend	
	Very 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						
Friendliness of Aftermarket Parts staff						
Satisfaction with systems						
Overall competitiveness of Aftermarket Parts prices						
Package labeling						
Packaging quality						
Delivery turnaround						
Emergency Orders (same day shipment)						
Weekly Orders (5 business day shipment)						
Stock Orders (10 business day shipment)						
Overall Delivery turnaround						
Fill Rate						
Shipment Accuracy						

On a scale of 1 to 10 with ten being best, how helpful was the information in this newsletter to you? _____

We are always looking for ideas for newsletter articles, if you have a suggestion please e-mail ruthluedtke@kohler.com.

Thank you for taking the time to complete this survey.

Service Parts Order Types and Characteristics Summary

May 18, 2005

Criteria	Emergency	Priority	Daily & Drop Ship	Stock	Free Literature Only	Conversion	Nameplates	Ven-Num Vendor-Direct	Decision Maker 550 Profile
Delivery	Next day	Expedited	3-5 business days	5-10 business days	3-5 business days	2-4 weeks	3 weeks	Per vendor quote	3-5 business days (daily/drop ship order) or next day (emergency order)
Order deadline	1 p.m./3:30 p.m. central time	N/A	None	None	None	None	None	None	3:30 p.m. central time (emergency) or none (daily/drop ship)
Discount	None	None	None	Per policy	None	None	None	None	None
Order interval	As needed	As needed	As needed	2/month	As needed	As needed	As needed	As needed	As Needed
Kohler Fee*	\$30	None	None	None	None	\$100 net	\$30 net	\$30	None
Subject to \$25 small-order handling fee for orders of <\$100 net	No	Yes	Yes	Yes	No	No	No	No	No
Order value	N/A	N/A	N/A	N/A	Net value=\$0	N/A	N/A	N/A	N/A
Carrier	Kohler preferred next-day air	Next-day air	Customer's choice	Kohler-preferred ground	Customer's choice	U.S. Mail, no charge (default). UPS optional.	U.S. Mail no charge (default). UPS optional.	Customer's choice	Customer's choice
Freight	Prepay and add	Prepay and add	Prepay and add	Freight allowed	Prepay and add	Prepay and add for UPS	Prepay and add for UPS	Charged to distributor's carrier acct. no.	Prepay and add
Eligible parts	Service parts	Service parts	Parts & Literature	Parts & Literature	Free Literature	N/A	N/A	Vendor-supplied	N/A
Ineligible parts	Literature	Literature	N/A	N/A	Parts, priced literature	N/A	N/A	N/A	N/A
KOHLERnet Order Notes	Click <i>Emergency</i>	Priority	N/A	Stock Order #1 or #2 for MM/YY	N/A	Current model, spec, and serial no. with desired specification. Include contact's name and email address.	Model, spec and serial no. with desired ratings. If duplicate, supply replacement reason. Include contact name.	Enter the part I.D. no., i.e., <i>Vnum2005-10</i> , the description, i.e., <i>coil</i> , and qty.	Supply model, spec and serial number. For emergency orders, supply an email address.
Part Number						Conv	Nameplate	Ven-Num	550Profile
Notes	Parts in stock at the factory in any warehouse.	Parts not in stock at any factory warehouse.		Orders must ship to the address corresponding to the sold-to account number to be eligible for stock order incentives.	Include chargeable literature on parts orders and mark orders ship complete to avoid a small handling charge and disproportionate shipping charges.				Emergency orders: \$30 emergency fee applies. Orders are emailed and shipped UPS overnight on date received.

N/A=Not applicable

*Fees are not cumulative. Only one fee applies to an order.