

Parts



Buzz...

The publication of the Kohler Power Systems Aftermarket Parts Department

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Parts Buzz

Introduced to dealers

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

Electronic Service File

Q How do I order an Electronic Service File?

A To order an Electronic Service File, complete the Subscription Form and submit it to your supplier of aftermarket parts.

Q Where do I find the Subscription Form?

A Obtain a Subscription Form from one of the following sources:

- 1) **The Service File CD-ROM.** Select *Subscription Information* from the Table of Contents.
- 2) **KOHLERnet.** From the Literature Table of Contents, select *Forms and Certificates*. Then select *CD-ROM Subscription Order Form*.
- 3) **Your Supplier of aftermarket parts.**

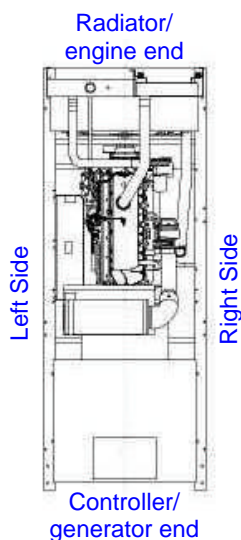
Q What is the list price of a subscription?

A A subscription lists for \$24.00 per year and includes three updates of all the information included in a paper service file. As a bonus, it also includes translated literature, installation sheets, training manuals and selected archival literature

Something all Service and Parts Personnel Should Know

Left Side or Right Side?

Communication barriers can complicate parts identification and generator service. What you may refer to as the left side of the generator the factory or your customer may refer to as the right side. Kohler uses the reference below to distinguish left side from right side. Identifying the correct side is especially critical when you are ordering housing components or requesting factory research.



We Need Your Help!

We are looking for distributor and dealer parts departments to feature in future newsletters. What have you and your parts department done over the years to make your operation successful? What tricks and tips have you learned along the way?

Let us share your story of success. Send an e-mail with your contact information to Anne Feudner at anne.feudner@kohler.com.

Aftermarket Parts Purchase History Analysis

For distributor convenience, the Aftermarket Parts Department now offers, upon request, a Parts Purchased Analysis. The analysis lists the parts you purchased in the last six months by part number with description and total quantity.

Benefits. This report can save you money!

1. Use the report to determine what items to order on your stock orders and to take greater advantage of stock order incentives.
2. Reduce emergency order premiums by stocking active parts.
3. Increase dealer and customer satisfaction by having active parts in stock.
4. Use the report to plan annual parts returns and the corresponding offsetting order.

The analysis comes to you by e-mail in the form of an Excel file. Allow 1-2 weeks for processing.

Please e-mail your questions about and requests for a parts purchase history analysis to denise.brendel@kohler.com. Include with your request your Distributor name, location, fax number and e-mail address.

Freight Charges Available on KOHLERnet

Freight charges are available on the KOHLERnet the day after product ships. To view your freight charges on a shipment, follow one of the two procedures listed below:

I have my Order Confirmation Number.

1. From the KOHLERnet home page, click the *Sales* button.
2. Enter your order confirmation number in the *Document No.* field.
3. Click the *Submit* button.
4. Click any Item Number in the *Item* column.
5. Click the *Invoice* link.
6. View freight charges shown below the line items.

I have my Invoice Number.

1. From the KOHLERnet home page, click the *Billing* button.
2. Enter your invoice number in the *Document No.* field.
3. Click the *Submit* button.
4. View freight charges shown below the line items.

More FAQs

Parts Catalog Lookup

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) 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.

Valuable Information Distributed to Distributors and Dealers with Every Service File Update

Recommended Spare Parts Lists for selected industrial and marine models are provided in Excel format. Industrial recommended spares lists are based on the most popular configurations of 60 Hz industrial/standby models including the Decision-Maker 3/Decision-Maker 3+ controllers and unit-mounted radiators. The configuration of a generator is found on the nameplate or on KOHLERnet by the serial number (see "How to Find Modules" to the right).

Benefits. Use the recommended spare parts lists to estimate 2000-hour operating costs, identify parts prior to release of parts catalogs, determine items needed for first 2000 hours, and as a quick reference. Note: always verify the part numbers of the items using the parts catalog or KOHLERnet prior to ordering the parts.

I.C. Bulletin (interim price list changes) is available in two forms: (1) text format that matches the service parts price list and (2) Excel format. The list includes new parts, superseded and discontinued parts, stock/disposition code changes, price changes and description changes.

Benefits. Use the I.C. bulletin to update your printed or electronic price lists to keep current on changes.

Literature Sales Aid List is provided in Excel format. The file lists all active literature and sales aids with their prices and applicable markets. It also includes the revision date for all literature.

Benefits. Use the AutoFilter feature to quickly find the part numbers and prices of specific types of literature or sales aids.

Where is this information?

In the Service File update on any of the following CD-ROMs found in service files:

TP-1100-CDX	Svc File, Industrial Generator Sets and Transfer Switches
TP-6060-CDX	Svc File, Marine Generator Sets
TP-6080-CDX	Svc File, Commercial and Recreational Mobile Generator Sets
TP-6090-CDX	Svc File, Residential/Commercial and Portable Generator Sets
TP-6100-CD	Service Parts and Literature Tools CD-ROM (paper Service File subscribers)

How do I access this information?

Service Literature CD-ROM subscribers,

1. Follow the instructions on the CD-ROM's readme.txt file to install a shortcut to the CD-ROM's main menu.
2. Double-click the shortcut.
3. Click the *Open Table of Contents* button
4. Move the scroll bar down.
5. Click Service Parts and Literature Tools.
6. From the menu, select Click Here for the Tool you need or click Readme for instructions.

Service Parts and Literature Tools CD-ROM users follow instruction items 1, 2 and 6 from the steps above.

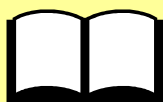
Where to find (1) the list of modules that make up a generator set and (2) how to verify component part numbers

Most current Industrial Kohler Generators are modular, allowing customers to configure generators to specific applications. This presents some challenges when identifying service part numbers and developing recommended spares lists. Follow the steps below to confirm the part numbers on the recommended spares list.

Find the installed kit and module part numbers for a specific generator set on the generator set nameplate or on KOHLERnet. Use KOHLERnet or Parts Catalogs to verify components of the installed kits and modules.

To use KOHLERnet to find kits, modules and associated bills of material:

1. From the KOHLERnet home page, click the *Warranty* button.
2. Click the *Unit History* button.
3. Enter serial number and click the *Kit Info* button.
4. View the list and note the kit numbers you want to break down to the component level.
5. Click the *Home* button.
6. Click the *Service Parts* button.
7. At the prompt, enter in the Material Number field the number of the kit or module you wish to break down and click the *Display* button.
8. The system will display a bill of material for the kit or module number entered. All part numbers with a box in the *Add Item* column are available through Kohler's Aftermarket Parts Department.



OOPS!!!

Parts Catalog Corrections

We've discovered some errors in parts catalogs. Please update your service file copies.

TP-5415, P/C 10/12RY/RZ Ford VSG413, rev 4/93b, included in the Residential Commercial Service File.

- Page 32, item 16. Part Number X-6050-8 should be 226637, Hose, lower radiator.
- 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.

TP-6131, P/C 2000 kW Mitsubishi S16R-PTAA2, rev 11/01, included in the Industrial Service File.

- Page 32, item 111, part number GM15738 should be GM13949, Plug.
- Page 32, item 112, part number GM15739 should be GM13950, Filter Element.

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. New prices follow:

Part No.	Desc.	List	
		Published	Current
242893	Bolt, 1/2-13 x 9.81 in.	\$ 69.20	\$ 10.50
277774*	Tube, exhaust, steel, 1.5 in.	\$374.00	\$164.90
278189	Silencer, 1.26"	\$1,120.00	\$118.30
322422	Filter, oil	\$ 22.00	\$ 12.60

*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.

Newsletter Suggestions?

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

Fax: (920) 459-1611
 E-mail: anne.feudner@kohler.com
 Mail: Anne Feudner, M.S. 072
 Kohler Co. Power Systems
 444 Highland Drive
 Kohler, WI 53044

Sea Spares Reminder

It's time to start thinking about Sea Spares. Remind your customers to be safe and prepared on the water with a Kohler Sea Spares Kit. Sea Spares brochures, part number G12-202, are available from your supplier of Kohler Service Parts.



Generator Models	Kit Number	List Price
3.5-6CFZ/EFZ/CZ/ESZ	344654	\$ 77.20
4-7.3EF/E	GM12310	\$ 55.00
8-12.5E	GM12311	\$105.20
12-20CF/C	GM12312	\$114.80
4EFOZ/5EOZ	GM12313	\$ 58.00
6.5EFOZ/8EOZ	GM12314	\$ 80.30
8-10EFOZ/10EOZ	GM12316	\$ 87.20
13-24EOZ/10-20EFOZ	GM12318	\$ 86.00
11-24CCFOZ/CCOZ	GM12319	\$ 84.00
23-27EFOZ/28-32EOZ	353462	\$100.70
33-65EFOZ/EOZ	GM23263	\$228.00
70-99EFOZ/EOZ	GM23264	\$238.00
100-150EFOZ/EOZ	GM23265	\$307.00

New Literature Releases

The following are new parts catalogs issued to the field in the past six months. Please make sure your parts department has a copy. Order additional copies from your supplier of Kohler Power Systems Aftermarket parts.

Parts Catalog	Description	Rev Date
TP-5995	P/C G/GN/GLN/GLS/GTN/GTS ATS	6/01
TP-6131	P/C 2000 kW Mitsubishi S16R-PTAA2	11/01
TP-6141	P/C 20-40 kW John Deere 3029DF/TF	9/01

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 _____

Check applicable box:

- ☐ Distributor, please answer **all** questions.
- ☐ Dealer, please answer questions marked with ►.

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							

Resource	Do you have ready access to the resource? (Circle one)		If yes, how many times per month do you use this resource?
TP-5709 BOM Microfiche	Yes	No	
Printed copy of applicable service files	Yes	No	
Electronic copy of applicable service files	Yes	No	
Set of wiring diagrams	Yes	No	
KOHLERnet order entry	Yes	No	
KOHLERnet bills of material	Yes	No	

- 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. _____

- Please list things that you would 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** _____

- Other suggestions: _____

Please comment on the following:

1. Have you received training from Kohler factory 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