

PARTS

Buzz...

The publication of the Kohler Power Systems Aftermarket Parts Department

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Survey

Welcome

We're delighted to bring you our third issue of *Parts Buzz*. We think that you will find this issue full of helpful information. Please take a moment to complete the survey and let us know which articles are most useful and interesting.

Conversion Requests

We receive requests to provide the information required to convert a unit from its current configuration to another configuration, such as to convert from the one fuel to another or to upgrade a controller. Following is information regarding conversion requests and how to order them.

Defined. Conversion requests are requests for information required to modify product configurations in the field. Examples are fuel system conversions and controller conversions. Conversion requests involve research to gather and compare bills of material, retrieve drawings, and develop a priced list of parts required to perform the conversion.

Charge. Kohler charges a \$167 list research fee for this service.

How to order. Submit all conversion requests to the aftermarketparts@kohler.com mailbox, including model, specification, and serial numbers of the unit to be converted and the configuration to which you want to convert. We will confirm your request and expected delivery date by reply email. Then send your

purchase order by email to your Aftermarket Parts sales coordinator. Your purchase order will be held until the conversion is complete.

Delivery. Conversion information is delivered no-charge by first class U.S. mail. The distributor pays freight associated with any other carrier.

Lead time. Allow about three weeks' lead time. After we assess the conversion request we will notify you of a scheduled completion date.

Note: If after researching your request we find that we will not be able to provide you with information to perform the conversion, we will notify you and we will not enter your purchase order.

Aftermarket Parts Department News



Anne Feudner was recently promoted to Sr. Market Analyst. In her new position Anne supervises the

Aftermarket Parts Sales Coordinators and continues to be responsible for setting prices, creating the I.C. Bulletin, improving processes, and preparing analyses, databases and reports to support the department.

Archive Literature: Part Number ES-795

The Publications and Promotions department maintains a library of archive manuals for obsolete generator set models. Archive manuals are not stocked in inventory and the part numbers are not in the service parts price list. Archive literature is available through the Aftermarket Parts Department under part number ES-795. Use this part number to order photocopies of *all available archive literature*. Provide on the order as much information as possible about the generator set, including model, specification number, serial number, engine manufacturer, engine model, engine cooling (air or liquid), AC or DC and approximate vintage. The better the information you provide the better the archive literature you receive. There is no bill of material related to part number ES-795. Part number ES-795 indicates to our archive librarian to research and photocopy all available literature for a generator set based on the information you provide.

How do I know if a unit is supported by archive literature?

Order archive literature for:

- all three- or four-digit, most five-digit and a few six-digit generator specification numbers. Most literature for generator sets having six-digit specification numbers is actively maintained in inventory.
- all specification numbers listed in publication ES-913, Specification Number Wiring Diagram Reference.

If the customer needs only a parts catalog, consult TP-5366 Parts Catalog Index for the publication number.

How do I order archive literature?

Order part number ES-795 from your supplier of Kohler Power Systems Service Parts. Include with your order the information requested above.

FAQs Service File

Q I have a registered service file that has been here forever. How do I determine which publications are current?

A Every service file update includes a new table of contents listing the literature part number, description, and revision date. Compare the revision dates listed in the table of contents with the revision dates printed on your manuals.

Service Department News



Dennis Christian has been promoted to the position of **Manager—Field Service**. Dennis joined Kohler Power Systems in 1989 and holds a bachelor's degree in administration management.



Jack Krcma, Service Application Specialist. Jack holds an associate degree in Electro-mechanical technology.

Viewing Electronic Literature



You can increase your viewing area when using Service Literature CD-ROMs or the KOHLERnet. To open a publication in full-screen format without the side and top menu bars, right-click on the part number link instead of double-clicking. A shortcut menu opens. Select *Open in a New Window* and the document will open in Internet Explorer without the top or side menus. To further increase your viewing area, right-click on the colorful Windows icon in the upper right corner of the window and deselect all the toolbars. Reactivate your toolbars by clicking on the same icon and selecting the toolbars.

More FAQs Damaged Parts

Q What should I do if a Kohler part arrives damaged?

A If the packaging is damaged, file a claim with the carrier. If the packaging is not damaged, file a Kohler Co. warranty claim on the part and indicate in the notes that the packaging was not damaged.



Parts-Related Field Letters Recap



Price & stock check inquiry

Now distributors can check service parts prices and availability online.

1. On the KOHLERnet main menu click *Check*.
2. Select your account and click *submit*.
3. Enter the material number(s) in the material column and the corresponding quantity in the quantity column.
4. Click the *price* button at the bottom of the window to price the list.
5. Click the *stock* button at the end of each line to check stock on that line item.

Refer to letter 02-13 issued in March 2002 for more information.

Emergency order policy/procedure updated

In March 2002 we issued and updated the emergency order policy under letter 02-23. The procedure was revised and released in April 2002 under letter number 02-25. If you didn't receive a copy, please view it using KOHLERnet.

Significant changes:

1. Distributors should enter emergency orders directly into KOHLERnet.
2. Distributors should check stock before placing emergency orders and order only in-stock items on emergency orders.
3. The term *priority order* was redefined.
4. An expedite fee applies to emergency orders of vendor part numbers not in Kohler's system.

Aftermarket parts communication

In April 2002 we issued letter 02-28 to parts managers reporting on our electronic communication program. It includes the benefits of electronic communications, seven things you can do to improve inquiry response time, average telephone calls per distributor by month, and inquiry response time by month. If you missed it, check it out on KOHLERnet.

Did You Miss One of Our Field Letters?

Following is a cumulative list of field letters issued by Kohler Aftermarket Parts to distributor parts managers since December 2001. If you have not read one or more of the letters, please view a copy on the KOHLERnet or, for letters no longer posted on KOHLERnet, please request a copy from your Aftermarket Parts sales coordinator.

Aftermarket Parts Field Letter List

Date	Letter No.	Description
12/13/01	01-92	Sales Coordinator Distributor Responsibility and New Electronic Mailbox
01/14/02	02-03	GPR Process Change
03/12/02	02-13	Service Parts Price and Availability Check
03/22/02	02-16S	Waukesha Service and Parts Update
04/05/02	02-22	C-239736 Rotating Diode Board Screen Stock
04/10/02	02-25	Emergency Order Policy
04/19/02	02-27	Preferred Carrier Change to UPS
04/22/02	02-28	Aftermarket Parts Communication

Shipping Information

Packaging Change from Wood Box to Cardboard Carton



As a result of field experience and your feedback, we have evaluated the packing methods for heavy parts. For certain parts we have found better results with cardboard versus wood boxes. Items such as smaller radiators, rotors, and stators now ship in cardboard cartons. One of this issue's survey questions asks for your comments on this change. Please take a moment to fill out and return the survey based on your experience with these heavy parts.

Packaging of small parts

To help you find small parts, such as hardware, in your parts shipments, the Shipping Department tapes them to a 4" x 6" pink card. Then they either attach the pink card to a larger metal surface of another item in the shipment or wrap the card in bubble wrap.

Please carefully unpack all shipments to be sure you find all ordered items. Carefully check your bubble wrap for small parts attached to a pink card before discarding the bubble wrap. Check sheet metal surfaces for an attached pink card.

New preferred carrier

In April 2002 UPS became Kohler's preferred carrier. Refer to letter 02-27 dated April 19, 2002, for details.

Manager's Corner

Seeking customer satisfaction

We appreciate the responses we have received from many of you to the survey in our last newsletter. The survey is used to help us gauge distributor perception of our performance and trends in our performance over time. It also helps us allocate resources. At a minimum, please complete the report card. We need at least 20 responses per survey to confirm performance trends.

The report card/survey doesn't work unless you tell us the truth. The information on the surveys will be tallied and reported on as a group, not individually. Questions change from issue to issue, so please fill out the survey in each issue.

Your comments will help us focus improvement efforts in the areas you deem most important.

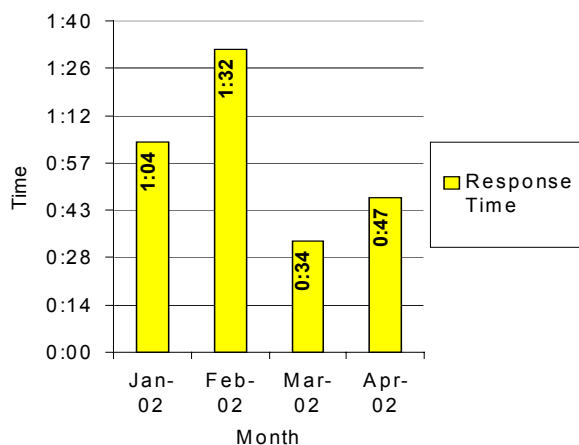
Inquiry profile

Aftermarket Parts began logging distributor inquiries in November 2001. On January 18, 2002, we added response time tracking to our log. The following graphs and tables summarize the results. We attribute improvement to the shift from voice to electronic communication and improved internal procedures.

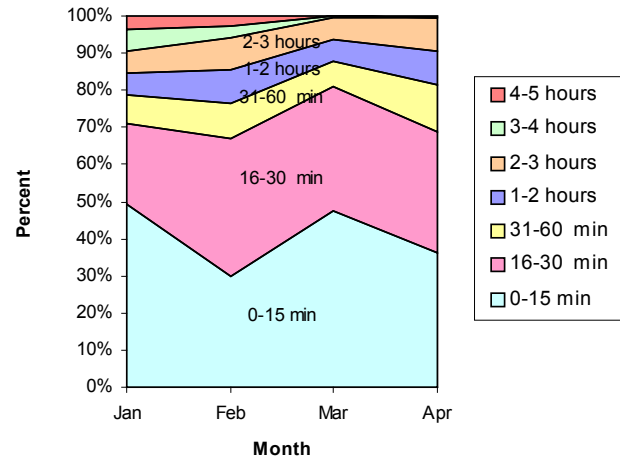
Average Telephone Contact Per Day Per Distributor

	Sep 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02
No. of Calls	3.5	3.4	3.1	3.6	3.1	2.7	2.3
No. of Minutes	7.7	7.5	7.5	8.0	7.1	5.8	5.0

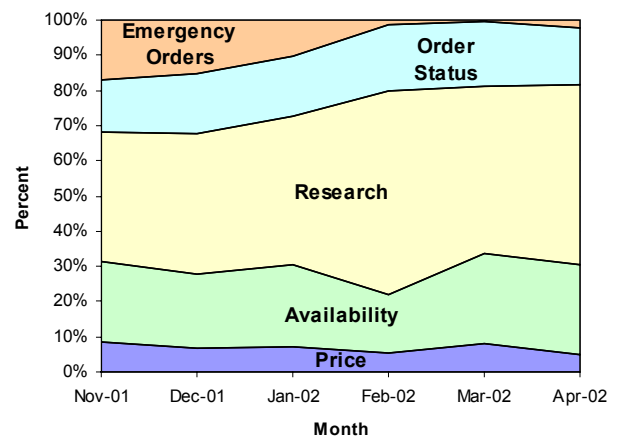
Median Inquiry Response Time January 18, 2002 - April 10, 2002



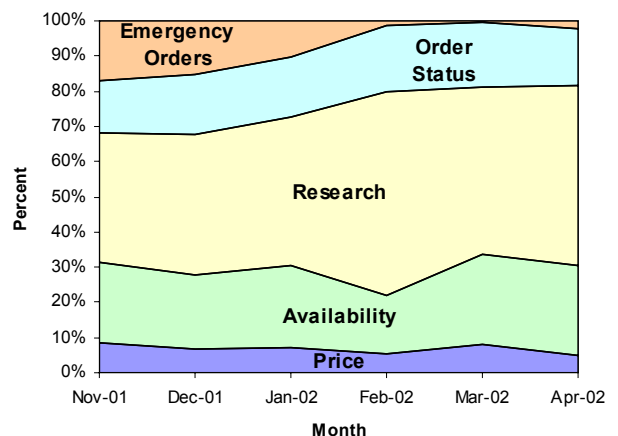
Inquiry Response Interval by Month



Inquiries by Reason, Nov 2001-April 10, 2002



Inquiries by Reason, Nov 2001-April 10, 2002



Why Are the Initial Lead Times So Long for Parts Not In Stock at the Factory?

Once your service parts order is processed, the Aftermarket Parts Department faxes to you the order confirmation that shows the *estimated* ship date for each part on the order.

Standard acknowledgement. If the part is in stock at one of the company's warehouses, the estimated ship date is two days after receipt of order. If the item must be ordered from a vendor, the estimated date reflects the standard vendor lead time, which may be up to two months.

Expedited response. Realizing that lead times are important to you, Aftermarket Parts personnel take note of nonstock items and automatically expedite them with suppliers. For emergency orders, Kohler applies special effort and often incurs expediting fees, airfreight charges, and order premiums to expedite items. If the supplier has the part in stock, the part can be at Kohler within a few days. If the part is not in stock at the supplier, the supplier provides an estimated delivery date.

Reschedule dates. Normally Aftermarket Parts adjusts the estimated ship date on the item when the improved schedule date is known. You can view the new estimated ship date over the KOHLERnet when you view open orders, although Kohler does not fax a new confirmation.

Rest assured... Please do not be alarmed at the initial schedule date. Go ahead and place the order. If there's a critical delivery requirement that you want to call to our attention, please note it in the order notes. Your order type determines the level of expediting performed on each item. We do basic expediting on daily, drop-ship and stock orders. We do critical-delivery expediting on emergency and priority orders. Refer to letter number 02-25 dated April 2002 entitled *Emergency Order Policy* for more information.

The new schedule date can be viewed on KOHLERnet. Follow the procedure below:

How to view new schedules using KOHLERnet

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 an item number in the *Item* column. View the estimated ship date in the middle of the screen.

Aftermarket Parts continues to seek ways to improve the accuracy of original schedule dates.

KOHLERnet Order Entry Tips

Parts and sales accessories cannot be combined on the same order

Sales accessories and service parts orders should not be combined into a single order. Create a separate order for each type. The same purchase order number can be used for each order.

Sales accessory part numbers appear on the sales price list and can be identified by a PA prefix or a KA or KP suffix. Service parts appear in the service parts price list. KOHLERnet will not allow a sales accessory to be added to a parts order, but Trading Partners will.

How to mark your order to ship complete

Kohler normally ships parts as soon as they are available. However, distributors can request that we hold all ordered parts and make one shipment by requesting *ship complete*. To mark your order *ship complete*, follow the instructions below:

1. In the Order Basket, click the button *Add Notes*.
2. You will see two boxes to enter notes: Order Notes and Delivery Instructions. Enter the text *Ship Complete* in the Delivery Instructions box.
3. At the bottom of the screen, click the button *Add* and continue entering your order.

Using order notes to indicate stock order processing

Distributors use the order notes function of Kohler's SAP system to enter notes to the factory, such as *priority order* or *stock order*, as well as notes to themselves for future reference, such as their customer's purchase order or the name of the job associated with the order.

Sometimes it is unclear to the Kohler sales coordinators whether the notes entered on the order are intended for them. For example, when you indicate *stock order* or *stock* in the order notes it's not clear to us whether you are requesting stock order program treatment on the order or just indicating to your receiving department that the materials were ordered for stock.

To ensure that we process your order as you intended, please list notes to Kohler first and precede them by the word *Kohler*. To ensure that you receive stock order program incentives, please use the following text: "Kohler: Stock Order for June 2002," substituting the current month and year as appropriate.

New Literature Releases

The following are parts catalogs released since 1/1/02. Please make sure your parts department has a copy. Order additional copies from your supplier of Kohler Power Systems Aftermarket parts.

Parts Catalogs Released Since 1/1/02

Parts Catalog	Description	Rev Date
TP-5415	P/C 10/12RY/RZ Ford VSG413	2/02
TP-5708	P/C 17-800 kW, Accessories, Gas	2/02
TP-6009	P/C Controllers, Industrial	1/02
TP-6048	P/C 200REOZP, Industrial	2/02
TP-6102	P/C 30-125RZG, Industrial	2/02
TP-6116	P/C Accessories, 20-200 kW Diesel, Industrial	2/02
TP-6142	P/C 20ROZJB/20-230REOZJB, Industrial	2/02



OOPS!!!

Parts Catalog Corrections

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

TP-5607, P/C 15/20/CCO/RCOZ Yanmar, rev. 3/01a, included in the Recreational Mobile Service file.

Page 51, item 20 End Bracket. Use part number 225531 for variations 31, 32, 33, 47, and 48. Use part number 225454 for variations 37 and GR7.

TP-5995, P/C G/GN/GLN/GLS/GTN/GTS ATS, rev 6/01a, included in the Industrial Service file. Page 13, item 11 Kit, Microprocessor part number 362060 should be 346060.

TP-5339, P/C 4/6.5CZ; 3.5/5CFZ, rev 10/95b, included in the Marine Service file. Page 43, item 26, variation 15-18 Box, silkscreened part number should be 229994 instead of 229944.

TP-5602, P/C 900-1600ROZD DDC, rev 5/97a, included in the Industrial Service file. Page 17, item 51, variation 10, 19, 27, and 28 use part number 328780 Belt, poly V instead of 274915. Page 79, Radiator Cooling Kit 279672 use part number 328780 Belt, poly V instead of 274915.

FASTCHECK® II diagnostic tester for Decision-Maker 3+ controllers

The FASTCHECK® II diagnostic tester simulates engine operation to identify faults in the controller and engine circuitry. You can perform diagnostic tests without starting the generator set. Use the FASTCHECK® II when troubleshooting startup problems or to test and troubleshoot the controller when it is removed from the generator set. To operate the FASTCHECK® the following equipment is required:



Fast-Check® II Checklist

Part Number	Description
B-291930	FASTCHECK® II
255915	Wiring Harness
TP-5353	S/M FR II, 20-300 kW, Industrial
Variable low-voltage DC power supply; 0-30 volt, 3 amp minimum current, 0.5% maximum output voltage ripple at 30 volts DC or a 12- or 24-volt battery (depending on system voltage) can also be used to operate the FASTCHECK® II.	

Newsletter Suggestions?

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

Fax: (920) 459-1611

Email: anne.feudner@kohler.com

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

Some of the information in this Newsletter does not apply to dealers or International distributors.

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							

Packaging. How has the change from wood packaging to cardboard affected the quality of the product you receive? _____

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 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	Email

Survey Regarding Article Value

Pg	Article Topic	Value to reader		
		Very valuable	Somewhat valuable	Not valuable
1	Conversion Requests			
2	Archive Literature P/N ES-795			
2	FAQ: Service file			
2	How to Increase Viewing size of electronic literature			
2	FAQ: Damaged Parts			
3	Recap of Parts-Related Field Letters			
3	Shipping Information			

Pg	Article Topic	Value to reader		
		Very valuable	Somewhat valuable	Not valuable
4	Seeking Customer Satisfaction			
4	Inquiry Profile			
5	Long Scheduled Leadtimes			
5	Order Entry Tips			
6	New Literature Releases			
6	P/C Corrections			
6	FASTCHECK® II Diagnostic Tester			

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