

PARTS

Buzz...

The publication of the Kohler Power Systems Aftermarket Parts Department

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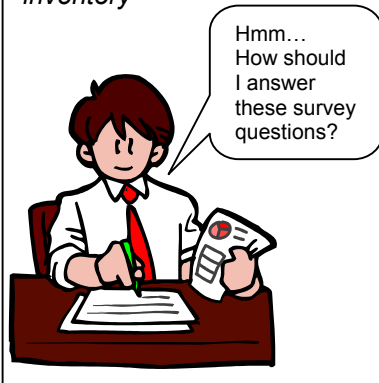
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Welcome

It's hard to believe that we're already bringing you our fourth issue of *Parts Buzz*. This month's issue is full of helpful information, so please share this issue with *all* Kohler parts personnel at your facility. Also, this issue's survey solicits your opinions regarding Kohler inventory. We value your feedback, so please take a moment to complete the survey and let us know what matters to you.

FAQs

Unit Build Date

Q How can I determine the year of manufacture of a Kohler generator set or transfer switch?

A Determine the generator model, serial number and original paint color. Then follow the steps in **SB-581, Year Mfd & Model Designation Explanation** to identify the year of manufacture. SB-581 can be found in the service bulletin section of all service files.

Replacement Nameplate Requests

Application. Distributors should request a new nameplate if the original nameplate is lost or damaged or if the genset/ATS has been modified in the field such that the nameplate no longer applies. Nameplate requests involve verification against spec sheet ratings to ensure that the new nameplate contains accurate ratings.

Charge. Kohler charges a \$50.00 list price for nameplate replacement.

Logistics. Email aftermarketparts@kohler.com your purchase order number with the model, specification, and serial number of the genset/ATS. Also include the kW, kVA, amps, volts, hz, and other nameplate information for the new configuration. If you are requesting a duplicate nameplate, explain in the purchase order notes what happened to the original nameplate. The factory service department logs all changes in the warranty system.

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

Leadtime. Allow about three weeks' lead-time to process nameplate requests.

Distributor Feature . . . Interstate Power Systems

Denise Brendel, Service Parts Support Specialist, and Ruth Luedtke, Manager—Aftermarket Parts, conducted parts training at Interstate Power Systems' Minneapolis headquarters for 21 people representing 10 Interstate offices. Two one-day sessions were conducted on August 21 and 22. Denise trained participants on the parts research process and on parts-related KOHLERnet navigation. Ruth spoke on literature, policy, distributor order/inventory practices, and pricing.

Interstate's parts personnel sought the training to improve the efficiency of their parts departments. The feedback received from the participants indicated that the goal was clearly achieved: "I received the information needed to find the correct part for the customer." "Work performance will be improved because of fewer calls and emails to the factory." "I can now look up parts using KOHLERnet."

While the purpose of the sessions was to train Interstate personnel, Denise and Ruth gained valuable insight into distributor operations, especially with regard to penetration of Kohler communications.

Plans are being made to conduct parts training schools at the factory in the spring of 2003 with an emphasis on hands-on parts research and KOHLERnet training.



L-R: Keith Gunderson, Lori Gjerde (back), Sharon Lang, Paul MacPherson (back), Dan Ciardelli, Jim Jaspersen, Rick Meuwissen, Dave Angeloni. (Not pictured: Dave Vasquez).



Denise Brendel training participants on parts research.



L-R: Scott Lamson, Wayne Bossen, John Stewart, Keven Dacas, Norm Johnson, Terry Markkanen, Chris Watten, Tony Gift, Jon Youde, Dean Knowles, Rob Gunderson, Gary Wylot.



Dave Vasquez (L) and Dave Angeloni (R) practice using their parts research training.

Manager's corner—Looking for Parts Business? We've got leads for you!

1-800-544-2444

Toll-free number. Printed on the back of Kohler's literature is the following statement: *For the nearest sales and service outlet in the US and Canada, phone 1-800-544-2444.*

Purpose. The purpose of the toll-free number is to refer end customers to local sales, service, and parts support starting with the distributors.

Who takes the calls? TMP Worldwide is the company that answers all the calls. There is an average of approximately 850 calls per month to the 800 number: 150 for sales, 500 for service, 200 for parts.

Response. TMP Worldwide gathers information from the caller, such as name, address, contact information, and concern, and refers the caller to the distributor assigned to his location. Within 24 hours, TMP Worldwide follows up with a form letter to the caller from the respective Kohler manager responsible for sales, service or parts. The letter lists the distributor's address and contact information. TMP Worldwide simultaneously sends a fax to the distributor containing the caller's contact information and concern.

Content of parts letter. Following is the content of the parts form letter:

Thank you for your recent call to the Kohler Power Systems 800-number for service parts assistance.

You were referred to the following KOHLER distributor:

Our distributors can help you directly or refer you to a local dealer if you prefer. If you need any additional help, please contact me by e-mail at ruth.luedtke@kohler.com or by mail to the address on the letterhead. Please include complete contact information and details regarding your request.

Reporting. TMP Worldwide categorizes each call by type of support requested (sales, service, parts), and reports monthly to Kohler on the activity by distributor and caller.

What is my role as a distributor? Be gracious to those who contact you. Capture the name and address for future contacts or mailings. Convenience is important to many customers, especially those with marine, RV, and other nonindustrial product. Refer them to a convenient, qualified local dealer if possible. Doing so will give them a local contact for ongoing service and parts support. If the customer wants to work directly with the distributor and the distributor is set up to handle him, please help him. If you don't have the information to help the customer, please tell him that you will contact your source for Kohler parts to request the information. *Please do not refer the customer directly to the factory* when you don't have the requested information.

What's in it for me? Service and parts support is the most profitable part of many businesses. If you demonstrate commitment and competence in the service of Kohler products and establish a good relationship with the customer, you will be his first point of contact for future service and parts support. Service capability is also an important factor in the decision to buy new equipment. Your relationship with your customer will strongly influence his next purchase decision.

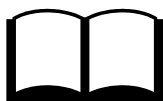


New Literature Releases

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 parts.

Parts Catalogs released since 4/1/02

Parts Catalog	Description	Rev Date
TP-5229	P/C 12.5-20CCO/CFO	3/02
TP-5386	P/C John Deere 6059T/TL/6068F, 80-180kW	5/02
TP-5434	P/C John Deere 4039/4045	4/02
TP-5616	P/C 4CCFOZ, 5CCOZ, 4/6.5EFOZ, 5/8EOZ, Marine	3/02
TP-5978	P/C 230-300REOZD	7/02
TP-5979	P/C 230-275 kW DDC Series 60	5/02
TP-5980	P/C 300-350 kW DDC Series 60	5/02
TP-6072	P/C 7.5/10EOR/EORZ	4/02
TP-6091	P/C Alpha 5/COM7.5	6/02
TP-6138	P/C 3.5EFOZ/4EOZ, Marine	5/02
TP-6154	P/C 400-800RZW, Industrial	6/02
TP-6158	P/C Model KCT/KCP/KBT/KBP ATS	4/02



OOPS!!!

Parts Catalog Corrections

We've discovered some errors in parts catalogs. Please update your service files with the following corrections.

Parts Catalog Corrections

Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Variations	New No.	Incorrect No.
Industrial	TP-5434	4/02d	P/C John Deere 4039/4045	59	5	Pin, piston	1	223473	233743
Industrial	TP-5613	3/00d	P/C 33/45RZ Ford CSG-649	11	23	Hose, molded coolant	3,6,7	255173	226715
Industrial	TP-5613	3/00d	P/C 33/45RZ Ford CSG-649	11	25	Hose, molded coolant	3,6,7	255172	226715
Marine	TP-5413	5/01c	P/C 8/10/12.5C Ford VSG411/413	6	1	Head, cylinder	All	GM24858	224765
Mobile	TP-5411	5/01b	P/C 10/12CC/CZ Ford VSG411	8	1	Head, cylinder	All	GM24858	224765
Residential Commercial	TP-5415	2/02d	P/C 10/12RY/RZ Ford VSG413	6	1	Head, cylinder	All	GM24858	224765
Residential Commercial	TP-5849	9/01c	P/C 10RY/RZ, 12RY/RZ	6	1	Head, cylinder	All	GM24858	224765
Residential Commercial	TP-6007	5/01d	P/C 17/22RY	6	1	Head, cylinder	All	GM24858	224765

Aftermarket Parts Department News



Barb Brost recently joined the Aftermarket Parts department as a Sales Coordinator. In her new position Barb will work with assigned distributors to research parts and answer questions regarding lead-times, availability, prices, invoices and shipments. She also maintains material information in SAP.

Parts Research Nugget

Easy access to serial number profile information on KOHLERnet



For generator sets and automatic transfer switches (ATS) manufactured beginning in 1994, distributors can access the information listed in the following table using the unit serial number and KOHLERnet.

Follow the steps below to access the information.

1. Sign on to KOHLERnet and click the *Warranty Information* button on the Home Page
2. Click the *Unit History* button
3. Enter the serial number
4. Click one of the following buttons to view the information listed in the table.
 - *Build Information*
 - *Kit Information*
 - *Unit Policies*

Note: From any of these three screens, click the respective menu option at the bottom of the window

to view each of the other two or to return to the main warranty screen.

Generator/ATS Information Available on KOHLERnet

	Generator Set	ATS
Build Information		
Model Number	X	X
Test Date	X	X
Specification Number	X	X
Sales Order Number	X	X
Rating	X	X
Engine Model	X	
Engine Serial Number	X	
Fuel Type	X	
Engine Specification	X	
RPM	X	
Engine Manufacturer	X	
Contact Number		X
Contact serial Number		X
Control Board Number		X
Build Date		X
Unit Policies		
Distributor	X	X
Owner Name	X	X
In-service date	X	X
Market	X	X
Usage	X	X
Whether startup was	X	X
Warranty period	X	X
Warranty expiration date	X	X
Kit Information		
Distributor Name	X	X
Model Number	X	X
Test Date	X	X
Specification Number	X	X
Kit List	X	X

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 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 #4



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	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 (same day shipment)							
▶ Weekly Orders (5 business day shipment)							
Stock Orders (10 business day shipment)							
Overall Delivery turnaround							
Fill Rate							
▶ Shipment Accuracy							

List part numbers or categories of **uncompetitive prices** here: _____

New! Kohler Stock Survey

1. Please fill out the following table to help us understand your views on inventory and purchase preferences by category.

Category/Desc	Satisfaction with stock level/delivery 1=very satisfied 2=somewhat satisfied 3=dissatisfied	Likelihood of Purchasing from Kohler 1=Likely 2=Possibly 3=Unlikely	Kohler's Competition HD=Hardware RB=Rebuilder HC=Home Center EM=Engine mfr OM=Other mfr/distributor Other=Other please explain	Reason Kohler is not receiving 100% of your Power Systems parts business and comments NS=No stock per KOHLERnet LLT=Long lead-time or acknowledgement date HP= High price of Kohler C=Convenience of other suppliers NoPN=Part number not in KOHLERnet or parts catalog NF=Part price not in KOHLERnet FR=Factory response times to questions is too long
Consumables				
Filters				
Belts				
Hoses				
Spark Plugs				
Others				
Circuit boards				
Alternators				
Controllers				
Radiators				
ATS parts				
Engines				

2. Rank in order of importance actions Kohler could take to *improve its share of your parts business*. Rank the following with 1 being the most important and 10 being least important using each number only once.

- ☐ a) Show stock available at all warehouses on KOHLERnet
☐ b) Provide more accurate standard lead times for nonstock parts.
☐ c) Reduce prices
☐ d) Reduce emergency order fee
☐ e) Set all parts up in KOHLERnet at time of product release
☐ f) Have parts catalogs available at time of product release
☐ g) Improve response time to questions
☐ h) Develop more distributor-friendly policies
 Comment: _____

☐ i) Other _____
☐ j) Other _____

3. What tools would be valuable to you for increasing parts sales? Rank the following with 1 being the most valuable and 4 being the least valuable.

- ☐ Stock lists by model
☐ Quick-reference charts
☐ Filter kits
☐ Site spares kits similar to the sea spares kits

4. What is your expectation of Kohler's stock policy?

5. What is your stock policy? _____

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