

Parts

KOHLER
POWER SYSTEMS

The publication of the Kohler Power Systems Aftermarket Parts Department

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Parts Research Nugget

Parts Catalog Index Is Now Updated and Available in Microsoft Excel format

Purpose.

Parts Catalog Index TP-5366 was designed to guide you to the parts catalogs



associated with a given specification number. We have discontinued the printed publication in favor of a Microsoft Excel file to facilitate updates and simplify your searches.

Benefits. The database-type format enables you to filter the list and do powerful searches.

- Click the publication number link to automatically open the parts catalog (CD-ROM only).
- Search by spec number to find associated parts catalogs.
- Search by model number to find associated spec numbers or parts catalogs.
- Filter on a parts catalog number to determine spec and models covered by that publication.
- Filter by engine model to view a list of associated generator set models.

Location. You can find the Parts Catalog Index in the literature section of KOHLERnet and on the service file CDs and the TP-6100-CD Service Parts & Literature Tools CD.

Access. To access the Parts Catalog Index using KOHLERnet

1. Log on to www.kohlnet.com.
2. Click [View Literature Documents](#).
3. Click [Table of Contents](#).
4. Click [Service Parts & Literature Tools](#) at the bottom of the window.
5. Click the [Click Here](#) link that corresponds to the Specification Number Index.
6. Click the blue link or select the tab for the desired worksheet.

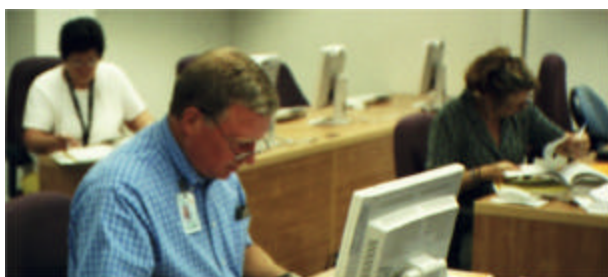
Search tools. Use the **filter** feature to filter the records matching desired criteria. Use the **find** feature to find a specific record. Refer to Excel help for more information on these Excel features.

Aftermarket Parts Training at the FAA and Clifford Power Systems

In August 2003 Denise Brendel and Ruth Luedtke traveled to Oklahoma City to train the FAA and to Tulsa to update Clifford Power Systems' training.



FAA participants Front (L-R) Gilberto Morales, Earl Maloney, Carolyn Campbell. Back (L-R) Jack White, Betty Arnold.



FAA participants search for answers to test questions.



Denise Brendel works with Mel Paterson of Clifford Power Systems.



Marshall Plummer of Clifford Power Systems works on the parts exam.



Selecting the shipping condition for emergency and priority orders

The table below lists the four KOHLER^{net} shipping condition options for emergency and priority orders. The default shipping condition is Air Freight Overnight. To choose UPS or Federal Express, in the KOHLER^{net} *Select Ship To* screen, click the drop-down arrow in the Shipping Condition box and

select the desired option. To specify a carrier other than UPS or Federal Express, retain the default Air Freight Overnight. The table below explains and comments on each option.



Emergency Order Shipping Conditions

Option	Service Information	Comments
Air Freight-Overnite	Not applicable.	Default. Use to select carriers other than UPS or Fed Ex. Include in the order notes the desired carrier's name and your freight account.
FEX-Prty 10am Div	Next-business-day delivery by 10:30 a.m. for most locations, by noon for most others. Delivery area is the Continental U.S. and Alaska. Service days are Monday-Friday; limited Saturday service is also available.	Use at your own risk.*
UPS-Next Day Early AM**	Delivery to major cities by 8 a.m and to most other US cities by 8:30. Delivery area is the Continental U.S. and Alaska. Service days are Monday-Friday.	Rate can be more than triple that of UPS Next-Day Air rate. Use at your own risk.*
UPS-Next Day Air AM**	Delivery by 10:30 a.m., 12:00 noon, or the end of the next business day, depending on location. Delivery area is every address in all 50 states and Puerto Rico. Service days are Monday-Friday; limited Saturday service is also available.	Kohler's preferred carrier.

*Kohler's maximum liability is Kohler's UPS-Next Day Air AM rate.

**Use www.ups.com and www.fedex.com to determine service availability, calculate delivery time, and estimate cost.

Replacements for Discontinued Battery Chargers

Distributors frequently contact Kohler's Aftermarket Parts Department to determine replacements for discontinued battery chargers. Kohler offers a complete line of battery chargers, and you can substitute a current-production battery charger for a discontinued charger. All you need to know to determine the replacement charger number are the battery voltage and amperage requirements. Then select the charger with matching voltage that has at

least the required amperage. For example: Use any of the 12-volt battery chargers listed below to replace discontinued 12-volt, 2-amp battery charger A-246608.

Use the table below to select a current-production battery charger. For questions about charger options refer to the listed TT sheet.



Current-Production Battery Chargers and Their Characteristics

Volts	Amps	Description	TT-Sheet	Application	Sales Kit
12	6	Float/equalize	N/A	Replaces PAA-248952 industrial gensets 8.5-2000 kW	GM11849-KP1
12	6	Float/equalize	TT-1341	Industrial gensets up to 400 kW—use two for 24-volt gensets	GM28569-KP1 GM28569-KP3
12	10	Float/equalize	TT-680	All genset models	PAD-292862
12	10	Float/equalize with optional alarms	TT-680	All genset models	PAD-292863
24	3	Float/equalize	N/A	Replaces PAA-248952 industrial gensets 8.5-2000 kW	GM11850-KP1
24	6	Float/equalize	TT-1341	Industrial gensets up to 400 kW—use two for 24-volt gensets	GM28688-KP1 GM28688-KP2
24	10	Float/equalize	TT-680	All genset models	PAD-292864
24	10	Float/equalize with optional alarms	TT-680	All genset models	PAD-292865



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	Correct No.	Incorrect No.
Industrial	TP-5543	7/03	P/C 17/18RY; 18/20/30RZ	25	45	Rod	6,7	276079	276076
Marine	TP-5413	5/01	P/C 8/10/12.5C Ford VSG411/413	4	2	Engine Gasket Kit, Upper	1,3	224706	224707
Marine	TP-5998	9/02	P/C 23/27EFOZ, 28/32EOZ, Marine	8	18	Cap, Valve	1	256717	345355
Residential Commercial	TP-6007	5/01	P/C 17/22RY	4	2	Engine Gasket Kit, Upper	1	224706	224707
Residential Commercial	TP-6091	11/02	P/C ALPHA5/COM7.5	21	7	Element, filter, UL recognized	42	12 083 09-S	12 083 15

Literature Releases

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

Parts Catalog	Description	Rev Date
PB-98	Reconnectable Block Heater, 135-2000 kW	11/03
PB-109	Parts Bulletin Capacitor Change, 3.5EFOZ Marine	8/03
PB-110	Alt/Eng Wiring Harness, 135-230 kW, JD	8/03
TP-5386	P/C John Deere 6059/6068, 80-150 kW	9/03
TP-5984	P/C 15-20C, 12.5-16CF	7/03
TP-6057	P/C 600-2000ROZM, 600-2000REOZM, Ind	11/03
TP-6141	P/C 20-40 kW John Deere 3029DF/TF	12/03
TP-6142	P/C 20ROZJB/20-230REOZJB, Industrial	10/03
TP-6185	P/C 350-500REOZV	10/03
TP-6217	P/C 1350-2000REOZDB, 2500/2800REOZD, Ind	8/03
TP-6235	P/C 1350-1500 kW DDC	7/03
TP-6236	P/C 1820-2000 kW, DDC	7/03
TP-6257	P/C Kohler D600 24.5A Eng, 600REOZM	9/03
TP-6259	P/C Kohler D2000 65.4A Eng, 2000REOZM	10/03

Ship Complete Orders

Q How do I mark an order *ship-complete* in KOHLERnet (www.kohler.net.com)?

A To indicate complete shipment, click the *Ship Complete* box located in the document header section of the shopping cart screen below the *change ship info* button.



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



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. **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—Anne Feudner, fax no. 920-459-1611**

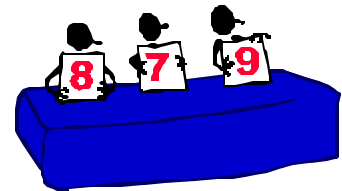
From: _____
Name (optional, but extremely helpful in case we have questions)

Company

Customer Service Report Card #8

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						

As a Kohler distributor or dealer, what techniques do you employ to maximize your results and profits? (Please include your name for possible publication in a future newsletter.)

Parts Catalog corrections you'd like to share. Please include publication number, revision date, page number and item number.

Kohler Customer Service Opportunities

How do we compare to your other suppliers? Rank in order of priority the areas Kohler should focus on to improve its customer service. We'd also like to know who your *model supplier* for the category is and what makes your model supplier memorable.

Category	Rank	Model supplier for category	What makes your model supplier memorable in this category?
Return policy			
Response time			
Stock order incentives			
Emergency order deadline			
Emergency order charge			
Friendliness of staff			
Ease of finding parts			
Availability of parts catalogs for new product			
Timeliness of answers			
Enthusiasm of staff			
Completeness of responses			

Thank you for taking the time to complete this survey.



Newsletter Suggestions?

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