

Parts

KOHLER
POWER SYSTEMS

The publication of the Kohler Power Systems Aftermarket Parts Department



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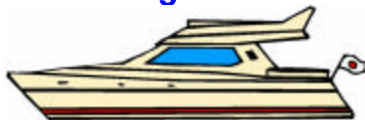
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Parts Buzz Index of Articles

Report Card

Survey...Policies & Practices

Reminder...it's time to stock up on parts for the boating season.



Welcome

Welcome to the 9th Issue of *Parts Buzz*. This issue contains several helpful and timesaving resources:

- **Newsletter Article Index** listing of all the newsletter articles and the corresponding newsletter issue number.
- **Parts Research Flowchart** to determine the research resources.

This issue's survey includes a section about policies. Plans are underway to update parts policies by fall, so please take a moment to share your thoughts and suggestions regarding policies.

Fall 2004 Factory Parts Training Classes Announced

The Aftermarket Parts Department is pleased to announce two fall factory parts training classes for Kohler distributors. Classes will be conducted in Kohler's corporate training facility and include tours of the parts warehouse and the Power Systems Americas factory. Enrollment is limited to 12 people per class. Certificates of completion will be issued upon successful completion of class exam.



Training Class Schedule

Session 1 September 20-22, 2004
Session 2 October 4-6, 2004

Training topics:

- **Literature review.** Available literature and its formats and locations.
- **KOHLERnet.** Enter orders, view orders and invoices, view literature, check price and stock.
- **Generator research.** Main tools with their timeline of applicability, research flow chart, breakdown of groups, how to use the microfiche and how to use KOHLERnet.
- **ATS research.** Model designation decoder, how to break down assemblies in KOHLERnet, research tools, parts bulletins.
- **Kohler internal operations.** Kohler stock policies, standard lead-times, schedule dates, field letters, and mailing lists.
- **Distributor profile.** Order practices and statistics, i.e., number of orders by type, and suggestions for improved inventory management that can lead to better margins.
- **Policies review.** Review of policies including order types and conditions and parts returns.
- **Price.** Price changes, price strategy, requests for volume pricing.

Additional details will be announced later. In the meantime, e-mail questions to aftermarketparts@kohler.com. We hope to see you there.

Parts Buzz Index of Articles

Those of you who regularly read the Parts Buzz know that it contains information that isn't published elsewhere. If you use the Parts Buzz as a reference, you know that with nine issues released, it's becoming more difficult to quickly find desired articles when you need them.



Included with this month's issue is a two-page pull-out index of articles to help you more quickly retrieve the article for which you are searching.

Research Nugget

Parts Research Flowchart



Have you ever struggled with where to begin your parts research? The flowchart to the right illustrates the process to determine the best initial research tool. Use the Parts Research flowchart to answer the following questions:

1. Which tool should you use first if your spec number **is not listed** in the Electronic Specification Number Index and was built after April 1999?
2. Which tool should you use first if your spec number **is listed** in the Electronic Specification Number Index but is not listed in the respective parts catalog and was built before April 1999?

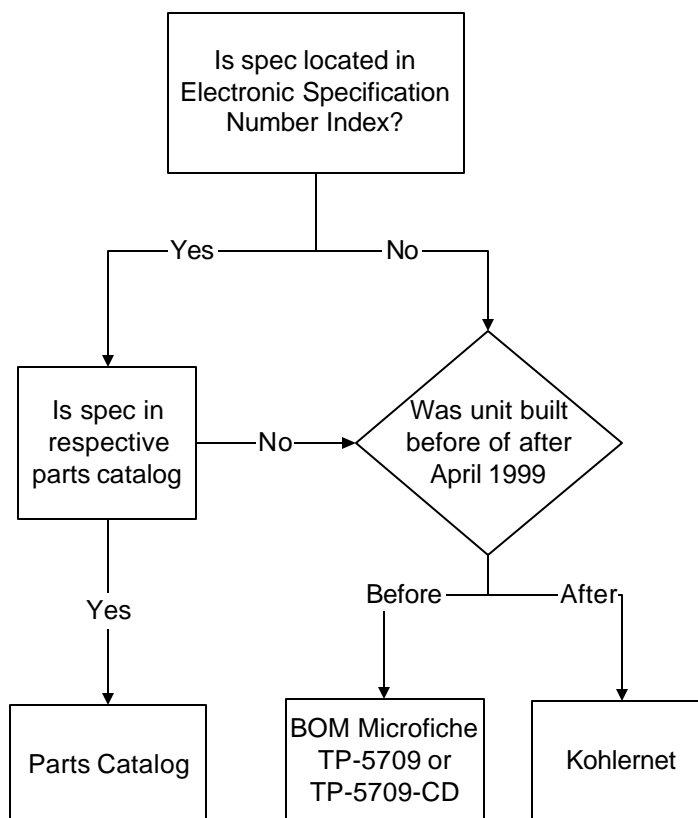
Follow the flowchart and compare your answers with those below the flowchart.

Literature Releases

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

Parts Catalog	Description	Rev Date
PB-112	Parts Catalog Index TP-5366 Discontinued	2/04
TP-5868	P/C 8.5/11RMY, 8.5/12RES, Res/Coml	1/04
TP-6141	P/C 20-40 kW John Deere 3029DF/TF	12/03
TP-6142	P/C 20ROZJB/20-230REOZJB/80-180 REOZJC	3/04
TP-6258	P/C Kohler D1000 37.1A Eng, 900/1000 REOZM	2/04
TP-6290	P/C John Deere 4045TF270/HF275, Tier II	12/03
TP-6291	P/C John Deere 6068HF275, Tier II	3/04

Parts Research Flowchart (Cont.)



Answers: 1. KOHLERnet, 2. Bill of Material Microfiche TP-5709 or TP-5709-CD

Stock Codes and Disposition Codes^{3/4} What They Mean

By understanding what each stock code number or disposition code letter means, you can better manage your inventory.

Explanation of Stock Codes

Stock Codes	Stocking Expectation	Stock Code Sales Criteria
1	To be stocked by dealers and distributors.	Top 200 parts
2	To be stocked by distributors.	Next 300 parts
3	To be stocked by distributors if warranted by local demand.	Ship quantity > 23
4	Slow-moving part. To be stocked if warranted by local demand.	Ship quantity > 5
5	Very slow-moving special part. Order only as needed. May not always be available.	Ship quantity < 5
6	Stock as needed.	New parts with no usage history.

Explanation of Disposition Codes

Disp Codes	Explanation
C	Superseded part. Use old part until stock is depleted, then order new part number. Do not fill orders for new part numbers with the old part.
D	Discontinued part. Use stock. Nonreturnable.
F	Life-time buy material. Nonreturnable except within six months of being designated stock code "F" in the I.C. Bulletin.



Sales Kit or Service Part? How to Distinguish

Sometimes there's confusion about who handles sales kits and how to order them. The table below identifies the characteristics of kits and explains where to find information about them.



Most sales kits are easily distinguished by their material number.

Sales Kits Distinguished from Parts

	Sales Kits	Sales Kit Components
Identification	Material number Prefix = PA, PAA, PAB or PAD Or Suffix = KP or KA	Components of current and discontinued sales kits
Information source	Unit sales coordinator	Parts sales coordinator
Price List	Unit sales price list	Service parts price list TP-5426 or service parts section of KOHLERnet
Unit of sale	Complete kit	Serviceable kit components
Bill of material source	KOHLERnet bill of material or parts catalogs	

Serial Number Series Change

Effective 5/1/2004, the leading zero in Kohler serial numbers was replaced by a two. The first serial number in the series is 2000001. The table below illustrates the change.

Serial Number Series Change Examples

Type	Series before 5/1/04	Series after 5/1/04
Generator sets	0723456	2723456
ATS	K0723456	K2723456
Switchgear	SG0723456	SG2723456

Note that serial numbers are issued in numerical sequence regardless of product type. The K and SG prefixes are added to ATS and Switchgear serial numbers to distinguish them from generator sets.



OOPS!!!

Parts Catalog Corrections

Please update your service files with the following parts catalog corrections. Please e-mail aftermarketparts@kohler.com to notify us of parts catalog errors.

Parts Catalog Corrections

Service File Market	Parts Catalog	Rev. Date	Catalog Description	Page	Item	Item Description	Variations	Correct No.	Incorrect No.
Industrial	TP-5051	2/86	P/C Fast-Response	18		Hose, lower radiator		285633	291658
Industrial	TP-5681	6/99c	P/C 20-180ROZP	23	14	Thermostat	1-6	327127	Description Change
Industrial	TP-5681	6/99c	P/C 20-180ROZP	23	14	Thermostat	7-12	327148	Description Change
Industrial	TP-5681	6/99c	P/C 20-180ROZP	23	14	Gasket	1-6	GM34976	New
Industrial	TP-5681	6/99c	P/C 20-180ROZP	23	14	Kit, Thermostat & Gasket (20ROZP)	1-6	GM35179	New
Industrial	TP-5745	9/01c	P/C 135-275RZD/RFZD, Industrial	13	22	Strip, Marker	All	GM14233	GM14266
Industrial	TP-5745	9/01c	P/C 135-275RZD/RFZD, Industrial	13	24	Fuse, 15 amp, F1-F4	All	283645	283646
Industrial	TP-6102	9/02e	P/C 30-125RZG, 30/50RZGB, Industrial	19	23	Heat Shield	17, 18, 25, 26, 41-44	GM21188	GM22188
Industrial	TP-6131	11/01	P/C 2000 kW Mitsubishi S16R-PTAA2	36	8	Thermostat	4	GM31390	GM15777
Industrial	TP-6141	12/03a	P/C 20-40 kW John Deere 3029DF/TF	21	1	Oil Filter	4006	GM34935	223604
Residential/Commercial	TP-5849	9/01c	P/C 10RY/RZ, 12RY/RZ	33	37	Sensor, speed	18, 22	Before generator set build date 10/19/99 use 254842; build date 10/19/99 and after use 358385	
Residential/Commercial	TP-5868	1/04f	P/C 8.5/11RMY, 8.5/12RES, Residential/Commercial	9	26	Cap, Oil Fill Tube	34, 96, 268, 273	24 755 46-S	12 173 04
Residential/Commercial	TP-6108	3/03c	P/C GM 8.1L, Natural Gas	23	38	Sensor, 02	9, 10	GM29585	GM29586

Common Locations for Generator and ATS Nameplates

Marine Generator Set

- On top of the controller cover
- Service side of the stator shell
- Junction box on service side of unit

Mobile Generator Set

- On the service side of the controller cover

Industrial Generator Set

- Side of junction box facing the engine (20 kW-250 kW)
- Stator shell (250 kW-2800 kW)

Residential Generator Set

- Air duct below the controller
- Housing floor

Automatic Transfer Switch (ATS)

- Back side of the case housing the MPAC controller for MPAC-controlled switches
- Inside of the door for non-MPAC-controlled switches

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**

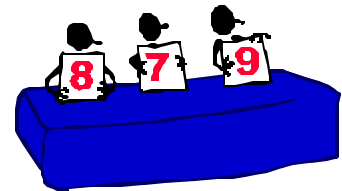
From: _____
Name (optional, but extremely helpful in case we have questions)

Company

Customer Service Report Card #9

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.

Please describe the most memorable experience related to Kohler Aftermarket Parts and approximately when it happened.

Kohler Policies and Practices

We're updating our policies and are interested in your comments on how our policies compare to your other suppliers. Please note any comments on current policies or suggestions for updated policies in the table below.

Policy	Suggestion/Comparison
Emergency Order	
Order Cancellations	
Part Returns	
Stock Orders	
Unit Conversions	
Order Changes	
Order Lead-times	
Prices/ discounts	

Thank you for taking the time to complete this survey.

Topic	Title	Volume	Pg	Issue Date
550 Controller Components	More Serviceable Decision-Maker 550 Controller components	2.1	1	Feb-03
550 Controller Parts	Decision-Maker 550 Controllers, more serviceable components	2.1	1	Feb-03
800 number	Looking for Parts Business? We've got leads for you!	1.4	3	Oct-02
Accessories/kits	Sales Kit or Service Part? How to Distinguish	3.2	3	Jun-04
Air shipment delay avoidance	Avoid Delays in Air Shipments	2.1	4	Feb-03
Annual Parts Returns	Annual Parts Returns	2.2	2	Jun-03
Archive Literature	Archive Literature: ES-795	1.3	2	Jun-02
Articles for newsletter	Articles suggestions solicitation	1.1	5	Jan-02
Backissues of the Parts Buzz	Availability of Parts Buzz Back Issues	2.1	1	Feb-03
Battery Chargers	Replacements for Discontinued Battery Chargers	3.1	3	Feb-04
Best Practices	The Business Side of Parts	2.1	3	Feb-03
Brost	Aftermarket Parts Department News	1.4	4	Oct-02
Build date	Unit Build Date Determination	1.4	1	Oct-02
Carrier alternate for air shipments	Avoid Delays in Air Shipments	2.1	4	Feb-03
Cheat Sheets	Share your Cheat Sheets	2.2	1	Jun-03
Christian, Krcma	Service Dept news	1.3	2	Jun-02
Communication	Seeking Customer Satisfaction	1.3	3	Jun-02
Compton training	Kohler Parts Training at Kohler Power Systems, Compton, California	2.2	4	Jun-03
Conversion Charges	Conversion Charges	2.2	5	Jun-03
Conversion Order Process	Procedure for Ordering Conversions, Replacement Nameplates, and Vendor Direct-Ship Parts	2.3	2	Oct-03
Conversion Procedure	Conversion Requests	1.3	1	Jun-02
Conversion Procedure	Conversion Requests (same as issue 1.3 article)	2.2	5	Jun-03
Customer Satisfaction	Seeking Customer Satisfaction	1.3	3	Jun-02
Damage Claim Procedure	Damaged Parts	1.3	2	Jun-02
Decision-Maker 550 Parts	Decision-Maker 550 Controllers, more serviceable components	2.1	1	Feb-03
Decision-Maker 550 Service Kits	Something all Service and Parts Personnel Should Know	1.1	2	Jan-02
Department email	Shared Email Box Addresses	2.1	2	Feb-03
Distributor Assignments, Mailbox	Sales Coordinator Distributor Responsibility and Electronic Mailbox	1.1	6	Jan-02
Distributor Best Practices	The Business Side of Parts	2.1	3	Feb-03
Electronic Literature Viewing	Viewing Electronic Literature	1.3	2	Jun-02
Electronic P/C	Hey! Where's That Electronic Parts Catalog You've Been Promising?	1.1	4	Jan-02
Email boxes	Shared Email Box Addresses	2.1	2	Feb-03
Emergency Orders	Emergency Orders and Priority Orders Defined and Explained	2.3	3	Oct-03
Engine Parts Research	How to find engine parts for spec numbers not covered in the parts catalog	2.3	1	Oct-03
ES-795 Archive Literature	Archive Literature: ES-795	1.3	2	Jun-02
FASTCHECK II	FASTCHECK II diagnostic tester for Decision-Maker 3+ controllers	1.3	6	Jun-02
Feudner	Aftermarket Parts Department News	1.3	1	Jun-02
Field Letter Recap	Parts-Related Field Letters Recap	1.3	3	Jun-02
Freight Charges	Freight Charges available on KOHLERnet	1.2	2	Feb-02
GPR labels, orange	Are You Using Your Orange Parts Return Labels	2.1	2	Feb-03
How to mark your order to ship complete	KOHLERnet Order Entry Tips	1.3	5	Jun-02
IC Bulletin	Valuable Info Distributed to Distributors and Dealers with Every Service File Update	1.2	3	Feb-02
Interstate Training	Distributor Feature . . . Interstate Power Systems	1.4	2	Oct-02
Introduction of staff	Manager's Corner	1.1	3	Jan-02
Introduction to dealers	Parts Buzz Introduced to Dealers	1.2	1	Feb-02
Leadtime Quotes	Factory Leadtime Quotes	2.1	2	Feb-03
Leadtimes	Long Lead-times	1.3	5	Jun-02
Left Side or Right Side	Something all Service and Parts Personnel Should Know	1.2	2	Feb-02
Literature Releases	New Literature Releases	1.2	4	Feb-02
Literature Releases	New Literature Releases	1.3	6	Jun-02
Literature Releases	New Literature Releases	1.4	3	Oct-02
Literature Releases	New Literature Releases	2.1	2	Feb-03
Literature Releases	New Literature Releases	2.2	6	Jun-03
Literature Releases	New Literature Releases	2.3	3	Oct-03
Literature Releases	Literature Releases	3.1	4	Feb-04
Literature Releases	Literature Releases	3.2	2	Jun-04
Nameplate Location	Common Location for Generator Nameplates	3.2	4	Jun-04
Nameplate Order Process	Procedure for Ordering Conversions, Replacement Nameplates, and Vendor Direct-Ship Parts	2.3	2	Oct-03
Nameplate Requests	Replacement Nameplate Requests	1.4	1	Oct-02
Newsletter Backissues	Parts Buzz Backissues, Availability of	2.1	1	Feb-03
Nixon Training	Kohler Parts Training at Nixon Power Services, Louisville	2.2	3	Jun-03
Orange return labels	Are You Using Your Orange Parts Return Labels	2.1	2	Feb-03
Order notes to indicate stock order processing	KOHLERnet Order Entry Tips	1.3	5	Jun-02

Topic	Title	Volume	Pg	Issue Date
Order Parts separate from Sales accessories	KOHLERnet Order Entry Tips	1.3	5	Jun-02
Order Process	Procedure for Ordering Conversions, Replacement Nameplates, and Vendor Direct-Ship Parts	2.3	2	Oct-03
P/C Corrections	Parts Catalog Corrections	1.1	5	Jan-02
P/C Corrections	Parts Catalog Corrections	1.2	4	Feb-02
P/C Corrections	Parts Catalog Corrections	1.3	6	Jun-02
P/C Corrections	Parts Catalog Corrections	1.4	4	Oct-02
P/C Corrections	Parts Catalog Corrections	2.1	4	Feb-03
P/C Corrections	Parts Catalog Corrections	2.2	6	Jun-03
P/C Corrections	Parts Catalog Corrections	2.3	4	Oct-03
P/C Corrections	Parts Catalog Corrections	3.1	4	Feb-04
P/C Corrections	Parts Catalog Corrections	3.2	4	Jun-04
Paint	Touch-Up Paint	1.1	5	Jan-02
Parts Buzz Backissues	Parts Buzz Backissues, Availability of	2.1	1	Feb-03
Parts Buzz Introduction	New Faces, Same Commitment to You in Aftermarket Parts	1.1	1	Jan-02
Parts Catalog Index	Parts Catalog Index is Now Updated and Available in Microsoft Excel Format	3.1	1	Feb-04
Parts Catalog Index	Parts Buzz Index of Articles	3.2	2	Jun-04
Parts Research	Where to find the list of modules that make up a generator set and how to verify component part numbers	1.2	3	Feb-02
Parts Research	Parts Research Flowchart	3.2	2	Jun-04
Price Reductions	Aftermarket Parts Price Changes and Their Effect On Warranty Reimbursement and Inventory Value	1.1	1	Jan-02
Price Reductions	Price Reductions (notification of)	1.1	5	Jan-02
Price Reductions	Price Reductions (notification of)	1.2	4	Feb-02
Priority Orders	Emergency Orders and Priority Orders Defined and Explained	2.3	3-4	Oct-03
Purchase History Report Availability	Purchase History Analysis	1.2	2	Feb-02
Researching Engine Parts	How to find engine parts for spec numbers not covered in the parts catalog	2.3	1	Oct-03
Return labels, orange	Are You Using Your Orange Parts Return Labels	2.1	2	Feb-03
Returns Annual	Annual Parts Returns	2.2	2	Jun-03
Sales Accessories	KOHLERnet Order Entry Tips	1.3	5	Jun-02
Sales accessories/kits	Sales Kit or Service Part? How to Distinguish	3.2	3	Jun-04
Sea Spares Kits	Sea Spares Reminder	1.2	4	Feb-02
Serial number-related characteristics from KOHLERnet warranty	Easy access to serial number profile information on KOHLERnet	1.4	4	Oct-02
Service File Audit	FAQ How to audit an unmaintained service file	1.3	2	Jun-02
Service file CD how to order	FAQ Electronic Service File, how to order, subscription form location, list price	1.2	1	Feb-02
Service File update information	Valuable Info Distributed to Distributors and Dealers with Every Service File Update	1.2	3	Feb-02
Shared email	Shared Email Box Addresses	2.1	2	Feb-03
Ship complete	KOHLERnet Order Entry Tips	1.3	5	Jun-02
Ship complete	Ship Complete Orders	3.1	4	Feb-04
Shipping	Shipping Information: Packaging change, Packaging of small parts, Preferred Carrier Change	1.3	3	Jun-02
Shipping Conditions	Selecting the Shipping Condition for Emergency and Priority Orders	3.1	3	Feb-04
Stock Codes	Stock Codes and Disposition Codes--What They Mean	3.2	3	Jun-04
Stock Order Notes	KOHLERnet Order Entry Tips	1.3	5	Jun-02
Stock Orders	Parts Stock Orders (explained)	2.2	1	Jun-03
TP-5366 Parts Catalog Index	FAQ Parts Catalog Look-up	1.1	1	Jan-02
TP-5366 Parts Catalog Index	FAQ Parts Catalog Look-up	1.2	2	Feb-02
Training	Fall 2004 Factory Parts Training Classes Announced	3.2	1	Jun-04
Training FAA & Clifford	Kohler Parts Training at FAA, Oklahoma City, Oklahoma & Clifford Power Systems, Tulsa, Oklahoma	3.1	2	Feb-04
Training Interstate	Distributor Feature . . . Interstate Power Systems	1.4	2	Oct-02
Training Kohler Compton	Kohler Parts Training at Kohler Power Systems, Compton, California	2.2	4	Jun-03
Training Nixon	Kohler Parts Training at Nixon Power Services, Louisville	2.2	3	Jun-03
Vendor Direct-Ship Order Process	Procedure for Ordering Conversions, Replacement Nameplates, and Vendor Direct-Ship Parts	2.3	2	Oct-03
Warranty	Service Parts Warranty	2.2	6	Jun-03
Warranty Section of KOHLERnet	Easy access to serial number profile information on KOHLERnet	1.4	4	Oct-02

NOTE: View back issues of Parts Buzz using the Service Parts and Literature Tools section of your Service File CD-ROM, TP-6100-CD Service Parts and Literature Tools CD-ROM, or the KOHLERnet. Order additional paper copies from your supplier of service parts.