

# PARTSbuzz

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT **KOHLER POWER SYSTEMS**  
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Welcome to the 15<sup>th</sup> issue of the Parts Buzz. In this issue we bring you order tips, product information, and staff news, and we introduce the parts coordinator performance program. On the back page you will find the 15<sup>th</sup> Customer Service Report Card to gather your comments on our service. A record number of readers responded to the February issue's report card and survey. Please make your opinions known using the June survey. Your candid comments help us improve our service to you. Your responses to the February issue's Customer Service Report Card communicated the types of articles that you would like to see in future issues of the Parts Buzz, such as distributor profiles and interviews, tips for improving profitability, KOHLER<sup>net</sup> order FAQs and tips, success stories from distributors, and tips of the month.

## Discounted 359847-S Carburetor Assembly Available

The 359847-S carburetor is available as a lower-priced alternative to the 359847 carburetor used on 4-6EF/5-7.3E generator models. The list price is \$199 which is approximately a 15% discount from the 359847.

**What is the 359847-S?** Kohler's production department removes the 359847-S carburetor assemblies from new unoperated engines. The 359847-S carburetor assembly includes the 359847 carburetor and additional parts that connect to the carburetor.

**Application.** The 359847-S can easily be converted in the field to the 359847 carburetor assembly by removing three screws and a clamp. You may use, sell, or scrap the parts you remove from the 359847-S carburetor. You may actually save time by installing the complete assembly on the unit. Note that parts removed from the 359847-S carburetor are not returnable to the factory for credit because they are provided on the assembly at no additional charge.

**More information.** Please refer to parts bulletin PB-126 359847 Carburetor Assembly for additional information.

**Mark your parts catalog.** Also, remember to mark your parts catalogs with a reminder to substitute the 359847-S carburetor assembly for the 359847 carburetor on your next order.

## Stock...Ship...Save!

As a way to reward distributors for planning their inventory requirements in advance, Kohler offers an incentive

discount and free shipping on stock orders.

**Eligibility.** Distributor main offices and distributor branches with a Kohler customer number are eligible for two stock orders per month. Stock orders must ship to the address associated with the customer number in order to qualify.

**Placing the Order.** Stock orders are placed on KOHLER<sup>net</sup> using the *Stock Order—Service Parts* order type in the *Create Orders* screen. To ensure that you receive stock order program incentives, please use the following text in the text note: "Kohler: Stock Order #1 (or #2) for July 2006," substituting the current month, year, and stock order number as appropriate.

**Eligible Parts.** All literature and parts with numeric stock codes or disposition code F are eligible for inclusion on a stock order. Parts needed quickly, even if they are in stock at the factory, should not be placed on a stock order because of the longer lead-time associated with stock orders.

**Lead-time/delivery/shipments.** The standard lead-time for a stock order is ten days. Kohler attempts to ship the entire order within ten days and measures delivery performance based upon the ten-day delivery target. Although Kohler endeavors to meet the ten-day delivery target, Kohler is not able to guarantee delivery within ten days. Parts are shipped as they become available with a maximum of one shipment per day. Although stock orders cannot be marked *ship complete*, distributors may request a maximum number of shipments to minimize the number of receiving operations against an order. To request a minimum number of

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## Stock...Ship...Save! (Continued from Page 1)

shipments, indicate "minimum number of shipments" in the order text notes. Below are the basic stock order shipping guidelines based on order value:

### Minimum Number of Shipments Based on Stock Order Value

Stock order Value	Minimum number of shipments
<\$5,000	2
\$5,000-\$20,000	3
\$20,000+	4

**Shipping/Carrier.** Kohler ships all parts freight allowed via Kohler's preferred carrier.

**Choosing stock order parts.** Distributors can use sales history and stock code to determine stock order parts. Stock code 1 refers to Kohler's top 200 part numbers, and stock code 2 refers to Kohler's next 300 fastest-moving parts.

**Simplify stock order entry.** To minimize data entry, distributors can create, save and reload typical stock order shopping lists using the KOHLER*net* shopping cart function. Contact your Kohler Aftermarket Parts sales coordinator with any questions regarding stock orders.

## Help us to Improve our Service to You!

As part of Kohler's 2006 performance development program, Aftermarket Parts sales coordinators are asking distributors to grade their performance and identify areas of improvement. The evaluation takes just a moment to complete and is very important to the development of the coordinator.

The coordinators need three completed evaluations per month. Distributor personnel with the most Kohler sales coordinator contact will be asked to complete three evaluations per year. Distributors with light contact will be asked to submit only one evaluation per year.

Please complete the evaluation based on your personal experience with the coordinator who requested the evaluation. A candid appraisal is crucial, and specific examples are very helpful. You may request that the evaluation not be shared with the coordinator, but the evaluation best accomplishes its intended result when the coordinator sees the candid appraisal.

**The distributor evaluation is very important to the development of the coordinator**

Return the completed surveys to Ruth Luedtke, Manager—Aftermarket Parts, by email to [ruth.luedtke@kohler.com](mailto:ruth.luedtke@kohler.com) or by US mail to:

Ruth Luedtke  
Manager—Aftermarket Parts  
Kohler Co. Power Systems, MS 072  
444 Highland Drive  
Kohler, WI 53044

We appreciate your help as we endeavor to better serve you.

## Black-Dipped Rotors and Stators

All Kohler rotors and stators are varnished before shipment to seal and protect their components. A process we call *black dipping* is an extension of this protection for units operating in environments containing sand, salt, or high humidity. Black dipping coats the rotor and stator with a durable rubber compound to prevent penetration by destructive particles. Following is a list of parts that are black dipped:

### Black-Dipped Parts

Part No.	Description
352301	Stator assembly 60KW (Over Coat)
A-352300	Rotor assembly (Over Coat)
A-352306	Rotor assembly-100KW (Over Coat)
ES-68127	Rotor assembly 60KW (Over Coat)
ES-68128	Stator assembly-60KW (Over Coat)
ES-68296	Exciter, field assembly-60KW (Over Coat)
GM37469	Stator assembly-80KW (Over Coat)

The term *over coat* in the descriptions above indicates these parts are black dipped and require an additional three-week lead-time beyond the standard lead-time to produce.

## Aftermarket Parts Conversion vs. ES Conversions

Aftermarket Parts Conversions and Engineered Special (ES) Conversions are handled by separate groups using separate procedures.

**Aftermarket Parts Conversions.** Conversion requests are requests for information required to modify a unit, accessory, or transfer switch in the field from its existing configuration to a different configuration offered on the unit sales price list. Examples are fuel system conversions and controller conversions. Conversions involve research to gather and compare existing bills of material, retrieve drawings, and develop a priced list of parts required to perform the conversion.

**ES Conversions.** The ES department handles conversion requests to modify a unit, accessory or transfer switch from its existing configuration to a configuration *not offered* on the unit sales price list. The ES department also handles conversions upgrading to the Decision-Maker 550.

**ES Conversions involve configurations not offered on the generator unit sales price list.**

## Staff News

After two years as a sales coordinator in Aftermarket Parts, Amy Haese has been promoted to Market Analyst in the Marketing Department. In her new position Amy will handle the Sales and Operations Planning process. Congratulations Amy!

We are in the process of hiring a replacement sales coordinator. In the meantime, adjacent is a list of the accounts formerly handled by Amy with their new sales coordinator.

### Parts Coordinator Responsibility Changes

Bay City Electric Works Inc. ....AFF	
Clifford Power Systems Inc. ....MAS	
Coffman Electrical Equipment Co. ....MAS	
Fidelity Engineering Corp. ....AFF	
General Services Admin. ....AFF	
Interstate Companies Inc. ....AFF	
Kohler Rental Power ....AFF	
Lotus Equipment Sales Ltd.....MAS	
Nixon Power Services Co. ....JJN	
Power Depot .....GWM	
RP Power LLC .....MAS	
US Marine .....AFF	
AFF Anita Falls	
GWM Grant Markus	
JJN Jeremy Nyenhuis	
MAS Michele Schwartz	

## Literature Release

Following is a list of parts-related literature that was released to the field since the October 2005 newsletter was issued. Please make sure that your parts department has a copy of each publication. Order additional copies from your supplier of Kohler Power Systems aftermarket parts.

### Parts-Related Literature Releases

Parts Catalog	Rev Date	Description
TP-6185	2/06	P/C 350-500REOV/B/C
TP-6319	3/06	P/C 15/30RYG/RES
TP-5987	2/06c	P/C 4-6EF/EFCD, 5-7.3E/ECD. Marine
TP-6270	11/05	P/C 7-9EFOZD, 9-10EOZD, Marine
TP-6325	3/06	P/C 10/13/15EG, Marine
TP-6217	12/05	P/C 1350-2000REOZDB, 2500/2800REOZD, Ind
TP-6184	6/03	P/C 200-300REOV
TP-6395	1/06	P/C 10-20REOD/REOZD, 205REOZDT, Industrial
TP-6091	11/05b	P/C ALPHA5/COM7.5
Note: Include chargeable literature on parts orders, and mark all orders <i>ship complete</i> to avoid the small-order handling charge and disproportionate shipping charges.		

## Order Notes FAQs

When placing your order on KOHLER<sup>net</sup> please include order notes to ensure proper processing of your order. For example, if you are placing an offsetting order for an annual return, enter the text *Annual Return Offsetting Order* in the order notes. Any other key words that will help your sales

coordinator process your order correctly are encouraged and recommended. Woody from Bay City Electric Works distinguishes himself to the Kohler parts coordinators by including his contact information in the order text notes of all his orders. Kudos to Woody!

### Helpful Order Text Notes

Order Type	Text Notes	Purpose
Annual Return offsetting order	"Annual Return Offsetting Order"	Triggers the parts coordinator to release the annual return credit
Stock order	"Kohler: Stock Order #1 (or #2) for July 2006" "Maximum 3 shipments"	Identify which stock order this is. Minimize the number of shipments against a stock order
Air ship orders	"If parcel exceeds the limits of air carrier, use Roadway"	Eliminates order delays while waiting for alternate shipping instructions.
All orders	"Contact Woody 619-938-8200 ext. 345; dpier@bcew.com"	Contact information, such as a contact name, telephone number, and email address, saves the coordinator time when there are questions about the order.

## OOPS!!! Parts Catalog Corrections

Please update your service files with the following parts catalog corrections.

### Parts Catalog Corrections

Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Variations	Correct No.	Incorrect No.
Marine	TP-5738	8/02d	40-150COZ/EOZ & 33-125CFOZ/EFOZ	22	6	Ring Piston		352857	GM18859
Marine	TP-5587	3/00b	9CCOZ/9EOZ & 9EFOZ/10EOZ Yanmar	16	19	Bolt, 8 pipe joint	1,1	252090	229410
RV/Mobile	TP-5577	10/01c	7CCKM/CCKMR (Kohler K582)	21	19	Insulation, sleeve		227574	227547
Marine	TP-5985	10/02d	5E/4EF 7.3E/6EF	14		Thermostat		249930 thermo-stat is a 91 C (195 F), not 71 degrees C/ 160 degrees F	

## Make Your Opinions Known

To help us better serve you, please take a moment to complete and return this survey to Katie Tschudy-Paulsen at the fax number below, or mail to Katie Tschudy-Paulsen, 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—Katie Tschudy-Paulsen, fax no. 920-459-1611**

**From:** \_\_\_\_\_  
 Name (optional, but extremely helpful in case we have questions)

\_\_\_\_\_  
 Company

### Customer Service Report Card #15

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
<b>Accuracy</b> of information received from Aftermarket Parts staff						
<b>Knowledge</b> of Aftermarket Parts staff						
<b>Attitudes</b> of Aftermarket Parts staff						
<b>Friendliness</b> of Aftermarket Parts staff						
<b>Satisfaction</b> with systems						
Overall <b>competitiveness</b> of Aftermarket Parts prices						
<b>Package</b> labeling						
<b>Packaging</b> quality						
<b>Delivery turnaround</b>						
Emergency Orders (same day shipment)						
Weekly Orders (5 business day shipment)						
Stock Orders (10 business day shipment)						
Overall Delivery turnaround						
<b>Fill Rate</b>						
<b>Shipment Accuracy</b>						

On a scale of 1 to 10 with ten being best, how helpful was the information in this newsletter to you? \_\_\_\_\_

**Thank you** for taking the time to complete this survey.