

PARTSbuzz

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT **KOHLER POWER SYSTEMS**
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Satisfaction Survey

Welcome to the 16th edition of the Parts Buzz Newsletter. In this issue we bring you valuable information regarding Kohler Power PLUS, shipping tips, and staff additions. As always we invite and welcome your suggestions for future Parts Buzz Newsletter articles. Let us know what you would like to read about, or send us helpful tips we can publish to benefit other distributors or dealers. Also, let us know your thoughts on how we are doing by completing the survey inside of this newsletter.

Additions to the Aftermarket Parts Staff

The summer months brought some changes to the Aftermarket Parts Staff.

On May 15, 2006, Will Van Rossum joined Kohler Co. as a Market Analyst.

Will received his Bachelor's Degree from the University of Wisconsin—



Milwaukee. Will's responsibilities consist of parts branding and merchandising program development, filter kit creation, recommended spares list development, conversion analysis, and parts provisioning.



Judy Myers joined the Aftermarket Parts Department in July 2006 as a sales coordinator. Prior to joining Aftermarket Parts Judy

worked as a sales coordinator on the unit sales side of the business. Judy brings to the department over 20 years of customer service experience. Judy replaces Amy Haese who was promoted to a Market Analyst in Marketing.

Please welcome Will and Judy to Aftermarket Parts. They are both eager and excited to serve you.

How Much Oil Do I Need?

Do you ever wonder how much oil and what type of oil filter you need to perform an oil change? The Oil Capacity Quick-Reference Guide is a new tool to help you plan for oil changes.

What is the Oil Capacity Quick-Reference Guide? The Oil Capacity Quick-Reference Guide is a table that lists oil change information for current-production industrial, mobile, marine and residential products. The Oil Capacity Quick-Reference Guide contains the following information:

- Oil pan capacity or oil pan capacity dipstick mark
- Oil pan capacity with filter or oil pan initial fill capacity

- Oil filter quantity
- Oil filter part number

How can I get the Oil Capacity quick-reference guide?

Distributors can watch for release via Kohler POWER TALK in October. The electronic version is in Microsoft Excel format and can be emailed to dealers. Distributors will find updates in the Service Parts and Literature Tools section of KOHLER^{net}. The electronic file will also be on the February 2007 issue of the Service Parts & Literature Tools CD TP-6100. Print it and post it near you for ready reference.

Benefits of the Oil Capacity Quick-Reference Guide

- Provides oil and filter quantity by model to help the service technicians stock the service trucks.
- Helps parts manager plan inventory.
- Reduces research time.

Updates. The Oil Capacity Quick-Reference Guide is updated as new generator models are released to the field.

Please contact Amy Ortlieb at amy.ortlieb@kohler.com or 920-453-6323 with questions regarding the Oil Capacity Quick-Reference Guide.

A-Z on Carriers

Just can't decide what carrier is best for your Aftermarket Parts shipment? Use the following charts and shipping tips to choose the best carrier.

(Continued on Page 2)

A-Z on Carriers (Continued from Page 1)

Kohler-Preferred U.S. Freight Carriers

Following by carrier are the Kohler-preferred U.S. freight carriers for each state. Stock order shipments that exceed limits of ground carriers ship using freight carriers. If you are uncertain as to whether an order is within your selected carrier's limits, you may want to list "Kohler's preferred freight carrier" in the order text notes as the alternate carrier to avoid delaying the shipment.

Kohler-Preferred US Freight Carriers	
Carrier	State
USF Holland	Alabama, Georgia, Illinois, Indiana, Kentucky, Michigan, Ohio, Tennessee
FedEx Freight East	Arizona, Arkansas, Colorado, Connecticut, Delaware, Dist of Columbia, Florida, Kansas, Louisiana, Maine, Maryland, Mississippi, Missouri, New Hampshire, New Jersey, New Mexico, North Carolina, Oklahoma, Pennsylvania, Rhode Island, South Carolina, Texas, Vermont, Virginia, West Virginia
Roadway Express	Alaska, California, Idaho, Massachusetts, Montana, Nevada, New York, Oregon, Utah, Washington, Wyoming
Lakeville Motor Express	Iowa, Minnesota, Nebraska, North Dakota, South Dakota
Tax Airfreight	Wisconsin

Kohler-Preferred U.S. Ground and Air Carriers

Kohler's preferred carrier for ground and air shipments in the U.S. is UPS. BAX, UPS Supply Chain Solutions, Inc. (UPS SCS), and FedEx are available upon request. You may specify *collect* as the payment term for BAX, SCS, and FedEx.

Weight and Dimension Limits			
Carrier	Weight	Length	Length + Girth (L+2W+2H)
FedEx	150 lbs., 70 kg	108 in., 270 cm	130 in., 330 cm
UPS	150 lbs., 70 kg	108 in., 270 cm	165 in., 419 cm
BAX	Air only, no weight or dimension limits		
UPS SCS	Air only, no weight or dimension limits		

Shipping Tips

Same-day delivery. A same-day delivery option is available for shipments made to destinations within the continental United States. Note that there is a significant delivery premium for same-day delivery. If you want to use the *same-day delivery* service level, include in the sales order text notes the contact name and telephone number at the delivery destination, and contact your parts coordinator first thing in the morning with the sales order number.

Customer pickups. Distributors are able to set up customer pickups through most carriers. Please contact your parts coordinator for customer pickup options. Kohler alerts the distributor when the parts are ready for pickup.

Special note for emergency orders. To avoid delays on air shipments, please include an alternate carrier in the order notes of an order for parts that may exceed air carrier size and/or weight limits. You may want to specify BAX or UPS SCS as alternate air freight carriers. Or if you choose to use a freight carrier and have no carrier preference, enter the following order text note: "Use Kohler-preferred carrier for freight shipment if the shipment exceeds air carrier limits."

Collect shipments. Kohler ships collect using any carrier except UPS. Kohler doesn't offer a UPS-collect option.

Kohler-Preferred Canadian Carriers

Listed below are Kohler's preferred carriers for Aftermarket Parts shipments to Canada.

Kohler-Preferred Carriers for Shipments to Canada		
Method	Kohler-Preferred Carrier	Alternate Carriers
Freight	Roadway Express	Hercules, Q-Line and Can-Tran are available as customer pickups
Ground	UPS*	FedEx*
Air	FedEx*	UPS*, BAX, UPS SCS

* For shipments within weight and dimension limits listed in previous table.

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
FB-10	4/06	FAA P/C X-Ref 20-50REOZJB/80-180REOZJC
PB-127	4/06	Kohler-Brand Oil Filter
TP-5426	7/06e	Pricelist, Service Parts
TP-6108	5/06c	P/C GM 8.1L Powertrain, 80-125kW
TP-6151	5/06	P/C GM 3.0L, 30kW
TP-6337	3/06	P/C 10/13/15ERG, Mobile
TP-6399	5/06	P/C 12RESL/RESM1, Res/Coml

Note: Include chargeable literature on parts orders, and mark all orders *ship complete* to avoid a small-order handling charge or disproportionate shipping charges.

OOPS!!! Parts Catalog Corrections

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

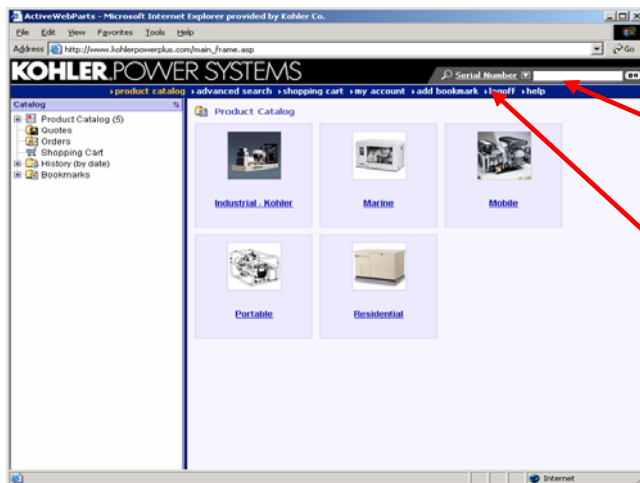
Parts Catalog Corrections

Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Correct No.	Incorrect No.
Marine	TP-5339	4/99b	P/C 4/6.5CZ; 3.5/5CFZ	28	42	Sea Water Pump with pulley	246489 Sea Water Pump <i>without</i> pulley	246489 Sea Water Pump <i>with</i> pulley

KOHLER Power PLUS Makes Parts Research Easier

Kohler Power Systems' Kohler Power PLUS parts look-up system provides Kohler distributors and dealers the latest generator set and ATS service parts information. This powerful

tool is packed with features to help you service your customers more efficiently. Kohler Power PLUS is available today on the Internet and on CD-ROM.



Product Catalog Main Screen

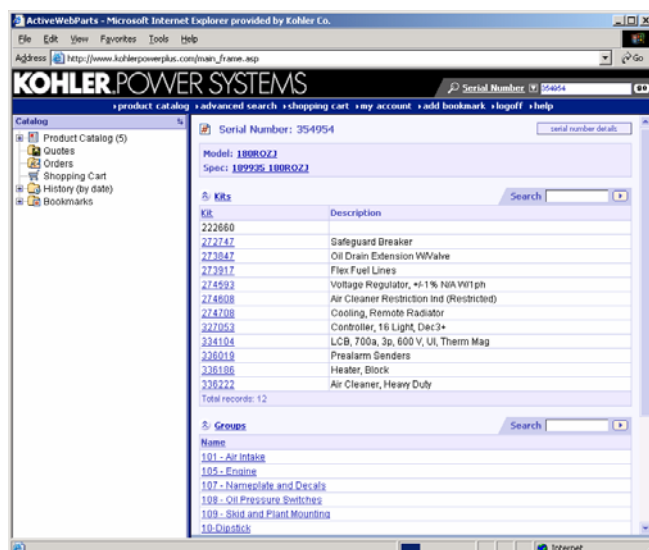
The drill-down process to find parts information begins here.

Quick Search is available in the top right corner using:

- Serial No.
- Specification No.
- Model No.
- Kit No.
- Part No.

The main toolbar appears at the top of every screen:

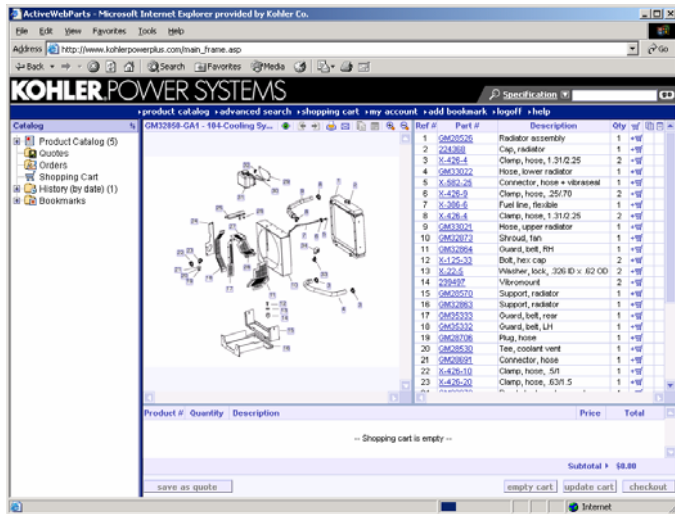
- Product catalog
- Advanced search capabilities
- Direct shopping cart access
- Account information
- Bookmark capability
- Program logoff
- Help menu



Model Resources Screen

The model resources screen contains a summary of resources and documents tied to the serial number, which in turn refers to

- The installed accessory kits,
- Product group breakdowns, and
- Technical documentation.



Interactive Illustration Screen

The interactive illustration screen is divided into four panels.

1. Tree structure

Displays the drill-down hierarchy.

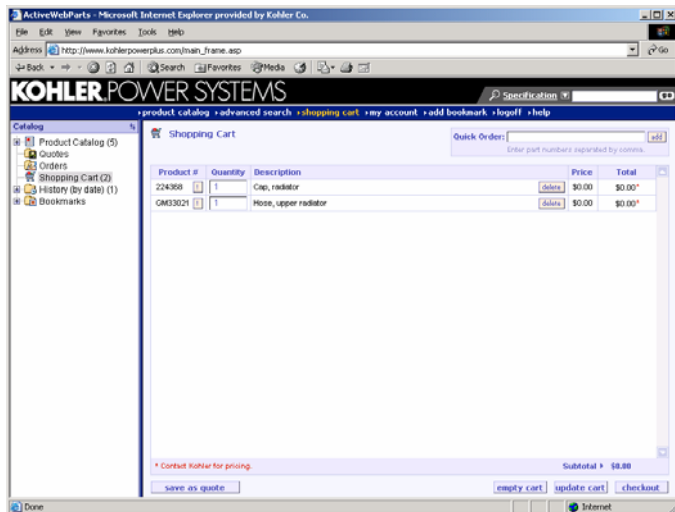
2. Product illustration/parts explosion

The exploded parts view is hot-linked (color-associated) to the part numbers in the right-hand column.

3. Parts breakdown

4. Shopping cart

The display is customizable, allowing the user to reduce or enlarge each panel within the display.



Shopping Cart

The shopping cart allows you to:

- Accumulate parts for a specific order and adjust quantities.
- View individual part list prices and total order value.
- Add or delete parts.
- Build, hold, and identify individual orders.
- Print, e-mail, or save an order.
- Transmit/submit an order to the KOHLER^{net} if you have access to KOHLER^{net}.
- Track and view superseded or discontinued parts.
- Save the shopping cart as a quote for later retrieval.

Other tips:

- Determine kits/modules installed on a unit by entering its serial number
- View service and parts bulletins associated with a part, spec, or model
- Print and email parts lists

Getting Started

Internet subscribers. To access the Internet site, the Kohler distributor completes and submits Kohler Power PLUS Distributor/Dealer Annual License Registration Form G18-133 for distributors and G18-144 for dealers, found in the online literature section of KOHLER^{net}. Kohler then e-mails the subscriber a username and password.

CD-ROM subscribers. To subscribe to the CD-ROM, the Kohler distributor completes and submits Kohler Power Systems Subscription Order Form G18-250 found in the online literature section of KOHLER^{net}. Kohler then sends

the subscriber a CD-ROM and e-mails the subscriber a 16-digit CD-ROM Activation Key, which the subscriber enters at the time of installation to activate the CD-ROM. Installation requires administrative privileges and internet access to periodically update the parts information. A high-speed internet connection is recommended.

Accessing parts information on Kohler Power PLUS on the Internet is fast and easy. Log on to www.kohlerpowerplus.com where a screen prompts you to enter your user name and password. After logging in follow the steps above to browse through Kohler Power PLUS.

If you have any questions or comments regarding the use of Kohler Power PLUS, contact Gary Reinholtz in Publications & Promotions by telephone at (920) 457-4441 Ext: 33274 or by email at gary.reinholtz@kohler.com.

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. 920-453-5868**

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

Company

Customer Service Report Card #16

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						

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.