

# PARTSbuzz

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## Tips and Tricks—"The Lead-Time is How Long?"

Acknowledgement lead-times are standard lead-times that, for purchased parts, assume no factory or vendor inventory. Kohler's business system applies standard lead-times whenever a part is not in stock in the main warehouse. But the part could be in another warehouse or already on order with a supplier. Please quote your customer the expedited delivery date rather than the standard lead-time printed on the order confirmation. Today the best way to get the expedited delivery date is to email [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com)

## News Flash! ATS Voltage Conversions!

Your parts sales coordinator now performs no charge K/K1 ATS voltage conversions. Excluded from the ATS conversions are bypass switches and switches with the following accessories: load shed module, battery charger (if you cannot change the battery charger plug voltage yourself), and meter module.

If you need a K/K1 ATS voltage conversion, send an email to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) with the subject "ATS voltage conversion."

Include the following information in your email:

- ATS model and serial number,
- Kits that are installed on the ATS, and
- ATS start-up date

The parts sales coordinator emails the distributor with the required coil kit part number for your conversion. The distributor can then place an order on KOHLERnet for the coil kit.

In order to complete the conversion, the distributor needs to order a replacement nameplate. To request a new nameplate, place an order on KOHLERnet using *nameplate* as the material number, and include the conversion information in the order notes. Once you place the nameplate order, send an email to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) with the nameplate order number and the order date.

## Coming Q2/2007, Overnight Availability of 84 Loose Accessory Kits

Various loose accessory kits sold exclusively through Unit Sales will soon be offered through Aftermarket Parts. By stocking sales kits, Aftermarket Parts offers the distributor the convenience of in-stock availability for immediate shipment. Fast-moving loose accessory kits as well as kits that distributors have an immediate need of, such as battery chargers, remote starters, and flex fuel lines, are among the many loose accessory kits being stocked by Aftermarket Parts.

The part numbering scheme for loose accessory kits offered through Aftermarket Parts is different than that of Unit Sales. The "PA" prefix is removed from the sales part number and a "-S" suffix is added to the part number to indicate "service", for service parts. Additionally, the original sales kit part number is listed in the Aftermarket kit description.

Loose accessory kits will be available through Aftermarket Parts in the second quarter of 2007. A separate announcement will be distributed when the kits become available.

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Aftermarket Parts offers the  
distributor the convenience of  
in-stock availability for immediate  
shipment.**

## Factory Parts Training for Distributor Personnel

The autumn months of September and October brought 18 distributor representatives together in Kohler, WI, for the second factory parts training. The factory parts training consisted of four days of service parts training taught by Sr. Market Analyst, Amy Ortlieb. One training session took place in September, and the other in October.



The factory parts attendees included the following:

### September Factory Training Attendees (pictured above)

**Cliff Moore**—RP Power  
**Jack Walsh**—Steiner Electric  
**Joe Walsh**—Kraft Power Corp.  
**Kevin Knowles**—Western Diesel Services  
**Mike Bamert**—Western Diesel Services  
**Mitch Dunn**—Pacific Power Generation



### October Factory Training Attendees (pictured above)

**Adam Locke**—TAW Power Systems  
**Brian Pugh**—EC Power Systems  
**Cindy Mayes**—Nixon Power Service  
**Daniel Spall**—TAW Power Systems  
**Debbie Desrumeaux**—Kraft Power Corp.  
**George Siordian**—TAW Power Systems  
**Gary Marsh**—Western Diesel Services  
**Mike Ragsdale**—Western Diesel Services  
**James Bohrer**—Mid-America Power Systems  
**Jeremy White**—Buckeye Power Sales  
**Mike Herbert**—Fidelity Engineering Corp.  
**Dennis Cullen**—Coffman Electrical Equipment

The parts training took place in Kohler's corporate training center located on Kohler's main campus. The training provided the students with many benefits, including:

- Hands-on training enabling students to immediately apply and reinforce what is learned,
- Current tips and tricks for parts research,
- Interaction with people from other distributorships, which establishes working relationships between distributors and,
- Factory and warehouse tours, which give students an opportunity to meet and interact with their sales coordinators, warehouse personnel, and other factory personnel.
- The topics covered in the training follow:
  - Literature review. Available literature and its formats and locations.
  - KOHLER*net*. Entering orders, viewing orders and invoices, viewing literature, and checking price and availability.
  - Generator research. Main tools with their timeline of applicability, research flow chart, breakdown of groups, how to use the microfiche and how to use KOHLER*net*.
  - ATS research. Model designation decoder, how to break down assemblies in KOHLER*net*, research tools, parts bulletins, and voltage conversions.
  - Kohler internal operations. Kohler stock policies, standard lead-times, schedule dates, field letters, and mailing lists.
  - Distributor profiles. Order practices and statistics, i.e., number of orders by type and suggestions for improved inventory management that can lead to better margins.
  - Procedure and practices review. Review of procedures and practices including order types and conditions and parts returns.
  - Pricing overview. Price changes, price strategy, and requests for volume pricing.
  - Spares Creator. Learn how to use the Spares Creator to benefit you and your customer.
  - Kohler Power PLUS. Kohler Power Systems new Kohler Power PLUS parts look-up system provides Kohler distributors with the latest generator set and ATS service parts information.
  - Tours. Power Systems factory and parts warehouse tour and Sauk tour. Optional tours included a plumbing factory tour and Design Center tour.



The students enjoyed themselves and learned new parts information such as research tips and policy information. As one student commented, "I learned about systems I didn't even know existed!" Many of the students learned

how to perform parts research faster and more effectively while others commented about gaining a better understanding of ATS and switchgear research. The factory parts training offered something for everyone.

The weather proved to be a bit chilly for Wisconsin in September and October, but the participants seemed to adapt well, at least as well as you can in Wisconsin.

Also included in the factory training was a group dinner with all the students as well as the Aftermarket Parts staff. It's a great way to get to know each other in a relaxed and casual atmosphere. The September training session experienced Kohler's Horse and Plow restaurant. The Horse and Plow is handsomely decorated in rich wood, brass and stained glass, the casual historic tavern was



once the tap room for Kohler Co. The October session experienced Kohler's Black Wolf Run restaurant overlooking the Sheboygan River,

with panoramic views of the Pete Dye-designed championship golf course. With food and laughter who wouldn't have a great time!

There is already interest in future factory training. If you are interested in future factory training, send an e-mail to Amy Ortlieb at [amy.ortlieb@kohler.com](mailto:amy.ortlieb@kohler.com).

## Kohler Power PLUS, Here to Meet Your Parts Research Needs

October's edition of the Parts Buzz reported the benefits and uses of Kohler's new parts look-up system, Kohler Power PLUS. Kohler Power PLUS is packed with tools to help you service your customers more efficiently. To support the benefits and uses of Kohler Power PLUS three faithful users of Kohler Power PLUS agreed to share their Kohler Power PLUS experiences with us: Gene Kline from Palco in Pennsylvania, Donna Herring from Nixon Power Services in Tennessee, and Jack Walsh from Steiner Electric in Illinois. Read on to understand first-hand how Kohler Power PLUS can help you.

### How often do you use Kohler Power PLUS?

- Gene Kline from Palco—30 to 40 times per day.
- Donna Herring from Nixon—many times daily.
- Jack Walsh from Steiner—all day, every day.

### What will benefit distributors and dealers the most using Kohler Power PLUS?

- Gene Kline—not as heavy as the paper manuals.
- Donna Herring—time saver with few errors.
- Jack Walsh—the matching illustrations and parts lists, ease of printing illustrations and parts lists. Plus the links to bulletins, notes and current pricing.

### What is the quickest way to search Kohler Power PLUS?

- Gene Kline—depends on the age of the unit, if it's a fairly new unit KOHLERnet usually has the information. Items prior to KOHLERnet and no longer in production can be found on Kohler Power PLUS by searching on the serial number.
- Donna Herring—by serial number is the best way to search.
- Jack Walsh—I use serial number search more than any other, you get the most information that way. I find the part number search is helpful when there is no unit information available.

### How accurate is Kohler Power PLUS?

- Gene Kline—as accurate as the paper manuals are. Any inaccuracies are corrected quickly.
- Donna Herring—I've yet to find a discrepancy, and I use it constantly.
- Jack Walsh—I can't really recall having any issues with accuracy.

### How does Kohler Power PLUS compare with other manufacturers' electronic parts look-up system?

- Gene Kline—Kohler Power PLUS is close to Honda's parts look-up system but I use Kohler Power PLUS a lot more.
- Donna Herring—I have used many electronic catalogs in the past and Kohler Power PLUS is tops.
- Jack Walsh—Kohler Power PLUS is the only electronic catalog I currently use, but I've used a similar program for Perkins engine and it was basically the same.

### What is the most difficult aspect of performing research on Kohler Power PLUS?

- Gene Kline—nothing about Kohler Power PLUS is difficult.
- Donna Herring—finding parts for transfer switches.
- Jack Walsh—sometimes it takes awhile for the illustrations to load.

### What is the most creative use of Kohler Power PLUS?

- Gene Kline—I like the part where you can compare generators. Also, if you have a sea water-cooled (generator) and want to change to radiator cooled you can come up with the numbers yourself.
- Donna Herring—I can find the entire build of a unit in one simple-to-operate location.
- Jack Walsh—I use Kohler Power PLUS for all my parts research and have been very happy with the results so far. There are a few features that I don't use, such as the quote creator and the shopping cart.

## Do you plan on continuing your use of Kohler Power PLUS?

- Gene Kline—oh yes!
- Donna Herring—absolutely!
- Jack Walsh—most definitely!

As you can see from several first-hand experiences, Kohler Power PLUS is a great tool for parts research. If you have any questions or comments regarding the use of Kohler Power PLUS, or if you would like to subscribe, contact Gary Reinholtz in Publications & Promotions by telephone at (920) 457-4441 Ext: 33274 or by email at [gary.reinholtz@kohler.com](mailto:gary.reinholtz@kohler.com).

## The Parts Department is Expanding!

In the first half of the year, Aftermarket Parts is adding one parts sales coordinator and one material planner/scheduler to handle the growth in the parts business. Effective January 8, 2007, Jeremy Nyenhuis transferred to the new position of Material Planner/Scheduler in Aftermarket Parts. Jeremy's experience as a parts coordinator will be beneficial in his new role. Jeremy's previous experience as a material planner/scheduler and his Associate of Applied Science in Materials Management will help Jeremy to hit the ground running in this new position. The role of the material planner/scheduler is to ensure the availability of parts inventory. The parts coordinators continue to work with Jeremy daily to expedite parts on your behalf. We are currently interviewing for Jeremy's replacement as well as adding another parts coordinator for a total of six parts coordinators to the team. Congratulations Jeremy!



Amy Ortlieb now supervises the parts sales coordinators and is your first point of contact when you need to elevate a concern. Amy's contact information follows.

Ph. 920-453-6323  
Email: [amy.ortlieb@kohler.com](mailto:amy.ortlieb@kohler.com)

## Do you have the Latest Orange Parts Return Labels?

In order to expedite parts returns the orange parts return labels are updated to bear the address of the main parts warehouse rather than the factory address. You can quickly distinguish the current version by its revision date of 03/28/06 in the label's lower left-hand corner. Please discard labels with dates prior to 03/28/06, and instead use the 03/28/06 version label. Distributors can request the new labels from [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com). Dealers can request the new labels from their supplier of Kohler Power Systems service parts. Please share these label changes with other personnel involved with Kohler service parts returns.

## Literature Release

Following is a list of parts-related literature that was released to the field since the October 2006 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
SB-664	11/06	PC Modem Compatibility Monitor III
TP-5434	12/06	P/C John Deere 4039/4045
TP-6007	10/06d	P/C 17/22RY
TP-6102	5/06e	P/C 30-125RZG, 30/50RZGB, Industrial
TP-6270	11/06	P/C 7-9EFOZD, 9-10EOZD, Marine
TP-6284	9/06	P/C 650-1000REOZDB, Industrial
TP-6291	9/06	P/C John Deere 6068HF275/285/475/485
TP-6433	9/06	P/C MPAC 1500 ATS
TP-6438	9/06	P/C John Deere 6090HF485, Tier 3
TP-6439	7/06	P/C 125-275REOZJD, Industrial
Note: Include chargeable literature on parts orders, and mark all orders <i>ship complete</i> 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	Variations	Correct No.	Incorrect No.
Industrial	TP-6190	11/05a	P/C Kohler D300-D400, 275-400REOZV	41	31	Tank, expansion (includes items 32-32a)		GM28148	Part does not include GM27823 (Cap, filler) and GM27821 (Cap, pressure) as stated
Residential/Commercial	TP-5556	4/01e	P/C 6/10/15ROY/ROZ 3/4TN	14	1	Exhaust manifold	23	229848	225281



## 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 #17

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.