

# PARTSbuzz

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

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## Staff Additions to Aftermarket Parts

The Aftermarket Parts Department is pleased to announce the addition of two sales coordinators to the team.



Lisa Bischoff joined the department in February as Jeremy Nyenhuis's replacement.

Lisa has been with Kohler Co. since 1989 with previously held positions of Senior Secretary—Marketing and Pricing Analyst—Marketing in the Generator Division. Lisa completes an Associate's Degree in Accounting in May.



Sam Allison joined the Aftermarket Parts Department as a Sales Coordinator in March. Sam has two

years of local retail experience. Sam has a Bachelor of Arts degree in Political Science and International Relations and a Master of Arts in Central and Eastern European Studies.

Lisa and Sam look forward to serving you!

## Case Quantity and Brand Indicator Added to Description of Kohler Branded Filters

For those who prefer to order filters in case quantities, the description of each branded filter now contains the case quantity.

The letter "B" now follows the case quantity in the part's description to indicate that the filter is Kohler-branded.

You can view the updated descriptions on KOHLER.net. You can also view a list of the case quantities in the file, *Branded Filter Case Quantities*, in the Service Parts and Literature Tools section of KOHLER.net.

If you have any questions regarding case quantity filters, please contact Aftermarket Parts at [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com).

## Industrial Filter Kits Available Now!

Filter maintenance kits are now available for industrial diesel generator sets. Each maintenance kit includes the quantity of oil and fuel filters installed on the unit.

Filter kits reduce time researching the part numbers and quantity used and ensure that service trucks have the right filters for each job.

Refer to the quick-reference guide inserted into this issue of the Parts Buzz for a list of models and their corresponding filter kits. The model and spec number guide you to the kit for the unit. View or download the most current quick-reference guide from the *Service Parts and Literature Tools* section of KOHLER.net.

## New Kohler Power Systems/Kohler Rental Web Site Launched April 25, 2007

Kohler launched a new and improved Kohler Power Systems/Kohler Rental Web site April 25, 2007. The new *KohlerPower.com* converted Kohler's online presence from an information-based Web site to an interactive, lead-generating business tool. Improved features and functionality of the new site include the following:

- Cleaner design with a concentration on brand and user-friendly navigation
- Improved content including technical documents, brochures, case studies, newsletters and CAD drawings
- More interactivity including videos, animations and product tours

- Improved Search functionality
- Search engine optimization to improve search engine positioning

The main page of [kohlerpower.com](http://kohlerpower.com) contains a sales and service locator. Simply type in a city, state, or zip code, and the sales and service locations nearest you will appear. On each page after entering the site you will find a support link on the left-hand side. To access parts information click the *support* link and then click the *parts* link, and you will be automatically transferred to the Kohler Power PLUS website. You will need to log in with your user name and password to access the content of the Kohler Power PLUS website.

The new site will be under review continuously as part of our long-term business strategy. Your comments, questions and suggestions for improving the site are always welcome. Please send your comments, questions and suggestions to Jason Keller at [jason.keller@kohler.com](mailto:jason.keller@kohler.com) or Erin Sutton at [erin.sutton@kohler.com](mailto:erin.sutton@kohler.com).

## Sales Accessory Kits

In response to distributor requests for faster kit delivery, Kohler is delighted to announce the availability of selected loose sales accessory kits through Aftermarket Parts. Effective March 16, 2007, 159 kits are in stock and available to ship immediately. Although sales accessory kits will continue to be available through the Unit Sales Department, Aftermarket Parts can supply kits when you need them fast.

You can use KOHLER *net* to check inventory and order the accessory kits the same way as all other service parts. Aftermarket Parts and Unit Sales use separate kit part numbers and different prices. Where possible, the service kit description contains the sales part number to aid in cross-referencing. The same parts policies apply to sales accessory kits ordered through Aftermarket Parts as to other service parts.

In cases where the sales kit consists of only one part and one TT sheet, the sales kit cross-references to a service part number and the respective TT sheet number. The current electronic list of stocked kits is available in the Service Parts and Literature Tools section of KOHLER *net*. Check back periodically for updates.

## Interested in Parts Training?

The Aftermarket Parts Department is preparing for our next WebEx Parts training series.

The available dates for WebEx training are:

- The week of June 18, 2007
- The week of July 16, 2007

The sessions will run for two hours per day. We will hold one or two sessions per day depending on the number of participants interested in the training.

The training includes all the basic parts training, for instance, how to research parts, generator sets and ATSSs, KOHLER *net* and Kohler Power PLUS. Please send your thoughts and ideas to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) using subject line "Parts Training."

## 2007 Service Parts Price Change

Effective May 1, 2007, the Kohler Service parts prices increased a weighted 4.7% to offset supplier price increases. All orders received May 1 and after assumed the new pricing. Even though the prices of some parts are lower, the overall effect on your inventory value and warranty reimbursement is a 4.7% increase.

An electronic price list on CD-ROM was sent to all service file holders.

**Additional CD-ROMs.** You can order the paper copy of the price book or additional copies of the CD-ROM from Aftermarket Parts.

### Service Parts Price List Part Numbers

Description	Part No.	List Price
Compact Disk	TP-6070-CD	\$2.50
Paper Price List	TP-5426	\$17.70

**Commodity Increases.** Please note that prices of aftermarket items with a high content of material affected by commodity increases may increase prior to the next general price change. Announcements will be sent to you if price increases are required.

As always we welcome your comments on the price change. The price CD-ROM contains a feedback form to facilitate your comments. You can fax your comments to Katie Tschudy-Paulsen at 920-453-5868 or email them to [katie.tschudy-paulsen@kohler.com](mailto:katie.tschudy-paulsen@kohler.com).

## Attention International Distributors! Important Instructions for Issuing Wire Transfers of Funds to Kohler Co. Power Systems

When making a wire transfer to Kohler Co., please follow the instructions below:

1. Issue the transfer to Kohler's Bank:

Bank of America  
Dallas, TX  
Account: 3750324130  
ABA: 026009593  
Beneficiary: Kohler Co.

2. Use the following reference information in the wire transfer so we can accurately match the funds transfer to your account:
  - Your Kohler customer number and
  - The sales order number or invoice numbers against which to apply the funds.
3. After you create the wire transfer, send an email or fax to Joe Virant and Aftermarket Parts at Kohler with details of the wire transfer:

#### Details of the Wire Transfer to Communicate to Kohler

Wire transfer identification information

- Wire transfer number
- Wire transfer order date
- Distributor bank name
- Scanned copy of wire transfer

Information on how to apply the funds

- Kohler customer number AND
- Sales order number and purchase order number OR
- Invoices you are paying

#### Email Addresses of Kohler Personnel Who Need Details of Wire Transfer

Name	Email	Fax
Joe Virant, Credit Manager	<a href="mailto:joe.virant@kohler.com">joe.virant@kohler.com</a>	920-459-1694
Aftermarket Parts	<a href="mailto:aftermarketparts@kohler.com">aftermarketparts@kohler.com</a>	920-453-5868

Aftermarket Parts will confirm when the wire transfer is received.

## Literature Release

Following is a list of parts-related literature that was released to the field since the February 2007 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-11	2/07	FAA P/C X-Ref, 300/400/500REOV/C/B
K-325	2/07	Form, Dealer Registration/Change
TP-6017	2/07b	Warranty Commercial/Recreational Mobile
TP-6018	2/07d	Warranty Policy, Mobile
TP-6217	1/07	P/C 1350-2000REOZDB, 2500/2800REOZD, Ind
TP-6290	2/07	P/C John Deere 4045TF270/HF275/285
TP-6319	1/07	P/C 15/30RYG/RES
TP-6388	3/07	P/C 10-40EORD/EORZD
TP-6439	3/07	P/C 80-275REOZJD
TP-6443	10/06	P/C 40-65EOZD/33-50EFOZD, Marine
TP-6443	4/07	P/C 40-180EOZD/33-150EFOZD, Marine
TP-6468	10/06	P/C MTU/DD 12V2000 Tier 2, 650/750 kW
TP-6469	10/06	P/C DDC/MTU 16V2000 Tier 2, 900-1000 kW
TP-6507	2/07	Warranty 2-Year Limited, APU

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

We've discovered an error in a parts catalog. Please update your service files with the following correction.

Parts Catalog Corrections									
Service File Market	Parts Catalog	Rev. Date	Catalog Desc	Page	Item	Item Desc	Variations	Correct No.	Incorrect No.
Marine	TP-5339	10/95b	P/C 4/6.5CZ; 3.5/5CF	41	1	Rotor Assembly	1	F-267327	Variation 1 does not include item 6

## 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 #18

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.