

# PARTSbuzz

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

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## Inside this issue . . .

### Page 1...

Switchgear FAQ  
Parts Clearing House  
Staff News

### Page 2...

Kohler-Brand Belts  
Factory Parts Training  
Literature Release

### Page 3...

Kohler-Brand Belt list

### Page 4...

Satisfaction Survey

Welcome to the 20<sup>th</sup> edition of the Parts Buzz. We hope your new year is off to a great start.

This issue of the Parts Buzz features the second in a series of distributor profiles. If you're interested in being profiled in a future issue send an email to [katie.tschudy-paulsen@kohler.com](mailto:katie.tschudy-paulsen@kohler.com).

This issue also includes information about a newly created parts clearing house. The clearing house is a great way to sell or buy obsolete/discontinued Kohler parts!

As always, we invite your comments or suggestions!

### Switchgear FAQ

Q. How can I look up part numbers for switchgear?

A. A bill of material list is located in the back of the switchgear operating manual sent with every switchgear job. The bill of material list contains parts used to build your switchgear. If you cannot locate the bill of material list contact Aftermarket Parts.

## Obsolete/Discontinued Kohler Parts Clearing House

In response to distributors' requests, Kohler created a distributor parts clearing house. The parts clearing house is a source for parts no longer available from Kohler Co. but available through Kohler distributors. The parts clearing house is a means for you to sell your inventory of obsolete or nonreturnable Kohler parts.

Submit your obsolete or nonreturnable inventory lists to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) in Microsoft Excel format using email subject line "Parts Clearing House." In your submittal, include the following for each part:

- ✱ Kohler part number
- ✱ Description
- ✱ Quantity
- ✱ Distributor name
- ✱ Distributor contact name
- ✱ Distributor contact phone number
- ✱ Distributor contact email address

Kohler in turn consolidates and distributes the parts clearing house list to distributors via KOHLERnet's Service Parts and Literature Tools Link. Aftermarket Parts updates and reposts the list on KOHLERnet within 14 days of change notification. To keep the list current promptly notify us of changes—both additions and deletions.

Dealers, submit your obsolete parts lists and changes to your local Kohler distributor for submittal.

Please refer any further questions or concerns to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com). We look forward to receiving your obsolete and discontinued parts lists.

## Staff News

The 4<sup>th</sup> quarter of 2007 brought many changes to the Aftermarket Parts Department.



Ruth Luedtke, Manager of the Aftermarket Parts Department, was promoted to Director—

Customer Service. Ruth is bringing together a diverse group of customer service functions, including field service, warranty, service training, aftermarket parts, sales administration, customer systems support and customer communications. In addition, she is responsible for developing a national service contract program.

Ruth has been with Kohler for almost 30 years and most recently held the position of Manager—Aftermarket Parts. Prior to that she was Product Manager—Technical Publications.



Brian Sigrist joined the Aftermarket Parts Department in November 2007 as a Material Planner/Scheduler. Brian worked at Kohler Power Systems as a

Master Scheduler/Forecasting Co-op since June 2007. Brian works directly with the suppliers to expedite parts and obtain prices, availability, and order status. Brian holds a Bachelors Degree in Business Administration.

## Reminder—Buy Kohler-brand Belts!

In November, Kohler announced the availability of Kohler-brand belts and a weighted 30% price reduction. Refer to page three for a list of Kohler-brand belts or see the Service Parts & Literature Tools section of KOHLERnet to find an up-to-date list of Kohler-brand belts. Buy Kohler-brand parts to retain your customers!

## Fall 2007 Factory Parts Training

In October 2007, 17 distributor representatives from 11 distributorships convened at Kohler, WI, for the third annual factory parts training. Sr. Market Analyst, Amy Ortlieb, conducted the two three-day sessions.

### 2007 Factory Training Attendees

Distributor	Participant
Bay City Electric	Donald Pier
Buckeye Power Sales	Doug Milner
Clifford Power Systems	Brandon Mize
Coffman Electrical Equipment	Stephanie Ziolkowski
Fidelity Engineering Corp	Fredrick Gursky
GenRep	David Pali
Kinsley Power Systems	Sean Hall
Nixon Power Services	Kathryn Thompson
Nixon Power Services	Patricia Cantwell
Nixon Power Services	Karay Woodard
Nixon Power Services	Ronald Anthony McClinton
Nixon Power Services	Jeremy Floyd
Pacific Power Generation	Marlin Erickson
TAW Power Systems	William Grauman

The parts training took place in Kohler's Corporate Learning Center located on Kohler's main campus. The training benefits include:

- Hands-on computer research 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.



### Factory Parts Training Topics

Literature Review	KOHLERnet
Generator research	ATS research
Kohler internal operations	Distributor profiles
Procedure and practices review	Pricing overview
Spares Creator	Kohler Power PLUS

Students at the factory parts training learn new research techniques in a relaxed environment with plenty of opportunity to share each other's tips and tricks. The factory parts training offers something for everyone, from getting a better understanding of ATS and switchgear research to how to research parts faster and more effectively.

If you are interested in future factory training, send an email to Amy Ortlieb at [amy.ortlieb@kohler.com](mailto:amy.ortlieb@kohler.com).



## Literature Release

Following is a list of parts-related literature that was released to the field since the October 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-14	9/07	FAA P/C X-Ref, 80-250REOZJD, C727-751
FB-15	9/07	FAA P/C X-Ref, 300REOZDD, C753 & 755
FB-16	9/07	FAA P/C X-Ref, 400REOZDD/500REOZVB
FB-17	9/07	FAA P/C X-Ref, 650-900REOZDC, C761-766
TP-5738	8/07d	P/C 40-150COZ/EOZ, 33-125CFOZ/EFOZ
TP-6151	10/07	P/C GM 3.0L, 25/30 kW
TP-6268	9/07	P/C 6EOD/4.5EFOD, Marine
TP-6325	11/07	P/C 10/13/15EG(D)/EGZ(D), Marine
TP-6388	11/07	P/C 9-33EFOR(Z)D & 10-40EOR(Z)D

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

**Kohler-Brand Belts with List Prices Effective October 26, 2007**

<b>Part No.</b>	<b>Description</b>	<b>List Price</b>
223640	Belt (B) .....	\$21.44
223959	Belt (B) .....	\$23.70
223995	Belt set (B).....	\$26.72
224256	Belt set (B).....	\$22.32
224263	Belt set (B).....	\$21.40
225005	Belt, fan (B) .....	\$7.70
225022	Belt, fan (B) .....	\$10.92
225428	Belt (B) .....	\$9.10
225626	Belt, V (38 in.) (B).....	\$7.50
229125	Belt, V (27 in.) (B).....	\$11.54
229553	Belt, V (B).....	\$9.06
229879	Belt, alternator (B).....	\$14.70
229880	Belt, alternator (B).....	\$14.98
235312	Belt, V (34.4 in.) (B).....	\$7.00
249469	Belt, V (43 in.) (B).....	\$8.40
249470	Belt, V (37 in.) (B).....	\$6.30
250883	Belt, V (B).....	\$9.10
250921	Belt, V (B).....	\$9.24
252691	Belt, V (B).....	\$8.79
254782	Belt, V (34 in.) (B).....	\$12.20
256503	Belt (B) .....	\$7.56
258389	Belt, V (47 in.) (B).....	\$18.36
258732	Belt, V (39 in.) (B).....	\$8.10
258955	Belt, V (42 in.) (B).....	\$5.70
259241	Belt, V (41.1 in.) (B).....	\$7.90
259515	Belt, V (43 in.) (B).....	\$17.92
259575	Belt, V (48 in.) (B).....	\$9.30
274440	Belt (B) .....	\$179.70
276139	Belt, drive, 54 in. (B).....	\$12.86
276141	Belt, V (43.5 in.) (B).....	\$9.95
276142	Belt, V (41 in.)Pair (B) .....	\$13.99
276148	Belt, V (42.5 in.) (B).....	\$12.04
286331	Belt (B) .....	\$20.89
290554	Belt, V (31 in.) (B).....	\$6.59
322456	Belt, V (B).....	\$15.93
326320	Belt, poly V (44.5 in.) (B).....	\$21.22
327126	Belt set, drive (B).....	\$19.80
328260	Belt, poly V (86.5 in.) (B).....	\$176.40
328695	Belt, poly V (89.5 in.) (B).....	\$82.80
328780	Belt, poly V (131 in.) (B).....	\$302.00
336593	Belt set (B).....	\$41.59
343623	Belt, V (65.3 in.) cog belt (B) ..	\$11.10
343667	Belt, V (63.6 in.) cog belt (B) ..	\$11.70
344829	Belt, V (46 in.) (B).....	\$8.30
344920	Belt, V (39.3 in.) (B).....	\$6.20
347600	Belt, poly V (115 in.) (B).....	\$346.00
347699	Belt set, drive (B).....	\$27.16
347700	Belt set, drive (B).....	\$28.04
347701	Belt set, drive (B).....	\$45.30
347702	Belt, drive (B) .....	\$157.00
347703	Belt, alternator (B).....	\$11.70
347704	Belt set, alternator (B) .....	\$14.40
347706	Belt set, alternator (B) .....	\$11.65
352182	Belt, fan matched (B) .....	\$21.70

<b>Part No.</b>	<b>Description</b>	<b>List Price</b>
352793	Belt, fan (B) .....	\$56.23
354982	Belt, poly V (106.5 in.) (B) .....	\$192.50
360177	Belt, fan (B) .....	\$54.59
360483	Belt, fan (B) .....	\$52.65
361201	Belt, poly V (91.5 in.) (B) .....	\$179.40
363064	Belt, drive (B).....	\$8.12
363205	Belt, drive (B).....	\$12.04
GM11551	Belt, V (B) .....	\$8.60
GM12748	Belt, V narrow (B) .....	\$11.47
GM13660	Belt, V (25.5 in.) (B).....	\$6.80
GM14186	Belt, poly V (82.5 in.) (B) .....	\$125.60
GM16809	Batt charg alternator belt (B) ..	\$28.52
GM16940	Belt, 12 ribbed (B) .....	\$86.70
GM17850	Belt, fan (B) .....	\$96.50
GM18704	Belt, 65.9" (B) .....	\$40.63
GM19739	Belt, fan (B) .....	\$20.20
GM21395	Belt, poly V (94.0 in.) (B) .....	\$121.00
GM21396	Belt, poly V (90.5 in.) (B) .....	\$109.70
GM21397	Belt, poly V (86.5 in.) (B) .....	\$85.20
GM21917	Belt, V alternator (B).....	\$43.72
GM23194	Belt, poly V (92.5 in) (B) .....	\$205.00
GM23827	Belt (B).....	\$51.68
GM24518	Belt, 1605 mm (B) .....	\$53.29
GM24519	Belt, 1600 mm (B) .....	\$53.29
GM25524	Belt, V set (B) .....	\$30.50
GM25528	Belt, V set (B) .....	\$27.20
GM25541	Belt, V set (B) .....	\$26.30
GM25557	Belt, V set (B) .....	\$13.50
GM25792	Belt (B).....	\$83.70
GM26347	Belt (B).....	\$33.00
GM26349	Belt, generator (B).....	\$20.66
GM26351	Belt, fan (B) .....	\$91.90
GM28308	Belt (B).....	\$50.38
GM30566	Belt, poly V (B) .....	\$248.00
GM31383	Belt, V water pump (B) .....	\$48.19
GM31600	Belt, 1570mm (B) .....	\$52.33
GM35176	Belt, alternator (B) .....	\$16.30
GM35975	Belt, V water pump (B) .....	\$38.20
GM36598	Belt, V fan drive (B) .....	\$203.35
GM36962	Belt, V alternator (B).....	\$13.40
GM38753	Belt, timing (B).....	\$14.90
GM41361	Belt (B).....	\$28.20
GM41468	Belt (B).....	\$21.00
GM47044	Belt, 36 (B)" .....	\$10.92
GM53079	Belt, V (B) .....	\$6.80

## 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 #20

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.