

PARTSbuzz

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT **KOHLER POWER SYSTEMS**
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Introducing... Jeff Pittner, Manager— Aftermarket Parts



Jeff Pittner joined the Aftermarket Parts Department in May. Jeff is responsible for all aspects of the Power Systems aftermarket

parts business including pricing, branding, material scheduling, and sales coordination.

Jeff joined Kohler Co. in 1992 and held a variety of positions in the Cast Iron Division including Quality Manager and Superintendent.

Jeff graduated from Golden State University in San Francisco in 1989 with a Bachelor of Science degree in Management. He received his Master's of Business Administration degree from Cardinal Stritch University in 2000.

Jeff looks forward to diving into the parts business, listening to your suggestions, and serving your needs! Jeff can be reached at 920-803-4967.

Close-Out Sale on Tank, Enclosures, Skids

Close-Out parts being sold at deep discounts! The parts listed on the insert pages included in this issue of the Parts Buzz are discounted for quick sale in order to make room for other inventory.



GM40637—Housing



ES-69826—Housing

For your convenience, the list is provided in two sequences: one by part number with prices and available quantities, and the other by where-used and type (tank, enclosure, or skid).

Distributors, if you are interested in ordering any of these parts, add the part number of interest to the sales order notes in your parts order. Your coordinator will add the close-out items as line items to your order.



GM34735—Housing

Dealers, if you are interested in ordering these parts, contact your local distributor.

All sales are final and contingent on availability. For additional details on the items, contact your parts coordinator or email Aftermarket Parts at aftermarketparts@kohler.com

2008 Service Parts Price Change

Effective February 25, 2008, the Kohler Service parts prices increased a weighted 3.6% to offset supplier price increases. All orders received February 25 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 3.6% 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.

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 comment to Katie Tschudy-Paulsen at 920-453-5868 or email them to katie.tschudy-paulsen@kohler.com.

Refresher: Emergency Orders and Priority Orders Defined and Explained

Approximately one-third of all parts orders are emergency orders. From time to time we find pockets of confusion regarding the procedures for emergency order handling. This article intends to clarify and reinforce procedures to ensure that when you enter an emergency order, the parts arrive the next morning.

Emergency order. An emergency order is an order for a critical service part for a unit-down situation where the critical service *part is in stock at the factory* and can ship the same day that the order is submitted. Emergency orders are assessed a \$30 handling charge. If we don't have stock but you need emergency treatment, please process a priority order.

Emergency Order Deadline for Same-Day Shipment

Warehouse with stock

Main	Remote	Order Deadline	Order Type
Yes	N/A	3:30 p.m. CST*	Emergency
No**	Yes	1 p.m. CST*	Emergency
No	No	N/A***	Priority

N/A=Not applicable

* If you place an emergency order after the deadline, the order ships the following business day, and the emergency order policies and \$30 emergency fee apply.

** If KOHLERnet indicates there is no stock, e-mail aftermarketparts@kohler.com with subject Emergency Stock Check so we can check stock at other warehouses for you. If the part is available from another location, please enter your emergency order by 1 p.m. for same-day shipment. If the sales coordinator indicates that the part is not available, enter a priority order.

*** Process a Priority order

Emergency Order Handling. Emergency order handling involves special handling and expediting to process, pick, pack and ship the order the day it is placed.

- Processing emergency orders ahead of other order types.
- Sending a pick list to the floor immediately upon order processing.
- Picking, packing and shipping your parts ahead of other order types.

Priority order. Like an emergency order, a priority order applies to a unit-down situation. But a priority order does not ship the same day because there is no stock at the factory. A priority order is expedited with high importance, and the part ships next-day air upon the part's arrival at the factory. The \$30 emergency handling fee does not apply. The small-order handling fee applies to orders with a net value of less than \$100. The small-order handling fee does not apply to orders drop-shipped to registered dealers.

Priority vs. Emergency Order. Use the following chart to determine which type of order to place to avoid emergency charges for orders that do not meet the emergency criteria.

Summary of Order Characteristics for Emergency Orders and Priority Orders		
Characteristic	Emergency	Priority
For emergency, unit-down	Yes	Yes
For a specific model, spec and serial number	Yes	Yes
Ships same day	Yes	No
Ships next-day air	Yes	Yes
Parts in stock at factory or vendor	Yes	No
Ship complete	Yes	No
\$30 emergency handling fee	Yes	No
\$25 small-order handling fee for orders of less than \$100 net	No	Yes

What a Difference a White Makes

In January 2006 marine generator sets took on a new color. The shade of marine white paint changed from a beige white to a brighter white called Matterhorn white.

Why the change in color? Matterhorn white is the industry-preferred Marine paint color.

What serial numbers are affected? The implementation date of the Matterhorn white for all production processes was January 1, 2006. The serial number break for the Matterhorn white change is 2093049.

Have all of Kohler's units, housings, and parts been converted to Matterhorn white? Yes. If you need a pre-2006 white generator or housing part, contact your parts coordinator.

Is the pre-2006 white still available for purchase? The pre-2006 white paint is available by request for spare parts. If the pre-2006 white paint is needed please send an email to your sales coordinator at aftermarketparts@kohler.com.

How do I order Matterhorn white paint as a touch-up paint? Place an order for part GM48126, Spray Can Paint.

Marine White Paint		
	Pre-2006 White Paint	Matterhorn White
Color	Beige-white	Whiter white
Spray Can Paint No.	221335	GM48126
Serial No.	<2093049	>2093049

Training...Get Your Training Here!

Kohler Aftermarket Parts is offering factory training in September and October. Be on the lookout for the official announcement and registration in the weekly Power Talk. Factory training is a great way to learn the tricks and trades of Kohler Aftermarket Parts.

We also offer WebEx and field training! If you are interested in any of the training programs we offer send an email to aftermarketparts@kohler.com.

Employee Profile—Anita Falls



Would you like to know more about the individuals that make up the Kohler Aftermarket Parts staff? Beginning in this issue, a Kohler Aftermarket Parts associate will be profiled so you can get to know the parts staff on a more personal level. We hope by profiling the employees to inspire confidence in the qualifications of our staff who believe strongly in serving and pleasing our customers.

This issue profiles Anita Falls, Parts Coordinator II. We hope you enjoy getting to know the parts staff with this new feature of the Parts Buzz!

Work

Q. How long have you been employed with Kohler Co.?

A. I've been employed with Kohler Co. for 12 years. For the first 10 years I worked as a Front Desk Coordinator at the American Club. Two years ago I came to the Generator Division.

Q. What is your position with Kohler and what does it involve?

A. I am a Sales Coordinator II. I research units for replacement parts, process orders, and answer distributor inquiries via phone or email. I also process returns, and schedule shipments.

Q. What distributors/areas do you support?

A. I handle both domestic and international accounts. My domestic accounts include; Fidelity Engineering, Winter Engine, Bay City Electric, Collicutt Energy Services, Sea Ray, and Boatswains Locker. The international accounts I handle are from throughout Europe, Africa, and the Middle East.

Q. What do you enjoy best about your position as a parts coordinator?

A. I enjoy getting to know each of my distributors and building a bond with them, which allows me to provide customer service on a more personal level.

Q. What do you find to be the most challenging about your position?

A. Trying to procure parts for the old antique gensets that customers are trying to restore. The oldest one I encountered was from 1923!

Q. Explain a situation where you went above and beyond to assist a distributor.

A. One of the international distributors presented me with a picture of an old, old unit. However, they were not able to locate a spec because of a damaged nameplate. Just by looking at the pictures you could tell this unit was older than old. I sent the pictures to an engineer who has been here for more than 28 years. He found the unit was built in 1928! We were then able to come up with the archived literature that the customer was requesting. Needless to say, Kohler started making units in 1923, and finding the information on this unit was a wonderful feeling of accomplishment with the help of our engineer. This certainly made the customer's day.

Q. Do you have any tips to offer the readers to make their aftermarket parts experience more effective?

A. If a housing unit has damage or needs replacement parts, a picture can be the best way to find the parts you need. Another tip is to get as much information about the unit, such as model, spec and serial number, to make research more effective.

Q. What is your philosophy when serving your distributors?

A. I strive to provide the best customer service with a can-do attitude. Our customers are the best and deserve the best from me everyday.

Q. Explain a typical day in the Aftermarket Parts Department?

A. A typical day is multi-functional. I answer emails and phone calls from both domestic and international distributors regarding availability, parts research, shipping, and sales orders. Processing domestic and international parts orders is also a large part of my day. Processing parts orders involves setting up shipping arrangements, which can consist of freight forwarders, LTL carriers, UPS or FedEx. I also work with the material schedulers on expediting parts to exceed the expected ship date. Finding answers to some of the more difficult research questions can be tricky so I also work with the engineers, schedulers, and service technicians to find the answers the distributor is looking for. A day in Aftermarket Parts is never the same and always very busy.

"I strive to provide the best customer service with a can-do attitude. Our customers are the best and deserve the best from me everyday." Anita Falls—Sales Coordinator II

Distributor Profile—Loftin Equipment Company

Loftin Equipment Co. has been in the business of selling and servicing generators, engines, pumps and related outdoor power and commercial equipment since 1977. Loftin's customers include construction companies, machine shops, small businesses, lawn and turf equipment dealers, and rental yards. George Siordian, Parts Manager, gave insight into the company and his daily routine managing Loftin's parts department.



George Siordian—Parts Manager, Loftin Equipment

Company Profile

Q. What markets/business lines is Loftin in?

A. Kohler engines, Kubota engines, GM engines, Hyundai engines

Q. Where is Loftin's corporate office located?

A. Phoenix, AZ

Q. How many branches does Loftin have?

A. Three--Houston, San Antonio and Las Vegas

Q. How long have you been employed with Loftin?

A. 30 years in May

Loftin's Business Objectives

Q. What is a normal day like at Loftin?

A. Organized chaos, but it always gets better at 5 p.m.

Q. What do you find is the most difficult part of your day?

A. Customers who don't listen...what part of *serial number* do you not understand?

Q. What is your favorite part of the parts business?

A. Learning something new every day.

Q. What is your least favorite part of the parts business?

A. Trying to remember what I learn every day.

Working with Kohler

Q. What's the best part about working with Kohler?

A. Good people and a very good product.

Q. What do you find is one of the downsides of working with Kohler?

A. Downside? No such thing. Well there was the day Brett Favre retired, everybody was crying!

Q. Do you have any tips or tricks to offer other distributors and dealers when working with Kohler?

A. SAVE EVERYTHING--I still have our books from the 50s.

Q. What gives you the most job satisfaction?

A. The people I work with because they are all friends.

Q. What's the most unusual generator application you've had to get emergency parts for?

A. Mobile genset for a clown school. They offered a free class but I told them that I already knew the routine.

Literature Release

Following is a list of parts-related literature that was released to the field since the February 2008 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
PB-134	1/08	Heavy-Duty Air Cleaner Change
TP-5386	2/08b	P/C John Deere 6059/6068, 80-150kW
TP-5587	2/08b	P/C 8CCFOZ/9CCOZ & 8-9EFOZ/9-10EOZ
TP-6102	12/07e	P/C 30-125RZG, 25/150RZGB 35-125RES, Ind
TP-6185	1/08	P/C 350-500REOZV/B/C
TP-6190	1/08a	P/C Kohler D300-D400, 275-400REOZV
TP-6217	2/08	P/C 1250-2250REOZDB/C, 2500/2800REOZD(B)
TP-6348	1/08b	P/C Kohler D450/D500, 450-500REOZVB
TP-6518	12/07	P/C 17RES/RESL, Res/Coml
TP-6549	1/08	P/C MTU/DD, 20V 4000, 2800kW
TP-6568	2/08	P/C MTU/DD, 20V 4000, 2500kW
TP-6337	4/08	P/C 10/13/15ERG, Mobile
TP-6319	4/08	P/C 15/30RYG/RES/RESL
TP-6575	12/07	P/C 3APU-HV, Mobile

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