

PARTSbuzz

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT
Issue 24 Vol 8.2

KOHLER POWER SYSTEMS

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Filter Price Adjustments

From Jeff Pittner, Aftermarket Parts Manager.....Roll back the prices on Filters

I'm pleased to announce that we completed a comprehensive competitive analysis of our filter prices and as a result have adjusted our filter prices to be more in line with the competition. Some filter prices did go up but most of the changes are reductions resulting in an overall list price reduction of 4%. See page 4 of this Parts Buzz for the filter price changes. In addition, we are also looking into offering pallet quantity discounts on filters. Look for updates on pallet quantity discounts in the future.

I would like to thank all those that participated in our recent customer survey. I'm in the process of analyzing the results and will let you know what we found when the analysis is complete. As always, I encourage your ideas and thoughts on how we can better work together with the goal of building our business.

Aftermarket Parts 2009 Rebate Program

Kohler Aftermarket Parts is offering a two tier rebate program on 2009 stock code 1 and 2 parts orders.

The program guidelines are as follows:

- If a distributor exceeds 2008 orders on stock code 1 and 2 parts by 10%, Kohler will rebate 5% of all 2009 orders of stock code 1 and 2 parts.
- If a distributor exceeds 2008 orders on stock code 1 and 2 parts by 20%, Kohler will rebate 10% of all 2009 orders of stock code 1 and 2 parts.
- Returns of stock code 1 and 2 parts will be deducted from spent dollars.

If you receive a rebate per the above described program you will not be able to return stock code 1 and 2 parts as part of the semi-annual return program in 2010.

Aftermarket Parts provided each distributor with their base amount for 2008 and goals for 110% and 120%. Quarterly updates on year-to-date orders of stock code 1 and 2 parts will be provided to each distributor. Rebates will be provided in the first quarter of 2010.

If you have any questions about the rebate program send an email to your parts coordinator at aftermarketparts@kohler.com.

New Return Policy

Based on your input and our desire to maintain high levels of customer service, Kohler Aftermarket Parts published a new return policy in March 2009. Highlights of the new policy are listed below.

Semi-Annual return program, which replaces the Annual return program

- Up to two returns per year.
- Distributor may request a return up to 3 months in advance of desired return month. (Note: Kohler will control the number of returns in a month to prevent backlogs in processing. Returns will be scheduled on a first come first serve basis)
- A 5% restocking fee is assessed for all eligible parts with the exception of stock code 1 and 2 parts. The restocking fee is assessed to offset part of the cost of restocking and handling.
- Stock code 1 and 2 parts receive a 15% restocking and handling fee.
- To request your return month send an email to katie.tschudy-paulsen@kohler.com with your desired months.

Miscellaneous return replaces the special/interim parts return

- 25% restocking fee applies to all parts.
- Submit return request by emailing aftermarketparts@kohler.com using the subject line: Miscellaneous Parts Return Request.
- State the reason for the return.

Contact your parts coordinator at aftermarketparts@kohler.com with any questions about the new return policy.

Kohler Power PLUS Annual Subscription Fee Reduction

In response to feedback received from our distributors and dealers, Kohler reduced the dealer's cost of the Kohler Power PLUS (electronic Parts Look-Up System) annual internet subscription fee and discontinued the CD-ROM format.

The dealer price of the annual internet subscription fee is reduced to \$250 net/year for all consumer markets (Residential, Marine, Mobile, and APU) and any combination of 2 consumer markets. The price for the Industrial market (which includes Residential) will remain at \$500 net/year. The Kohler Power PLUS CD-ROM format is discontinued due to low registration volumes.

This change was effective January 1, 2009. Subscription renewals will be prorated as outlined below.

Kohler Power PLUS Electronic Parts Program Changes

Registration. Kohler distributors will register their dealers using the new Kohler Power PLUS registration form G18-168. The Kohler distributor must include a purchase order. Upon receipt of the registration form, Kohler will e-mail the dealer a username and password.

Annual Fees. The annual fees listed below apply to Kohler dealer only. We are also implementing a "Consumer Package." Any combination of two consumer markets, like the possibility of a Residential/Mobile dealer, will also cost \$250.

Dealer Annual Fees		
Market	Part Number	Annual Fee (net)
Industrial (Includes Residential)	TP-6364	\$500
Residential/Commercial	TP-6365	\$250
Marine	TP-6366	\$250
Mobile (Includes APU)	TP-6377	\$250
APU	TP-6686	\$250

Prorate Schedule. The annual fee of subscriptions starting after the first quarter of the year will be discounted and calculated according to the schedule below.

Fee Prorate Schedule	
Start Date	% of Annual Fee
January, February, March	100
April, May, June	50
July, August, September	25
October, November, December	0

Subscription Renewal. All subscriptions are renewed at the end of the year for the next calendar year. Each fall, Promotions & Publications will notify distributors of their dealer subscribers on record. Kohler Power PLUS subscriptions will automatically renew and subscriptions will be invoiced in December unless the distributor issues

a written cancellation. This invoicing process will begin December 2009 for 2010 program usage.

Sharing Internet Access. The dealer is free to share the internet access within their organization including branch offices. They are not authorized to implement the internet program outside their organization. If they do so, their Kohler Power PLUS Internet program may be deactivated immediately.



Employee Profile—Jeremy Nyenhuis

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

A. I have been employed with the Kohler Co. since March of 2003.

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

A. I am a Material Planner/Scheduler in the AMP Department. My job involves managing inventory levels on service only parts, ordering and expediting parts for the customers, being a liaison between customers and our vendors, and working with any other requests that arrive on a daily basis.

Q. What do you enjoy best about your position at Kohler?

A. The most enjoyable part of my job is the unpredictability of it. Every day that I come to work, I know that I will be presented with new tasks and challenges. The reward comes when I know we helped get a customer out of a tight situation and were able to fulfill their emergency request.

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

A. The most challenging part of my job is working with our older generators. These units have parts on them that were sometimes discontinued before I was born! Working on finding information on these old parts can be difficult.

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

A. The time that sticks out in my mind the most was when a distributor needed numerous parts to convert units that were needed in the field. I needed to coordinate parts that were made on our production lines, as well as parts that needed to arrive from the vendors. We were able to ship all parts out within the customer's required date. It was a great feeling to know that everything came together and we were able to help out.

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

A. The best advice I can give is to provide as much information as possible to the Coordinators when you email or call with a request. When researching parts, too much background information on a unit is never a bad thing.

Q. *What is your philosophy when serving your distributors?*

A. If we don't help our customers, someone else will. Having this attitude puts you in the right frame of mind to do whatever is needed to get the job done.

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

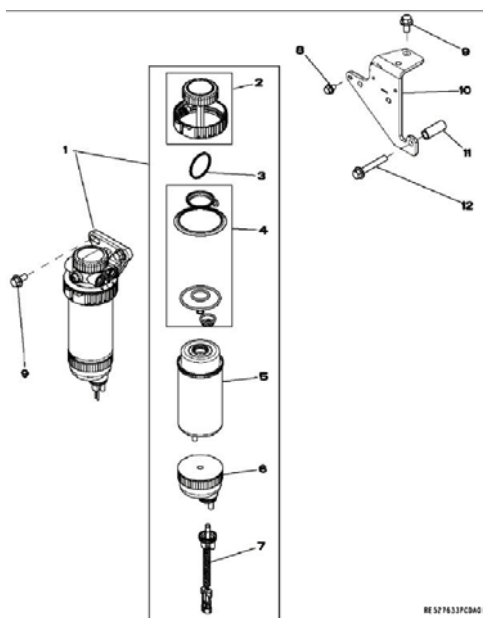
A. Every day in the Aftermarket Parts Department is unique and challenging. I work with the Parts Coordinators, Engineers, Production Associates, and vendors on a daily basis to ensure that we have parts in stock when they are needed. If we don't have the parts, I work to get them in as soon as possible.

GM50074 Filter, Fuel/Water Separator

The new version of the GM50074 Fuel/Water Separator includes a built in sediment bowl. With the old style filter the sediment bowl is separate. This new style filter includes both the #5 and #6 parts as shown in the below diagram but they now come as one.

When installing the new style fuel/water separator for the first time you will need to remove the filter and sediment bowl as you would if you planned to replace the old style filter. When installing the new style filter, tighten the filter as you would the old style filter. The biggest difference is the detachable see-through bowl is no longer needed. If your sediment bowl is equipped with an alarm port connect this wire as you would with the old style bowl.

An advantage to the new style filter is only having one sealing point between the filter and engine rather than a second sealing point between the bowl and filter. Another advantage to the new style filter is the sediment bowl is always new and reduces the chance of the bowl cracking or leaking.



Contacting the Aftermarket Parts Department

Are you trying to decide whether to make a call or send an email to the Aftermarket Parts department? We prefer that you send an email, unless it is an emergency situation. Emails are responded to as soon as possible, and in the order they are received. If you send an email for emergency situations, place the word **URGENT** or **EMERGENCY** in the subject line to receive the fastest response. When the Aftermarket Parts Department receives phone calls, it only delays the processing of the emails already in the inbox. Emails also provide a paper trail, which allows us to better track the service we are providing you.

Additionally, emails requesting that orders be processed are not necessary, as orders are also processed in the order received, with emergency and priority orders taking precedence. Although, on occasion, we ask that you send an email when you have placed your order if there are special circumstances. It is our goal to process daily orders on the same day they are received and stock orders by the following work day. If you have any questions on procedures for phone calls and emails, as well as order processing, please contact your sales coordinator at aftermarketparts@kohler.com.

Literature Release

Following is a list of parts-related literature that was released to the field since the February 2009 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
TP-6273	2/09	P/C 28-32EOZD/23-27EFOZD, Mar
TP-6217	1/09	P/C 1250-3250REOZD/B/C, Industrial
TP-6284	12/08	P/C 650-1000REOZDB/C/D
TP-6388	12/08	P/C 9-33EFORD(B)/EFORD(B) & 10-40EORD(B)/EORZD(B)
TP-6438	4/09	P/C John Deere 6090HF484/485, Tier 3
TP-6439	4/09	P/C 80-275REOZJD/REOZJE
TP-5607	4/09a	P/C 15/20/CCO/RCOZ Yanmar
TP-6272	4/09	P/C 20-24EOZD/17-20EFOZD, Marine
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.		

Filter Price Adjustments

Partno	Desc	Old Price	New Price
223953	Filter, Fuel (Each or Case of 12)B	\$ 28.60	\$ 26.90
253107	Element, Air Cleaner(Each or Case of 6)B	\$ 18.80	\$ 21.70
253108	Element, Air Cleaner(Brande 1 Per Case)	\$ 33.50	\$ 42.00
272981	Element, Air Indust (Each or Case of 1)B	\$ 105.10	\$ 111.00
274683	Element, Air Cleaner(Brande 1 Per Case)	\$ 78.50	\$ 71.30
274821	Element, Air Indust (Each or Case of 1)B	\$ 159.50	\$ 134.00
279260	Filter, Oil (Each or Case of 6)B	\$ 29.20	\$ 25.90
292922	Element, Air Cleaner(Brande 1 Per Case)	\$ 85.40	\$ 81.60
324134	Element, Air Cleaner(Brande 1 Per Case)	\$ 52.30	\$ 46.95
324418	Element, Air Cleaner(Brande 1 Per Case)	\$ 62.00	\$ 53.00
336661	Filter, Fuel (Each or Case of 12)B	\$ 15.40	\$ 17.80
343219	Element, Air Indust (Each or Case of 1)B	\$ 105.10	\$ 114.50
354842	Air Cleaner	\$ 212.10	\$ 162.00
24 083 09-S	ELEMENT, AIR FILTER	\$ 14.40	\$ 10.40
GM16944	Element, Air Cleaner (One per Case) B	\$ 20.00	\$ 24.80
GM22172	Element, Air Cleaner(Each or Case of 6)B	\$ 23.80	\$ 29.70
GM24456	Element, Air Cleaner(Brande 1 per case)	\$ 10.80	\$ 14.50
GM25508	Filter, Oil (Each or Case of 12)B	\$ 21.50	\$ 17.30
GM25794	Element, Spinner Oil Filter Paper	\$ 9.10	\$ 18.90
GM30594	Filter, Second Fuel (Each or Case of 6)B	\$ 39.80	\$ 34.00
GM34935	Filter, Oil (Each or Case of 12) B	\$ 11.40	\$ 10.90