

PARTS BUZZ

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2010--A Lot Has Happened!!!

2010 was a year of change and opportunities. We began the year with a successful marine promotion and followed it up with a Mitsubishi and filter promotion. The Mitsubishi promotion was not well received. However, we did have some takers with regard to the filter rebate promotion and we are paying rebates in excess of \$14,000.

In addition we now offer branded impellers at a reduced price offering as well as Kohler branding to promote increased sales.

Additionally, we will be introducing a new line of quality starters at a lower price later this year as we strive to increase sales for both our customers and Kohler.

However, the change that accounted for the biggest interest and the most concern on everyone's part was the move of the parts inventory from our KWIP warehouse on the south side of Sheboygan to Mosel. The move that was planned to take no more than two weeks has lasted for almost five months! The good news—in the end this will result in better service to our customers and we are almost in a

position to declare the move complete. Some upcoming changes for improved customer service include:

- Weekly shipments of stock order parts. In the past we shipped multiple small shipments daily, which should stop beginning the week of Oct. 4, as we set a schedule for weekly stock order parts shipments. See *Weekly Stock Order Shipment* table on page 2 for the schedule.
- We are in the process of combining both daily orders and priority orders into one category; "Priority" orders. We hope to implement this change before the end of the year. The reason for this change is to better streamline our processes. In the end we have always treated both daily and priority orders as a priority as far as expediting parts not currently in our inventory. ***If you want to avoid multiple shipments on your daily/priority order please remember to select ship complete when placing your order.***
- Emergency order cutoff is currently 1PM CT. Our goal is to extend this to 4PM CST soon.

Thanks to everyone for working with us as we continue our effort to provide the best service to go along with the best power systems available.

Jeff Pittner
Manager—Aftermarket Parts

New Warranty System

Kohler Power Systems began deploying a new on-line warranty system on April 1, 2010. The new warranty system provides numerous advantages for warranty administration and will better assist you with parts research. Key features of the system are:

- On-line viewing of claim status, unit history and registrations.
- System will not require a secure ID card as is needed for KOHLERnet. Therefore, anyone in your company can access all the features of the new warranty system. Kohler dealers are also able to access this system.
- Other key changes include return of requested parts via a system generated return authorization.

If you are not already online with the new warranty system we encourage you to register by contacting warranty@kohler.com. The advantages of the new warranty system benefit both distributors and dealers with their warranty transactions and parts research.

Sauk Tank Parts Requests

When requesting parts for tanks manufactured at our Sauk facility the following information is critical to provide:

- Serial number of the unit
- Serial number located on the tank itself
- Manufacturer located on the UL label on the tank as well as a "MH" number on the UL label

By providing your sales coordinator this information in your initial request they will be able to assist you in a timelier manner.

Kohler Brand Impellers



Kohler Aftermarket Parts is pleased to announce Kohler branded impellers. Three impellers are now Kohler branded along with reduced pricing and updated packaging.

Impeller Partno	Description	Old List Price	New List Price	% Change
359978	Impeller Kit	\$27.50	\$21.50	22%
229826	Impeller	\$27.90	\$23.30	17%
229955	Kit Impeller Repair	\$38.30	\$23.20	39%

Shipping Conditions

In working towards an automated no touch order processing system, selecting the applicable shipping condition is critical when placing an order on KOHLER *net*. In order for the system to work efficiently the appropriate shipping condition must be chosen. If an incorrect shipping condition is chosen, your order will be delayed. Use the below shipping conditions when placing your order on KOHLER *net*.

Literature Release

Following is a list of parts-related literature that was released to the field since the March 2010 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
TF-6706	3/10	P/C Doosan 14.6 – 21.9L, 250-400kW, Ind
TF-6433	4/10	P/C MPAC 1500 ATS
TF-6741	4/10	P/C Model KEP Service Entrance, ATS
TF-6729	4/10	P/C 15/30REYG/RESA
TF-6439	4/10	P/C 80-275REOZJD/REOZJE, Ind
TF-6690	4/10	P/C 1.4BEOR-12V, APU
TF-6594	11/09	P/C 5-10EKD & 4-8EFKD, Marine
TF-6736	6/10	P/C 14/20RES/RESL
TF-6438	7/10	P/C John Deere 6090HF484/485, Tier 3
TF-6290	7/10	P/C John Deere 4024/4045/5030, Tier 2/3
TF-6291	7/10	P/C JD 6068HF275/285/475/485, Tier 2
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.		

Shipping Conditions

Description	FedEx Equivalent
Parcel-Ground	FedEx Ground—Delivery in 1-5 business days depending upon the destination.
Parcel-NxtDayEryAM	FedEx First Overnight—Next business day delivery by 8, 9 or 10am. Kohler does not have a discount for this service.
Parcel-NxtDay Air AM	FedEx Priority Overnight—Next business day delivery by 10:30am to most areas/zip codes.
Parcel-2 nd Day	FedEx 2 Day—Delivery by 4:30pm in 2 business days to most areas/zip codes.
Parcel-3 rd Day	FedEx Express Saver—Delivery by 4:30pm in 3 business days to most areas/zip codes.
Parcel-Intl	FedEx International Priority
Parcel-Nxt Day Air	FedEx Standard Overnight—Next business day delivery by 3pm to most areas/zip codes.

Weekly Stock Order Shipment Schedule

Monday	Tuesday	Wednesday	Thursday	Friday
Bay City	Buckeye	Cooper	EEE	Fidelity
Boatswains	Collicutt	EC Power	Kossen	Frontier
Gen Power	Generatrice	Kinsley	Mid-America	Pacific
Prichard	Kraft	Loftin	Power Products	Palco
	Power Depot	Nixon	Steiner	Winter
	Total Energy	RP Power	TAW	
		CK Power		

Did You Know?

- Kohler filters not only offer brand protection for service but are also priced to be competitive with local aftermarket filter suppliers.
- January 1, 2010 through the move from our KWIP warehouse on May 10, Aftermarket Parts shipped 177,078 parts to our customers. Since the May move through the end of September we shipped 210,802 parts; for a total of 387,880 parts year-to-date. In 2009 we shipped 493,490 parts. Annualized we should ship 517,173 parts this year, 5% more than 2009.