

PARTS BUZZ

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

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Manager's 2 Cents Worth

We continue to march forward in an effort to improve our service to you, our valued *customers*. The feedback we've received on the stock order shipping days has been generally positive—see article included in this issue for updates. The goal of the stock order shipping days is to provide better overall customer service by reducing the number of small shipments you receive, as well as letting you rely on a regularly firm weekly shipping schedule to plan around.



As I have mentioned to some of you individually we have been continuing work on our shipping processes in an effort to improve overall delivery. I think you would agree that we have been able take the emergency cut-off time to 4 pm CST with a high degree of success. Recent changes have also improved the time to ship a priority order with most shipping in less than 4 days.

In the spirit of *Continuous Improvement*, we will be rolling out a new program this fall. We are working with John Deere and will be offering **remanufactured** John Deere engine parts as well as a core return program. The pricing for John Deere remanufactured parts is less than new in most cases; however the remanufactured parts carry a longer warranty. Core credit will be available for both new and remanufactured parts. Be on the lookout for additional information in the near future. The program will initially focus on John Deere engine parts but we hope to expand this program to other engine part manufactures in 2012.

I would also like to make a pitch to buy Kohler when it comes to engine service items. I think you will not only find us competitively priced but the power of branded parts makes repeat customers more likely. If you have additional ideas on how to promote the Kohler brand please let us know.

Thank you for your business and we look forward to our continued partnership going forward.

Jeff Pittner
Manager Kohler Aftermarket Parts

Weekly Stock Order Shipments

In October 2010, we implemented a weekly stock order shipment schedule for each distributor. The weekly shipment schedule reduced the number of small daily shipments, which allowed us to ship emergency orders out faster as well as allowing us more time to pick parts for your stock orders and send more parts out in one shipment. To guarantee your stock order will ship on your weekly ship day, your order **must** be placed two business days prior to your scheduled ship day. If your stock order is placed less than two business days prior to your ship day we cannot guarantee that available parts on the order will be shipped that week.

Example: Your weekly ship day is Tuesday; you must place your stock order by the previous Friday.



Happy Autumn!

Order Processing Changes

In late 2010, in an effort to improve overall order processing time through KOHLER^{net}, Kohler implemented some changes to the KOHLER^{net} order entry system. Kohler Aftermarket Parts now uses no-touch order processing. The business system automatically processes stock and priority orders so the parts coordinators have more time to spend providing you high quality customer service instead of processing orders. The parts coordinators no longer see the order notes for stock and priority orders. If your order needs special care or instruction send an email to aftermarketparts@kohler.com with the order number and instruction or comments for the order.

Here is a refresher to ensure you understand the order processing process.

- Stock Orders
 - No changes made
 - Ships within 10 business days
 - Distributor allowed to place 2 per month
 - Extra 5% discount and free freight
 - Should not be used for parts needed ASAP but for stocking purposes
- Emergency Orders
 - It is truly an emergency/unit down situation
 - \$30 Emergency fee applies
 - **ALL** parts are in stock in order to be placed on an emergency orders
 - **ALL** emergency orders will **ship complete** only
 - Cutoff time for placing emergency orders
 - 12pm CST for parts located in remote warehouses
 - 4pm CST for parts located in main warehouse
- Priority Orders
 - Multiple shipments allowed unless the ship complete box is checked
 - Drop ship orders are allowed
 - Parts are expedited as needed as quickly as possible
 - Ships within 5 business days for parts that are in stock
 - Selecting an expedited shipping priority **will not** expedite the order. If you need a part expedited send an email to aftermarketparts@kohler.com

Textured Paint and Coating Changes

Last fall, Kohler Power Systems recently installed a new “automotive grade” powder coat paint system in our Mosel, Wisconsin facility which has significantly improved the paint quality and durability of our products. On June 27th, 2011 Kohler Power Systems implemented another change to our products to textured paint and coatings further improving generator corrosion protection, scratch resistance, and aesthetics.



Models Affected

This change was made on painted Industrial, Residential (40kW and greater), and Mobile products. Marine products will remain with the standard gloss finish.

Components Affected

This change was only implemented on enclosures, tanks, skids, junction boxes, and powder coated internal components.

How does this affect aftermarket parts?

When a metal processed part is ordered on KOHLER^{net} that requires a decision on whether it should be painted gloss or textured a warning will appear.

The warning will state:

ATTENTION: SERIAL NUMBER BREAK

- For units with serial number above 2309999, order *Textured painted part (entered part number)*.
- For units with serial number below 2309999, order *Gloss painted part (entered part number –G)*
- Please update your order. Please refer to PB-150.”

Please refer to the tables on the next page for shipping carriers for paint.

Factory-Available Paint

Color	Touch-up Bottle	Spray Can	Gallon
Cream Beige	N/A	GM71383	GM71387
White	N/A	GM71381	221334
Ansi 61	N/A	GM71384	N/A
Ansi 49	N/A	GM71380	N/A
Spectrum Gray	N/A	GM75954	221332
Black	N/A	GM71382	N/A
Matterhorn White	N/A	GM48126	N/A
Sage Green	GM50484	N/A	N/A
Textured KCB	GM83001	GM82834	GM82835
Textured Black	GM83002	GM82836	N/A
Tank Touch up	GM82837	N/A	N/A

Paint Container Sizes By Carrier Service Level On Which Kohler Can Ship Paint

	Gallon	Aerosol	Touch-up
FedEx Ground*		X	X
LTL	X	X	X
BAX ground or air	X	X	X

* The size of each inner receptacle may not exceed one quart. Each outer package may not exceed 30 kg (66 pounds).

Note: Special freight fee may apply

Note: Use LTL or BAX Global to ship paint to Canada.

Orange Return Labels

Please ensure the orange return labels you are affixing to every box for a return has the current return address, with a Rev. Date of 5/5/10. The labels prior to 5/5/10 are directed to the KWIP warehouse, which we do not use anymore. Using the current orange return labels will help your return get to the right location in a timely manner. If you need orange return labels please contact your parts coordinator at aftermarketparts@kohler.com. See the example below for the current label.

KOHLER
POWER SYSTEMS

N7650 County Road LS, Sheboygan, WI 53083

GPR

#(required) _____

Attention Renee Kamps

Use label for Aftermarket Parts Returns only

Rev. 05/05/10

KOHLER^{net} Changes are Coming...

Do you ever feel like you are clicking, clicking and clicking just to place an order on KOHLER^{net}? Changes are coming to KOHLER^{net} to make it easier to place orders, view tracking numbers and view invoices. The changes will go live in December. Look for Webex training in early December. We strongly recommend that all distributors sign up for the training

Tips for You...

- Emergency orders are for parts **in stock only**
- Priority orders ship in 3-5 business days
- Each distributor is allowed 2 stock orders per month
- Warranty System—View build information and installed kits.
<http://generatorwarranty.kohler.net>
- To have a paper trail of your request to refer back to and to expedite your requests please email aftermarketparts@kohler.com instead of calling.