

# PARTS BUZZ

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

Inside this issue . . .

**Page 1...**

From the desk of the  
Aftermarket Parts Manager

**Page 2...**

Semi-Annual Returns

**Page 3...**

Remanufactured parts  
Update – Voltage  
Regulators  
WebEx Training  
Orders  
2013 Parts Training

**Page 4...**

Heat Exchangers  
Farewell

## From The Desk of the Aftermarket Parts Manager....Change is good!

We have an opportunity to make what we feel will be a major improvement to our shipping and delivery process. Like most changes, we will be working through some challenges before we improve. The process improvement is moving the Aftermarket Parts warehouse to the Kohler Engine Division service warehouse; which is about 6 miles from the current location in Mosel WI.

For the parts associates who have been to the factory within the past couple of years, you likely saw that our inventory is stored in 3 separate locations:

1. The stock room on the east side of the plant.
2. The west annex located on the west side of the plant.
3. The trailers in the yard.

As you can imagine, this did not make for the most efficient process when it came to picking parts and processing orders for shipment. As a direct result of the move we will be able to store our entire inventory in such a way that we expect:

- Improved parts flow.
- Improved shipping processes.
- Improved on-time delivery.

Since April the sales coordinator team has been working from the new office space in the Kohler Engine Division. In early July the rest of the Aftermarket Parts team, along with the physical parts, are making the move to the service warehouse.

We continue to make adjustments and I expect you'll notice improvements in the coming weeks. Thank you for your patience and continued loyalty.

## Kohler Branded Fluid Analysis

Kohler Branded Fluid Analysis program is planned to roll out in August 2013. A WebEx schedule will be announced to introduce and explain the program.

**Purpose of fluid analysis program:**

To provide a Kohler Branded Fluid Analysis program to our customers to further drive the Kohler brand name.

**Logistics:** A Kohler branded program administered by a 3rd. Party LAB providing:

- 5 labs in North America.
- Additional labs contracted internationally.
- Provides online access to unit history.
- Provides a toll free number for customer service.
- Provides Kohler forms and literature.

Thank you again and I hope you're having a great summer! As always, please let us know what we can do to help you reach our mutual goals in 2013.

Thank You and Best Regards,



Jeff Pittner  
Manager KPS Aftermarket Parts

# PARTS



## Semi-Annual Parts Returns Reminder



If you have yet to request and submit a semi-annual parts return this year, now may be the time to do so. Each distributor/branch is allowed 2 (two) semi-annual parts returns per year with a minimal restocking fee. Please submit your semi-annual return request

to [Katie.Tschudy@Kohler.com](mailto:Katie.Tschudy@Kohler.com). After receiving approval to submit your return, email your return request with the parts you'd like to return in Microsoft Excel format to [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com). The Excel file must contain the part number, quantity and description of the items to be returned. The list is reviewed for eligibility of the parts requested to be returned. Once reviewed an email confirmation is sent which includes the return authorization as well as a list of parts determined to be non-returnable.

The parts must be sent to Kohler within 30 days from the time the return authorization is sent. Once the parts are received they will be inspected to ensure they are in saleable and eligible condition. After the parts are inspected an email is sent which includes the reviewed return indicating the final credit amount. The reviewed return includes a note under the parts we inspected and found to be rejected. After receiving an offsetting order the credit will be released and issued. Please keep in mind that you receive a 5% discount on stock orders, so your order must be 5% more than the required amount. The letter will also include a list of non-returnable parts, if any, and the reason we are not accepting the part(s). You will need to reply with handling instructions of the

unacceptable parts. We can scrap them at the factory, or we can return them to you at your expense.

### Several non-returnable parts are –

- Sheet metal pieces or housing components.
- Discontinued or superseded items as well as last time buy parts.
- Sales kits, or components of Sales kits, or parts off of a genset.
- Special order, non-stock items or parts shipped directly from the vendor.
- Engines or engine short blocks, some controllers or breakers. (check w/Katie for approval)
- Circuit boards no longer in the factory sealed bags.
- Paint and literature, advertising and sales aids.
- Parts with a net price of less than \$5.00.

### Tips to expedite the handling of your return –

- Be sure all parts are clearly marked with the Kohler part number and in original packaging.
- Pack your return carefully- if you have several of the same parts, pack them together.
- Be sure to attach orange labels with the GPR clearly marked to each box.

If you have any question regarding a semi-annual return, please feel free to contact Katie, or your Aftermarket Parts Coordinator. We offer the semi-annual return program as a way for you to manage your inventory by returning slow moving parts or parts you may no longer need. As always, if you have comments or suggestions for improvement, we would like to hear them!

## Remanufactured Parts Save Money While Saving the Environment



In 2012 we began offering the John Deere Core return program to not only save you and your customer money but to also save the environment by helping to conserve our natural resources. If you have yet to take advantage of the core return program we recommend you consider it when replacing John Deere Engine Components. A list of qualifying parts is maintained on the Kohler Resource Center under the transaction tab on the top of the page. If you have questions about the core return program please contact us at [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) [Core\\_Return@kohler.com](mailto:Core_Return@kohler.com). Jeff Schleicher

## Voltage Regulator Update

The GM24876-S Voltage Regulator is now superseded to the GM88362, Voltage Regulator Kit. The newly created kit also includes the 347160



Capacitor. We are delighted to offer you this kit at a reduced price of \$1,532.50 opposed to the list price on just the Voltage Regulator of \$1,794.10.

## WebEx Parts Training

On April 9th and 10th Sales Coordinator, Nicole Gabelbauer, facilitated two WebEx training sessions on Kohler PowerPlus and various other parts tools used to research parts. More than 50 people attended each training session.

The training covered the following topics:

- How to use the Spec Index
- Available tools on the Resource Center to aid in parts research, i.e., tech tools, spec sheets, and the Spares Creator.
- Viewing the bill of materials feature available in the Resource Center
- Uses for parts research using the warranty site
- Discussion and tools available for the Microfiche

## Adding Parts to an Existing Order

It is understandable that occasionally it becomes necessary for you to add a part(s) to an order that has already been placed. We will try to accommodate your requests as much as possible. This article will give you some guidelines and reasoning for the responses you receive to your requests to add parts to an order.

At Kohler, a “no touch” order processing system is in place. This system allows us more time to work on research and requests from you, our valued customers. Our business system automatically processes priority and stock orders when the order is entered, so we never observe the orders that are placed. Additions can be made to priority orders as long as the order has not already dropped to the floor to create the shipment. The shipment can occur within an hour of the order being placed on Kohler Power Resource Center. When the order is dropped to the floor the added part(s) will be shipped separately, incurring separate freight charges. If the priority order has already shipped and invoiced, we can no longer add to it, and you should place a new order.

A “same day” rule for adding parts to a stock order was implemented several years ago. We will **only** add parts to an existing stock order on the same day the order was placed.

Emergency orders are handled a little differently – they are not “no touch” orders. Each and every emergency order is processed manually by an Aftermarket Parts Sales Coordinator to be sure it will ship as requested. An open order report for emergency orders is run throughout the day so your emergency order may be processed within just minutes of the order being placed. Once the order is processed and dropped to the floor, we **do not** have the ability to add parts to the order. If there is ever an urgent reason to add a part(s) to an emergency order, please call us as soon as possible once the order is placed.

Please keep these guidelines in mind as you place your orders.

## 2013 Kohler Aftermarket Parts Factory Training

Are you in need of a refresher course on researching parts or better understanding our revised policies? Are you, or do you know someone, that could definitely need some hands on training parts research, ordering, or shipping parts from Kohler? If these questions are you or someone in your organization you should consider attending the 2013 Kohler Aftermarket Parts Factory Training offered November 6 to November 8, 2013

**Benefits of factory parts training:**

- Hands-on training enables students to immediately apply and reinforce what is learned.
- Training materials continue to grow and improve.
- The most current tips and tricks for parts research are presented.
- Students interact with each other and exchange parts information and ideas.
- Mixed distributor schools establish working relationships between distributors.
- Factory and warehouse tours give participants an opportunity to meet and interact with sales coordinators, warehouse packing and shipping personnel, and other factory personnel.

## Class Fees

The class includes an all inclusive fee of \$800, which includes class materials, lunch each day, one group dinner and hotel accommodations at the Inn on Woodlake in Kohler, WI.

The Inn on Woodlake is located on the shore of picturesque Wood Lake in Kohler, WI. The serene 121-room hotel recently renovated, boasts a beautiful boutique style guest rooms and amenities and common areas for leisure and business travelers.

The Inn on Woodlake is located next to The Shops at Woodlake and within walking distance of the Kohler Design Center. Transportation to and from the learning facility, tours and dinner is included. We will also make the necessary arrangements for your stay while in Kohler.

[www.americanclubresort.com/hotel/inn/inn\\_index.html](http://www.americanclubresort.com/hotel/inn/inn_index.html)

## Transportation

We recommend flying into Milwaukee's Mitchell International Airport. The Airport Connection limousine service provides door-to-door ground transportation, from Milwaukee to Kohler. Another option is to rent a car.

Continued on next page . . .

## 2013 Kohler Aftermarket Parts Factory Training (continued)

### Registration

Please complete and email the registration form [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) before July 30th, 2013. Enrollment is limited to 12 people.

### Itinerary

The parts training takes place at the Kohler Learning Facility located on the main Kohler Campus. Wednesday and Thursday, November 6th and 7th, class will begin at 8:00 am and conclude at 5pm. Friday, November 8th; class will begin at 8:00 am and conclude at 12:00 pm.

Lunch is provided all three days and Wednesday evening, November 6, a group dinner is held at one of Kohler's restaurants, Horse N Plow.

Friday, November 8th, training will take place at the Kohler Generator Plant. The participants will get the opportunity to tour the factory to observe firsthand how Kohler product is built.

If you are interested in attending training, send an email to [katie.tschudy@kohler.com](mailto:katie.tschudy@kohler.com) or contact your parts coordinator at [aftermarketparts@kohler.com](mailto:aftermarketparts@kohler.com) for the registration information. It's a great time to learn about Kohler Aftermarket Parts as well as networking with associates from other distributorships.

## Farewell to Grant Markus....

Grant Markus is leaving the Aftermarket Parts department at Kohler to pursue other opportunities. In 2003, Grant joined the Aftermarket Parts Department. He has been a great asset to the department as well as the distribution channel. Grant's knowledge and personal presence will be missed. We wish him the best of luck in his new endeavors.

We'd also like to welcome Lorena Brunette who is taking Grant's place beginning on Monday, July 8. Lorena previously worked in the Sales Administration department at KPS and she will be a great addition, bringing knowledge and experience from her role as a sales coordinator.

Lorena will be training with the sales coordinators on research, processing orders, and the other daily activities of the Aftermarket Parts Department.

Throughout the transition, the following sales coordinators are covering the below accounts until she is fully trained.

Andrea: International and Power Depot

Anita: International and Kinsley

Lisa: FAA, Palco, TAW, and Cooper

Nicole: Loftin and Power Products

## Heat Exchanger Updates!

After receiving several field complaints regarding the condition of the heat exchangers being received, the heat exchangers are now painted white. The table below shows the current non-painted part number and the superseded part number; which is painted white.



Current Part #	New Part #
229058	229058-S
229280	229280-S
246491	246491-S
249929	249929-S
344595	344595-S
344938	344928-S
359301	359301-S
359398	359398-S
GM37676	GM37676-S
GM39134	GM39134-S
GM30879	GM30879-S
GM83905	GM83905-S