

# PartsLink



*The publication of the Detroit Diesel Spectrum Aftermarket Parts Department*

## New Faces, Same Commitment to You in Aftermarket Parts

Detroit Diesel Spectrum has added staff to our Aftermarket Parts Department to serve you, our distributors and dealers even better. We've sharpened our focus on the aftermarket parts business, identifying and tackling procedural issues and finding opportunities to build on our partnerships with our distributors and to expand the aftermarket parts business.

The *PartsLink*, a new publication of Detroit Diesel Spectrum's Aftermarket Parts Department, is just one initiative designed to enhance communication with our distribution. In this newsletter, we will reveal ways you can improve your productivity and increase revenue and we'll feature tips from fellow distributors, dealers and Spectrum Aftermarket Parts staff. We'll feature success stories and reveal the results of surveys. Watch for future issues of *PartsLink* in your Service File update.

In the months ahead, we'll also be looking to you for ideas on how to build the parts business and what issues to address. Your input will help us establish our plans and priorities for the coming year. Beginning with this issue, you'll have the opportunity to complete

periodic *report cards* to gauge the results of our efforts. We want to know what we're doing right as well as *how we can improve*.

In short, tell us what you need to make your partnership with the Detroit Diesel Spectrum Aftermarket Parts Department even more productive. We're listening!

## Aftermarket Parts Price Changes and Their Effect on Warranty Reimbursement and Inventory Value

Warranty reimbursement for aftermarket parts is based on current list price because it is easy to administer and because it is impossible to determine which parts shipped on what invoices. In the event that a price change occurs while you have warranties pending, some warranty reimbursements will be higher than invoice price and some will be lower. But *overall* the reimbursement should change by the amount of the weighted price change. In other words, if the weighted price increase was 1%, your weighted reimbursement would increase by 1%.

Likewise, following a price change some of the parts in your inventory will increase in

value and some will decrease in value; but your inventory value should change by the amount of the weighted price increase. Therefore, we are unable to issue credits or returns for perceived inventory devaluations.

## FAQs

### Electronic Service File

**Q** How do I order an Electronic Service File?

**A** Complete the Subscription Form and submit it to your supplier of aftermarket parts.

**Q** Where do I find the Subscription Form?

**A** Obtain a Subscription Form from one of the following sources:

- 1) **The Service File CD-ROM.** Select *Subscription Information* from the Table of Contents.
- 2) **KOHLERnet.** From the Literature Table of Contents, select *Forms and Certificates*. Then select *CD-ROM Subscription Order Form*.
- 3) **Your Supplier of aftermarket parts.**

**Q** What is the list price of a subscription?

**A** A subscription is \$24.00 list per year and includes three updates of all the information included in a paper service file. As a bonus, it also includes translated literature, installation sheets, training manuals and selected archival literature.

## Something all Service and Parts Personnel Should Know

### Digital 550ä Service Kits—

#### Service Kits

We have developed two aftermarket service kits for replacement of failed Digital 550 controllers. The aftermarket service kits contain the controller, two sets of light bulbs, and installation instruction sheet TT-1310 550 Controller Service Replacement, 20-2000 kW. The service kits are in inventory for immediate shipment. The service kit part numbers follow:

#### Service Controller Kits—

##### 12- or 24-volt

- GM20722-1S Without key-operated selector switch
- GM20722-2S With a key-operated switch.

#### Electronic Files

Three electronic files must be resident in the replacement Digital 550 controller in order for it to function.

- 1. Application Program.** The software that controls the system operation. The application program is *loaded on the replacement controller at the factory.*
- 2. Personality Profile.** A software file that configures the controller for the engine and alternator it will be controlling. The factory loads the profile onto the original controller during generator set production and includes a back-up diskette containing the profile with literature kit that ships with the generator set. *The distributor service tech uses the diskette to load the profile onto the replacement controller, which ships without a personality profile.*

- 3. User Parameters.** User parameters are unique to an installation and are typically set by the installer at time of installation. These parameters include site-specific information such as timer settings, trip points, and input or output selections. MP-6083 O/M Digital 550 Controller, Appendix B, includes a table for the installer to record the user parameters.

#### Program Loader Kit

The servicing distributor or dealer needs a PC and a *program loader kit*, part number GM17733, to load the application program and personality profile into the replacement controller. In June 2001 Spectrum sent each distributor service manager a program loader kit.

#### Connection Cable

Use GM16657, Cable, DB9M/DB9F, Null Modem to connect the controller to a PC.

#### Digital 550 Portability

A Digital 550 cannot be removed from one generator and installed on another as-is because the unit-specific personality profile is tied to the generator set serial number.

#### Upgrade Kits

We do not currently offer a kit to upgrade a generator from other controllers to the Digital 550 controller; but we are investigating the development of a field upgrade kit to replace Microprocessor-Plus and Digital 340 controllers.

#### Summary of Items Needed to Service Digital 550 Controllers

Item	Part Number	Where to find/Comment
Cable, DB9M/DB9F, Null Modem	GM16657	Stocked by distributor, or order from Aftermarket Parts
Personal Computer (PC)		See TT-1310 for PC requirements
Service Controller Kit	GM20722-1S or GM20722-2S	Order from Aftermarket Parts
Personality Profile		Generator Set Literature Kit
Program Loader Kit	GM17733	Stocked by distributor, or order from Aftermarket Parts
User Parameters		Contact generator set installer, <i>may</i> be recorded in MP-6083, Appendix B
550 Controller Service Replacement	TT-1310	Shipped with replacement controller
O/I/M Controller Setup & Application, Digital 550	MP-6140	Generator Set Literature Kit and Replacement Controller Literature Kit
O/M Digital 550 Controller	MP-6083	Generator Set Literature Kit and Replacement Controller Literature Kit
Program Loader Software, 550 Controller	TT-1285	Shipped with program loader kit

## Manager's Corner

by Ruth Luedtke, Manager—  
Aftermarket Parts

After ten years as Product Manager—Service Parts & Literature, I am delighted to have been appointed Manager—Aftermarket Parts reporting to Mark Repp, Director—Marketing. The Sales Administration staff, will report to me in a move that transfers them to Marketing. Anne Feudner—Market Analyst, will move from Technical Publications to Aftermarket Parts and continue to be responsible for aftermarket parts pricing and analysis.

As Manager—Promotions & Publications, Tim Regan is now responsible for technical publications.

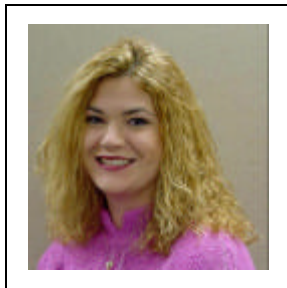
I'd like to devote my first *Manager's Corner* column to introducing and reintroducing the Aftermarket Parts Department staff.

### Anne Feudner, Market Analyst



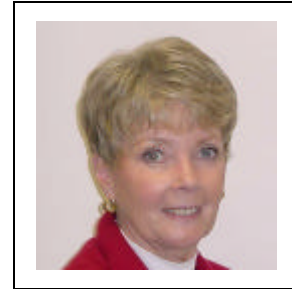
Anne is your resource for price questions, alternate supplier recommendations, or process improvements. Anne's eleven years at Spectrum include five years of experience with aftermarket parts. She is responsible for setting prices, creating the I.C. Bulletin, formatting and pricing recommended spare parts lists, preparing analyses, databases, and reports to support the department, reviewing processes, and initiating improvements.

### Denise Brendel, Service Parts Support Specialist



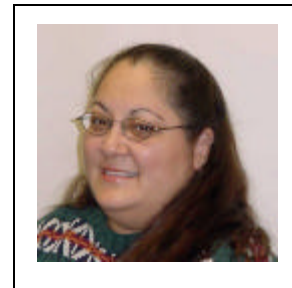
Denise assists the parts coordinators with in-depth research and processes annual returns, distributor order history reports and nameplate requests. She has ten years of Generator Parts experience and twelve years at Spectrum.

### Monica Messner, Material Scheduler/Planner III



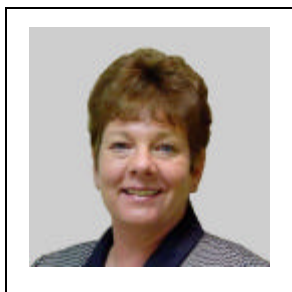
Monica handles planning, scheduling, and expediting of parts. She is starting her 24<sup>th</sup> year with Aftermarket Parts at Spectrum.

### Maria Rodriguez, Sales Coordinator II



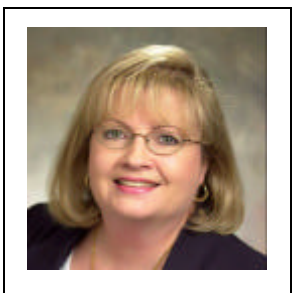
Maria's been with the company for five years, all of them in the Aftermarket Parts Department. Maria is the first point of contact for her distributors. See the distributor list on page 6.

### Carol Beyer, Sales Coordinator



Carol joined the Aftermarket Parts department only 6 months ago, but she has been with the company for 21 years. Carol is the first point of contact for her distributors. See page 6 for the names of distributors assigned to the sales coordinators.

### Ruth M. Luedtke, Manager—Aftermarket Parts



Call me when you need to elevate a problem, to discuss customer service concerns, and to offer suggestions.

I have 14 years of Generator Aftermarket Parts experience and 23 years with the division. My goals for the department are to:

- Improve distributor satisfaction with the Aftermarket Parts Department by
- Improving distributor access to routine information to reduce reliance on factory personnel

- Improving delivery performance
- Setting appropriate prices
- Improve the aftermarket parts businesses of Spectrum and its distributors

### Freight Charges Available on KOHLERnet

Freight charges are available on the KOHLERnet the day after product ships. To view your freight charges on a shipment, follow one of the two procedures listed below:

#### I have my Order Confirmation Number.

1. From the KOHLERnet home page, click the *Sales* button.
2. Enter your order confirmation number in the *Document No.* field.
3. Click the *Submit* button.
4. Click any Item Number in the *Item* column.
5. Click the Invoice link.
6. View freight charges shown below the line items.

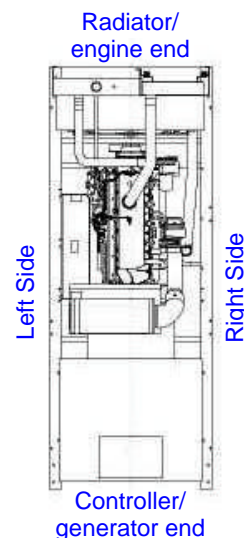
#### I have my Invoice Number.

1. From the KOHLERnet home page, click the *Billing* button.
2. Enter your invoice number in the *Document No.* field.
3. Click the *Submit* button.
4. View freight charges shown below the line items.

### Something all Service and Parts Personnel Should Know

#### Left Side or Right Side?

Communication barriers can complicate parts identification and generator service. What you may refer to as the left side of the generator the factory or your customer may refer to as the right side. Spectrum uses the reference below to distinguish left side from right side. Identifying the correct side is especially critical when you are ordering housing components or requesting factory research.





### OOPS!!!

#### Parts Catalog Corrections

We've discovered some errors in parts catalog **TP-6108, P/C GM**

**8.1L, Natural Gas**, rev 4/01b, included in the Industrial Service File. Page 10, item 2 should show a serial number break.

- For engine serial numbers less than or equal to 8.1L05449 the fan belt is GM19739.
- For engine serial numbers greater than 8.1L05449 the fan belt is GM22993.

### Touch-Up Paint Reminder



- Available in .75-oz. shatterproof bottle
- Brush affixed to the cap cover
- Price competitive
- Paint formulated to factory standards
- Perfect color match to factory finish
- Ideal for covering small nicks and scratches
- Convenient to carry on service vehicles for field touchups
- Quantity price incentive of 50¢ per bottle for orders of 10 or more of one color

Touch-up Bottle			
Color	Part No.	List ea.	List 10+
Spectrum Grey	GM19491	\$6.50	\$6.00
Ansi 61	GM19493	\$6.50	\$6.00
Ansi 49	GM19492	\$6.50	\$6.00
Black	GM19488	\$6.50	\$6.00

### New Releases

The following are new parts catalogs issued to the field in the past six months. Please make sure your parts department has a copy. Order additional copies from your supplier of Detroit Diesel Spectrum Aftermarket parts.

Parts Catalog	Description	Rev Date
TP-6131	P/C 2000 kW Mitsubishi S16R-PTAA2	11/01
TP-6141	P/C 20-40 kW John Deere 3029DF/TF	9/01
MP-5995	P/C R/RN/RLN/RLS/RTN/RTS	6/01

### We want you....

We are looking for distributor and dealer parts departments to feature in future issues of *PartsLink*. Would you like to share what makes your department successful with other distributors and dealers who may benefit from your systems and processes? Do you have any tips or tricks that you would like to share? If you answer yes to either of these questions, please e-mail Anne Feudner at [anne.feudner@spectrumgenerators.com](mailto:anne.feudner@spectrumgenerators.com).

### Newsletter Suggestions . . .

We welcome your suggestions. Please send them to Anne Feudner:

Fax: (920)451-4405  
 E-mail: [anne.feudner@spectrumgenerators.com](mailto:anne.feudner@spectrumgenerators.com)  
 Mail: Anne Feudner  
 Detroit Diesel Spectrum  
 N7650 County Trunk LS  
 Sheboygan, WI 53083



## Sales Coordinator Distributor Responsibility and New Electronic Mailbox

Per our letter number 02-06 distributed to the field January 2002, distributors have been assigned to coordinators. Please forward this information to anyone in your organization who may be affected by these changes.

**Coordinator Distributor Responsibility.** In order to better serve you, effective immediately each distributor now has an assigned service parts sales coordinator who will be responsible for all routine service parts inquiries. Please refer to the list below to determine your sales coordinator. If your sales coordinator is absent, follow the instructions on her voicemail message to speak with backup personnel.

### Distributors by Sales Coordinator

E-mail: [aftermarketparts@spectrumgenerators.com](mailto:aftermarketparts@spectrumgenerators.com)

Fax: 920-459-1611

Carol Beyer  
**Direct Phone: 920-459-1630**

- Clarke DDA, Inc.
- Covington Detroit Diesel
- Midwest DDA
- Penn Power Systems
- Smith DDA
- United Engines
- Valley DDA
- Williams DDA

Maria Rodriguez  
**Direct Phone: 920-459-1629**

- Atlantic DDA, Inc.
- Florida DDA
- Harper DDA
- Inland DDA
- Johnson & Towers, Inc
- Sierra DDA
- Stewart & Stevenson Power
- Western Branch Diesel

**Electronic Mailbox.** We have also established an electronic mailbox for the Aftermarket Parts Department: [aftermarketparts@spectrumgenerators.com](mailto:aftermarketparts@spectrumgenerators.com). Please use this mailbox to communicate service parts issues with your sales coordinator rather than her personal mailbox because this mailbox is accessible to others, and your e-mails will be handled promptly even when your assigned sales coordinator is absent.



## Make your opinions known

To help us better serve you, please take a moment to complete and return this survey to Anne Feudner at the fax number below, or mail to Anne Feudner, Detroit Diesel Spectrum, N7650 County Trunk LS, Sheboygan, WI 53083. Thank you for your help!

**Date:** \_\_\_\_\_

**To:** **Detroit Diesel Spectrum—Anne Feudner, fax no. 920-459-1835**

**From:** \_\_\_\_\_

Name (optional, but extremely helpful in case we have questions)

\_\_\_\_\_  
Company



### Customer Service Report Card #1

Number of times per week someone in your parts department contacts Aftermarket parts \_\_\_\_\_

Average **response time** to questions: \_\_\_\_\_ hours \_\_\_\_\_ minutes

	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Improving	Declining
<b>Accuracy</b> of information received from Aftermarket Parts staff							
<b>Knowledge</b> of Aftermarket Parts staff							
<b>Attitudes</b> of Aftermarket Parts staff							
<b>Satisfaction</b> with systems							
Overall <b>competitiveness</b> of Aftermarket Parts prices							
<b>Package</b> labeling							
<b>Packaging</b> quality							
<b>Delivery turnaround</b>							
Emergency Orders							
Weekly Orders							
Stock Orders							
Overall Delivery turnaround							
<b>Fill Rate</b>							
<b>Shipment Accuracy</b>							

Resource	Do you have ready access to the resource? (Circle one)	If yes, how many times per month do you use this resource?
TP-5709 BOM Microfiche	Yes No	
Printed copy of applicable service files	Yes No	
Electronic copy of applicable service files	Yes No	
Set of wiring diagrams	Yes No	
KOHLER <sup>net</sup> order entry	Yes No	
KOHLER <sup>net</sup> bills of material	Yes No	

List part numbers or categories of uncompetitive prices here: \_\_\_\_\_

If Detroit Diesel Spectrum offered aftermarket parts training at Sheboygan for 2 days at the distributor's expense, how many people would your distributorship likely send? Assume that the class itself would cost \$100 or less per person and food and lodging would be \$300. \_\_\_\_\_

Please list things that you like us to **start** doing \_\_\_\_\_

Please list things that you would like us to **stop** doing \_\_\_\_\_

Please list things that you would like us to **continue** doing \_\_\_\_\_

On what specific topics would you like to be **trained** \_\_\_\_\_

Other Suggestions: \_\_\_\_\_

Please comment on the following:

1. Have you received training from Detroit Diesel Spectrum factory Aftermarket Parts personnel at your facility or at Sheboygan? \_\_\_\_\_
2. How many people in your Aftermarket Parts department handle Detroit Diesel Spectrum parts? \_\_\_\_\_
3. How many PCs are available for those people? \_\_\_\_\_
4. How many of the PCs available for Detroit Diesel Spectrum Aftermarket Parts personnel have Internet access? \_\_\_\_\_
5. Please provide e-mail addresses for all service and parts personnel handling Spectrum product who would like to receive Detroit Diesel Spectrum announcements, information, and promotions by e-mail.

Name	E-mail