

# PartsLink



The publication of the Detroit Diesel Spectrum Aftermarket Parts Department

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## Welcome

We're delighted to bring you our third issue of *Parts Buzz*. We think that you will find this issue full of helpful information. Please take a moment to complete the survey and let us know which articles are most useful and interesting.

## Conversion Requests

We receive requests to provide the information required to convert a unit from its current configuration to another configuration, such as to convert from the one fuel to another or to upgrade a controller. Following is information regarding conversion requests and how to order them.

**Defined.** Conversion requests are requests for information required to modify product configurations in the field. Examples are fuel system conversions and controller conversions. Conversion requests involve research to gather and compare bills of material, retrieve drawings, and develop a priced list of parts required to perform the conversion.

**Charge.** Spectrum charges a \$167 list research fee for this service.

**How to order.** Submit all conversion requests to the [aftermarketparts@spectrumgenerators.com](mailto:aftermarketparts@spectrumgenerators.com) mailbox, including model, specification, and serial numbers of the unit to be converted and the configuration to

which you want to convert. We will confirm your request and expected delivery date by reply email. Then send your purchase order by email to your Aftermarket Parts sales coordinator. Your purchase order will be held until the conversion is complete.

**Delivery.** Conversion information is delivered no-charge by first class U.S. mail. The distributor pays freight associated with any other carrier.

**Lead time.** Allow about three weeks' lead time. After we assess the conversion request we will notify you of a scheduled completion date.

**Note:** If after researching your request we find that we will not be able to provide you with information to perform the conversion, we will notify you and we will not enter your purchase order.

## Aftermarket Parts Department News



Anne Feudner was recently promoted to Sr. Market Analyst. In her new position Anne supervises the Aftermarket

Parts Sales Coordinators and continues to be responsible for setting prices, creating the I.C. Bulletin, improving processes, and preparing analyses, databases and reports to support the department.

## Aftermarket Parts Purchase History Analysis

For distributor convenience, the Aftermarket Parts Department now offers, upon request, a Parts Purchased Analysis. The analysis lists the parts you purchased in the last six months by part number with description and total quantity.

**Benefits.** This report can save you money!

Use the report to determine what items to order on your stock orders and to take greater advantage of stock order incentives.

Reduce emergency order premiums by stocking active parts.

1. Increase dealer and customer satisfaction by having active parts in stock.
2. Use the report to plan annual parts returns and the corresponding offsetting order.

The analysis comes to you by e-mail in the form of an Excel file. Allow 1-2 weeks for processing.

Please e-mail your questions about and requests for a parts purchase history analysis to [denise.brendel@spectrumgenerators.com](mailto:denise.brendel@spectrumgenerators.com). Include with your request your Distributor name, location, fax number and e-mail address.

### FAQs

#### Damaged Parts

**Q** What should I do if a Spectrum part arrives damaged?

**A** If the packaging is damaged, file a claim with the carrier. If the packaging is not damaged, file a Spectrum Co. warranty claim on the part and indicate in the notes that the packaging was not damaged.

## Service Department News



**Dennis Christian** has been promoted to the position of **Manager—Field Service**. Dennis joined Spectrum Power Systems in 1989 and holds a

bachelor's degree in administration management.



**Jack Krcma, Service Application Specialist.** Jack holds an associate degree in Electro-mechanical technology.

## KOHLERnet Order Entry Tips

### How to mark your order to ship complete

Spectrum normally ships parts as soon as they are available. However, distributors can request that we hold all ordered parts and make one shipment by requesting *ship complete*. To mark your order *ship complete*, follow the instructions below:

1. In the Order Basket, click on the button *Add Notes*.
2. You will see two boxes to enter notes: Order Notes and Delivery Instructions. Enter the text *Ship Complete* in the Delivery Instructions box.
3. At the bottom of the screen, click the button *Add* and continue entering your order.

### Parts and sales accessories cannot be combined on the same order

Sales accessories and service parts orders should not be combined into a single order. Create a separate order for each type. The same purchase order

number can be used for each order.

Sales accessory part numbers appear on the sales price list and can be identified by a PA prefix or a KA or KP suffix. Service parts appear in the service parts price list. KOHLERnet will not allow a sales accessory to be added to a parts order, but Trading Partners will.

## Viewing Electronic Literature



You can increase your viewing area when using Service Literature CD-ROMs or the KOHLERnet. To open a publication in full-screen format without the side and top menu bars, right-click on the part number link instead of double-clicking. A shortcut menu opens. Select *Open in a New Window* and the document will open in Internet Explorer without the top or side menus. To further increase your viewing area, right-click on the colorful Windows icon in the upper right corner of the window and deselect all the toolbars. Reactivate your toolbars by clicking on the same icon and selecting the toolbars.

### More FAQs Service File

**Q** I have a registered service file that has been here forever. How do I determine which publications are current?

**A** Every service file update includes a new table of contents listing the literature part number, description, and revision date. Compare the revision dates listed in the table of contents with the revision dates printed on your manuals.

## Valuable Information Distributed to Distributors and Dealers with Every Service File Update

**Recommended Spare Parts Lists** for selected industrial and marine models are provided in Excel format. Industrial recommended spares lists are based on the most popular configurations of 60 Hz industrial/standby models including the Microprocessor 16 light controllers and unit-mounted radiators. The configuration of a generator is found on the nameplate or on KOHLERnet by the serial number (see "How to Find Modules" to the right).

**Benefits.** Use the recommended spare parts lists to estimate 2000-hour operating costs, identify parts prior to release of parts catalogs, determine items needed for first 2000 hours, and as a quick reference. Note: always verify the part numbers of the items using the parts catalog or KOHLERnet prior to ordering the parts.

**I.C. Bulletin** (interim price list changes) is available in two forms: (1) text format that matches the service parts price list and (2) Excel format. The list includes new parts, superseded and discontinued parts, stock/disposition code changes, price changes and description changes.

**Benefits.** Use the I.C. bulletin to update your printed or electronic price lists to keep current on changes.

**Literature Sales Aid List** is provided in Excel format. The file lists all active literature with their prices and applicable markets. It also includes the revision date for all literature.

**Benefits.** Use the AutoFilter feature to quickly find the part numbers and prices of specific types of literature or sales aids.

### Where is this information?

In the Service File update on any of the following CD-ROMs found in service files:

MP-1100-CDX Svc File, **Industrial** Generator Sets and Transfer Switches  
 MP-6100-CD **Service Parts and Literature**  
 Tools CD-ROM (paper Service File subscribers)

### How do I access this information?

Service Literature CD-ROM subscribers,

1. Follow the instructions on the CD-ROM's readme.txt file to install a shortcut to the CD-ROM's main menu.
2. Double-click the shortcut.
3. Click the *Open Table of Contents* button
4. Move the scroll bar down.
5. Click Service Parts and Literature Tools.
6. From the menu, select Click Here for the Tool you need or click Readme for instructions.

Service Parts and Literature Tools CD-ROM users follow instruction items 1, 2 and 6 from the steps above.

### Where to find (1) the list of modules that make up a generator set and (2) how to verify component part numbers

Most current Industrial Spectrum Generators are modular, allowing customers to configure generators to specific applications. This presents some challenges when identifying service part numbers and developing recommended spares lists. Follow the steps below to confirm the part numbers on the recommended spares list.

Find the installed kit and module part numbers for a specific generator set on the generator set nameplate or on KOHLERnet. Use KOHLERnet or Parts Catalogs to verify components of the installed kits and modules.

To use KOHLERnet to find kits, modules and associated bills of material:

1. From the KOHLERnet home page, click the *Warranty* button.
2. Click the *Unit History* button.
3. Enter serial number and click the *Kit Info* button.
4. View the list and note the kit numbers you want to break down to the component level.
5. Click the *Home* button.
6. Click the *Service Parts* button.
7. At the prompt, enter in the Material Number field the number of the kit or module you wish to break down and click the *Display* button.
8. The system will display a bill of material for the kit or module number entered. All part numbers with a box in the *Add Item* column are available through Spectrum's Aftermarket Parts Department.

## Parts-Related Field Letters Recap



### Price & stock check inquiry

**Now distributors can check service parts prices and availability online.**

1. On the KOHLERnet main menu click *Check*.
2. Select your account and click *submit*.
3. Enter the material number(s) in the material column and the corresponding quantity in the quantity column.
4. Click the *price* button at the bottom of the window to price the list.
5. Click the *stock* button at the end of each line to check stock on that line item.

Refer to letter 02-18D issued in March 2002 for more information.

### Emergency order policy/procedure updated

In March 2002 we issued and updated the emergency order policy under letter 02-23D. The procedure was revised and released in April 2002 under letter number 02-23 Revised. If you didn't receive a copy, please view it using KOHLERnet.

Significant changes:

1. Distributors should enter emergency orders directly into KOHLERnet or Trading Partners.
2. Distributors should check stock before placing emergency orders and order only in-stock items on emergency orders.
3. The term *priority order* was redefined.
4. An expedite fee applies to emergency orders of vendor part numbers not in Spectrum's system.

### Aftermarket parts communication

In April 2002 we issued letter 02-39D to parts managers reporting on our electronic communication program. It includes the benefits of electronic communications, seven things you can do to improve inquiry response time, average telephone calls per distributor by month, and inquiry response time by month. If you missed it, check it out on KOHLERnet.

## Did You Miss One of Our Field Letters?

Following is a cumulative list of field letters issued by Spectrum Aftermarket Parts to distributor parts managers since December 2001. If you have not read one or more of the letters, please view a copy on the KOHLERnet or, for letters no longer posted on KOHLERnet, please request a copy from your Aftermarket Parts sales coordinator.

## Aftermarket Parts Field Letter List

| Date     | Letter No. | Description   |
|----------|------------|---|
| 01/14/02 | 02-06D     | Sales Coordinator Distributor Responsibility and New Electronic Mailbox |
| 03/12/02 | 02-18D     | Service Parts Price and Availability Check                              |
| 03/22/02 | 02-30D     | Waukesha Service and Parts Update                                       |
| 04/10/02 | 02-23D     | Emergency Order Policy  |
| 04/19/02 | 02-38D     | Preferred Carrier Change to UPS   |
| 04/22/02 | 02-23D     | Aftermarket Parts Communication   |

## Shipping Information

### Packaging Change from Wood Box to Cardboard Carton



As a result of field experience and your feedback, we have evaluated the packing methods for heavy parts. For certain parts we have found better results with cardboard versus wood boxes. Items such as smaller radiators, rotors, and stators now ship in cardboard cartons. One of this issue's survey questions asks for your comments on this change. Please take a moment to fill out and return the survey based on your experience with these heavy parts.

### Packaging of small parts

To help you find small parts, such as hardware, in your parts shipments, the Shipping Department tapes them to a 4" x 6" pink card. Then they either attach the pink card to a larger metal surface of another item in the shipment or wrap the card in bubble wrap.

Please carefully unpack all shipments to be sure you find all ordered items. Carefully check your bubble wrap for small parts attached to a pink card before discarding the bubble wrap. Check sheet metal surfaces for an attached pink card.

### New preferred carrier

In April 2002 UPS became Spectrum's preferred carrier. Refer to letter 02-27 dated April 19, 2002, for details.



## Manager's Corner

### Seeking customer satisfaction

We appreciate the responses we have received from many of you to the survey in our last newsletter. The survey is used to help us gauge distributor perception of our performance and trends in our performance over time. It also helps us allocate resources. At a minimum, please complete the report card. We need at least 20 responses per survey to confirm performance trends.

The report card/survey doesn't work unless you tell us the truth. The information on the surveys will be tallied and reported on as a group, not individually. Questions change from issue to issue, so please fill out the survey in each issue.

Your comments will help us focus improvement efforts in the areas *you* deem most important.

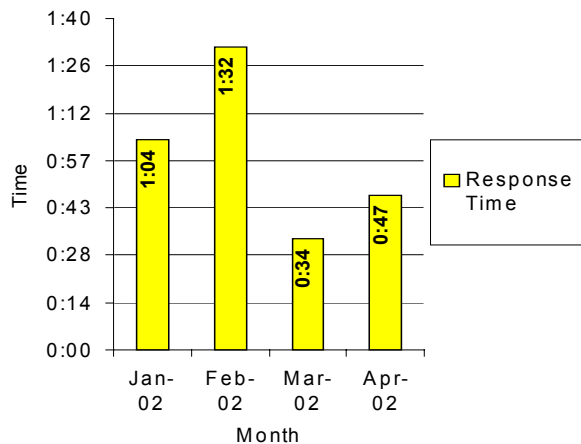
### Inquiry profile

Aftermarket Parts began logging distributor inquiries in November 2001. On January 18, 2002, we added response time tracking to our log. The following graphs and tables summarize the results. We attribute improvement to the shift from voice to electronic communication and improved internal procedures.

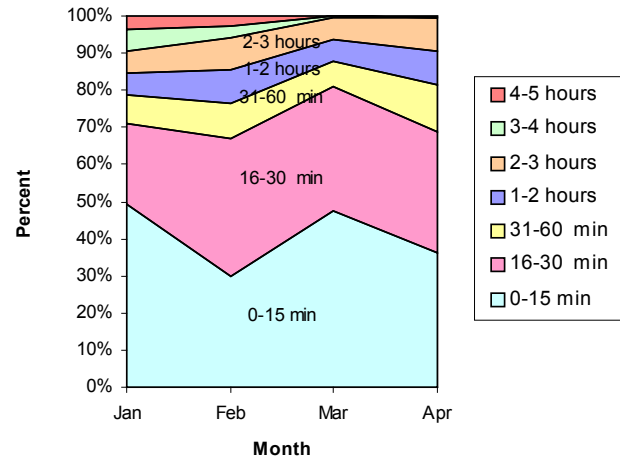
#### Average Telephone Contact Per Day Per Distributor

|                | Sep 01 | Oct 01 | Nov 01 | Dec 01 | Jan 02 | Feb 02 | Mar 02 |
|----------------|--------|--------|--------|--------|--------|--------|--------|
| No. of Calls   | 3.5    | 3.4    | 3.1    | 3.6    | 3.1    | 2.7    | 2.3    |
| No. of Minutes | 7.7    | 7.5    | 7.5    | 8.0    | 7.1    | 5.8    | 5.0    |

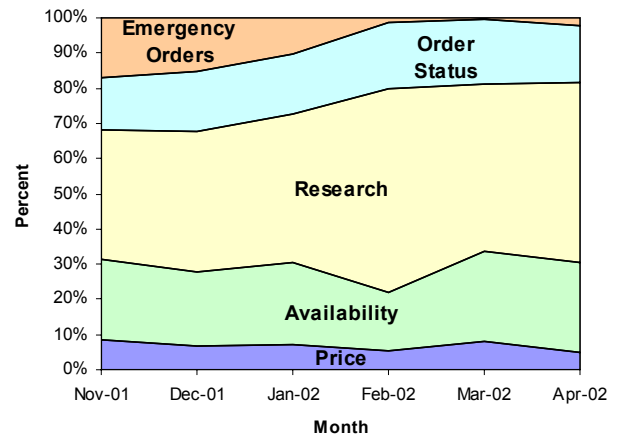
#### Median Inquiry Response Time January 18, 2002 - April 10, 2002



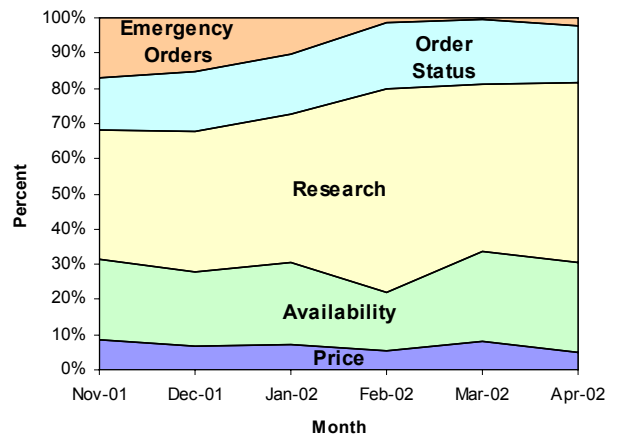
#### Inquiry Response Interval by Month



#### Inquiries by Reason, Nov 2001-April 10, 2002



#### Inquiries by Reason, Nov 2001-April 10, 2002



## FASTCHECK® diagnostic tester for Microprocessor Plus controllers

The FASTCHECK® diagnostic tester simulates engine operator to identify faults in the controller and engine circuitry. Perform tests without starting the generator set. Use the FASTCHECK® when troubleshooting startup problems or to test and troubleshoot the controller when it is removed from the generator set.



### Fast-Check® II Checklist

| Part Number  | Description                |
|--|----------------------------|
| B-291930   | FASTCHECK® II              |
| 255915   | Wiring Harness             |
| MP-5353  | S/M 200-300 kW, Industrial |
| Variable low-voltage DC power supply; 0-30 volt, 3 amp minimum current, 0.5% maximum output voltage ripple at 30 volts DC or a 12- or 24-volt battery (depending on system voltage) can also be used to operate the FASTCHECK® II. |                            |

### Newsletter Suggestions . . .

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

Fax: (920)459-1825

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

Mail: Anne Feudner  
Detroit Diesel Spectrum  
N7650 County Trunk LS  
Sheboygan, WI 53083

## New Releases

The following are 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 Catalogs Released Since 1/1/02

| Parts Catalog | Description                            | Rev Date |
|---------------|--|----------|
| MP-6009       | P/C Controllers                        | 1/02     |
| MP-6048       | P/C 200DSE                             | 2/02     |
| MP-6102       | P/C 30-125GSG                          | 2/02     |
| MP-6116       | P/C Accessories, 20-200 kW Diesel, Ind | 2/02     |
| MP-6142       | P/C 20DSJB/20-230DSEJB                 | 2/02     |



## OOPS!!!

### Parts Catalog Corrections

We've discovered some errors in parts catalogs. Please update your service file copies.

**MP-5995**, P/C R/RN/RLN/RLS/RTN/RTS, rev. 6/01a, included in the Industrial Service file.

Page 13, item 11 Kit, Microprocessor part number 362060 should be 346060.

**TP-5602**, P/C 900-1600ROZD DDC, rev 5/97a, included in the Industrial Service file.

Page 17, item 51, variation 10, 19, 27, and 28 use part number 328780 Belt, poly V instead of 274915.

Page 79, Radiator Cooling Kit 279672 use part number 328780 Belt, poly V instead of 274915.

Some of the information in this Newsletter does not apply to dealers or International distributors.

## 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. 920-459-1825**

**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>   |                |                    |           |                       |                   |           |           |

**Packaging.** How has the change from wood packaging to cardboard affected the quality of the product you receive? \_\_\_\_\_

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 would 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 provide e-mail addresses for all service and parts personnel handling Spectrum product that would like to receive Detroit Diesel Spectrum announcements, information, and promotions by e-mail.

| Name | E-mail |
|------|--------|
|      |        |
|      |        |

### Survey Regarding Article Value

| Pg | Article Topic   | Value to reader |                   |              |
|----|---|-----------------|-------------------|--------------|
|    |   | Very valuable   | Somewhat valuable | Not valuable |
| 1  | Conversion Requests                                   |                 |                   |              |
| 2  | Purchase History Analysis                             |                 |                   |              |
| 2  | FAQ: Damaged Parts                                    |                 |                   |              |
| 2  | How to Increase Viewing size of electronic literature |                 |                   |              |
| 2  | FAQ: Service File                                     |                 |                   |              |
| 2  | KOHLER <sup>net</sup> Order Entry Tips                |                 |                   |              |
| 3  | Valuable Information for Distributors and Dealers     |                 |                   |              |

| Pg | Article Topic                        | Value to reader |                   |              |
|----|--------------------------------------|-----------------|-------------------|--------------|
|    |                                      | Very valuable   | Somewhat valuable | Not valuable |
| 4  | Recap of Parts-Related Field Letters |                 |                   |              |
| 4  | Shipping Information                 |                 |                   |              |
| 5  | Seeking customer satisfaction        |                 |                   |              |
| 5  | Inquiry Profile                      |                 |                   |              |
| 6  | New Literature Releases              |                 |                   |              |
| 6  | P/C Corrections                      |                 |                   |              |
| 6  | FASTCHECK® II Diagnostic Tester      |                 |                   |              |

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