

PartsLink



The publication of the Detroit Diesel Spectrum Aftermarket Parts Department

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Report Card/Survey

*Survey...Share your
opinions on Detroit Diesel
Spectrum's parts inventory*

Hmm...
How should
I answer
these survey
questions?



Welcome

It's hard to believe that we're already bringing you our third issue of *Parts Link*. This month's issue is full of helpful information, so please share this issue with *all Detroit Diesel Spectrum* parts personnel at your facility. Also, this issue's survey solicits your opinions regarding Spectrum parts inventory. We value your feedback, so please take a moment to complete the survey and let us know what matters to you.

Aftermarket Parts Department News



Barb Brost recently joined the Aftermarket Parts department as a Sales Coordinator. In

her new position Barb will work with assigned distributors to research parts and answer questions regarding lead-times, availability, prices, invoices and shipments. She also maintains material information in SAP.

Replacement Nameplate Requests

Application. Distributors should request a new nameplate if the original nameplate is lost or damaged or if the genset/ATS has been modified in the field such that the nameplate no longer applies. Nameplate requests involve verification against spec sheet ratings to ensure that the new nameplate contains accurate ratings.

Charge. Spectrum charges a \$50.00 list price for nameplate replacement.

Logistics. Email aftermarketparts@spectrum-generators.com your purchase order number with the model, specification, and serial number of the genset/ATS. Also include the kW, kVA, amps, volts, hz, and other nameplate information for the new configuration. If you are requesting a duplicate nameplate, explain in the purchase order notes what happened to the original nameplate. The factory service department logs all changes in the warranty system.

Delivery. Nameplates are 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 to process nameplate requests.

KOHLERnet Order Entry Tips

Using order notes to indicate stock order processing

Distributors use the order notes function of Spectrum's SAP system to enter notes to the factory, such as *priority order* or *stock order*, as well as notes to themselves for future reference, such as their customer's purchase order or the name of the job associated with the order.



Sometimes it is unclear to the Spectrum sales coordinators whether the notes entered on the order are intended for them. For example, when you indicate *stock order* or *stock* in the order notes it's not clear to us whether you are requesting stock order program treatment on the order or just indicating to your receiving department that the materials were ordered for stock.

To ensure that we process your order as you intended, please list notes to Spectrum first and precede them by the word *Spectrum*. To ensure that you receive stock order program incentives, please use the following text: "Spectrum: Stock Order for October 2002," substituting the current month and year as appropriate.

New Literature Releases

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 Spectrum Aftermarket parts.

Parts Catalogs released since 4/1/02

Parts Catalog	Description	Rev Date
MP-5978	P/C 230-300DSE	7/02
MP-6154	P/C 400-800GSW	6/02
MP-6158	P/C Model SCT/SCP/SBT/SBP ATS	4/02
TP-5386	P/C John Deere 6059T/TL/6068F, 80-180kW	5/02
TP-5434	P/C John Deere 4039/4045	4/02
TP-5979	P/C 230-275 kW DDC Series 60	5/02
TP-5980	P/C 300-350 kW DDC Series 60	5/02

Parts Research Nugget

Easy access to serial number profile information on KOHLERnet



For generator sets and automatic transfer switches (ATS) manufactured beginning in 1994, distributors can access the information listed in the following table using the unit serial number and KOHLERnet:

Generator/ATS Information Available on KOHLERnet

	Generator Set	ATS
Build Information		
Model Number	X	X
Test Date	X	X
Specification Number	X	X
Sales Order Number	X	X
Rating	X	X
Engine Model	X	
Engine Serial Number	X	
Fuel Type	X	
Engine Specification	X	
RPM	X	
Engine Manufacturer	X	
Contact Number		X
Contact serial Number		X
Control Board Number		X
Build Date		X
Unit Policies		
Distributor	X	X
Owner Name	X	X
In-service date	X	X
Market	X	X
Usage	X	X
Whether startup was	X	X
Warranty period	X	X
Warranty expiration date	X	X
Kit Information		
Distributor Name	X	X
Model Number	X	X
Test Date	X	X
Specification Number	X	X
Kit List	X	X

Follow the steps below to access the information.

1. Sign on to KOHLERnet and click the *Warranty Information* button on the Home Page
2. Click the *Unit History* button
3. Enter the serial number
4. Click one of the following buttons to view the information listed in the table above:
 - *Build Information*
 - *Kit Information*
 - *Unit Policies*

Note: From any of these three screens, click the respective menu option at the bottom of the window to view each of the other two or to return to the main warranty screen.

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. 920-459-1611**

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

Company

Customer Service Report Card #3



Number of times per week someone in your parts department contacts Spectrum aftermarket parts _____

Average **response time** to questions: _____ hours _____ minutes

	Satisfaction					Trend	
	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Improving	Declining
Accuracy of information received from Aftermarket Parts staff							
Knowledge of Aftermarket Parts staff							
Attitudes of Aftermarket Parts staff							
Satisfaction with systems							
▶ Overall competitiveness of Aftermarket Parts prices							
▶ Package labeling							
▶ Packaging quality							
Delivery turnaround							
▶ Emergency Orders (same day shipment)							
▶ Weekly Orders (5 business day shipment)							
Stock Orders (10 business day shipment)							
Overall Delivery turnaround							
Fill Rate							
▶ Shipment Accuracy							

List part numbers or categories of **uncompetitive prices** here: _____

New! Detroit Diesel Spectrum Stock Survey

1. Please fill out the following table to help us understand your views on inventory and purchase preferences by category.

Category/Desc	Satisfaction with stock level/delivery 1=very satisfied 2=somewhat satisfied 3=dissatisfied	Likelihood of Purchasing from Spectrum 1=Likely 2=Possibly 3=Unlikely	Spectrum's Competition HD=Hardware RB=Rebuilder HC=Home Center EM=Engine mfr OM=Other mfr/distributor Other=Other please explain	Reason Spectrum is not receiving 100% of your Spectrum systems parts business and comments NS=No stock per KOHLERnet LLT=Long leadtime or acknowledgement date HP= High price of Spectrum C=Convenience of other suppliers NoPN=Part number not in KOHLERnet or parts catalog NF=Part price not in KOHLERnet FR=Factory response times to questions is too long
Consumables				
Filters				
Belts				
Hoses				
Spark Plugs				
Others				
Circuit boards				
Alternators				
Controllers				
Radiators				
ATS parts				
Engines				

2. Rank in order of importance actions Detroit Diesel Spectrum could take to *improve its share of your parts business*. Rank the following with 1 being the most important and 10 being least important. Use each number only once.
- ___ a) Show stock available at all warehouses on KOHLERnet
 - ___ b) Provide more accurate standard lead times for nonstock parts
 - ___ c) Reduce prices
 - ___ d) Reduce emergency order fee
 - ___ e) Set all parts up in KOHLERnet at time of product release
 - ___ f) Have parts catalogs available at time of product release
 - ___ g) Improve response time to questions
 - ___ h) Develop more distributor-friendly policies
 - Comment: _____
 - ___ i) Other _____
 - ___ j) Other _____
3. What tools would be valuable to you for increasing parts sales? Rank the following with 1 being the most valuable and 4 being the least valuable.
- ___ Stock lists by model
 - ___ Quick-reference charts
 - ___ Filter kits
 - ___ Site spares kits
4. What is your expectation of Detroit Diesel Spectrum's stock policy? _____
5. What is *your* stock policy? _____

Newsletter Suggestions?

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

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 Email: anne.feudner@spectrumgenerators.com
 Mail: Anne Feudner, M.S. 072
 Detroit Diesel Spectrum
 N7650 County Trunk LS
 Sheboygan, WI 53083

