

# PartsLink



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

## Inside this Issue...

### Page 1...

*Availability of PartsLink Back Issues*

*Parts Research Nugget...  
Digital 550 Parts*

### Page 2...

*Orange Parts Return Labels*

*Shared Email Box  
Addresses*

*Horace the Parts Guy  
Defines Leadtime*

*New Literature Releases*

### Page 3...

*Manager's Corner...  
The Business Side of  
Parts*

### Page 4...

*OOPS!!! Parts Catalog  
Corrections*

*Avoid Delays in Air  
Shipments*

### Insert...

*Survey... We know you are  
all busy, but we sure could  
use your help. Please fill out  
the survey. Your comments  
are important to us.*



## Welcome

Welcome to the fourth issue of *PartsLink*. As we start the new year, we'd like to thank you for your business in 2002. We'd also like to thank everyone who has filled out a survey in the past year. Please continue to fill them out in 2003, and we encourage anyone who hasn't filled them out in the past to do so in 2003.

## Availability of PartsLink Back Issues

All back issues of *PartsLink* are available to distributors and dealers. The part number is found on the bottom of all pages after page 1. Obtain copies by one of the methods below:



### Obtain print copies of back issues of the PartsLink

Order additional copies at no charge from your supplier of service parts.

### View PartsLink from your Service File CD-ROM or MP-6100-CD Service Parts and Literature Tools CD-ROM

All distributors and dealers receive at least one of these CD-ROMs with their service file update.

1. Insert the Service File CD-ROM or MP-6100-CD in your drive.

2. Click the *Open Table of Contents* button.
3. Scroll to the bottom of the window.
4. Click Service Parts and Literature Tools.
5. From the menu, click the link for the desired newsletter issue.

### Viewing PartsLink from the KOHLERnet

KOHLERnet is available to distributors only.

1. From the Home Page, click the *Literature* button.
2. Click Table of Contents.
3. Scroll to the bottom of the window.
4. Click Service Parts and Literature Tools.
5. From the menu, click the link for the desired newsletter issue.

## Parts Research Nugget

### More serviceable Digital 550 Controller Components



Additional components of the Digital 550 Controller are now available as service parts. Your October 2002 service file update included **PB-94**, Digital 550 Controller Service Parts. Use this bulletin to determine the part numbers for two circuit boards and five ribbon cables inside the controller that are now available from Aftermarket Parts.

## Are You Using Your Orange Parts Return Labels?

On October 30, 2002, Denise Brendel issued to all parts managers field letter 02-85D GPR Process Change introducing orange Generator Parts Return (GPR) routing labels.

Please affix these labels to the outside of cartons containing GPR parts to expedite processing of your return.



**Logistics.** Write your preapproved GPR number on the label in the space provided. By placing the routing label on all parts return boxes, we can readily route the parts to the parts warehouse to be checked in, which will speed the process of issuing credit.

**Restrictions.** The orange GPR routing labels are for Aftermarket Parts returns only. Please do not affix GPR labels to *warranty or unit sales* returns.

**Need more labels?** You can email requests for additional labels to [aftermarketparts@spectrumgenerators.com](mailto:aftermarketparts@spectrumgenerators.com); dealers please contact your supplier of Spectrum parts.

**Pass the word....** Be sure to share these labels with all personnel involved with Detroit Diesel Spectrum parts returns.

**Reminder.** Return parts to Detroit Diesel Spectrum only after you receive a GPR number from Spectrum.

## Shared Email Box Addresses

In order to improve customer service and avoid nonresponse when factory personnel are absent, several departments have established shared email boxes. Although these email box addresses have been announced individually, we thought it might be helpful to publish them in a single list for future reference:

Parts ..... [aftermarketparts@spectrumgenerators.com](mailto:aftermarketparts@spectrumgenerators.com)  
 Warranty..... [spectrum.svc.wty@spectrumgenerators.com](mailto:spectrum.svc.wty@spectrumgenerators.com)  
 Service .. [generatorfieldservice@spectrumgenerators.com](mailto:generatorfieldservice@spectrumgenerators.com)  
 Engineered specials ..... [esgenerator@kohler.com](mailto:esgenerator@kohler.com)  
 Switchgear sales ..... [swgrsales@kohler.com](mailto:swgrsales@kohler.com)  
 Switchgear service ..... [swgrservice@kohler.com](mailto:swgrservice@kohler.com)



## Horace the Parts Guy...



## Factory Leadtime Quotes

**Reminder!!!** All leadtimes quoted by the Aftermarket Parts department are from receipt of the distributor's order.

## New Literature 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.

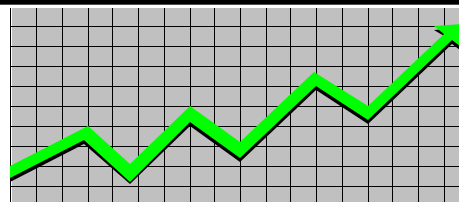
### Parts Catalogs released since 8/1/02

Parts Catalog	Description	Rev Date
MP-6009	P/C Controllers	11/02
MP-6102	P/C 30-125GSG, 30/50GSGB	9/02

## Manager's corner—The Business Side of Parts

Many factors define our performance as dealers, distributors, and manufacturers. Some of the characteristics shared by the best parts distributors and dealers follow.

### The Best Distributors . . .



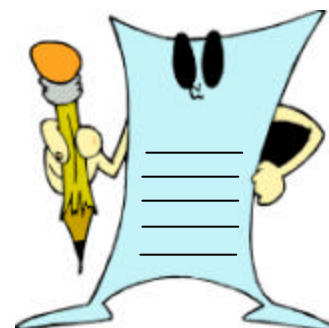
Action	Increases profitability	Increases customer satisfaction
<b>1) Maintain adequate inventories of parts.</b> a) Determine stock requirements using i) Recommended spares lists corresponding to unit sales. ii) Up-to-date sales history reports. b) Use the stock code as a stock indicator.	Minimizes charges associated with emergency orders and small orders.	<ul style="list-style-type: none"> <li>Customers don't have to pay costs associated with emergency orders and small orders.</li> <li>Customers get parts quickly and are better protected with less downtime.</li> </ul>
<b>2) Order wisely</b> a) Purchase the majority of items on Spectrum's liberal 2-per-month, no-minimum value stock orders. b) Minimize emergency orders and small orders.	Increases profits by reducing costs—the easiest way to increase profitability. Also avoids premiums and freight associated with other order types.	Customers don't have to pay fees and premiums associated with emergency orders and small orders.
<b>3) Maximize the utility of KOHLERnet.</b>	Increases productivity. Reduces reliance on factory and speeds answers.	Improves response time.
<b>4) Have trained stocking dealers.</b>	Increases parts business.	Increases accessibility to Spectrum product.
<b>5) Use an annual return to purge nonmoving inventory.</b>	Relieves distributors of parts purchased in error and nonmoving items, freeing dollars to stock active parts.	Increases likelihood of finding stock of desired part.
<b>6) Strive to research part numbers independently.</b>	Reduces reliance on factory.	Minimizes customer response time.
<b>7) Handle customers' requests without referring them to the factory.</b>	Increases productivity.	Gains respect and future business of customers.

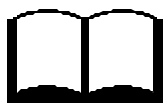
### Other things you can do to improve your results:

Use electronic communication effectively

- Include a meaningful subject line.
- Provide model, spec, and serial number information with all research questions.
- Include in the signature text of your email the name of your company as well as your personal contact information.
- Include in research requests a brief explanation of where you have run into research difficulty.

**Other suggestions?** Please let us know your techniques for maximizing your results. Refer to page 1 of the survey. Your response may be printed in a future issue of the PartsLink.





## OOPS!!!

### Parts Catalog Corrections

We've discovered some errors in parts catalogs. Please update your service files with the following corrections.

#### Parts Catalog Corrections

Parts Catalog	Rev. Date	Catalog Desc	Page	Error Description
TP-5386	5/02b	P/C John Deere 6059T/TL	38	Item 19, Brush, variation 1, part number should be 360009, instead of 336150
TP-5386	5/02b	P/C John Deere 6059T/TL	38	Item 10, Clutch, variation 1, part number should be 360010 instead of 336151
TP-5386	5/02b	P/C John Deere 6059T/TL	38	Item 17, Bearing needle, variation 1, part number should be 360011 instead of 336152
TP-5434	4/02b	P/C John Deere 4039/4045	2	Group 2c, model CD4039DF, variation should be 2 instead of 1
TP-5434	4/02b	P/C John Deere 4039/4045	2	Group 2c, model 50-60DSEJB, variation should be 240B instead of 240D
TP-5434	4/02b	P/C John Deere 4039/4045	11	Add part number GM28308 Belt for variation 240B
MP-6142	2/02	P/C 20DSJB/20-230DSEJB	3	Models 50, 60 and 80DSEJB, correct specification number is GM21199-XXX, not GM31199-XXX

Distributors can print corrected pages from updated catalogs on KOHLERnet in the literature section. Distribution of the updated copies is scheduled for the second quarter of 2003.

## Avoid Delays in Air Shipments . . .



**Please supply an alternate carrier for air freight shipments of large or heavy parts.**

To avoid delays on air freight shipments, please include an alternate carrier when placing air freight orders for parts that may exceed carrier size and/or weight limits. This is especially important for emergency orders.

If an air freight order exceeds the weight limit or package size limit for UPS or Federal Express, the Shipping Department notifies the sales coordinator, and the sales coordinator contacts the distributor for an alternate carrier. This notification often occurs after distributor closing time. Because of time zone differences and carrier pick-up times, we may not be able to contact the distributor in time for same-day shipment.

To avoid potential shipping delays of air freight orders for parts that may be too large or heavy for UPS or Federal Express, please provide an alternate carrier in your order's delivery instructions. Some examples of warehouse text are "If order is too heavy for UPS Next Day Air, ship via Burlington Air" or "If order is too heavy for UPS Next Day Air, ship via truck." Access the delivery instructions by clicking the *Add Notes* button in the order basket.

Examples of parts that may be too large for UPS or Federal Express include radiators, stators, rotors, alternators and housing components. Weights for selected service parts are listed in the Service Parts Price List (7/02) on page 60.

You do not need to specify an alternate carrier for UPS ground shipments. For UPS ground shipments that exceed the size and weight limits, Spectrum will use Spectrum's preferred motor freight carrier for your location.

Following are the limits for UPS and Federal Express shipments:

#### UPS and Fed Ex Size/Weight Limits

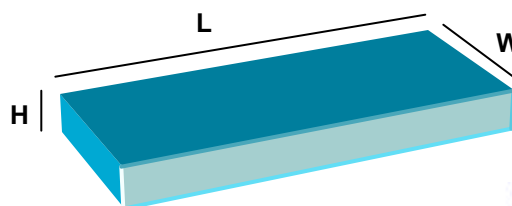
##### Total Package Size Limit

130 inches (Girth plus length)\*

##### Weight Limit

150

\*Girth is the distance all the way around the package at its widest point perpendicular to the length. Length is the longest side. Add length and girth measurements together to obtain total package size.



#### Examples of Size Limit Calculation (All measurements in inches)

Package Dimensions			Girth (2W+2H)	Total Pkg Size Calculation (L+2W+2H)	Total Pkg Size	Pass
L	W	H				
60	30	8	76	60+(2×30)+(2×8)	136	No
50	25	6	62	50+(2×25)+(2×6)	112	Yes

Refer to air carrier websites for additional information.