



Mohawk Quarterly

Fall 2002

Mohawk Mfg. & Supply Co. Niles, IL (800) 323-7652

The Bus Stop

Getting parts to you ASAP

When customers place orders with us, one of the most common questions is "When will the parts get here?"

The answer? As soon as possible, of course. But the actual lead time depends.

Mohawk is based in suburban Chicago, so all our ground shipments within the continental U.S. arrive within a week. Your customer service representative should know approximately how long a ground shipment should take to reach you.

Provided we have the parts you need in stock (more often than not we do), we can ship ground

•SEE BUS STOP, PAGE 3

Simple solutions can prevent A/C failure

Nothing this summer was more frustrating for coach operators than air conditioning failure.

One problem many customers experienced came from mixing Pitts-style pulleys with Warner-style coils. The two cannot be used with each other.

Among other reasons for A/C failure:

Gap too large or not set. If the gap between the armature plate and the pulley face is too big (over .060"), then a stronger magnetic field is required to engage the clutch assembly and slippage becomes easier. When the pulley armature engagement slips it creates huge amounts of heat, which bake the bearing grease out and melt the epoxy resin on the coil.

High pressure switch. If this switch fails, the system never tells the clutch to disengage and the head pressure increases until the clutch can no longer support pulley engagement and begins slip-

Pitts-style pulley and coils

Pulley	15511104	1414-25	6.76 I.D.	4.14 S/DIA
12V Coil	25-631-354	1414-151-024	6.70 O.D.	4.22 I.D.
24V Coil	2020299	1414-451-023	6.70 O.D.	4.22 I.D.

Warner-style pulley and coils

Pulley	G5000954	1414-752-035	6.86 I.D.	4.22S/DIA
12V Coil	G5000953	1414-451-027	6.76 O.D.	4.32 I.D.
24V Coil	15536376	1414-451-026	6.76 O.D.	4.32 I.D.

ping.

Poor ground. A poor ground limits the electrical capacity to carry amperage to the coil, which produces a weak magnetic field. This condition starves the coil causing slippage.

Low current/ amperage. The coil is connected to a source that is not capable of supplying the correct amount of amperage.

Armature plate not flat. A warped plate reduces the surface area of

engagement which confines the pressure forces to a smaller area.

Over greasing. Too much grease in a pulley bearing can make the bearing begin to churn the grease working it hard creating excessive heat.

Over torqued crankshaft bolt. Over tightening (typically > 25 Ft./Lbs) expands the hub diameter. When the hub diameter expands it also expands the inner bearing race, which reduces the internal clearances.

Mohawk Excellence Award

Mohawk salutes 'Goose'

Maintenance manuals have been rendered obsolete at the Greyhound Lines garage in Richmond, Va.

They don't need a book there when they have mechanic Bruce "Goose" Liggan.

"He is one of the hardest working, most knowledgeable mechanics I have ever had the pleasure of knowing," wrote Hampton Roads Transit Fleet Maintenance Superintendent Brian Howard, who supervised Ligan for 5½ years at Greyhound.

Howard nominated his former employee for the Mohawk Excellence Award. Greyhound Richmond Assistant Garage Manager Jeff Morsch seconded the nomination.

"We have a saying about how to do repairs," Morsch said. "Step one is to get the bus in position. Step two is to get Goose."

Howard said Liggan's air conditioning and electric expertise is unsurpassed.

"Not only is Bruce a top mechanic, but he is an extremely nice person who will help anyone who needs it," Howard added.

His impact isn't just felt in Richmond. He is known for performing some long-distance diagnosis with mechanics throughout the south.

Once incident stands out in Howard's mind. A driver called 90 miles out of Richmond with his headlights out.

"The driver informed me that there was a passenger on board who was mechanically inclined, but had no tools with him," said



Greyhound Bus Lines' Bruce "Goose" Liggan (above) has been a mechanic for Greyhound Lines in Richmond, Va., for 17 years. During that time, he built a reputation as a knowledgeable, resourceful and helpful mechanic. "If I had a dime for each time I heard the phrase, 'Put Goose on that bus,' I would be a wealthy man by now," wrote Liggan's former boss, Brian Howard of Hampton Roads Transit.

Howard, who gave the phone to Liggan.

"The passenger, using a pocket knife as a screwdriver, followed Bruce's instructions and systematically checked the headlight circuit out," Howard wrote.

"Over the phone, 90 miles away from the bus, Bruce was able to correctly identify which relay had failed and caused the problem. He then instructed the passenger which non-essential relay could be swapped from another circuit to get the headlights operating again. It worked, and the coach made it safely into Richmond."

Howard and Morsch say Liggan has been doing that over the 17 years he's been with Greyhound.

That makes him a worthy recipient of the Fall 2002 Mohawk Excellence Award.

Want to nominate someone you know for excellence in the motorcoach or transit industry? Nominate him or her for a Mohawk Excellence Award by mail (7200 N. Oak Park Ave., Niles, IL 60714), fax (847-647-1592) or e-mail (tbrown@mohawkmfg.com). Mohawk Excellence Award winners receive a certificate and a personalized fleece pullover.

Weatherbootsm stops corrosion cold

Having trouble preserving your stepwell lamp assemblies?

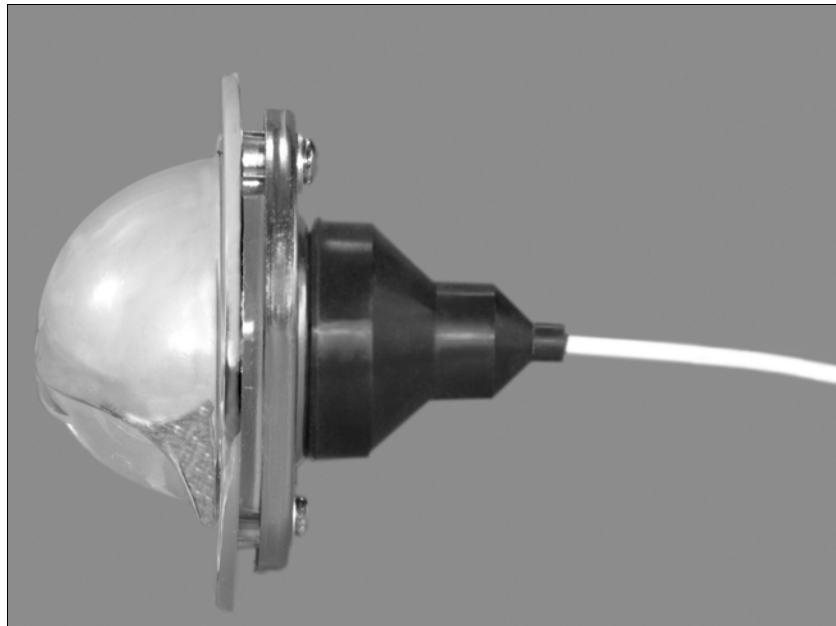
Try the Mohawk assemblies featuring its unique Weatherboot. Mohawk developed the Weatherboot in response to a problem several customers were having.

A few years ago, customers from northern states told our engineers how their stepwell lamps would corrode during the winter thanks to all the moisture and salt it comes in contact with.

Mohawk engineered a solution that customers across the country are using.

The Weatherboot is a rubber seal that fits over the standard bulb socket, sealing it from water and other road chemicals that would otherwise penetrate the assembly's housing and cause corrosion.

The Weatherboot is featured on stepwell lamp part numbers 911828, 916301, 917297, 919824, 3210484, G1203412



The Weatherboot protects lamp assemblies from salt, water and other corrosive chemicals.

and G1074235.

The Weatherboot is included on these assemblies at no additional cost.

It's another example of how Mohawk sells more than replacement parts.

We engineer solutions.

Bus Stop: Logistically speaking, Mohawk reliable

• CONTINUED FROM PAGE 1

that day as long as the order is received before noon Central time (we are two hours ahead of California and an hour behind New York). The best way to ensure a critical order is shipped that day is to call it in and get verbal confirmation.

If no rush is requested on the package, it will ship within two business days.

Mohawk pays ground shipping on all orders of \$50 or more (\$75 Canadian).

When you're in a pinch, we will ship UPS 3 Day Select, Second Day Air, Second Day Air AM (guaranteed by noon in two days), Next Day Air Saver (by 3 p.m. the next day), Next Day Air (10:30 the next day), Next Day Air Early AM (8:30 the next day) and, in some cases, UPS SonicAir (guaranteed the same day).

For very large and critical orders, we can also make other freight arrangements to get your parts to you as soon as humanly possible.

If you need a part quickly and Mohawk has no stock, inquire

about drop-shipping the item. In some cases, Mohawk is able to get the manufacturer of a part (for example, Koni) to ship the part from the factory direct to you.

When you have to back-order an item, we will give you an approximate delivery date. We keep those dates conservative. In most cases, you will get those parts sooner.

And until you get the back-ordered parts, Mohawk's purchasing department is relentlessly working to get the material here so it is ready for shipment.

Mohawk on display at Expo '02

Some of Mohawk's newest innovations went on display last month at the International Public Transportation Expo in Las Vegas.

Thousands of transit industry leaders from all over the world attended, and Mohawk brought its six regional sales managers, Vice President of Sales and Marketing Jay Carter, and Engineering Manager Bob Stuker.

Mohawk displayed several of its newer parts and demonstrated how it could provide engineered solutions to problems throughout the mass transit world.

The three-day event occurs only once every three years, making it one of the most-widely attended conventions in the industry.



Mohawk Regional Sales Managers (from left) Lee Amand, Tom Gramly, Bob Pinet and Randy Lackman and Vice President of Sales and Marketing Jay Carter (far right) were part of Mohawk's presence at the International Public Transportation Expo this past Sept. 23-25. Engineering Manager Bob Stuker and Regional Sales Managers Jim Jimieson and Mary Beth LaCoste were also present.



Mohawk Quarterly

**MOHAWK MFG & SUPPLY CO.
7200 N. OAK PARK AVE.
NILES, IL 60714**

Inside:

- Mohawk's Weatherboot saves lamps from corrosion
- Greyhound's Bruce Liggan uses expertise, savvy to keep fleet running
- Mixing Warner, Pitts pulley and coils a common cause of A/C failure