



The Bus Stop

Keeping it real and thinking globally

Several parts manufacturers have begun educating consumers about the problem of counterfeit parts being imported into the United States.

And for good reason: the Motor Equipment Manufacturers Association estimates that counterfeit parts cost the industry \$12 billion annually.

Mohawk takes this problem seriously as well, but is not aware of being victimized recently. Customers should know a few things about what to expect from a Mohawk part.

To begin with, our engineering staff designs our

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Metro Dade, Mohawk team up on new slinger

Mohawk builds on Metro Dade mechanic's brainchild

Metro Dade Transit mechanics would spend up to three hours cutting a slinger so that they would not have to spend the time removing the wheel studs during installation or repair.

As labor intensive as this task was, Metro Dade found it still saved time every time a brake repair was needed.

Mohawk Regional Sales Manager Greg Spires discovered Metro Dade mechanic Bernard Cruz completed such a modification as Spires was visiting Miami a few months ago.

Spires contacted Mohawk's engineering department, and the result is another engineered solution by Mohawk: the modified slinger.

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Above: Metro Dade Transit machinist Bernard Cruz holds Mohawk's newly-engineered slinger. Cruz's ingenuity earns him this quarter's Mohawk Excellence Award.

Below: Metro Dade mechanic Arturo Prieto installs the slinger on a NABI low floor. Because of the slinger's design, he does not need to remove the wheel studs to install it.

Genuine: Avoid counterfeits

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parts to conform to the highest standard. Our engineering and quality assurance departments only allow top-quality parts to go onto our shelves. We back the performance of Mohawk's parts with our comprehensive one-year warranty.

Second, Mohawk produces and owns its molds and tooling to ensure quality when parts are produced by an outside source. We strictly monitor our suppliers to ensure our intellectual property (drawings, molds, etc.) are not pirated.

Third, Mohawk parts are stamped with our logo and/or name to make it as easy as possible to identify a Mohawk part even after it has been installed. Mohawk does this to protect its brand name and the customer's warranty rights.

Finally, Mohawk parts are available directly to the consumer, so the best way to get a genuine Mohawk part is to call (800)323-7652 and place an order.

Another issue important to manufacturers and customers is the issue of sourcing product overseas. Many customers have inquired about where Mohawk sources its parts.

While we try to keep our manufacturing as close to home as possible (for logistical and other reasons), Mohawk has carefully expanded the pool of potential sources, from Asia to South America to Europe to complement our broad base of sources in North America. The global marketplace has become so competitive that it would be wrong for Mohawk to ignore top-quality companies no matter their locations.

According to a recent front-page *Chicago Tribune* article (April 4, 2004), we're not alone:

Cummins had been working hard to find cheaper suppliers of engine components. In the wake of the downturn, the company formalized the process by setting up new buying offices in Shanghai (China), Prague (Czech Republic), and Pune, India to ferret out new sources of everything from fasteners to oil coolers. Each office must spend \$200 million overseas this year.

Mohawk produces some parts overseas, but we do so only when we can guarantee consistent quality. And our mission of providing quality, service and value to you — whether you're a private coach company, a transit agency or single coach owner — won't change.

Slinger: The Mohawk solution

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Mohawk took its standard 82-15538-000 slinger and laser-cut around the flange, removing the stud holes and adding new ones. The modification allows mechanics to remove the slinger without taking off the wheel studs.

The slinger interchanges with Meritor part number 3286W1063, and works on Gillig, NABI and Neoplan buses. Contact your regional sales manager for interchange information.

Thanks to Metro Dade mechanics like Bernard Cruz and Arturo Prieto and Mohawk Regional Sales Manager Greg Spires, Mohawk's slinger is now available to everyone.

Because Bernard Cruz contributed an innovation to the replacement parts industry, Mohawk has named him the Mohawk Excellence Award winner for Spring 2004.

Mohawk Excellence Award

Want to nominate someone you know for excellence in the motorcoach or transit industry?

Mohawk will once again honor a person for his or her outstanding service to the bus industry for the next issue.

Let us know how your colleague, employee, supervisor or friend has made his or her company better.

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.

Mohawk adds ATRO bushings to lineup

Mohawk is now the exclusive distributor of ATRO bushings, thanks to a distribution and manufacturing relationship that recently started.

ATRO Engineered Systems of Sullivan, Mo., has produced polyurethane bushings for the automotive, truck and bus industries for more than 20 years.

ATRO's engineers have been responsible for countless advances in the use of urethanes in suspension systems, and they have also worked to make it more affordable. Because of ATRO's research and development, polyurethane has become a viable alternative to rubber.

"ATRO's commitment to quality and innovation has made them a perfect fit for us," said Mohawk president Jack Brown.

Mohawk will continue to stock its rubber bushings, but has already begun to stock and ship ATRO's line of polyurethane bushings.

Independent testing shows that polyurethane bushings last up to 10 times longer than rubber. These test results are available from Mohawk or ATRO (www.atrobushing.com).

All ATRO urethane products are guaranteed for 3 years for parts and labor.

With the new relationship, ATRO will now sell all of its bus-application products through Mohawk. Mohawk will also work with ATRO's engineers when developing new products or improving



Mohawk carries a full line of ATRO polyurethane bushings and torque rods. Do you have a specific need? Contact Mohawk and see how Mohawk and ATRO can work for you.

old ones.

Mohawk's engineers have a long tradition of innovation, developing a whole line of Mohawk Select parts. The Mohawk Select line of parts have helped revolutionize bus maintenance.

Two parts in the Mohawk Select line are the Mohawk Select severe-duty bushings (2044403-A and 723330-A). These are now also available in polyurethane (2044403-U and 723330-U).

- **Next Issue: Rubber or Urethane?** *Mohawk Quarterly* weighs the performance benefits of urethane against the economic benefits of rubber.

Trio joins Mohawk's team

Three new faces recently joined Mohawk's staff: engineering technician Kevin Armstrong, Southeastern regional sales manager Greg Spires and customer service representative George Jepsen.

Spires takes over the sales territory formerly held by Mary Beth Lacoste. Spires is no stranger to the bus industry, logging several years with ABC Bus before starting with Mohawk this fall.

Jepsen is a veteran of the automotive and light truck aftermarket parts industry, working for SPI Distribution for several years.

Kevin Armstrong started with Mohawk during the fall after earning a Bachelor of Sciences in Engineering from the University of Wisconsin-Madison. Arm-



Kevin Armstrong (left) and George Jepsen (right) joined Mohawk's staff this winter. Greg Spires (not pictured) started as Southeastern Sales Manager in October.

strong, a native of Janesville, Wis., interned in the engineering departments of Trane, the City of Madison and the City of Janesville. Armstrong replaces Scott

Kopacz, who accepted a promotion to purchasing manager. Kopacz replaces Jim Scheiderlein, who retired last summer.



Mohawk Quarterly

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- Knowing your warranty rights
- Mohawk, ATRO team up