



## Mohawk Quarterly

Summer 2002

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

### The Bus Stop

## Don't lose these numbers

When business depends on faxes, a busy signal can cause all kinds of havoc.

We have decided to do something about it. This July, Mohawk added another fax line so we can handle our increased sales, requests for quotes and other correspondence.

If you want to fax our **bid and contracts department**, send it to **(847) 647-1499**.

Our new fax number for **all other departments**, including parts, accounts receivable and purchasing is **(847) 647-1592**.

Please update your records, and your faxes will get that busy signal less frequently.

## Mohawk welcomes new CSR Brashear

Mohawk strengthened its customer service department last month by adding Kevin Brashear this June.

Brashear, 32, comes to Mohawk after spending a year and a half in the Wells-Lamont Industry Group's customer service department. Before that, he was shipping and receiving manager at Tower Records in Chicago for 5 1/2 years.

Brashear joins Otto Kamptner and Steven Mikos in customer service, although Mikos' duties are shifting to bids and contracts (see page 4).

Brashear said that he has enjoyed working in Mohawk's friendly work environment and speaking with Mohawk's customers.

"I've enjoyed talking to everyone I've talked to," Brashear said. "I've enjoyed working with the customers. They've all been friendly and easy to deal with."



Customer service representative Kevin Brashear joined Mohawk Mfg. & Supply this past June. A resident of Chicago's North Side, Brashear originally hails from Baton Rouge, La.

Brashear was born and raised in Baton Rouge, La., and moved to Chicago in December 1995.

He currently lives in Chicago with his wife of

four and a half years, Carrie.

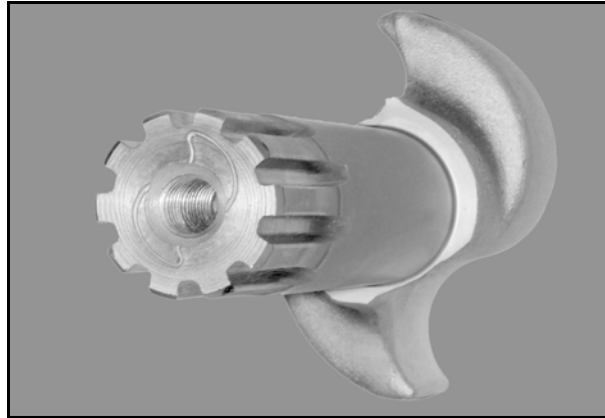
He enjoys bicycling, golfing and following National League baseball and SEC (Southeastern Conference) football.

# The camshaft solution

## Common frustration obsolete with Mohawk Spycam

When a maintenance engineer at a large public transit authority in the Southwest explained one of his biggest frustrations when checking brakes to engineers at Mohawk Mfg. & Supply Co., it wasn't long before an engineered solution became a reality.

"Whenever we need to know the position of the camshaft head, we must remove the wheel," the maintenance engineer



This Mohawk camshaft (a Spycam) has an imprint on the end indicating what position the head is in. This saves mechanics time during brake repairs. On camshafts that have a bolt and washer covering the end, a slide-over indicator indicates what position the head is in.

said.

Mohawk engineered an inexpensive solution to the problem: the Spycam stamp and indicator.

Mohawk's Spycam<sup>sm</sup>

is a combination of an indicator or a special stamp that registers the head rotation from the back of the spider solving the problem for

him — and everyone else who does brake work.

The innovations are simple and nearly cost-free. The Spycam's distinctive feature is a stamped icon on the end of shaft indicating the head's rotational position. On camshafts that have a bolt and washer covering the end, an indicator is used that slides over the shaft like a washer which registers the cam position.

The Spycam benefit is now available from Mohawk, simplifying brake repairs everywhere.

Can Mohawk engineer a solution for you? Contact us and put our engineering staff to work for you.

## Simple solution will prevent wheels from coming off

Few problems are more dangerous on a bus than the wheels falling off.

Luckily, diligence when attaching wheel nuts can prevent your buses from ever encountering this situation.

The tendency is to screw the wheel nut in as tightly as possible. But screwing them in too tightly can cause all kinds of problems.

As a wheel nut is attached onto a stud, the stud stretches, creating the clamping force.

The stud is like a spring in this respect. If you stretch a spring within its capacity, it will return to its original size after you release it. If you stretch a spring too much, it will remain overstretched, much like a stud will overstretch if it is over-torqued.

If your wheel nuts are torqued too much, out of sequence or unevenly, the stud loses its clamping force, which is the most common installation error.

### Do you have a mechanic worth bragging about?

Want to nominate someone you know for excellence in the motor-coach or transit industry?

Send nominations to us by e-mail (tbrown@mohawkmfg.com); fax (847-647-1499) or mail (7200 N. Oak Park Ave., Niles, IL 60714) and tell us why your nominee is someone deserving of the Mohawk Excellence Award.

If chosen, your nominee will receive a Mohawk fleece jacket, a certificate and a profile in *Mohawk Quarterly*.

## Mohawk gears up for Expo 2002

Mohawk's sales team will be in Las Vegas this September for the International Public Transportation Expo Sept. 22-25.

This event comes along once every three years and is a good chance for professionals in the transit field to get a closer look at their suppliers.

Mohawk will be in booth 5028 displaying some of its new products and explaining how turning to Mohawk for your replacement parts can save you thousands of dollars annually and extend the life of your fleet.

The expo will run at the same time the American Public Transportation Association will hold its convention in Las Vegas.

Mohawk will also be there for APTA's annual meeting Sept. 22-25, the International Bus Roadeo Sept. 19-22 and the APTA Bus Equipment and Maintenance/ Procurement and Materials Management Workshop Sept. 25-27 in Las Vegas.

Vice President of Sales and Marketing Jay Carter will attend as will six regional sales managers.

"This is an opportunity for our customers to see how Mohawk will play a role in mass transit for the next decade," Carter said. "Mohawk has



### Mohawk at Expo 2002

**When:** Sept. 23-25, 2002

**Where:** Booth 5028, Las Vegas Convention Center

**Who:** VP of Sales and Marketing **Jay Carter**; Northwest U.S. and Western Canada Regional Sales Manager **Randy Lackman**; Southwest Regional Sales Manager **Jim Jimieson**; Midwest Regional Sales Manager **Tom Gramly**; Southeast Regional Sales Manager **Mary Beth La Coste**; Northeast Regional Sales Manager **Lee Amand**; Eastern and Central Canada Regional Sales Manager **Bob Pinet**.

**Other booths to see:** Koni North America (Booth 1920), Goodyear Tire and Rubber (Booth 5341), Haldex Brake Systems (Booth 420).

looked forward to this show for some time."

Mohawk will display some of its popular parts for NABI, New Flyer, Gillig and MCI buses. Mohawk will also highlight some of its engineering department's recent innovations and demonstrate how Mohawk's engineers can resolve problems, create more efficient parts and save customers money. Several innovative Mohawk-engineered

parts will be on display.

Convention-goers will also see how they can benefit from Mohawk's relationships with preferred vendors like Goodyear, Koni, Stabilus, Walex and others.

Mohawk's booth will be across from Mass Transit Magazine and BAE Systems. It will also be near the Rotary Lift display.

## New Mohawk price book set for release

Mohawk's latest price-book is nearing completion, just in time for a September 2002 release.

Mohawk's newest price book will have thousands of new parts, many of them for the popular NABI, Gillig, New Flyer and Prevost

buses.

Mohawk will also detail the benefits of its Mohawk Select line.

The best thing about the latest price book is the main feature: Mohawk's low prices.

While Mohawk had to

(slightly) increase the price of some parts, most of Mohawk's parts experienced no price change or even a price drop.

Mohawk will release both a Canadian and a U.S. price book. Both

editions of the September 2002 book will also be available on CD-ROM.

For extra copies, please call your Mohawk customer service representative at (800) 323-7652.

# Mikos takes on bids, contracts

## CSR will continue to field customer service calls

Popular customer service representative Steve Mikos will still answer customer service calls.

But the two-year Mohawk employee's duties have shifted since the hiring of CSR Kevin Brashear.

Mikos will assist Executive Vice President Robert L. Brown in the bids and contracts department.

Hundreds of requests for quote arrive on Mohawk's fax machine every day with tight deadlines dictated by the tough demands on transit authorities' mainte-



**Steven Mikos**

nance departments.

"Our customers are under pressure to put their buses back

on the road as quickly as possible," Brown said. "That means they sometimes need price and availability quoted within an hour."

Other requests for quote and contracts have longer deadlines, but include hundreds, even thousands, of parts to quote.

Brown has handled Mohawk's bids and contracts for 12 years.

Mikos joined Mohawk in February of 2000 as a customer service representative. Customers have developed a rapport with him since then.

Mikos is no stranger to the bids and contracts department. Not long after his hire, he began to fill in whenever Bob Brown took vacation or was inundated with requests.



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### ***Inside:***

- Mohawk adds Kevin Brashear to customer service staff.
- Mohawk's Spycam simplifies brake work.
- Expo 2002 approaches.