



The Bus Stop

Landscape changes, our goals stay the same

Here we are at the start of 2002.

Looks quite a bit different compared to the start of 2001, doesn't it?

Most everyone in the transportation industry faces an uncertain future.

With a war going on, public transit might not be a government priority right now. So many mass transit agencies face the threat of shrinking budgets. Meanwhile, coach operators are trying to find their way again after the terrorist attacks discouraged travel.

At Mohawk, we'd like to assure everyone that the industry will not only survive, but thrive, in the coming years.

The type of people

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The voice of Mohawk

Otto takes orders and a genuine interest in customers

Want to know what's happening in any city in America this week?

Ask customer service representative Otto Kamptner, a 28-year veteran of Mohawk.

Much of Otto's time is spent on the phone talking to customers.

This means getting to know mechanics, purchasing agents and small coach operators from Seattle to Miami, Boston to San Diego, Vancouver to Halifax.

Otto came to Mohawk in 1974 as a part-timer. He was looking for some extra work when he knocked on Mohawk's door one night. For five years, he worked evenings.

In 1979, he became full-time, putting his parts expertise to full use. Otto takes orders and helps customers with parts questions. He has also gotten to know a number of Mo-



Otto Kamptner has been at Mohawk since 1974, when he started as a part-time employee. Otto became full-time in 1979.

hawk's customers.

"I enjoy talking to them about general stuff," Otto said.

When a customer calls, Otto might ask them about the weather or the sports teams in the customers town. Small conversations like that have started long-standing relationships.

Otto is as friendly in person as he is on the

phone. One of his unofficial duties at Mohawk is keeping track of all employees' birthdays and anniversary dates.

Away from the office, Otto enjoys spending time with his family and traveling. He estimates that he's been to Disney World in Florida more than 20 times.

And like many Chicagoans, Otto is a Cubs and Bears fan. He also enjoys golf.

Voigt's Bus' Arden Lembcke an example of dedication, excellence in maintenance field

Inaugural Mohawk Excellence Award goes to veteran of more than 20 years

The first Mohawk Excellence Award goes north to Fridley, Minn., home of Arden "Moose" Lembcke of Voigt's Bus.



Arden Lembcke

Troy Voigt of Voigt's Bus nominated Arden for the inaugural award.

And Voigt's nomination for Lembcke demonstrated the excellence he brought to Voigt's.

"It has not been an easy trip for Arden," Voigt wrote. "He was asked to take on the role of Maintenance Supervisor for a company that had experienced the brunt of ICC deregulation and large insurance increases. Times were not easy by any respects. His dedication drove him to one stretch of working seven days a week for over six weeks, to ensure that a new contract had equipment enough to cover its commitments."

Voigt also recalls the day in April 1999, when Lembcke drove to Branson, Mo., in the middle of the night to repair a bus' air conditioner.

Lembcke, the superintendent of maintenance at Voigt's, joined the company after graduating



Voigt's Bus Arden Lembcke is the recipient of the first-ever Mohawk Excellence Award in recognition of 20-plus years of service in the bus industry.

from the diesel program at Wilmar Vocational School in 1981.

He now serves on an advisory board that helps shape curriculums for vocational schools throughout the state of Minnesota.

He has also built up a relationship with the state's department of transportation, allowing trainees to his shop to practice inspection.

At a CVSA National Inspector Competition in Minneapolis, he entered a 10-year-old MCI bus into a contest.

"It was gone over by several different crews from all over the United States," Voigt wrote. "It passed with flying colors while a 6-month-old line run vehicle from a national chain did not."

Congratulations, Arden for exemplifying excellence for 20-plus years.

Want to recognize excellence you see?

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*.

Engineering adds Kopacz to team



Scott Kopacz

Engineering welcomed Scott Kopacz to its team last October.

Kopacz, 26, joined Mohawk as an engineering technician. As the staff technician, Kopacz will help engineering manager Bob Stuker and staff engineer Russell Pinsky in developing Mohawk's product line.

Before coming to Mohawk, Kopacz worked for the maintenance department for the Village of Cary, Ill., a suburb 35 miles northwest of Chicago. Kopacz helped upgrade and maintain the town's streetlights. He also performed maintenance on the city's vehi-

cles.

Kopacz's responsibilities include assisting the engineers in developing new products. He also will assist customers with problems over the phone.

"Scott has proven himself to be an asset in the short time he has been here," Stuker said. "He has been very important to us as we work on developing more products."

Company president Jack Brown echoed Stuker's sentiment.

"The addition of Scott has helped immensely," Brown said. "He complements our staff well."

Fuses: Mohawk offers better value, quality

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most competitors charge for Bussman fuses.



Genuine Mohawk coils replace both Warner and Thermo-King parts. The coil above is a 24-volt Genuine Mohawk coil that costs \$91.32 (Mohawk part number is 2020299)

While stocking up on fuses from Mohawk, it would also be a good idea to get prepared for the summer with Mohawk air-conditioning parts.

Genuine Mohawk engineered air-conditioning parts are guaranteed for one year, and are available for less than what OEM suppliers charge.

Mohawk's featured A/C parts are for use with

Carrier and Thermo-King products like A/C motors and clutch, pulley and coil kits.

Be sure to ask about Mo-



These Genuine Mohawk motors replace Trane numbers 104-542 (left) and 104-437 (right). The 104-542 is \$504.42, while the 104-437 is \$579.96.

hawk's full line of Thermo-King/Trane and Carrier parts. Order now before summer hits and the demand gets as hot as the weather.



This is a Genuine Mohawk clutch, pulley and coil kit that replaces Carrier number 50-01122-01. It is \$742.63. The 50-01122-02 and 50-01122-90 are also available.

Bus Stop: Changed world will not change Mohawk

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we work with in this industry are forward thinking, bright and hard-working people.

They'll find a way. People like that always have.

At Mohawk, we aren't going to change too much in terms of our aim, and that aim is to help make your jobs easier. Every day, we add more products to our catalog of almost 50,000 parts.

Our parts are the best buy on the market. We offer guaranteed quality at competitive prices. We're also flexible. Do you have a special need? We'll try our best to fill it. Your regional representative will work with you to be sure that you are satisfied.

Thanks again for giving us the chance to serve you.

Mohawk fuses offer more for less

Ceramic fuses give increased conductivity at a better price

Mohawk's product development team has done it again.

This time, Mohawk has unveiled a ceramic fuse with gold-plated brass that costs less than a Bussman fuse.

Mohawk's engineering staff recognized the advantages of the ceramic fuse, especially its greater heat dissipation.



This 100-amp fuse is ceramic and is made of gold-plated brass as opposed to tin-plated brass.

Mohawk's fuses are also plated in gold, and this gives the fuse greater conductivity.

But the best part about Mohawk's fuses might be their price.

Whether it's a 35-amp fuse or a 325-amp fuse, Mohawk's prices are lower than what

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Gold-plated ceramic fuses by Mohawk

Amperage	Price
35	\$10.62
40	\$11.22
50	\$10.18
60	\$11.12
80	\$11.22
100	\$11.31
125	\$18.16
150	\$10.09
175	\$16.44
200	\$9.21
275	\$9.24
325	\$28.15

Prices listed are in U.S. dollars and are subject to change without notice.



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Inside:

- Voigt's Bus mechanic Lembcke noted for excellence
- Kopacz bolsters engineering department
- A look at Otto Kamptner, "the voice of Mohawk"

