



Section M: Product Support
Revised: August 25, 2011

In order to provide product support for our customers, complete documentation on each repairable component is required. For this reason, suppliers are very important members of the support team. Timely supplier participation is essential to the success of any product support program.

Use this section of your Supplier Standards Guide as a reference when completing the Publication and Purchasing Requirement form (see Attachment A) used by **Oshkosh Corporation** to request replacement parts information from suppliers.

Non-repairable component:

A part which is replaced as a single unit. No repair is recommended. A component is non-repairable if it meets one or more of the following qualifications:

- More economical to replace than repair.
- Safety or liability prohibits repair.
- Design prohibits internal parts replacement.

Who should repair:

- 1) Return to factory for repair.
- 2) Manufacturer authorized service center.
- 3) End user repair (see publication & purchasing requirements).

Technical Publication requirements:

- 1) **REPLACEMENT PARTS LIST:** This should consist of parts available for purchase at a service/replacement level. Include parts for the complete assembly and all sub-assemblies. Parts must be identified by part number, description, and quantity per unit. Part numbers must be for service application. Include all kits available for service and their contents. Identify all items that are not sold separately. Indicate at what level it can be replaced such as service kit, next higher assembly or sub-assembly. Parts recommended to stock should be noted.
- 2) **ILLUSTRATIONS:** Illustrations are to be in exploded view, isometric, or orthographic formats. Illustrations must be clear and legible. Parts must be identified by description and correspond with the parts list. If electronic data is available, please contact the **Oshkosh Corporation** Publications, Technical Department for acceptable file formats and media types.
- 3) **OPERATIONS, MAINTENANCE, AND TROUBLESHOOTING:** This information is pertinent for safety and liability.

Purchasing Requirements:

Receipt of information requested under Purchasing Requirements is necessary for us to successfully support our customer's needs. Obtaining purchasing data with the earliest possible contact with our suppliers will help reduce the time to place an order, provide current and accurate information, aid in parts provisioning and inventory control, and reduce return phone calls to answer customer inquiries. If additional helpful information is available, please include with your response.