



Family Owned and Operated since 1890!



October 2024
Morgan Fox – Service VSM
Janelle Kizer- CFTD Manager

Service & Parts Value Stream



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Division Growth

- Service

- Meet the service team!
- Upfits
- Required Tools

- Parts Sales

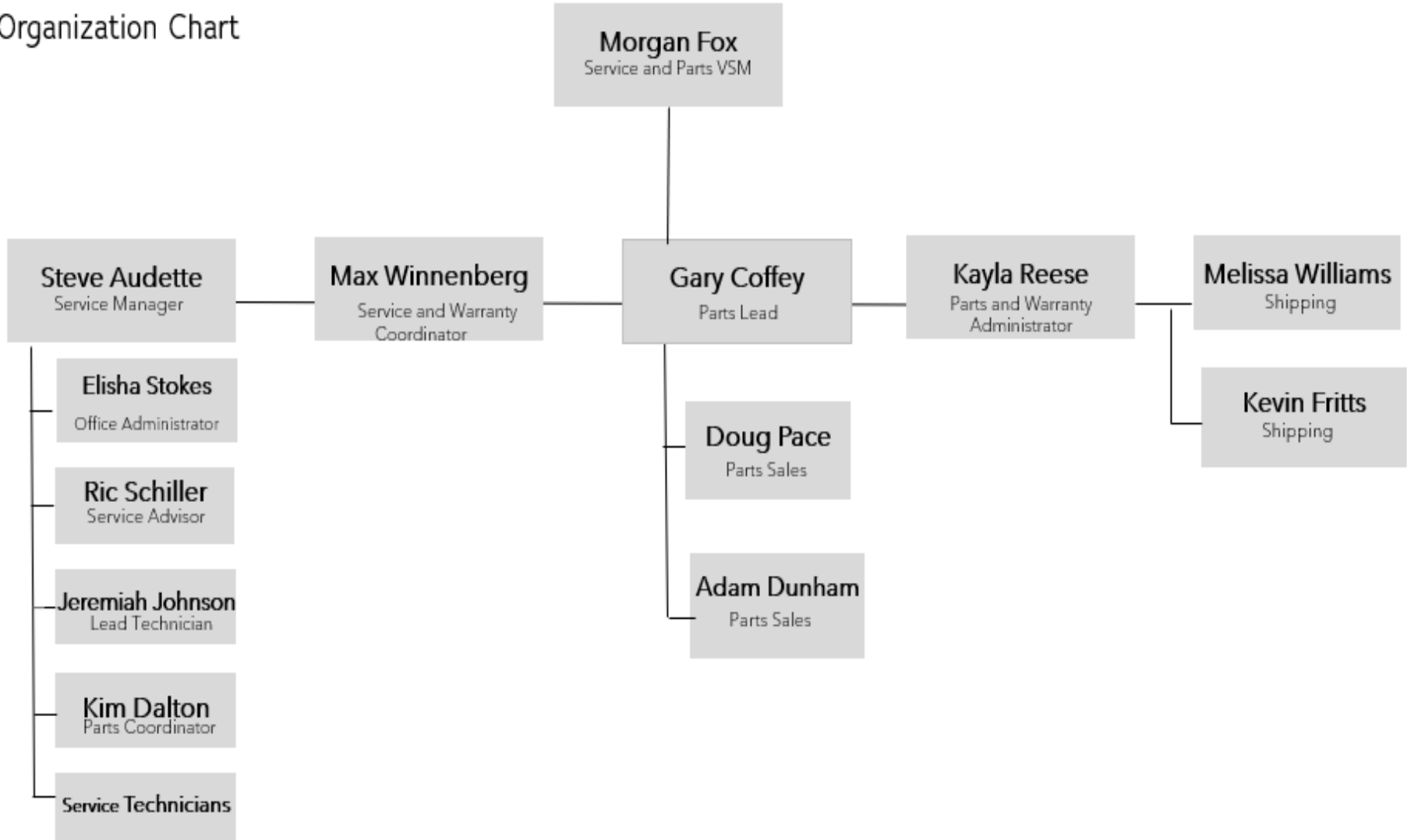
- Accuracy
- Competitive pricing

- Warranty

- Recap



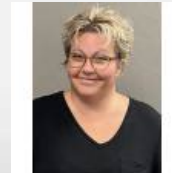
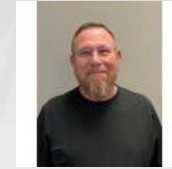
SUTPHEN SERVICE AND PARTS Organization Chart



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Service Growth

- Service Manager – Steve Audette
- Lead Technician – Jeremiah Johnson
- Project Coordinator – Ric Schiller
- Service & Warranty Coordinator –
Max Winnenberg
- Parts Coordinator – Kim Dalton
- Office Administrator – Elisha Stokes
- 10 technicians – 2 on road full time



UPFITS

- Refocused approach

- Shorter timelines
- High quality
- Cost effectiveness
- Long pipeline

- Specialization

- Paint/Graphics
- Lighting Packages
- Seating Upgrades
- Cabinets/Shelving
- Wheels/Tires
- Service Contract items



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Service

- Required Tools
 - Huck Gun
 - Cummins Insite
 - Wabco Toolbox
 - Allison Software
 - IMMI Diagnostic



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Parts Sales

- Sales

- Increase from 400,000 to \$500,000/month
 - 3.5 parts sales reps
 - Quantity of orders increasing
 - Competitive pricing

- Quality

- Decrease RMA's from 5% to 2.5%
 - Better Communication
 - Required information
 - Quotes
 - Pictures



Warranty

- Team/process evolution
 - Added Max Winnenberg to warranty team
 - Claims sent to warranty@sutphencorp.com
- Pre-authorization
 - Must obtain pre-authorization before completing warranty work (with the exception of truck-down situations)
- Timeliness
 - Claims should be closed out within 30 days of the work being done



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Compliance, Facility & Technical Division



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Growth

- Compliance

- Manuals (Operations, Maintenance & Testing)
- Transportation

- Training

- Sutphen Specific
- Vendor
- Internal Career Development
- EVT

- Facility (Urbana)

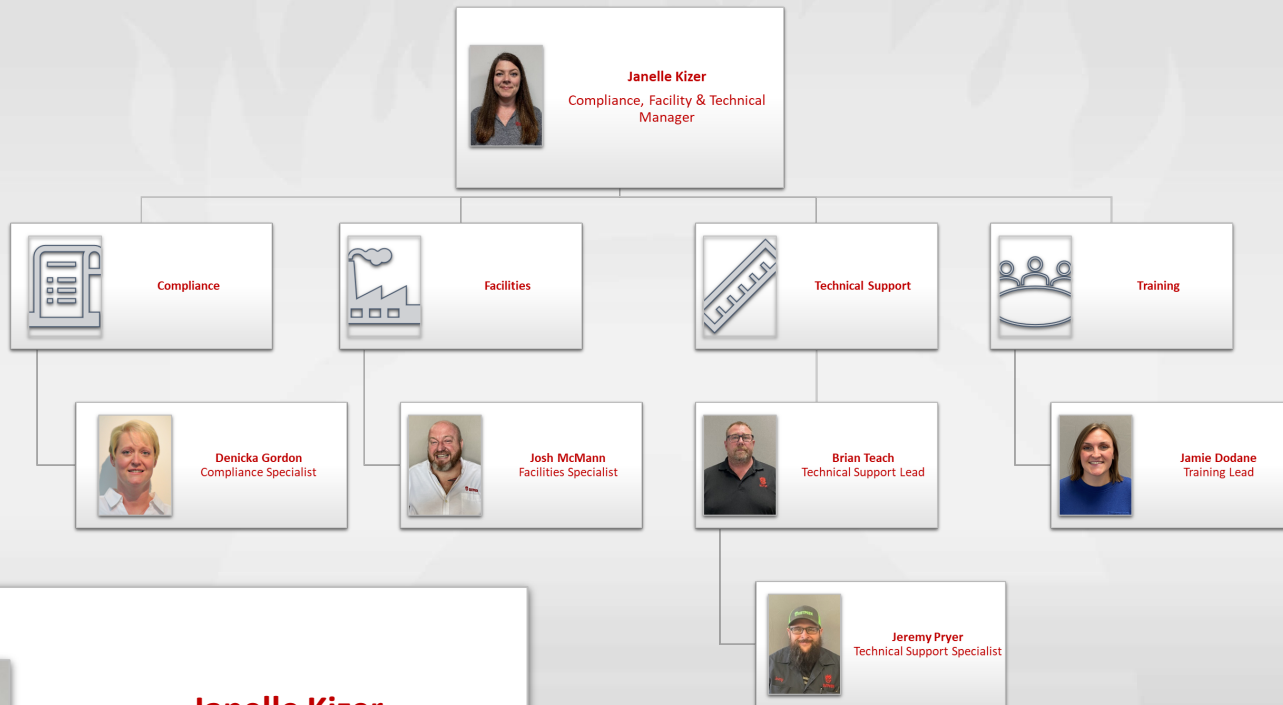
- Improvements & Additions

- Technical Support

- Additional Personnel



Org Chart



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Compliance

NFPA 2024

7.21.2.5

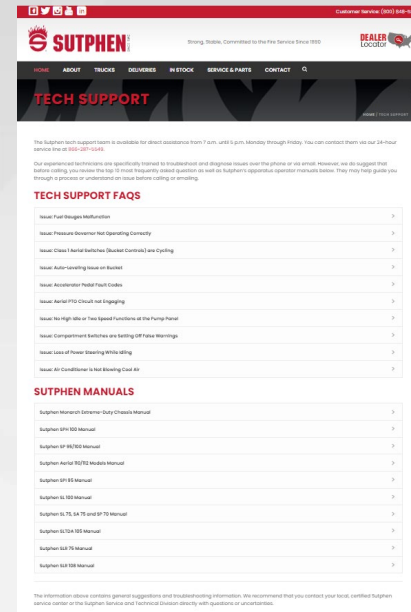
- All product manuals are now accessible at Sutphen.com

7.21.2.6

- QR codes are now installed in all trucks

7.21.2.9

- Water fording capabilities by end of FY25



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Compliance Manual

- Nov 1, 2024 Sutphen will no longer produce hard copy manuals. All trucks in production will come with electronic formats.



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Facility

Improvement Projects

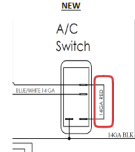

- Inground water tank pump testing system
- Addition parking lot



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Technical Support

Technical Bulletins

<p>Monthly Technical Bulletin Date: 6/2022</p> <p>A/C Switch Product Change</p> <ul style="list-style-type: none">Carling L Series switches are now being supplied for replacing A/C control switch.Switches used for ProAir systems are now obsolete.New A/C switches require a 14GA red jumper to supply power for the back-lighting of the switch, circled in RED below. <p><i>If wires are installed incorrectly this will result in some components of the A/C system not functioning properly as well as the backlighting on the switch.</i></p> <p>OLD</p>  <p>NEW</p>  <p>Manufacturer: Carling</p> <p>Part #: 10165527</p> <p>Sutphen Corporation - Technical Division 935 S. Edgewood Avenue Uthman, Ohio 43078 techsupport@sutphencorp.com (866)287-5549</p>	<p>Monthly Technical Bulletin Date: 6/2022</p> <p>Air Sender Information</p> <ul style="list-style-type: none">Everlink Technologies is now supplying air senders for ALL trucks.Old air senders are now obsolete.New air senders are labeled with a G and WK at the wire terminal.<ul style="list-style-type: none">The ground wire needs to be installed on WK.Signal Wire (Yellow) needs to be installed on G. <p><i>If wires are installed incorrectly this will result in the dash air gauges rapidly flashing.</i></p> <p>OLD</p>  <p>NEW</p>  <p>Manufacturer: Everlink Technologies</p> <p>Part #: 10066806</p> <p>Sutphen Corporation - Technical Division 935 S. Edgewood Avenue Uthman, Ohio 43078 techsupport@sutphencorp.com (866)287-5549</p>	<p>Monthly Technical Bulletin Date: 6/2024</p> <p>Bucket Leveling Cylinder Information</p> <ul style="list-style-type: none">SPH/SPH Bucket Leveling cylinders are now sourced through Texas Hydraulics.There is a cylinder length difference between the 2 cylinders but has no effect on replacement of the set of top cylinders. <p>Remedy: If replacing failed air senders in trucks produced before August 2022, you will need to connect wires to appropriate stud.</p> <ul style="list-style-type: none">(WK)- Ground wire(G)- Yellow Wire <p><i>Trucks produced after AUG. 2022 will have Everlink air senders installed.</i></p> <p>Manufacturer: Everlink Technologies</p> <p>Part #: 10051129</p> <p>Sutphen Corporation - Technical Division 935 S. Edgewood Avenue Uthman, Ohio 43078 techsupport@sutphencorp.com (866)287-5549</p>	<p>Monthly Technical Bulletin Date: 6/2024</p> <p>Bucket Leveling Cylinder Information</p> <ul style="list-style-type: none">SPH/SPH Bucket Leveling cylinders are now sourced through Texas Hydraulics.There is a cylinder length difference between the 2 cylinders but has no effect on replacement of the set of top cylinders. <p>Remedy: Use the shorter leveling cylinder and bearing if needed when replacing the bucket leveling cylinders on SPH200, SPH102/132</p> <p>Part Name: Leveling Cylinders Manufacturer: Texas Hydraulics Part #: 10105244</p> <p>Part Name: Leveling Cylinder End Bearing Manufacturer: Aurora Part #: 10051129 (for both, standard or short cut must be specified when ordering) Part Info: KW-122 (standard length) KW-12-6 (Custom short cut)</p> <p>Remedy: If you encounter this after a replacement, you will need to use the shorter version of the End Bearing, KW-12-6 on the BOTTOM or LOWER pair of cylinders.</p> <p>Sutphen Service & Technical Division techsupport@sutphencorp.com (866)287-5549</p>
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Quarterly Tier 1 Dealer Meetings

- Next meeting, 4th Qtr. Friday, Jan. 10th @ 10am
- Sales & Service Reps



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Training

- FY24, 222 trained & 21 total classes
- FY25, 269 trained & 28 total classes
- 100% passing rate for EVT certifications



Scan QR Code to fill out
Sutphen's Training Course
Registration Form



2025 SUTPHEN TRAINING SCHEDULE

Jan 13-17	EVT F1- Maintenance, Inspection, and Testing Fire Apparatus EVT F3- Fire Pump & Accessories
Feb 11-13	Pumper Operations & Maintenance
Feb 17-20	EVT F4- Fire Apparatus Electrical Systems
Mar 11-13	Aerial Operations & Maintenance
Apr 7-11	EVT F2- Design & Performance Standards of Fire Apparatus EVT F6- Allison Automatic Transmissions
May 6-8	Pumper Operations & Maintenance
Jun 10-12	Aerial Operations & Maintenance
Jun 17-19	EVT F7- Foam Apparatus & Systems
Jul 7-9	EVT F5- Aerial Fire Apparatus
Aug 12-14	Pumper Operations & Maintenance
Sep 9-11	Aerial Operations & Maintenance
Oct 6-10	EVT F8- Hydraulics EVT FA4- Advanced Electrical Systems
Nov 11-13	Pumper Operations & Maintenance
Dec 10-12	Aerial Operations & Maintenance

• All of these courses are offered onsite at our Sutphen Urbana facility. EVT Exam Prep classes will offer proctored exams immediately following classes. It is the Examinees responsibility to register & pay for the exam with the EVT Certification Commission.



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Questions?



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