RIHM MONTHLY

WINTER PREP & WHEEL ENDS | SEPTEMBER 2022











MINNESOTA | WISCONSIN | SOUTH DAKOTA

THE INSIDE LOOK

The Kenworth Parts Council

What is it & What Does it do for us?

The Kenworth Parts Council is a group of elected representatives from Kenworth dealerships throughout the United States and Canada. The two countries are divided into 7 regions and each region has one representative that has a seat on the Parts Council. The job positions held by members of the Parts Council, at their respective dealerships,

vary between parts managers, parts sales managers and directors. I have been the Great Lakes Regional Parts Council Chair for the last two years and have gained valuable knowledge and relationships as a result.

> The purpose of the Kenworth Parts Council is to provide a forum for the exchange of ideas between

Kenworth Parts Managers, Kenworth Parts Directors, Parts Sales Managers and PACCAR Parts management on topics that affect the overall success of their mutual businesses. PACCAR Parts recognizes the Interdependency between dealers and PACCAR Parts. The spirit and intent of the council is to provide a forum for improved teamwork and dialogue between both parties...PACCAR Parts regularly seeks input from the council...The mutual goal is to resolve issues early and maintain an on-going dialogue between PACCAR Parts, the council members and Kenworth Parts Managers on important topics and strategic initiatives.

From the PACCAR Parts Charter

Over the last two years, the council has worked to improve communication through very challenging supply chain issues. We now receive monthly updates from PACCAR Parts that bring us up to date on changes in the supply chain landscape. This allows us the ability to provide more information to our customer base during these challenging times.

The council has been active in providing feedback about new technology systems that PACCAR Parts deployed such as Generation 2 Online Parts

Counter (OPC), OPC 2 Fleet Integration and eDealer. We have also influenced improvements in call center response times, volume sales delays and managed dealer inventory measurables, which all helps dealerships provide a better experience for their customers. Looking forward, the council is working with PACCAR Parts to develop a more structured



Kenworth Parts Council Members

training pathway for new parts employees. This will allow Kenworth dealerships to provide any newly hired parts team members with a clear path to how they can work to improve their skills and expand their knowledge in order to become a successful parts professional faster than they are able to achieve today.

As your Great Lakes Regional Parts Council Chairperson, I am happy to present any issues that our teams encounter to the leadership team at PACCAR Parts and I hope that you enjoy your experience in all of our Rihm Kenworth dealerships.

Thank you all for your business and pléase let us know what we can do to be even better, both locally and nationally.

> Author: Troy Director of Parts 27 Years of Experience



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All prices & products listed in this booklet are only available while supplies last, and may only be redeemed for products or services purchased between **September 1, 2022 - September 30, 2022.** No substitutions or rain checks will be allowed. Coupons cannot be redeemed for a cash value. Discounts, prices and/or coupons cannot be applied to previous purchases, or towards any product purchases made outside the designated dates. Online Parts Counter coupons are only redeemable online & will not be recognized for in-store purchases.



WHAT WE OFFER:

Diesel Engines:

Caterpillar, Cummins, Ford, General Motors, International, Mercedes

Cylinder Heads:

Caterpillar, Cummins, International

EXPERIENCE THE REVIVA DIFFERENCE TODAY!

Every engine is completely disassembled.

All components cleaned and detailed.

All major components meet or exceed OE specifications.

Wear parts are replaced with 100% new.

Fuel Systems and Turbochargers are remanufactured and tested.

Long block and long block Supremes are SIM tested.

All Drop-In engines are dyno tested on electronically controlled dynamometers.

Finally painted, packed, and prepped for delivery.

Every Engine Built to its Exact Serial Number

Contact your Rihm Kenworth Parts Representative for more information.

SUCCESSFUL DEALER AWARD

Rihm Family Companies selected as a 2022 finalist

Finalists selected for 2022 Successful Dealer Award

written by Lucas Deal, Trucks, Parts, Service

Trucks, Parts, Service is thrilled to announce the finalists for the 10th annual Successful Dealer Award, sponsored by Automann, Interstate Billing Service, National Truck Protection and Premium 2000.

Nominated by the commercial truck industry, this year's finalists were selected from a list of nearly two dozen semifinalists through a detailed internal evaluation process by TPS. This year's finalists represent the Autocar, Ford, Freightliner, International, Isuzu, Kenworth, Mack, Volvo and Western Star truck brands and have more than 60 total locations across the United States.

This year's finalists are Doggett Freightliner, **Rihm Kenworth**, M&K Truck Center, Peach State Truck Centers and Thompson Truck & Trailer.

Doggett Freightliner, winner of the 2019 Successful Dealer Award, is the first prior award winner to participate in the Successful Dealer Award program for the second time. Peach State Truck Centers also is participating for the second time after being a finalist in 2017. **Rihm Kenworth**, M&K Truck Center and Thompson Truck & Trailer are participating in the Successful Dealer Award program for the first time.

"Well, it has happened once again. For the 10th year in a row, we've asked the commercial trucking industry to tell us about some of the greatest businesses in the dealer channel and the industry has come through," says Lucas Deal, TPS editor and content director. "Selecting these finalists from an impressive list of nominated candidates was not an easy task, but we are confident

SUCCESSFUL DEALER award we have identified five spectacular dealer operations, all of which are worthy of our recognition and deserving candidates for the Successful Dealer Award."

This year's Successful Dealer Award will be presented Oct. 4, in Nashville as part of an exciting and exclusive two-day event celebrating the award program's 10-year milestone. All prior award winners and 2022 candidates will be invited to the event, which will feature multiple educational sessions and roundtable discussions about the state and future of the commercial truck dealer space, as well as social activities in the Music City, the Successful Dealer Award banquet and 2022 award presentation.

Created to honor our industry's best (not just biggest) dealers, the Successful Dealer Award highlights truck dealers who consistently showcase customer service excellence, employee empowerment and engagement, community leadership, industry engagement and more.

Business profiles of each 2022 award finalist will publish weekly on TPS beginning Aug. 31, with the winner publicly announced on Oct. 5. Last year's winner was CIT Trucks, headquartered in Normal, III.



THIS MONTH IN RIHM HISTORY...

September 2012 - Rihm Kenworth parts & service employees were recognized at the National Parts & Service meeting in Anaheim, CA and received the 2012 PACCAR MX Engine Dealer of the Year award.



BODY SHOP

Our painters will make your design concept a reality!

MEET RHM'S NATIONALLY RECOGNIZED ARTIST

AT OUR BOOTH ACROSS FROM THE FOOD VENDORS AT THE 2022 BIG IRON CLASSIC!



WE WILL SEE YOU AT THE BIG IRON!

SERVICE TIPS

Why regular maintenance on Espar heaters is needed

Tech Talk

Have you ever heard the phrase, "these new trucks ride like a car"? It's true, many newer model trucks do ride and drive much better than older trucks have in the past. Many of the newer trucks also include a lot more creature comforts that make those long hours spent behind the wheel, or sitting and waiting during downtime, as comfortable as possible for drivers. One of those comforts is known as the Espar, or bunk heater.

With winter fast approaching, and Driver Appreciation Week happening this month, now is the perfect time to start getting those Espar heaters up and running to make sure all your drivers are warm and comfortable during those cold winter nights. This is also a great way to help increase your driver retention rate, which can be difficult in this day and age, as no one likes to sleep in a cold bunk!

As with many things on a truck, some simple maintenance can make a world of a difference in how efficiently it runs. Without regular maintenance checks, a driver may instead find themselves in a situation where they turn on the Espar, hear the fan and fuel pump making noises, and then think to themselves, "oh no, here we go again". The heater then would start to smoke from all the exhaust and proceeds not to light. Many times, this can be caused by a carbonized glow plug or screen, or from the vent hole being blocked. This can also happen in cases where the glow plug or pin are just not functioning fully at 100%.

There are a few steps you can take to help reduce the likelihood of this happening:

- 1. Run the Espar at least 20 minutes a month, even in the off months. This helps the unit stay cleaner, while also cutting down on the possibility of carbon building up during those times when it is not in regular use.
- 2. Have your local Rihm Kenworth service department perform a routine maintenance check on the Espar heater. Many people don't realize these units need regular servicing scheduled at times similar to a PM service for the engine on the truck itself. This maintenance task generally includes removing the glow plug and pin screen, inspecting them and then cleaning or replacing them. You will also need to inspect the vent hole for clogging, along with also checking the ducting, air intake screen and outlet, and the combustion air intake and exhaust for any blockages or restrictions that may be present.

What if your truck doesn't currently have a bunk heater installed?

Any of our Rihm Kenworth dealership locations would be happy to install a new kit for you! The cost is \$2,925.00 plus tax and can typically be completed in a single day with a scheduled appointment.

Please contact the Rihm dealer closest to you for details and fleet pricing.

Author: Rich Service Manager, Superior 29 Years of Experience



ESPAR HEATER MAINTENANCE SPECIAL

SERVICE JUST

\$208.50

Now is the perfect time to bring your Espar heater in for service!

INCLUDES:

- 1.5 hour inspection
- Glow pin screen replacement
- Fuel pump atomization

All additional repairs are not included in promotional cost. Valid only for related services completed before 12/31/22.

PARTS INCLUDED WITH SERVICE:

PART DESCRIPTION	PART #	
INTEGRATED FUEL FILTER	20.1312.00.0006.0Z	
SCREEN-GLOW PIN D2/D4 AIR	25.2069.10.0102.2Z	

CONTACT YOUR LOCAL RIHM KENWORTH TO BOOK A SERVICE APPOINTMENT TODAY!

TAKE ADVANTAGE OF OUR BULK PURCHASE WITH DISCOUNTED PRICING - HURRY BEFORE THEY'RE GONE!

16.5"×7"-23K
STEEL

JACKET

LACINIS



I 85 EACH

with \$20 off coupon code: M22JULDEC3906

Coupon code valid until 12/31/22



COUPON DISCOUNTS



SEPTEMBER SPECIALS

PART DESCRIPTION	COUPON CODE	DISCOUNT
CUMMINS GENUINE TURBO	M22SEP3854	\$75 OFF
CUMMINS GENUINE EGR COOLERS	M22SEP3851	\$40 OFF
HENDRICKSON STEERING & SUSPENSION (MIN. \$200)	M22SEP3856	\$30 OFF
CUMMINS GENUINE AIR COMPRESSORS	M22SEP3850	\$25 OFF
CUMMINS GENUINE DEF DOSER PUMP	M22SEP3849	\$15 OFF
CUMMINS GENUINE NOX SENSORS	M22SEP3848	\$10 OFF
TRP® EXHAUST BELLOWS	M22SEP3857	\$10 OFF

END OF YEAR SPECIALS (Valid until December 31, 2022)

PART DESCRIPTION	COUPON CODE	DISCOUNT
TRP® STEEL JACKET BRAKE DRUMS	M22JULDEC3906	\$20 OFF
TRP® MATTRESS	Y223280	\$10 OFF
TRP® NO REAM KING PIN KITS	Y223304	\$10 OFF
TRP® AIR DRYER ASSEMBLY	Y223173	\$10 OFF
TRP® WINDSHIELD GLASS	Y223277	\$10 OFF
TRP® POWER STEERING PUMPS	Y223306	\$10 OFF
TRP® BRAKE CAMSHAFT & CAMSHAFT KITS	M22JULDEC3907	\$2 OFF

WIPE AWAY ALL YOUR SNOWY WORRIES!

	PART DESCRIPTION	PART #	PRICE
	BLADE-WIPER	31-18	\$3.81
	BLADE-WIPER	52-15	\$9.43
	BLADE-WIPER	31-22	\$3.76
	BLADE-WIPER, HD BLACK	WW18-10	\$7.84
•	BLADE, SNOW 22"	37-225	\$7.60
	BLADE, SNOW 18"	37-180	\$7.03
	BLADE, WIPER, 22" FLAT CONTOUR	C22UB	\$9.88
	BLADE, WIPER, HD FLAT	51-13	\$6.18
	BLADE, WIPER - WINTER	66-150	\$9.84
	BLADE, WIPER, HD FLAT	51-13	\$6.18



WINTER IS COMING...GET THE PARTS YOU NEED NOW



AIR DRYERS & ACCESSORIES



AIR DRYER CARTRIDGE (AD-SP, AD-IS, SS1200, SS1200P)

109994RMC

\$17.25



AIR DRYER ASSEMBLY (AD-9) 12V

109685RMC

\$160.50



AIR DRYER ASSEMBLY (AD-IS) 12V

801266RMC

\$228.45



AIR DRYER ASSEMBLY (SS1200) GENUINE VERSION

R955205RMC

\$139.35

AIR DRYERS



REPLACE. FOR BENDIX AD-9™ NEW & SEAL RING KIT INCL.

107794RMC

\$30.61

PURGE VALVE KITS



PURGE VALVE KIT - HARD SEAT (AD-IP, AD-IS)

K022105RMC \$39.16



PURGE VALVE KIT 12 VOLT (AD-9)

800405RMC

\$26.65

ABS SPEED **SENSORS**

PART #	PRICE
801538RMC	\$36.94
801543RMC	\$43.59
R955336RMC	\$29.28
R955342RMC	\$26.22
4410329212RMC	\$39.87



R955336RMC



801538RMC





STOCK UP ON WHEEL END PARTS & ACCESSORIES

SHOCK ABSORBERS



SHOCK ABSORBER

646155RMC

\$66.10



SHOCK ABSORBER

85000RMC

\$35.04



SHOCK ABSORBER

85067RMC

\$42.00

\$15.91



SHOCK ABSORBER

85070RMC

\$43.36

HUBCAP & GASKETS DISC PADS



HUBCAP GASKET

330-3024RMC

\$1.69



HUBCAP GASKET

388-249-CRMC



HUBCAP WITH GASKET

343-4024RMC

802078RMC

DISC PADS

\$113.16

AUTOMATIC SLACK ADJUSTERS - GUNITE



AUTOMATIC SLACK ADJUSTER GUNITE STYLE 5.5"

AS1132RMC

\$57.99



AUTOMATIC SLACK ADJUSTER GUNITE STYLE 5.5"

AS1136RMC

\$55.09

\$0.76



AUTOMATIC SLACK ADJUSTER GUNITE STYLE 5.5"

AS1140RMC

\$55.50



AUTOMATIC SLACK ADJUSTER GUNITE STYLE 6"

AS1141RMC

\$55.09

AUTOMATIC SLACK ADJUSTERS - HALDEX



AUTOMATIC SLACK ADJUSTER HALDEX STYLE 6"

400-10212RMC

\$57.66



AUTOMATIC SLACK ADJUSTER HALDEX STYLE 5.5"-6.5"

400-10143RMC \$61.63



CLEARANCE CORNER

Parts from the Coon Rapids store that MUST go!

LIMITED QUANTITIES AVAILABLE OF ALL CLEARANCE ITEMS

PART DESCRIPTION	PART#	PRICE
HERD BUMPER	FL45D2	\$3,370.00
MODULE, PARTICULATE FILTER	4352923NX	\$2,452.21
PB DFFA TAMPER BUMPER CHROME	N71-6040-15010	\$1,953.43
SEAT-COMODORE LTHR GRY W/ARMS	40050*351	\$1,034.37
CORSAIR HI BLK/GRY ULTHR R&L ARM-BSC	51100*646C	\$844.30
T440 BUMPER	FU-0010-708	\$895.38
KIT-AIR TOP 2000ST, 12V, W/SMARTEMP 2.0	5012555A	\$885.38



All listed Clearance Corner items are only available for purchase from the Rihm Kenworth dealership located in **Coon Rapids, MN**. If you are unable to visit the Coon Rapids location, please ask your local Rihm parts sales representative for shipping options & costs.

LIMITED QUANTITIES AVAILABLE

Contact your parts sales representative to place an order today.

Rihm Kenworth- Coon Rapids 9400 Evergreen Blvd, Coon Rapids, MN 55433 | 651.236.6080



Meet Your Parts Professional

Greg is a Rihm Outside Sales Representative for the parts department at our Coon Rapids dealership location. He loves that by doing his job, he also gets the chance to meet and work with a variety of people throughout the trucking industry, which he has been a part of for over 18 years. A fun fact about Greg is that he actually grew up in Coon Rapids, not far from the dealership. After work you'll often find him out on the ball field, playing a game of softball with his team.

Greg Swedlund Outside Sales Representative

Main Store Location: Coon Rapids, MN

COMPLETE PROTECTION FOR YOUR HEAVY-DUTY ENGINE

The Shell family of heavy-duty motor oils and coolants are formulated to provide high-performance protection for today's heavy-duty diesel and natural gas engines.

The Shell brand is excited to offer a complete product line of extended life coolants (ELC) and Fully Formulated engine coolants, designed to deliver:

- Protection against overheating
- Corrosion protection
- Maintenance savings

INTERESTED IN GOING THE FULL DISTANCE?

Shell ROTELLA ELC™ Nitrite-Free Provides up to 1.2 million miles or 24,000 hours in Class 8 trucks*, up to 600,000 miles or 12,000 hours in other commercial applications

SHELL LUBRICANT SOLUTIONS



PART DESCRIPTION	PART #	PRICE
COOLANT ELC NITRITE FREE 50/50 - 1 GALLON SIZE	550041810	\$9.99
COOLANT ELC NITRITE FREE 50/50 - 55 GAL DRUM	550041811	\$494.45



CELEBRATING AMERICA'S TRUCK DRIVERS

Overview of 2022's Truck Driver Appreciation Week

Written by the ATA, published on trucking.org

Nearly every aspect of daily life is made possible because a truck driver delivered the goods and resources people need.

National Truck Driver Appreciation Week is an important time for America to pay respect and thank all the professional truck drivers for their hard work and commitment in undertaking one of our economy's most demanding and important jobs. These 3.6 million professional men and women not only deliver our goods safely, securely, and on time, but they also keep our highways safe.

This year's National Truck Driver Appreciation Week is September 11-17, 2022.

Americans in all fifty states have taken extraordinary steps to show their appreciation for the important work that professional truck drivers have done as we navigate our way through the coronavirus pandemic. From children passing out lunches, to "I Heart Truck" signs across America's highways, the public has taken notice of the essential role truck drivers play in their lives.

This week is a way to show appreciation to the 3.6 million professional men and women who not only deliver our goods safely, securely, and on time, but also keep our highways safe.



Stand Out on the Road

with J.W. Speaker Headlights

PART DESCRIPTION	PART #	PRICE
HEADLIGHT-HEATED 8800 EV2 4X6 LED LB	0551771JWS	\$199.99
HEADLIGHT-HEATED 8800 EV2 4X6 LED HB	0551781JWS	\$199.99
HEADLIGHT-HEATED 8800 EV2 4X6 LED LB	0552651JWS	\$199.99
HEADLIGHT-HEATED 8800 EV2 4X6 LED HB	0552671JWS	\$199.99
9600-12V, HL, HEATED LH, CHROME	0556661JWS	\$652.27
9600-12V, HL, HEATED, RH, CHROME	0556671JWS	\$652.27
8910 DOT ECE CHROME	0554461JWS	\$239.99





J.W. SPEAKER'S MODEL 8800 EVO 2

NHTSA 5-STAR RATED FOR SAFETY & PERFORMANCE!

TRUCK SALES

We like to give options...LOTS of options.

New Medium Duty Hood and Cab Combinations

By Kenworth Truck Company

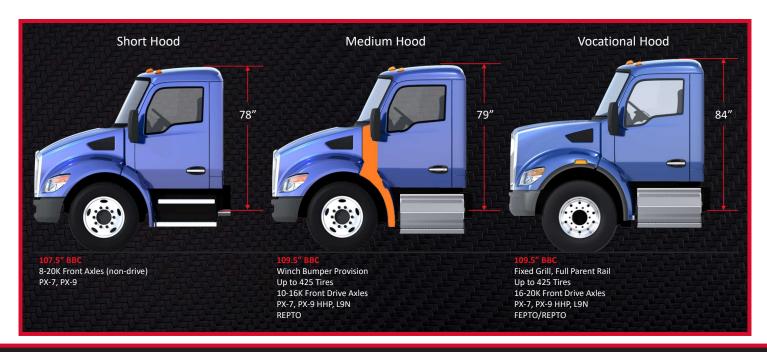
Are you struggling with selecting the proper hood/cab combination for your new 2.1m MD truck? We often get asked for hood and cab dimensions. To define the cab heights and lengths, we need to know what hood and roof you are selecting on your spec. The new medium duty vehicles have three hood variations: a short hood that has a 107.5" bumper to back of cab, and medium and vocational hoods that have a 109.5" bumper to back of cab. The second variable for cab dimensions is the difference between the standard low roof and our optional raised roof. A cab with a low roof is 63" tall from

floor to roof, and a raised roof is 67" tall which represents a 4" difference between the two options. That can make a difference between allowing a crane boom to fit under a bridge or allowing enough headroom to let the driver keep his hard hat on. Heights for the short hood, medium hood and vocational hood with low roof are 74", 75" and 80" respectively. When paired with a raised roof, it is 78", 79" and 84" respectively, all measured from bottom of rail. Be sure to **scan the QR code below to review the Body Builder Manual** for more details as needed, and remember that our vocational hood is not available until late 2022.

Scan Here to Access Body Builder Manual







FINANCING TIPS

Financing options available with \$0 down

LOW ON CASH?

YOU MIGHT STILL QUALIFY TO FINANCE A TRUCK!

WHY CHOOSE TO FINANCE?

In some cases companies may need to put money for a down payment or purchase towards other investments that will help grow the company faster. In situations like this, or any time that monetary resources may be low, choosing to finance equipment instead of purchasing can allow a company to generate revenue, or increase efficiencies, while still keeping enough capital onhand to put towards other growth opportunities or investments.

Cash down amounts are dependent on approved credit.





A True Driver's Truck!

- Non-CDL
- 26,000 GVW Dry Van
- 26' ox with Large Platform
- 2,500 lb. Liftgate
- Automatic Transportation
- Air Conditioning
- Air Suspension
- Quiet, Comfortable Cab



COMING SOON

NEW RENTAL UNITS

2023 KENWORTH

1270

ILEGACY

STRAIGHT TRUCKS



RIHM LEASING

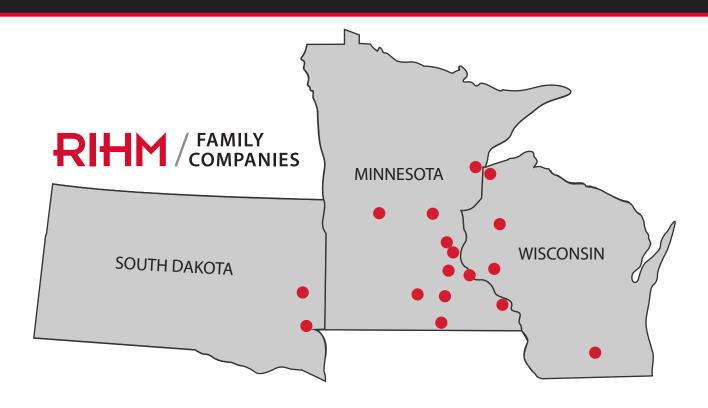
FOR MORE INFORMATION 507.456.4344

tim.carroll@rihmfamilycompanies.com

MINNESOTA | WISCONSIN | SOUTH DAKOTA

CONTACTS & LOCATIONS

Multiple locations - for your convenience



MINNESOTA

Albert Lea

77847 209th St Albert Lea, MN 56007 507.552.1340

Cloquet

801 Industry Ave Cloquet, MN 55720 218.879.2473

Coon Rapids

9400 Evergreen Blvd Coon Rapids, MN 55433 651.236.6080

Mankato

2401 9th Ave Mankato, MN 56001 507.550.3800

Northfield

1720 Cannon Rd Northfield, MN 55057 507.645.1657

Owatonna

3205 Hoffman Dr NW Owatonna, MN 55060 507.451.2990

Red Wing

860 Bench St Red Wing, MN 55066 651.388.7067

Sauk Centre

805 Shamrock Ln Sauk Centre, MN 56378 320.352.8540

South St. Paul

425 Concord St South South St. Paul, MN 55075 651.646.7833

Winona

6830 Martina Rd Minnesota City, MN 55959 507.452.4400

WISCONSIN

Barron 1504 Guy Ave Barron, WI 54812 715.637.1301

Durand

904 West Prospect St Durand, WI 54736 715.279.3210

Madison

6025 Femrite Dr, Unit #1 Madison, WI 53718 608.224.0133

Superior

4501 Tower Ave Superior, WI 54880 715.395.5350

SOUTH DAKOTA

Sioux Falls 4001 North Jessica Ave

Sioux Falls, SD 57104 605.339.2927

Volga

101 Industrial Dr Volga, SD 57071 605.937.4880

Celebrating 90 years with 90 special deals for you!

Keep an eye out for our special edition magazine available from October to the end of December. It includes an exclusive Rihm Kenworth 2023 calendar! Thank you to all of our customers, team members and suppliers for a great 90 years of business!





