

Birchwood GM's PALAY PRESS

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Michael Palay

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15 minutes with **Steve Chipman, President of the Birchwood Automotive Group.**

Question: What is your view on the quality of the current GM Products?

SC: This is a very exciting time for GM.

Let's start with the results of the J.D. Power Dependability Study. This report is the barometer used by all of the major Automobile Manufacturers in North America.

On 6/29/05 General Motors received eight Most Dependable awards and placed 18 vehicles in the top three of their respective segments – more than any other automaker!

Taking the top two positions in both the Entry Midsize and Premium Midsize Car segment adds to GM's quality momentum. Based on recent Initial Quality Study results and Vehicle Dependability Study results, GM clearly dominates the highly competitive midsize car segment – and that's quite an accomplishment. Simply put, GM builds the highest quality midsize cars.

These results, when added to other recent quality reports, are further proof that our quality is good, it continues to improve, and our customers now recognize that GM delivers vehicles with lasting quality. I know GM is pleased with the results, but the job is not done. GM and all of us Dealers are committed to achieving industry leadership in all aspects of quality – initial, long-term and perceptual.

The Buicks that performed best were built at plants that are building and will continue to build Buicks. For instance, GM's Oshawa 2 plant built the Regal and Century and is now building the Allure.

Further to this 2 of the Canadian GM Plants are rated in the top 5 of all plants in North America! To that end GM is investing a whopping \$2,500,000,000 in GM's Canadian operations, representing the largest and most comprehensive automotive investment in Canadian history.

GM is not resting on its laurels as it continues to invest in Research & Development.

GM is currently THE #1 selling Automobile Manufacturer in China! In 2004, GM and its manufacturing operations in mainland China sold a record 492,014 vehicles, an increase of 27.2 percent from the previous year.

Locally I encourage our many clients to come out and see the many new high quality and very innovative new GM Products.

- Buick Allure
- Buick Lucerne (takes over for the LeSabre and Park Avenue)
- Pontiac Wave
- Pontiac Pursuit
- Pontiac Solstice (2 seat Roadster)
- Pontiac Torrent
- Pontiac G6 (new 2 door Coupe and a Convertible)
- Pontiac Wave

Ride your own WAVE!

Move over Toyota Echo and Hyundai Excel. The Pontiac WAVE has been one of the hottest sellers at Birchwood Pontiac and for good reason.

Do what you want when you want. That's what Pontiac **Wave** is all about. Its cool European design features clean contours, a short front end and raised roof for better maneuverability, visibility and interior room.

And don't forget that **Wave** is a Pontiac. That means it comes with a long list of standard performance features that includes McPherson front struts, and plenty of available options — like an MP3 player and aluminum wheels — so you can get things done in style.

Wave isn't "just another" compact car. After all, how many can say that they were designed at a cutting-edge studio in Turin, Italy? Exactly. Wave's modern look takes on two distinct forms – a slick four-door sedan and a sporty 5-door. Both offer an extremely quiet ride with a silky-smooth five-speed manual transmission or optional four-speed automatic.

It's your car, so make it your own. **Wave** comes in several colours ranging from Aqua to Super Red. For added style there is also an Appearance Package available. You want fog lights, 14-inch alloy wheels and mudguards? You got it. Other options include power sunroof and 6-speaker premium sound system.



Call Michael Palay at 837.5811 to test drive the WAVE!

Purchase this great Vehicle at our COST!!

The WAVE is the perfect vehicle for the GM Student Program. Call me for more information on this new program.

Trailers are more popular than ever...TOWING TUTORIAL

Towing a load behind your vehicle involves a lot more than hitching' up and moving' on down the road . . .

Towing has a language all its own.

Despite what it sounds like, gross vehicle weight rating (GVWR) is something different than just the weight of a vehicle, for example. GVWR is the combined weight of a vehicle *with* all its passengers and cargo added in, and it's a key number to know before you start to tow.

There's also gross combination weight rating (GCWR). This is the maximum allowable weight of the loaded-up trailer and the tow vehicle—with all its passengers and cargo, too—added together. It's a key measure for you to check to ensure you are not putting too much of a burden on your tow vehicle and risking costly damage.

Tongue weight (TW) is another odd term. It relates to the amount of trailer weight that presses down on the trailer hitch at the back of a tow vehicle. Having too much or too little tongue weight can affect the safe handling and driving of your tow vehicle.

Use the Proper Vehicle

you need to know the tow capacity of your vehicle and make sure it's sufficient to tow the trailer, boat or camper.

First, determine the approximate weight of the trailer or boat. Include the weight of any equipment, cargo and fluids the trailer or boat will have in or on it. Some tow experts advise that you add 10 percent or 15 percent on top of this, just to be on the safe side. This is the Gross Trailer Weight (GTW).

Then, check to see if the tow vehicle—the truck, sport-utility vehicle, van or car you plan to use—has enough towing capacity. Vehicle manufacturers provide a tow rating in their owner's manuals. **Call Michael Palay to discuss your specific vehicle towing needs.**

Michael will review the available options to see if you want to add a transmission-oil cooler, a heavy-duty battery, heavy-duty shock absorbers and other tow equipment. These kinds of items can help your tow vehicle manage the stress of a heavy load, and oftentimes some or all of the items may be available as a towing package.

No matter if your tow vehicle is new or old; keep the owner's manual and vehicle manufacturer towing guide handy. They contain many of the important numbers—tow rating, GCWR, etc.—that you will need to know.

Have the Right Hitch

There are many hitches for towing, covering several rating classes. You need to find one that will fit your needs.

Obviously, your hitch has to be able to handle the GTW you plan to tow. For example, a Class I hitch can handle up to 2,000 pounds GTW and up to 200 pounds of tongue weight.

Hitches also differ in how they mount on a tow vehicle.

Weight-carrying hitches bolt on the tow vehicle's frame and/or bumper, and are commonly used for small- to medium-size trailers.

The fifth-wheel hitch is uniquely mounted inside the bed of a pickup truck and puts more of the trailer weight directly over the tow vehicle, rather than behind it.

Pack Carefully

It is important to think about weight distribution as you pack your trailer or camper. The goal should be to properly position weight to keep your vehicle and trailer as stable as possible. Therefore, refrain from piling heavy items on the sides of a trailer or camper. Also don't load everything into the back of a trailer.

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According to *RV and Trailer Towing Guide*, you want 60 percent of the cargo weight in the front half of the trailer and 40 percent at the rear, within limits of the tongue weight.

Brakes Are Crucial

Most provinces require a separate brake system on trailers weighing more than 1,500 pounds when loaded. And many safety experts advise putting a separate working brake system on any towed trailer or vehicle so you have maximum stopping power.

There are three types of trailer brakes—electronically controlled electric, hydraulically controlled electric and surge/hydraulic. Make sure before you head out that these brakes—and the brakes on the tow vehicle—are in top condition. By law, every trailer has to have working brake lights, turn signals and hazard flashers. Be sure you wire these items correctly and that they are in good working order before you start out.

Check Your Tires

The only physical connection between the road and your tow vehicle and trailer are the tires.

So check them regularly, making sure they are damage-free and properly inflated. Remember that tires have ratings for speed and load-carrying. They can be found in the owner's manuals. For example, owner manuals of Sierra Trucks may show that significantly higher tire pressures are needed when a truck is doing serious towing. Be sure you're following the correct tow tire pressures. Worn tires and tires with low air pressure can make driving a vehicle with a trailer dangerous.

Vehicle Behavior Affected

Monitor vehicle and trailer behavior as you travel. Be aware of potentially dangerous conditions, such as when a trailer is so heavy it puts too much weight on the tow vehicle's rear axle and starts to lift weight off the front wheels. This can affect steering. Towing, especially in hilly terrain, also can strain a vehicle's transmission. **GMC SIERRA trucks include a "tow/haul mode" that works to lessen the transmission's tendency to shift up and down a lot when towing.**

Excessive shifting also can be reduced in vehicles with automatic overdrive by having the overdrive gear locked out. This will help provide engine braking on downgrades, too, thereby saving wear and tear on brakes.

Remember that when you tow, your vehicle's ability to accelerate and stop is affected. Acceleration is slower because of the additional weight, so factor that in when you decide to pass another vehicle.

And give yourself a lot more time to come to a stop.

Please call me at 837-5811 to discuss any vehicle needs. michaelpalay@shaw.ca

"Now you have a friend in the car business"

