

# PONTIAC

## Service Craftsman News



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# TRAINING CENTERS OFFER OPPORTUNITY UNLIMITED

## THOUSANDS OF MEN USE NETWORK OF FACILITIES

GM President Harlowe H. Curtice, in announcing the opening of the first GM Training Center nearly two years ago, said:

"... customers have a right to expect you as a dealer will also provide the very best service obtainable for your product."

Twenty-nine of the 30 GM Training Centers projected at that time are now in operation. The 30th, in Pittsburgh, is scheduled to open in October. This great network of training facilities has already been utilized by thousands of men... trained for literally millions of man-hours... in the latest and most efficient service techniques and methods.

Each of these Training Centers was designed and built with but one purpose in mind... to serve you so that you might better serve your customers. "The best way to learn is to do", and the shop-classrooms and equipment make it possible to work on actual cars under conditions almost identical to those in the service department.

In addition to the Pontiac classroom, complete facilities are provided by the Fisher Body Division to train men in the special product problems with which they are concerned.

A seasoned Resident Instructor, selected on the basis of outstanding mechanical background, broad

first-hand experience and exceptional instructional ability, directs all training in the classroom. He has but one job... and that job is to teach.

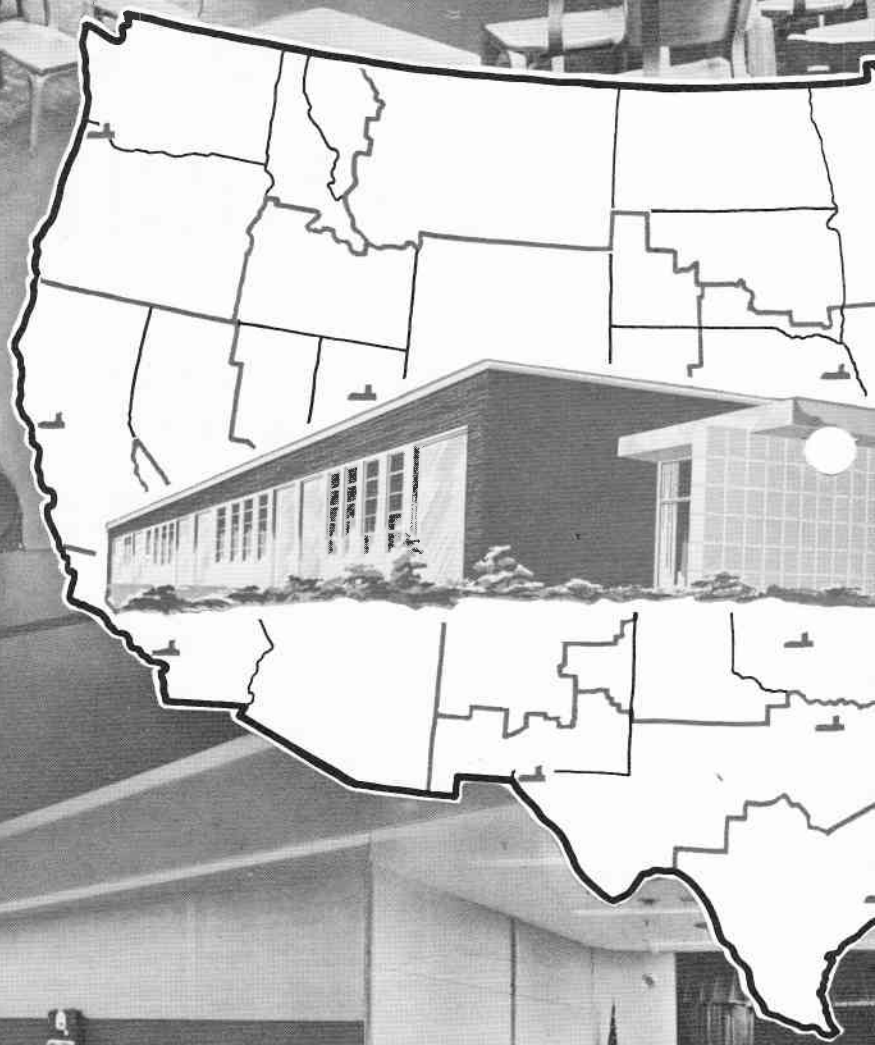
Each Training Center is actually a "Service University", complete with modern cafeteria, auditorium and conference rooms. Although the facilities, equipment and instruction are unparalleled in the automotive industry, there is no tuition charge to the dealer or the mechanic. If enrollees so desire, convenient and reasonable lodging will also be arranged by the Training Center manager.

This training program is complete in every detail. Courses are offered for all service personnel... and every course will prove beneficial to even the most experienced mechanic. It is imperative that all personnel be not only highly trained, but continuously re-trained... to keep them abreast of the changes and improvements in the product. Each course is designed to accomplish this purpose, to give all mechanics greater skill and know-how, and to increase their value to both themselves and their dealerships.

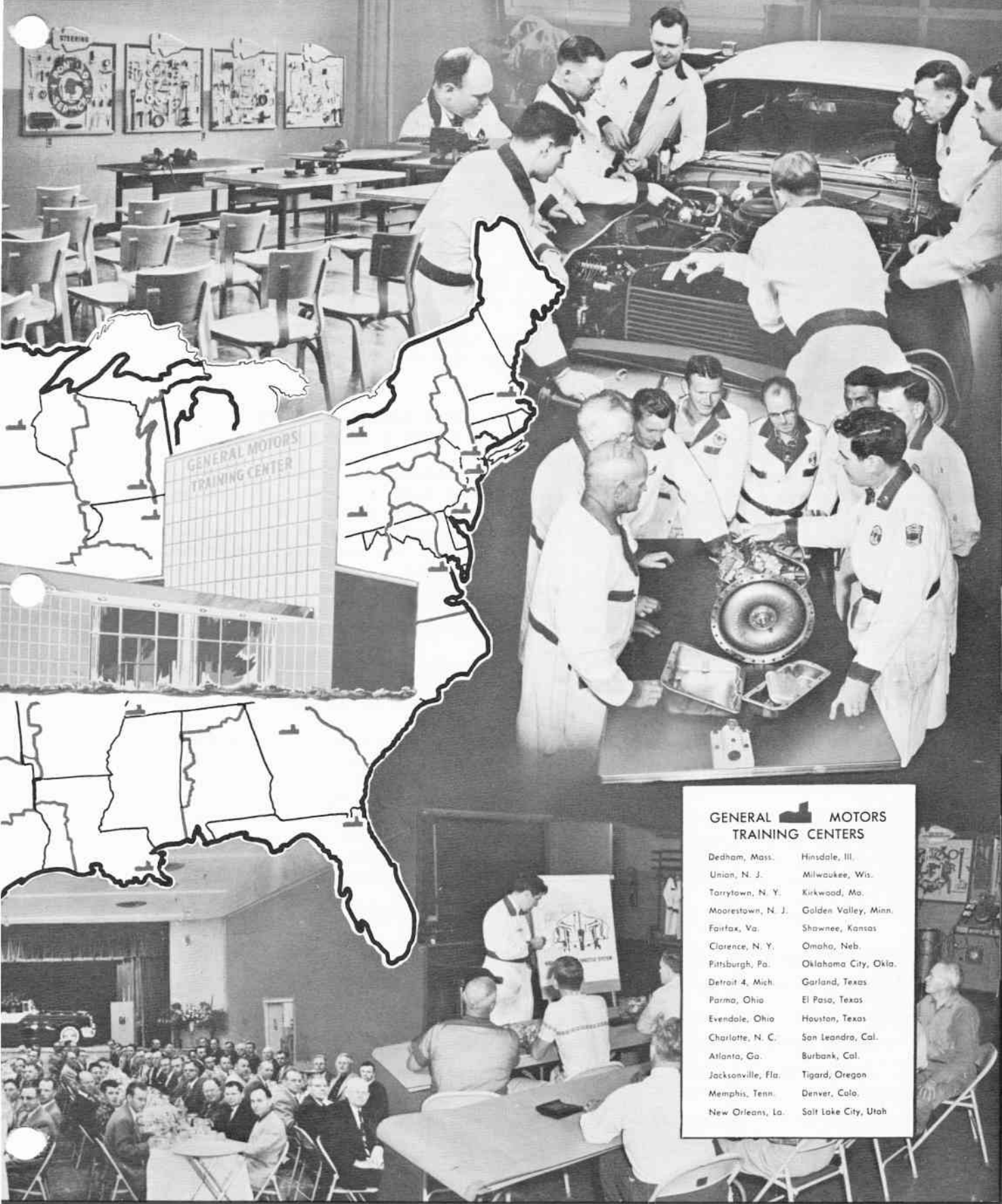
We urge that you utilize these Training Centers to the fullest extent to help you give your customers the "very best service obtainable". Service to your customers is vital to the success of your business. It is one of your most important responsibilities... and the acceptance of responsibility is the first rule of success in every business.

H. J. Hales  
General Service Manager

# NATIONWIDE NETWORK



# OF TRAINING CENTERS



- GENERAL MOTORS TRAINING CENTERS**
- |                    |                      |
|--------------------|----------------------|
| Dedham, Mass.      | Hinsdale, Ill.       |
| Union, N. J.       | Milwaukee, Wis.      |
| Tarrytown, N. Y.   | Kirkwood, Mo.        |
| Moorestown, N. J.  | Golden Valley, Minn. |
| Fairfax, Va.       | Shawnee, Kansas      |
| Clarence, N. Y.    | Omaha, Neb.          |
| Pittsburgh, Pa.    | Oklahoma City, Okla. |
| Detroit 4, Mich.   | Garland, Texas       |
| Parma, Ohio        | El Paso, Texas       |
| Evendale, Ohio     | Houston, Texas       |
| Charlotte, N. C.   | San Leandro, Cal.    |
| Atlanta, Ga.       | Burbank, Cal.        |
| Jacksonville, Fla. | Tigard, Oregon       |
| Memphis, Tenn.     | Denver, Colo.        |
| New Orleans, La.   | Salt Lake City, Utah |

### CLEANING PROCEDURE FOR WHITE VINYL COATED FOLDING TOP MATERIAL

Generally, soilage can be removed with art gum or crude rubber. If dirt is heavily embedded in the fabric, the top should be thoroughly brushed with a whisk broom. In this brushing, a minimum of pressure should be applied to those areas of the assembly which cover metal bows of the top structure; heavy abrasion will disturb the surface of the material appreciably, causing an unsightly appearance. After brushing, the top should be washed thoroughly with a neutral soap suds and lukewarm water; a cloth or brush with soft bristles should be used. Generous quantities of clear water should then be applied over the surface to remove any trace of soap which might remain.

After cleaning as above, if soilage persists, the following procedure can be used on white vinyl coated folding top material only.

Rinse the whole top with water, then apply Ajax Cleanser, New-Old Dutch Cleanser, or the equivalent foaming type cleanser on an area of approximately two square feet and scrub with a small hand brush having soft or nylon bristles, adding water as necessary until the cleanser foams to a soapy consistency. Remove the first accumulated soilage with a cloth or sponge before it can be ground into the top material. Apply additional cleanser to the area and scrub until the top is clean. This should not be necessary over two or three times. After the whole top has been cleaned in the above manner, rinse the top generously with water to remove all the residual cleanser. Do not allow cleanser to contact body finish.

After cleaning, always be sure that the top is thoroughly dry before it is lowered. Folding the top while it is still wet or damp may cause mildew and unsightly wrinkles.

Volatile and other clear cleaners, naphtha, gasoline or household cleansing and bleaching agents should never be used on the convertible top.

## SERVICE MANAGER—IMPORTANT

This News contains important service information on Pontiac cars. Each subject should be cross-referenced in the space provided at the end of each section in the Shop Manual or its Supplement. **Be sure and cover every point with your entire organization.**

Each service man should sign in the space below after he has read and understands the information in this issue.


### SERVICE VALVE STEM GUIDES WITH INCORRECT INSIDE DIAMETER REPORTED

Reports received from dealers indicate that a quantity of service valve stem guides with an inside diameter too small to allow the use of J-5713 valve guide reamer have been distributed.

Investigation reveals that these guides have an inside diameter of .318"/.315" compared to the specified .338"/.336". No attempt should be made to use these guides due to the possibility of reaming the hole out of line and interfering with proper valve seating. Any valve guides in stock with the .318"/.315" inside diameter should be disposed of under regular A.F.A. procedures.

This condition has been corrected and current shipments of this part have the correct inside diameter.

### FOUR BARREL CARBURETOR AIR CLEANER STUD REPLACEMENT

If the air cleaner to carburetor stud pulls out of the carburetor body, it is usually caused by the stud not being threaded deep enough into the body. It is not always necessary to replace the carburetor body in such a case. The threads in the body should be cleaned up by using a 1/4"-20 thread tap. If necessary, also clean the threads on the stud using a 1/4"-20 thread die. All metal chips should be thoroughly removed before reassembly.

### CORRECTION OF SEAT CUSHION SQUEAKS

Several cases of squeaking front seat assemblies have been reported. This squeak originates at points of contact between the front seat side trim panel and seat trim on models equipped with imitation or genuine leather trim. To correct this condition hold the cushion away from the seat side panel and apply a light coating of grease stick or silicone lubricant to the edge of the side panel at points of contact. Application of the lubricant should be made sparingly to prevent soiling of contacting trim or clothing.