

# NEWS OF INTEREST TO AUTOMOBILE OWNERS

## Manufacturers Approve Standard Service Policy

National Automobile Chamber of Commerce Adopts Recommendations Made by Service Department Managers and Special Committees to the End of Standardizing Service to Car Owners.

The National Automobile Chamber of Commerce has approved a form of standard service policy to be put into effect between the members and the purchasers of their cars, and has also approved a standard repair parts policy to become operative between the manufacturers and their distributors and dealers.

These two policies are the outcome of the service managers' convention held in Detroit last year, and embody the results of careful study and recommendations made by the service managers' associations of Indiana and Michigan, organized last year, and of the two special committees appointed by the N. A. C. C. of which Percy Owen (Liberty) and E. T. Klee (Stutz) were the chairmen.

The service policy follows:

The Bank Motor Car Company, through its dealers, aims to give all purchasers of Bank cars uniformly fair, courteous and businesslike treatment and to assist them in every reasonable way to keep their cars in good running condition.

The principles of this policy are:

"First—To fulfill the obligations assumed under the manufacturer's warranty.

"Second—To furnish repair parts as promptly as possible at our current prices.

"Third—To maintain facilities for making repairs, adjustments and do general overhauling in a prompt and competent manner at reasonable prices.

"Fourth—To make inspections and adjustments, not necessitated by neglect or abuse, free of charge for one month following delivery of a new car to purchaser, and thereafter at our regular prices.

"Fifth—To furnish printed instructions in the operation and care of our cars.

"Sixth—Service to be rendered does not include furnishing repair parts or labor without charge except as provided in the warranty and in the following specific clauses of this service policy.

Replacement of Defective Parts. "a) Within ninety days after delivery of a new car to purchaser the Bank Company will furnish, free of charge at the factory, duplicate parts to replace any parts as covered by our warranty that are returned to the factory with shipping charges prepaid and which are determined by the company to have been defective in material or workmanship, or it will put such parts in condition as good as new without charge.

"b) Within ninety days after delivery of a new car to the purchaser the dealer will install, free of labor charges, any parts that the factory furnishes or repairs free of cost to replace any parts determined by the factory to be defective, the purchaser to assume cost of replacement parts and installation of same pending factory decision.

"c) The party returning the parts will be notified promptly of the decision of the factory regarding allowance of a claim for replacement or repair of parts returned.

"d) Cars brought to service stations maintained by factory, branch or dealer will be inspected and all necessary adjustments will be made as in paragraphs (e) and (f) without charge during the first month after delivery of a new car to purchaser, provided the car has not been tampered with or injured by accident or neglect. After the first month adjustments will be made at the regular charges of the service station.

"e) Inspection includes examination and report of the condition of the car, and adjustments as inspection has found necessary to put the car in good operating condition.

"f) Every dealer is expected to give the same inspection and adjustment service on the cars made by this company without regard to the territory in which they were bought.

"g) All work not included in inspection and necessary adjustment during the first month, or installation of replacements under the warranty, will be charged for at regular rates.

"h) When any charge work is to be done and the cost can be estimated in advance, the owner, upon request, will be advised of the amount of charges before the work is begun.

"i) When it is necessary, for the convenience of the owner, to render service at a distance from the service station.

"j) Inspection includes examination and report of the condition of the car, and adjustments as inspection has found necessary to put the car in good operating condition.

"k) Every dealer is expected to give the same inspection and adjustment service on the cars made by this company without regard to the territory in which they were bought.

"l) All work not included in inspection and necessary adjustment during the first month, or installation of replacements under the warranty, will be charged for at regular rates.

"m) When any charge work is to be done and the cost can be estimated in advance, the owner, upon request, will be advised of the amount of charges before the work is begun.

"n) When it is necessary, for the convenience of the owner, to render service at a distance from the service station.

"o) Inspection includes examination and report of the condition of the car, and adjustments as inspection has found necessary to put the car in good operating condition.

"p) Every dealer is expected to give the same inspection and adjustment service on the cars made by this company without regard to the territory in which they were bought.

"q) All work not included in inspection and necessary adjustment during the first month, or installation of replacements under the warranty, will be charged for at regular rates.

"r) When any charge work is to be done and the cost can be estimated in advance, the owner, upon request, will be advised of the amount of charges before the work is begun.

"s) When it is necessary, for the convenience of the owner, to render service at a distance from the service station.

"t) Inspection includes examination and report of the condition of the car, and adjustments as inspection has found necessary to put the car in good operating condition.

"u) Every dealer is expected to give the same inspection and adjustment service on the cars made by this company without regard to the territory in which they were bought.

"v) All work not included in inspection and necessary adjustment during the first month, or installation of replacements under the warranty, will be charged for at regular rates.

"w) When any charge work is to be done and the cost can be estimated in advance, the owner, upon request, will be advised of the amount of charges before the work is begun.

"x) When it is necessary, for the convenience of the owner, to render service at a distance from the service station.

## TELL US YOUR TROUBLES

Arrangements have been made with an expert automobile man to answer any questions in reference to automobile repairs, engine or other troubles, through these columns each week. Address all such communications to The Editor Automobile Section, Advertiser, London, Ont.

vice station, the time spent by employees going to and from the job will be charged for at the regular rates of the station, together with all proper expenses of making the trip, cost of shipping parts, if any, and other necessary incidental expense.

"(b) Any overtime, holiday or Sunday work done upon the request of the owner will be charged for at the regular overtime rate.

"(c) Instructions in printed form regarding the care and operation of the method of ordering and returning parts, will be given the purchaser upon the delivery of the car.

"(d) Personal instruction will be given in accordance with the agreement between dealer and customer at the time of purchase.

"(e) For service and replacements on engine starters, batteries, magnetos, generators, lamps, carburetors, tires, rims or other trade accessories that are not made by the manufacturer of the car, application may be made direct to the nearest service station maintained by the maker of such accessories. Dealers will be provided with a list giving names and addresses of the manufacturers of said accessories.

"(f) No promise of service, free repair work, inspection or adjustment, except as herein specified, given or made by the dealer, shall be binding on the manufacturer of the car.

"(g) To help the dealer carry out the intent of this service policy, the owner is requested to furnish all information necessary to the prompt and proper filling of orders and issuing of credits and to observe the requirements regarding return of parts with claims for replacements."

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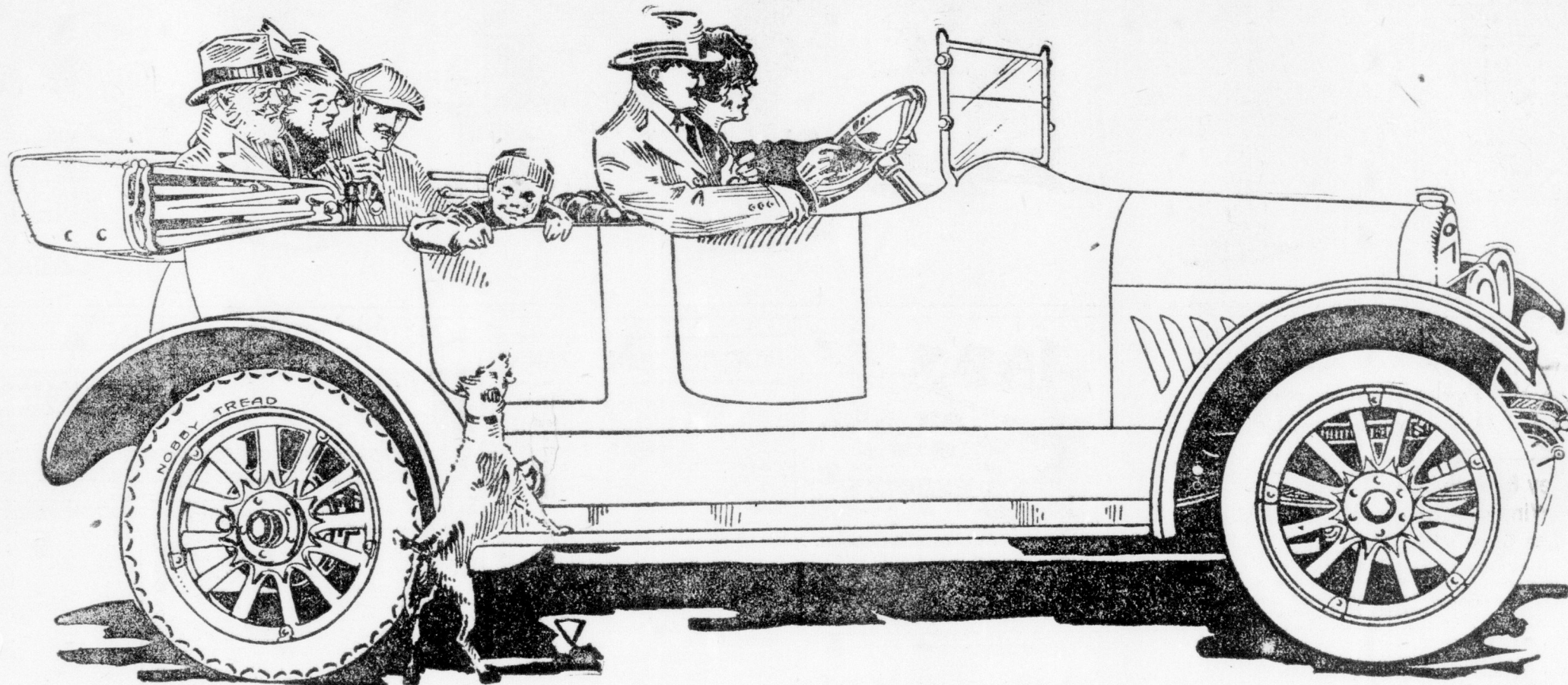
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## 1917 Announcement



**W**E have no startling announcement to make for 1917. We are proud to say that the 1916 Gray Dort has exceeded even our expectations. We expected great things of this wonderful car. We KNEW the Gray Dort was the real car—no matter what price. Today hundreds of motorists are fellow enthusiasts with us in our admiration of this exceptional car. The Gray Dort has taken Canada by storm.

# GRAY DORT \$885

## ADDED REFINEMENTS

The Same Tremendous Power and Strength—  
Greater Luxury of Comfort and Appearance.

## EVEN GREATER VALUE

We couldn't improve on the wonderful Planche motor—that veritable giant of power in the Gray Dort. The sturdy, rugged heavy frame stood the severest tests. Mechanically the Gray Dort was, and is correct. In the searching investigation we did not find a Gray Dort owner who was not enthusiastically satisfied—even amazed—with the performance of his car.

We have added some final refinements

to the car—made it bigger and it is now the roomiest car at anywhere near the price. A larger windshield—an ammeter—dashlight—roberail and footrail—in every way the sturdiest and most mechanically perfect car is now the most refined and comfortable car.

Read the specifications. Remember that in three days motor experts bought up the entire 1916 output of this car.

### F. O. B. CHATHAM

Motor—Gray Dort weighing 318 lbs, 4 cylinder, cast en bloc, L-head type, bore 3½ in., stroke 5 in., speed 2000 R.P.M., horsepower 28. Enclosed valves, mushroom lifters, cast iron removable heads, 15-20 carbon steel stems, 40-50 carbon steel drop-forged I beam connecting rods. Cam Shaft—15-20 carbon steel high tempered with three phosphor bronze bearings. Timing gears—cast iron helical. Carter Carburetor. Thermo-siphon cooling, 3 gallon tube and fin radiator. 4 quart oil pump and splash lubrication. Westinghouse two unit starting and lighting system. Connecticut battery ignition. 12 inch cone clutch with 6 compensating springs. Three speed and reverse selective transmission, with double row new departure bearings. Universal joint. Gasoline tank under cowl. I beam Heavy Duty front axle. 2 floating rear axle, with forked tube torsion and Hyatt High Duty bearings. 1½ inch chrome nickel steel propeller shaft. 10 inch internal expanding and external contracting brakes. Pressed steel frame. Springs—front 37 in. elliptic, rear 50 in. full cantilever. Left-hand drive. 16 in. irreversible worm and nut type steering wheel. Gear shift lever-center control. Emergency brake, right pedal. Service brake, clutch pedal. Accelerator pedal. Spark and throttle control on steering wheel. Artillery type wood wheels. Detroit demountable rims. 30 x 3½ Dominion tires. Nobby tread rear. Westinghouse electric lighting. Linoleum covered running board. Lock ignition switch. Dashlight, ammeter, roberail, footrail, clear-vision windshield, one-man top, tools, equipment complete.

Wheel Base—105 inches.  
Weight 2100 pounds.

**GRAY DORT MOTORS, Limited**  
Chatham, Ontario

## BEEMER & Co., Limited

131 QUEEN'S AVENUE.

London.

Phone 5670

When an empty radiator is filled up and the car runs a short distance, the water level will be found to have fallen considerably, though no overheating has occurred and no leak exists. The reason for this is that the water requires some little time to percolate through the various restricted passages in the cooling system, and a little shaking down results in a falling of the level.

A bent valve stem invariably will cause trouble by sticking open and thus causing misfiring of the cylinder in which it is operating. In testing for a bent stem, which is hardly visible to the eye, place the valve in its guide and with the forefinger gently

lift the stem. It should move freely and drop back to normal position of its own weight. If it does not, clean the stem and guide and try again. If the stem and guide are clean the former may be bent.

Driving over rough roads at the slowest possible speed is not always the best plan. It often happens that a very slow rate will result in the setting up of much more severe vibration than a slightly higher speed, which would tend to interrupt the swing of the body on the springs.

Some motors require grease in the timing gears. Others are lubricated by means of oil from the crank case.

Where grease is required it is advisable to use a lubricant which will not affect the lubricating oil in the crank case. When the main bearings have become worn the grease from the timing gears is bound to work into the crank case. The manufacturer of your motor usually recommends a certain type of grease to use.

To those who object to the old methods of thoroughly greasing their hands in order to make subsequent cleaning easy after an overhauling job, it is recommended that a solution composed of four parts of alcohol, three parts of glycerine and three parts of water be used instead. This should be well rubbed in and the hands

permitted to dry before work is commenced.

Old garden hose may be used to protect spark plugs by cutting it into the correct lengths and forcing of the plugs. This forms good into place around the projecting part of method of carrying plugs loose in the tool box.

Don't forget that the bearings of the electric generator and starter need oiling from time to time. A few drops of high-grade oil will prevent unnecessary wear and damage to the bearings.

Among the extra coat offerings there is one made of black velvet, which is cut in the full model that has the double box pleat under each arm and caught at the waist line with quarter belts. The back is neatly gathered into an applied yoke over the shoulders and the fronts are double-breasted. The collar is a deep rolling affair, buttoned with two large cut jet buttons. Similar buttons are used down the front. The coat is lined with black and yellow striped silk.

Women are making silk or chintz "ditty bags" to hold odds and ends for summer motoring trips. They are the same shape and size as those of canvas.

## LITTLE BOY NINE MONTHS OLD HAD DYSENTERY

Dysentery is one of the worst forms of bowel complaint. The pains in the bowels become intense, the discharges occur with great rapidity, and are very often accompanied by blood, and the sufferer becomes very weak and languid. Unless these discharges are checked, death may ensue in a very short time.

There is only one remedy to use in all cases of dysentery, and that is Dr. Fowler's Extract of Wild Strawberry. It will cure when all other remedies fail.

Mrs. J. Leslie McKee, Redvers, Sask., writes: "I used Dr. Fowler's Extract of Wild Strawberry for my little boy when he was about nine months old. He was awfully bad with dysentery. I had not laid him down for three days and nights, only when his father took him for a few minutes. He had both the diarrhoea and vomiting. I had tried everything until my husband got Dr. Fowler's, and three doses cured him."

Dr. Fowler's Extract of Wild Strawberry is the remedy you ask for. Don't take any other when you seek for it. Manufactured only by The T. Milburn Company, Limited, Toronto, Ont. Price 25c.

## HELPFUL HINTS FOR MOTORISTS

A bag of soft flannel is best to keep inner tubes in. Tie the mouth of the bag around the projecting stem.

It is not advisable to use ordinary paint on cylinder casting. A thick coat of paint will prevent radiation. A paint suitable for this use may be obtained at most automobile supply stores.

Where rubber hose is used to make connections in the water circulation pipes with a gasoline motor, and has bends in it, a good plan is to reinforce it by a brass coil spring which is a good fit inside. This prevents any flattening at the bend and cracking, resulting eventually in a leak.

Question—My battery will not crank my engine—what ails it?  
Answer—Your battery has either had insufficient charging, insufficient filling with water, or you have used more current than the generator could supply to recharge it. There is also a possibility that you may have what is called a ground or a leak, which discharges the battery through the wiring. First, test your generator with an ammeter to see if your generator is giving an amount of current at 15 to 20 miles per hour from 15 to 20 per cent in excess of what you use for your lamps. You should test it while the car is running at 10, 15, 20 and 25 miles per hour. If the current given by the generator at 15 miles per hour is less than the amount used for the lights, the generator must be adjusted. If, after adjustment, it does not give enough, the lights must be cut down by using lower candle-power bulbs. To check what you use for your lamps, find out from the agent from whom you purchased the car what the generator is supposed to give. If the battery has gotten so low that it gives current for a few moments only, it should be taken off and charged to full capacity from some outside source.

Question—I charged my battery from my electric rectifier over night, it not infrequently happens that