



Swedish Engineering™ News

superior, exclusive VOLVO parts & service

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The Heartbeat of Your Volvo

Jason Gary, Business Manager

As Swedish Engineering's official Bean Counter, I often get up and walk around the shop to excuse myself from the tedium of sitting at a desk. Not only does talking to the mechanics keep me from going cross-eyed, but it keeps active my enthusiasm for European automobiles. Most of my forays into the "operating room" reveal pretty standard scenarios such as Mark changing a water pump on a Volvo 850 or Tom diagnosing why a coolant temperature sensor is malfunctioning on a Volvo S80. That's why I was surprised when Kyle called me over recently to check out a newer Volvo V70 with numerous malfunction codes. Seeing that the oil pan had been removed on such a new car was my first indication that something was amiss. The oil pan on Kyle's

workbench was caked with a substance resembling a mix of charcoal and something you might patch asphalt with. The not-so-scientific name for this substance is "sludge," and the oil pan of this Volvo is not the only place it had begun to settle. Sludge is motor oil that has over-



stayed its welcome, and is beginning to change from a viscous liquid to a sticky tar. The detrimental effect of sludge on a modern engine is similar to the ill effects of high cholesterol in the human body.

Like blood through the heart, motor oil is pumped to all areas of a vehicle's engine under high pressure and through many small passages. When those passages become restricted with sludge, you begin to lose much of the efficiency and durabil-

continued on p2. "Heartbeat"

From Joe's Desk...

Welcome to our electronic-only newsletter. I hope you are enjoying this great summer weather with your family and friends (and your car!). Thank you for being a loyal customer and taking the time to read our newsletters. We have gotten great feedback over the years and we enjoy sharing the exciting updates and happenings at Swedish Engineering. Last month we went to an Alternative Fuel Vehicle Conference held at the Power Center here in Ann Arbor to learn as much as we can about new cars on the horizon. As owners of three hybrid vehicles, we're excited to put Swedish Engineering and Asian Import Repair on the cutting edge of alternative fuel vehicle maintenance and service. We aim to be Ann Arbor's first choice for hybrid and alternative fuel vehicle service in the future. We know with proper maintenance, these cars can last a long, long time!

We are in the midst of making improvements to our building, starting with the most important room in the building: the customer restroom! My apologies to those who have enjoyed the pink bathroom, but it is time to make a change for the better. We also have some great

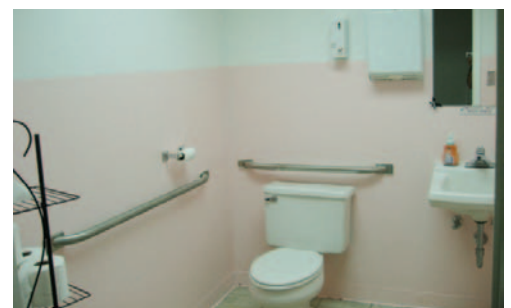
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Volvo News

Volvo Cars is launching FlexiFuel models powered by renewable bioethanol on several European markets this autumn. Volvo's new C30 will be offered with eco-optimised FlexiFuel power.

An independent survey carried out by the Ecology Center in Detroit shows that the interiors of Volvo's cars emit lower levels of toxic substances than other car makes. The Ecology Center carried out the survey on 11 different makes of car built between 2000 and 2005.

Source: <http://www.volvocars.com/corporation/NewsEvents/News>



Goodbye to the pink bathroom

Heartbeat cont.

ity that was originally engineered into your engine.

We've recently seen an increase in sludge-related engine malfunctions that are directly correlated with unreasonably long oil change intervals in conjunction with increasingly intolerant engineering specifications. In order to maximize fuel efficiency, decrease emissions, and improve noise and vibration, engineers have relied on tightening the tolerances of internal engine parts, which, in turn, requires the use of lighter weight, or thinner, motor oils. New maintenance schedules are suggesting a change interval of anywhere between 7K and 10K miles (we suggest every 3K to 5K miles) which is a long time for a lightweight oil to lubricate and cool vital engine parts. When the oil is forced to go even longer still, as was evident on the V70 in our shop, the cost of repairing the damage that is done is considerably higher than the cost of the oil change that would have prevented it. Kyle said it best when he quipped, "This used to be the cheapest Volvo to maintain," referring to the fact that the amount of prevention money that was put into this sludge choked car could fit in the coin holder.

At Swedish Engineering, we are dedicated to preventing your car from ending up on a tow truck. We also know that regular car maintenance gets lost in the shuffle of your ever-increasing To Do list. We offer free shuttle service, courtesy loaner cars and wireless internet on-site to make it more convenient for you to bring your car in for service every 3,000 miles (or 5,000 miles, if you use synthetic oil). Let us keep your ownership experience as enjoyable as the day you first picked up your car.



"I don't think that it's often a business shows such care to one of its customers, so this just proved to me once again that Swedish Engineering is a cut above the rest."

—Gwen Massey-Bowens, 20-year Customer

Joe cont.

plans to improve the front entrance and waiting area, all to make your visit more convenient and enjoyable.

We really appreciate your feedback, especially while making changes for the future. I'd love it if you'd drop us a line at feedbk@swedishengineering.com

Addressing your concerns and assisting you with your automotive needs will always be the foundation of our philosophy of business. We look forward to your next visit.



Something's missing from this newsletter...

You! Tell us about you and your Volvo for an upcoming issue of Swedish Engineering News. Not more than 700 words, please. Include your contact information (will not be published) and a photo of you and your Volvo. The most interesting stories will be selected (non-fiction only, please!) Send to news@swedishengineering.com

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