

## Changes in the Wind

*Gary Pefley makes plans to retire;  
 Norm Baker named national aftermarket sales manager*

When Red Dot decided to develop an aftermarket catalog and program nearly 24 years ago, Gary Pefley was the natural choice for the job. He had a great mix of sales experience and industry insight. He understood mobile HVAC systems inside and out, stemming from his days as a trainer of A/C mechanics. He loved being part of the Red Dot family and helping that family to grow.



Gary helped lay the foundation of our warehouse distributor network, and many of our early WDs are still with us today. His initiative, knowledge and relationship with our distributors, was instrumental in securing our first contract to provide air-conditioning for HMMWV's in Iraq and Afghanistan.

Gary has announced plans to

retire later this year. He and his wife Leigh are rebuilding their home in Florida that was damaged by a hurricane and plan to travel. He'll be a hard guy to replace.

Just as Gary was the right person for the job way back when, Norman Baker is the ideal person to become our next national aftermarket sales manager. Based in Florida, Norm has

been with Red Dot for seven years, and his time spent in the OEM parts arena means he will bring fresh ideas to the WD side. He will be responsible for aftermarket sales programs in North and South America.

This is an important transition for us. We're still working out the exact timing of it, but we wanted you to

## PRODUCT SPOTLIGHT

### Electrical Connector Assembly Kit

Our new Electrical Connector Assembly Kit gives technicians all the components they need to create electrical assemblies that look, feel, and perform like the sealed OE connector. It includes an assortment of connector bodies, receptacles, plug assemblies, housings, terminals, seals, and locks neatly organized in a durable metal case.

The Electrical Connector Assembly Kit is ideal for fitting connec-

tions on compressor clutches, blower motor motors, switches, relays, heaters, air conditioners, actuators, and more. Its compartmentalized case helps technicians locate items quickly, and its compact size makes it easy to carry in the shop or in the field.

Red Dot's Electrical Connector Assembly Kit is part number RD-5-11966-OP. As a companion product, Red Dot offers a six-piece Electrical Assembly Tool Kit (RD-5-12140-OP).



know about this change. While we're going to miss Gary, we're fortunate to have Norm here.

You can reach Norm at 941-524-0602, or [NormanBaker@](mailto:NormanBaker@RedDotCorp.com)

[RedDotCorp.com](http://RedDotCorp.com). And if you want to get in touch with Gary, at 859-578-0418 or you can write to him at [GaryPefley@RedDotCorp.com](mailto:GaryPefley@RedDotCorp.com).

## Warranty Desk

# Fix It, Then Test

By Frank Burrow

The repair isn't over when you put your tools away or sign the paperwork. The last step should be a performance test to make sure you fixed the problem and not a symptom.



Case in point: clutch bearing failures. We see a lot of claims that the clutch is seized. What we're discovering is that the clutch isn't locked up at all. It simply stopped working because the compressor bearings failed due to lack of lubrication. You can replace the compressor and clutch assembly, but oil loss is your real problem. A post-repair performance test probably would reveal a refrigerant leak.

Refrigerant circulates lubricant throughout the system. As the refrigerant charge diminishes, so does the oil. With less oil returning to the compressor, temperatures creep up and bearings and other components wear out prematurely. Rotary-style compressors are especially vulnerable to low lubri-

cant because they don't have an oil sump. They depend on a reliable flow of refrigerant and oil to keep them lubricated and cool.

A post-repair performance test may reveal other concerns. Water contamination can saturate the receiver-dryer and lead to a freeze-up in the TXV. The valve can be stuck open, closed, or anywhere in between. Again, this would hamper the return flow of the oil and starve the compressor of the lubricant it needs.

When you diagnose and replace a failed compressor and clutch assembly, finish the job by testing for leaks, contamination, and TXV performance. You'll confirm that you've solved the problem and will get the most life out of the HVAC components you install.

**QUICK TIP:** It's easy to let warranty claims pile up this time of year. Go to [www.rdac.com](http://www.rdac.com) and file your claims online. We produce a credit within 30 days when you file electronically within 30 days of the date of the repair. The online form prompts you to provide all the information we need to process the claim: hours, mileage, date of failure, vehicle type, part number, etc.

## Contact Numbers

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All times are in the Pacific Time Zone