

No. 2

# Packard—Chicago

## Service Bulletin

Date 9-6-32.

To: ALL DEALERS AND BRANCHES:

Subject: NEW CAR DELIVERY

I am very much afraid that in some cases, the individual delivering a new car to an Owner does not spend enough time in explaining certain things about the car regarding which the Owner should be entirely familiar.

For example: I recently was called upon to help one of our new "900" Owners remove one of the spare wheels from its carrier. The type of lock nut which we use is of a rather recent design and he was unable to unlock it. In fact, two Garage men whom he had called for assistance were also at a loss to know how to take the wheel off of the carrier.

Our Sales Departments put in a great deal of time in effecting a sale and it is certainly up to use to be very certain that at the time of delivery the Owner is familiar with all of these things which have such a direct bearing on his continued satisfaction in the ownership of his Packard car.

N. H. Peterson,  
General Manager of Service.

**Make every owner a salesman.**