

**SERVICE  
TRAINING**

*Film  
Supplement*



VOL. 2  
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OCT. 1937

*by the* SERVICE PROMOTION DEPARTMENT  
PACKARD MOTOR CAR COMPANY - DETROIT



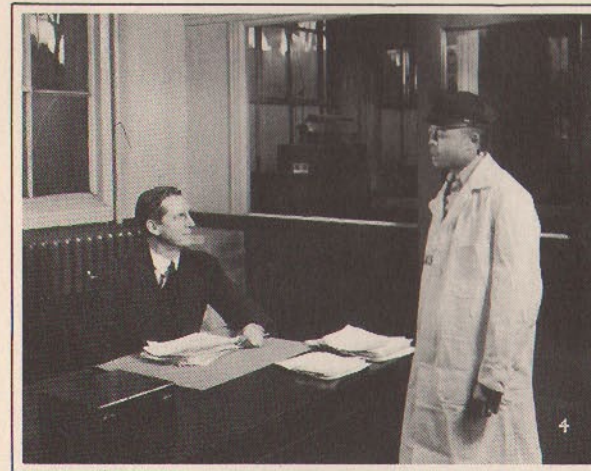


Tim Blair: ("visiting" Service Manager)  
Say, George!

Colored wash rack attendant: Yassah?

Blair: I want to see the Service Manager . . and tell him to make it snappy! I'm in a hurry!

Attendant: Yassah ..right away, suh.



Attendant: Whew!

Ed Duncan: ("resident" Service Manager) What's the matter, Lightnin'?

Attendant: Boss, dere's a customer outside wants to see you ..and uh uh . . he sho' sounds pow'ful mad!

Ed: All right... don't look so worried. He won't bite you. I'll see what he wants.



Ed: Tim Blair! I might have known. What's the idea .. scaring my new wash rack man to death?

Tim: Oh, I just wanted to see if you boys were on your toes.

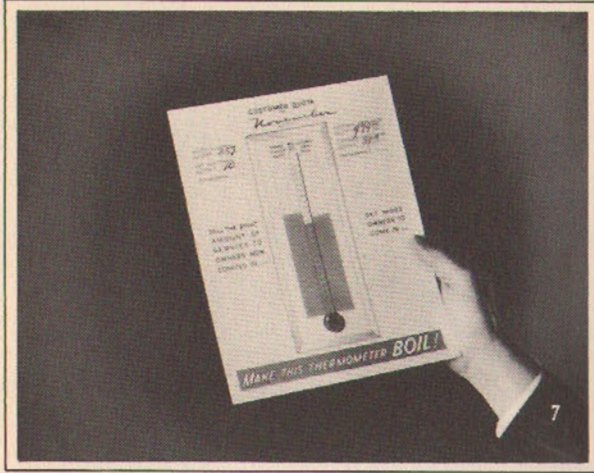
Ed: Checking up, eh? Well, if we don't give better service than that Packard crowd of yours in Terryville, I'll quit!



Ed: What's on your mind, Tim?

Tim: Oh, I was just going by . . so I thought I'd drop in and say hello. How's business? Doing anything?





Ed: Oh, we keep pretty busy . . I see to that. We've got our labor sales quota set, and I keep a record of what we do every day on the Service Managers' Quota Card. If the business doesn't come in . . both dollar volume and number of customers, why . . we just go out and get it! Here . .

NOTE: See Service Letter, September 15, 1937. "Monthly Quotas of Customer Labor, Parts and Accessory Sales"



. . look around and see for yourself.

Tim: Yeah . . looks pretty busy.  
Wish I was Service Manager here  
instead of at Terryville. This place  
is a cinch.

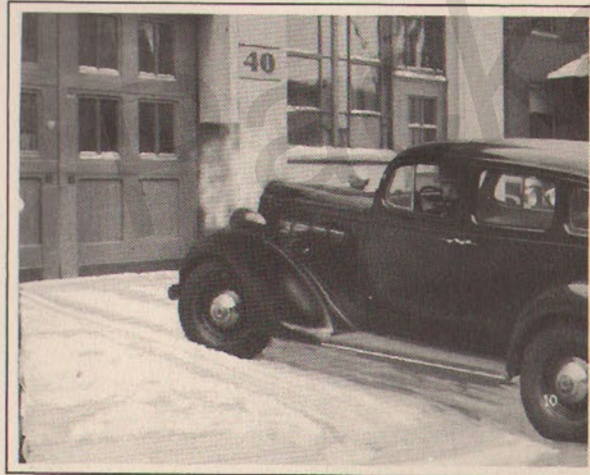


Ed: What do you mean? You have a good spot . . and you've a lot of good Packard owners in Terryville.

Tim: Yeah, but things are dull right now.

Ed: Dull?

Tim: Uh huh. In-between seasons, you know.

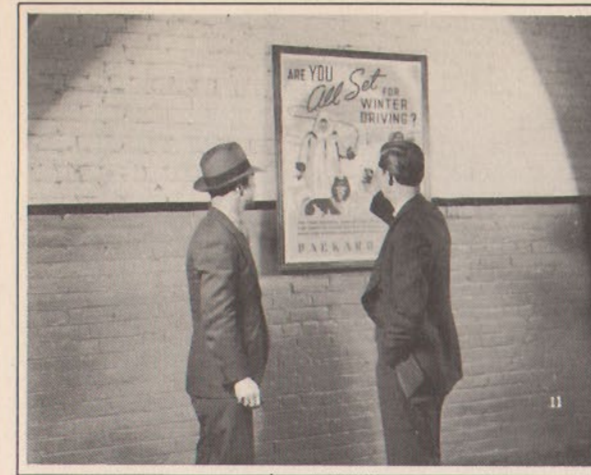


Tim: Oh -- we'll pick up later, when it freezes up and they start limping in with steaming radiators and weak batteries.

Ed: Well, Tim, we're making money right now preventing that sort of thing. We don't wait for a freeze-up.

Tim: What do you mean, you don't wait?

Ed: Come here a minute.



Ed: Winter Conditioning!

Tim: Oh . . that. We never got enough out of that to make it worth pushing.

Ed: Well, that's the thing that's keeping this shop full.



In fact, we're making a regular seasonal special out of it.

Tim: I know, but even if you do get a few owners in, you can't sell 'em complete winter conditioning.

Ed: Well, Tim -- we find it can be sold.



If you don't believe me, listen to Pat Hibbard go to work on that customer over there. I'll bet he sells the whole ball of wax before he's through. Come on . . . let's take it in.

Tim: Okay . . but I dunno.



Pat: How're you, Mr. Kearns?

Kearns: Fine, Pat. Here's the coupon for my regular lubrication and inspection. Fix 'er up, will you?

Pat: Right away, sir! Getting pretty chilly out, isn't it?





Kearns: Yep -- about time for some hunting.

Pat: Is your car all set for winter, Mr. Kearns?

Kearns: Pretty early to start thinking about that, isn't it?



Pat: Well, I'll tell you, Mr. Kearns. We like to help our customers get fixed up before that first zero spell. Then there aren't any frozen radiators or dead batteries to worry about. Now really is the time to have the cooling system and other parts of your car all fixed up.

Kearns: Oh . . . there's no hurry, Pat, I'll get some anti-freeze put in later.

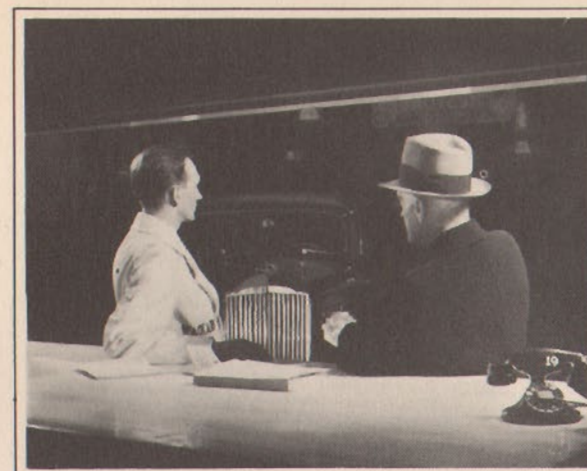


Pat: There's a lot more to getting your car all set for winter, Mr. Kearns, than just putting in anti-freeze, as you can see here in this folder.

Kearns: Seems to me that looks familiar.



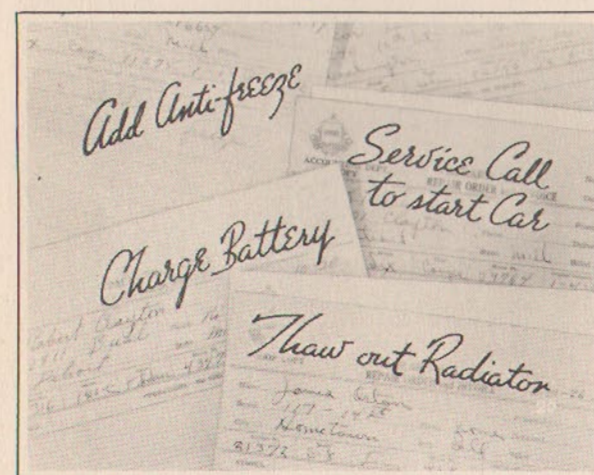
Pat: Yes, I'm sure you were sent one. You'll notice that besides putting in anti-freeze, we drain, and reverse flush your radiator to remove all rust and scale. Then we check it for leaks, check your battery and other parts, and give you a thorough job.



Kearns: My car is in pretty good shape.

Pat: Your car has been well taken care of, Mr. Kearns, and that's just why you should continue to protect it. After a summer of driving, no car can be depended upon to go through the winter without annoyance and expense unless it is properly conditioned.

Kearns: That seems like a pretty broad statement to me, Pat.

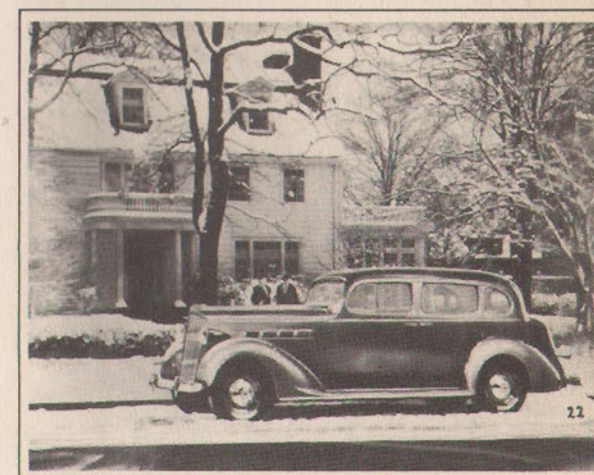


Pat: Well, it may seem like it at first, but we have evidence to prove it's an actual fact. That's the reason we Packard Service men feel it's our duty to give our customers complete protection.



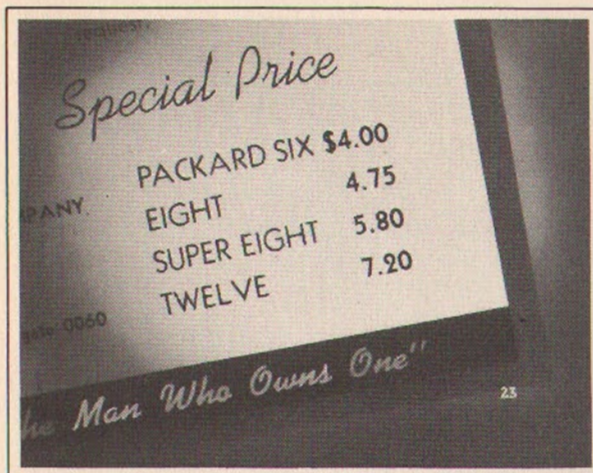
Kearns: You know, Pat -- when you put it that way, it makes me feel like you service men have more interest in my car than I have.

Pat: Well, we do have a strong interest in every Packard.



But our main interest is in saving you the annoyance of getting caught without winter protection. We'd like to assure you of dependable operation all winter long.





Besides, Mr. Kearns, you'll save money by getting your car conditioned now with this winter special of ours.

Kearns: Oh -- all right, Pat. Guess I might as well play safe.



Tim: Well, that's selling 'em, all right.

Ed: Yes, and you can bet that when Pat gets that order written up, he'll sell him a heater or some other winter accessory that he needs. Our boys eat up this winter conditioning business . . . it keeps the shop busy.

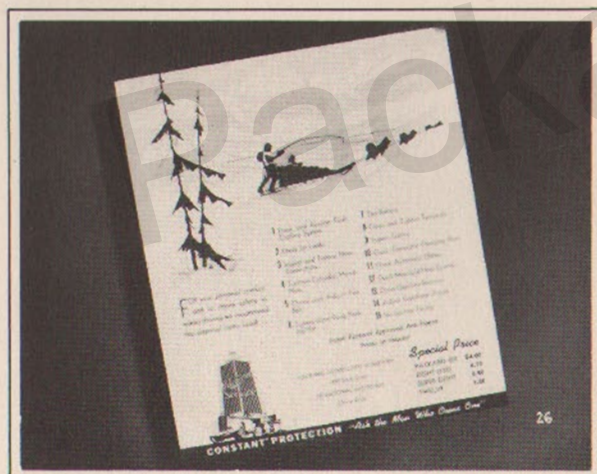
Tim: I guess it can be done, Ed. It'd sure boost my Customer Quota thermometer to have this business rolling in now. But, gosh . . . I'd have to work up a special winter mailing folder.



Ed: What's the matter with this one? Didn't you get one of these?

Tim: Oh, yes . . . but that's the winter mailing piece the factory's selling, isn't it?

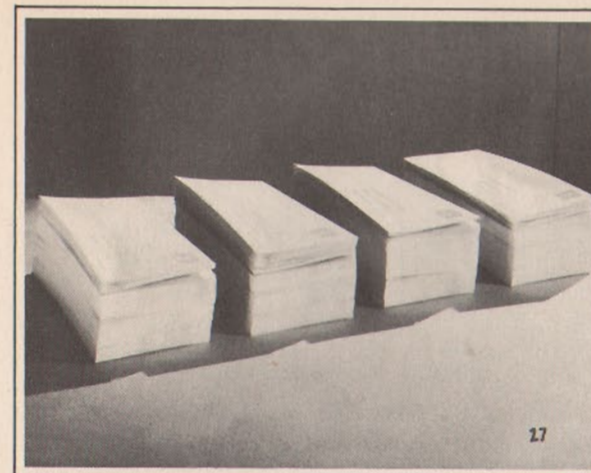
Ed: Sure. What's the matter with it?



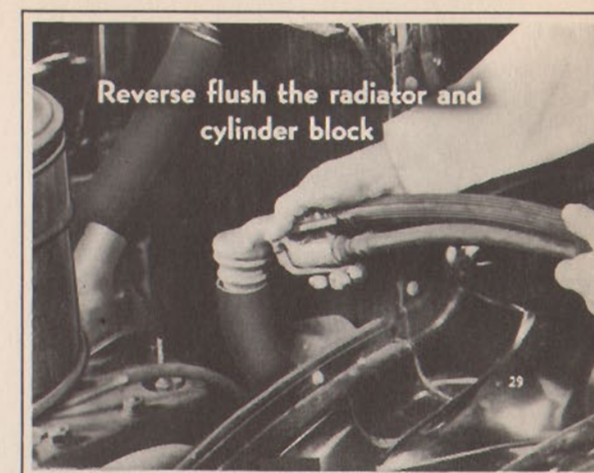
Tim: Well -- nothing. But I'd like to feature my own prices and make up my own special.

Ed: That's exactly what I've done. I had the factory print my own dope right on this folder, and I've got just what I want without any of the bother and expense of printing one myself.

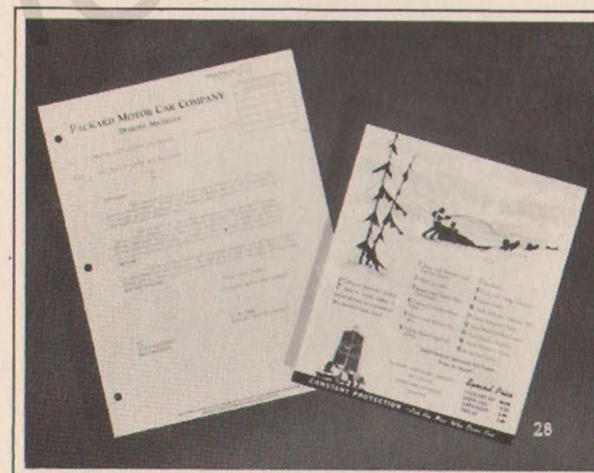
Tim: Do you mail 'em out all at once?



Ed: No, I stagger the mailings. I divide my owner list up into several groups and then mail one group at a time about a week apart. That keeps the work spread out so we can handle it in the shop. Of course, they must all be mailed within a short period, Tim, so they won't be out of season.



The first thing we do on the winter conditioning special is reverse flush the radiator and cylinder block.



Tim: I'll have to go over that folder and letter again . . . sounds good. But say, Ed, just what do you do for your customers on the Winter Conditioning Special?

Ed: Got a few minutes? I'll show you.

Tim: Sure.

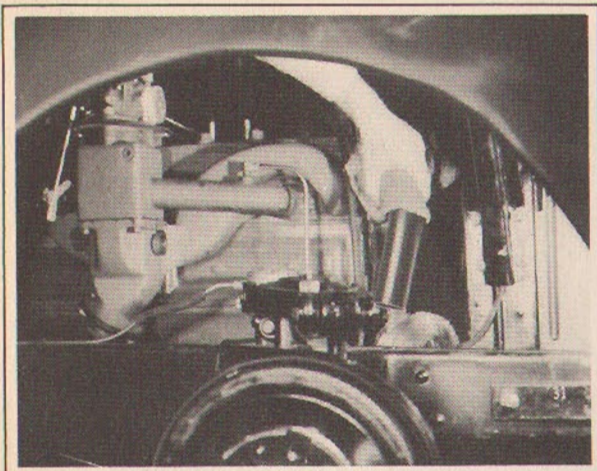
Ed: Come along then.

NOTE: See General Letter G-177---Dealers GL-908---1937 Winter Mailing Piece.



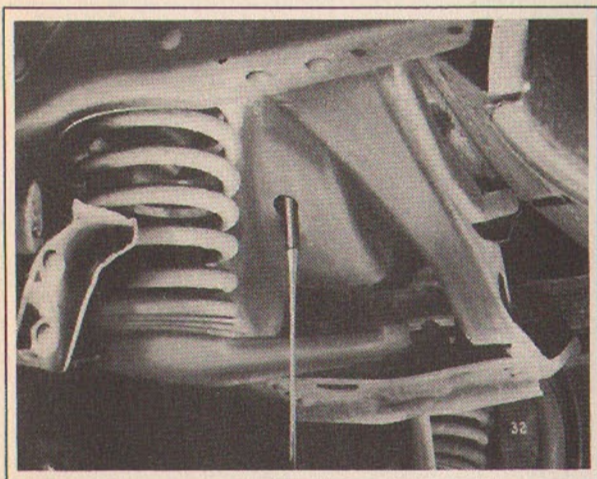
Ed: Here's a One Twenty that we just got started on. Bob has the engine running with a good cleaning solution. He'll run it for about ten minutes at 180 to 200 degrees . . .





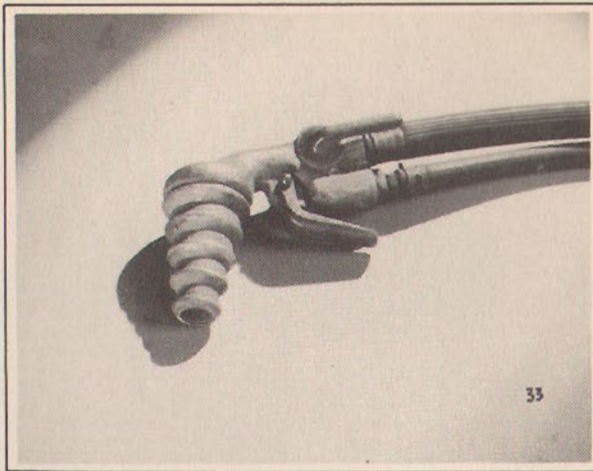
... then he'll pull off the lower radiator hose so the water can run out of the radiator fast enough to carry the rust and scale out with it.

Tim: It kinda messes up the floor, but that's the only way to get the job done.



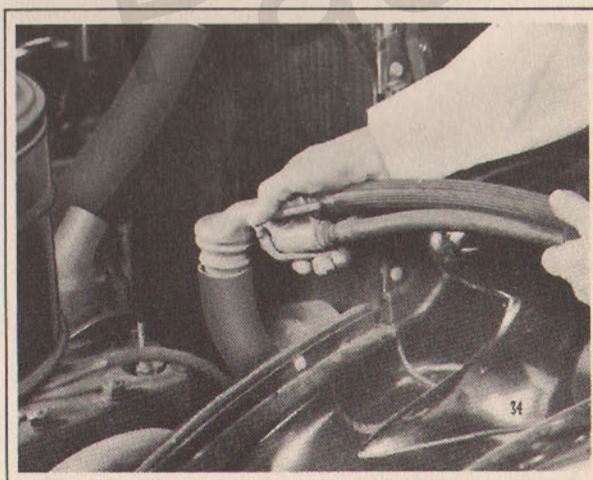
Ed: Say, did you ever see one of these jobs where they tried to flush it out through the petcock in the bottom of the radiator without taking the hose off?

Tim: Yeah, we had one. It was clogged up so it bounced right back in our lap the first hot day in the spring. Then we had to reverse flush it at no charge.

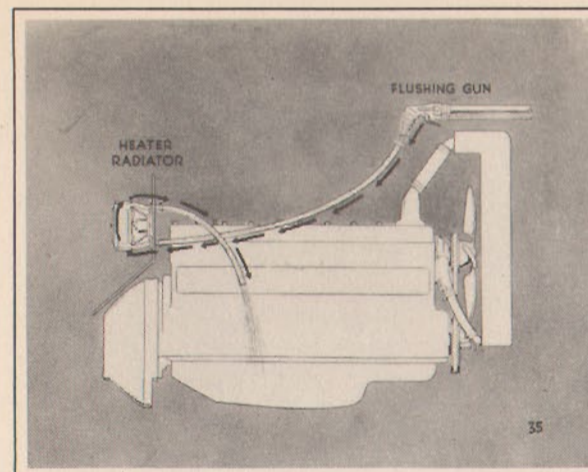


Ed: You know, Tim, that reverse flusher is one tool I wouldn't be without. There's no other way I know of to get the rust and scale out of a job.

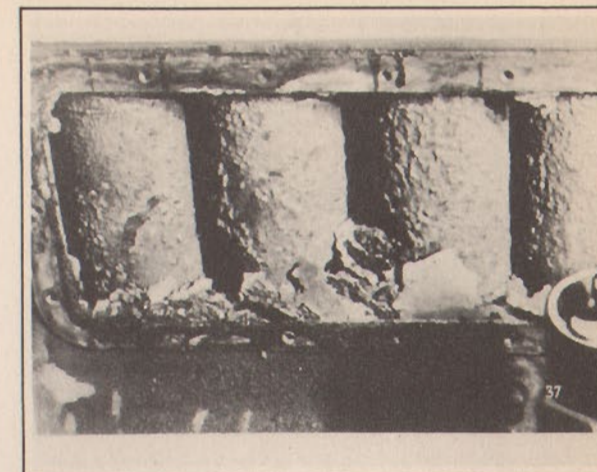
S.T. 890 Radiator Flushing Tool \$2.00



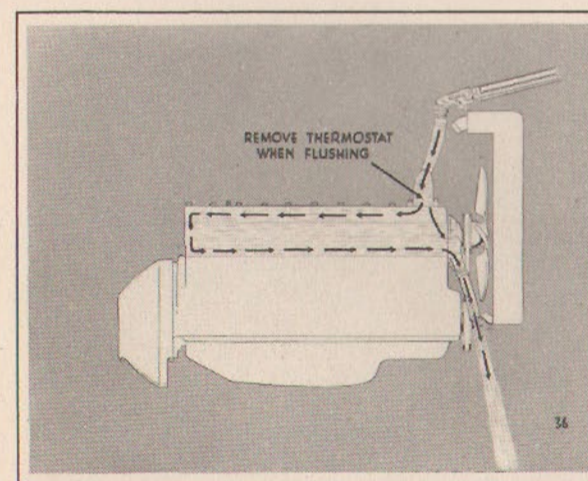
And if you can't get it out by giving it a few jolts with the high pressure air, you can't get it out with anything.



Yes sir. We even use that system on our hot water heaters, but we have to be careful because they won't stand so much pressure.

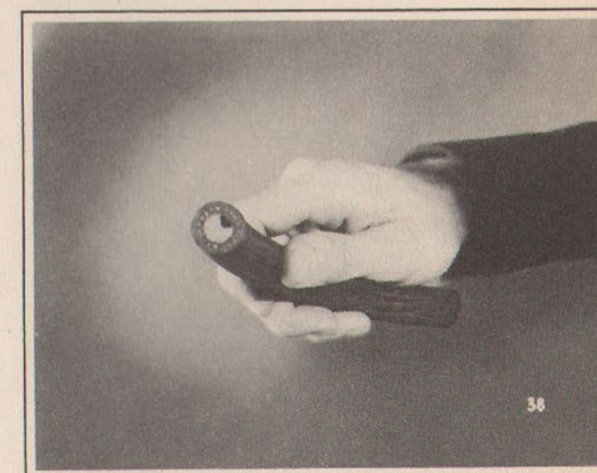


... the scale had clogged up the core passages so that you never could get enough water through to cool the cylinders. And speaking of having things clogged up ...



Tim: Do you reverse flush blocks just like you do radiators?

Ed: Absolutely. No sense doing a job just half way. But we did find a Super Eight the other day where somebody didn't flush the block ...



... did you ever see a heater hose like this?

Tim: By gosh! Where'd you get that?

Ed: We took it off a car belonging to a customer who was complaining of not getting enough heat from his heater.

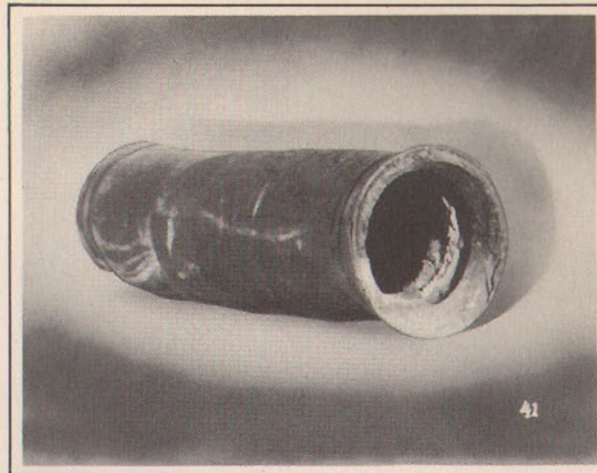




Ever since then, we've shown it to customers to sell them on putting on new hose.

Tim: Well, from the looks of that sample, it's a pretty good idea.

Ed: Yes, and here's a good point to remember about radiator hose . .

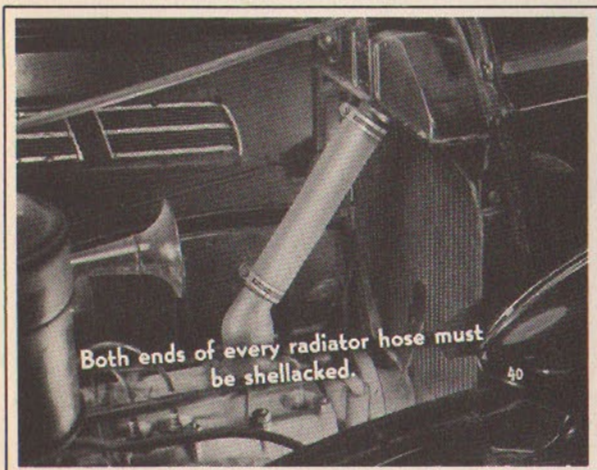


Tim: You're right. Rubber loses its life.

Ed: It sure does. After a hose has been on a while, it gets hard, and it stretches, so that even though you do shellac the joints, it won't hold the anti-freeze.

Tim: Don't owners object to the expense?

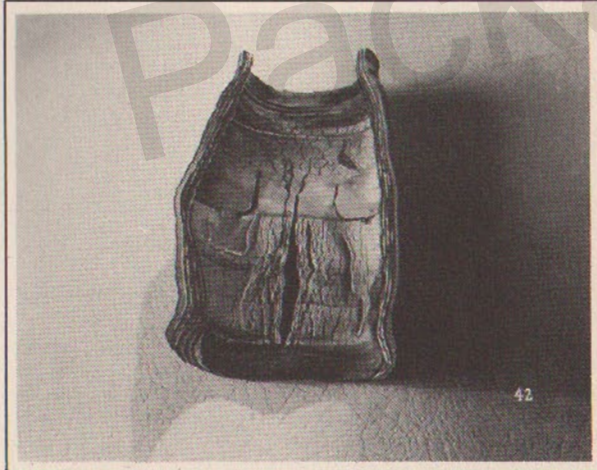
Ed: Not often. Hose is cheap.



Both ends of every radiator hose must be shellacked.

Tim: So she'll hold the anti-freeze?

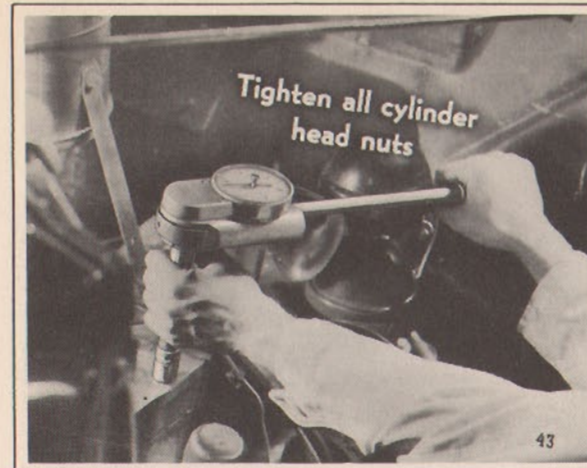
Ed: Yeah. And another thing -- it's always best to put on a new hose each winter.



And when you show them a rotted out hose, or one that's stretched so it won't hold anti-freeze, they get the point.

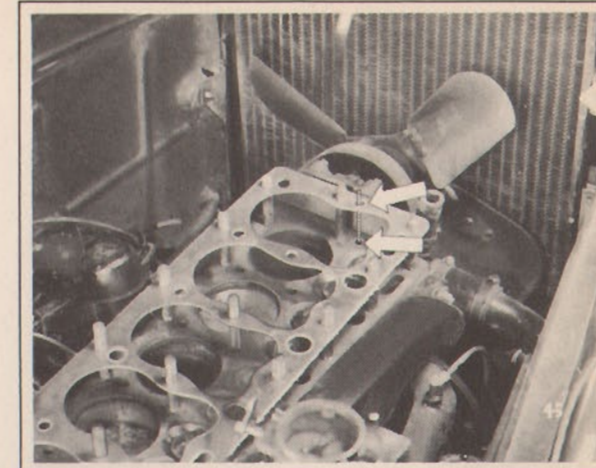
Tim: I getcha. But say -- what do you do about leaks around the cylinder head?

S.T. 2005 Rubber Hose Cutter \$0.75

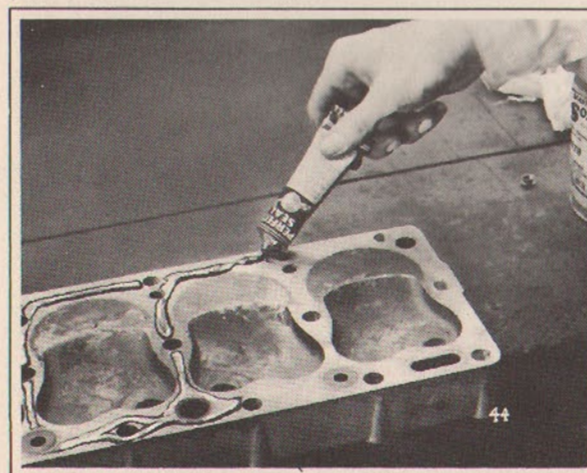


Ed: Well, the first thing we always do is tighten all the cylinder-head nuts down the right amount with the Tension Indicating wrench. And be sure we get 'em all alike. If that doesn't stop the leaks, it's usually because the gasket's no good.

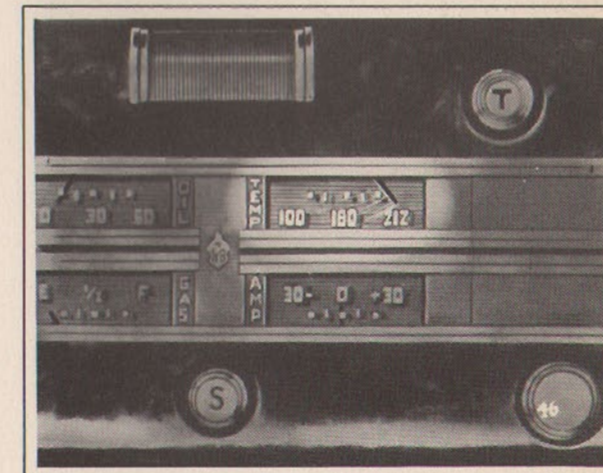
S.T. 999 Tension Indicating Wrench ..... \$17.50  
S.T.2001 Extension ..... 1.15



Tim: Yeah, and be sure to put the gasket on right side up. If you don't, it'll shut off the by-pass hole in the block. One of our new men put one on wrong side up the other day and when that job went out for test . .



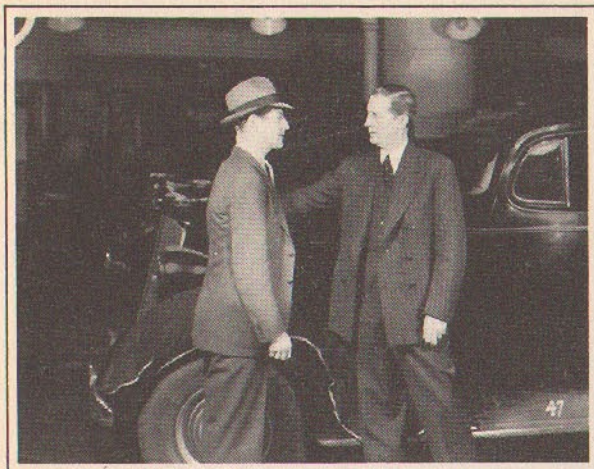
If the gasket's bad, we put on a new one, and use a good gasket paste. We always smear the studs good just to be sure they're sealed up tight and the head will be easy to take off next time.



. . the heat indicator moved over to 212 like a boarder reaching for a second helping of roast beef.

Ed: That's right, they'll do it every time.

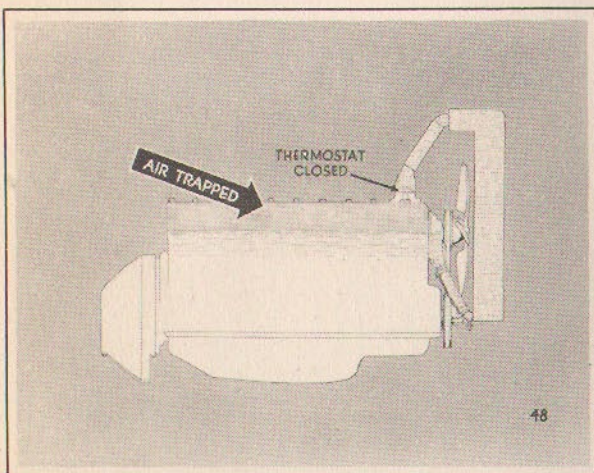




Ed: . . . but we better get out of the way and let Bob fill the system on this job so he can check it for leaks again.

Tim: Double check, eh?

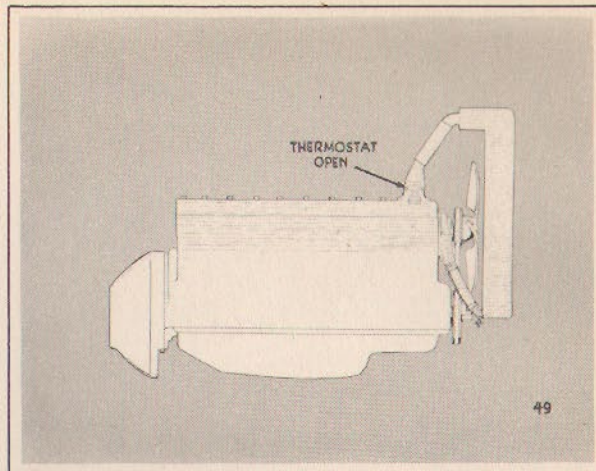
Ed: Yeh . . . the rust and scale you saw cleaned out by reverse flushing may have opened new leaks at several places. -- But here's something to remember when you're filling the system, Tim.



While you're filling the cooling system you want to run the engine until the thermostat opens. If you don't, you're likely to trap air in the water jacket.

Tim: You mean when the engine is cold, the closed thermostat traps the air in the block and won't let the water in?

Ed: That's it. Your radiator may look full, but the engine may be only half full.



Tim: But if you warm 'er up first, the thermostat opens, lets out the air, and the water jacket fills.

Ed: Yes, that's right, . . . and you want to watch out for that every time you've drained the water down below the cylinder head.

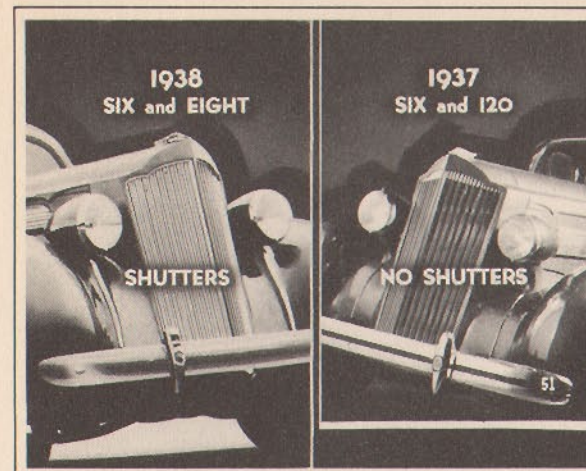


Tim: You don't know how much I appreciate having a chance to talk this over with you, Ed.

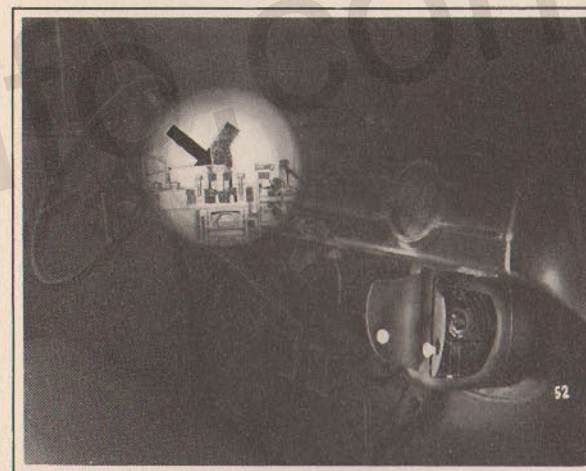
Ed: Glad I'm able to help you, Tim.

Tim: There's something else I want to know, too. I'm all balled up on these standard and high reading thermostats.

Ed: It's duck soup if you just remember two things --



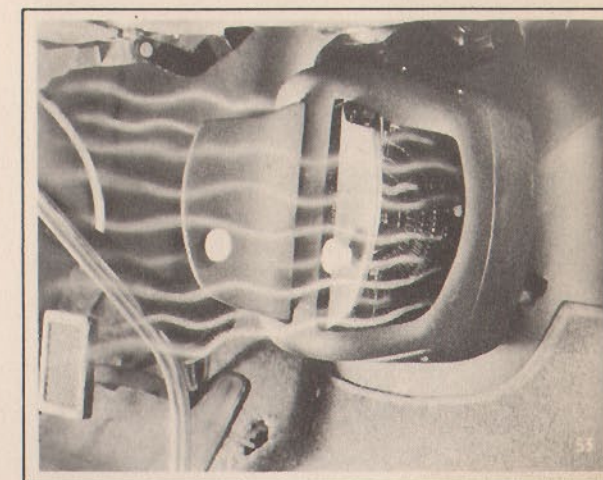
First, radiator shutter jobs don't have cylinder head thermostats, as standard equipment. Second, the jobs without shutters came with the standard 147 degree cylinder head thermostats.



Of course, all cars that are shipped from the factory equipped with heaters have the high reading 162 degree cylinder head thermostats. You can put a high reading thermostat in any car if the owner wants quick heat from his heater.

P.A.326530---120-C, 115-C, 1600-1-2 High Reading 162° Cylinder Head Thermostat and Retainer Assembly.  
304632---120-C, 115-C, 1600-1-2 High Reading 162° Cylinder Head Thermostat only.  
300066---120-C, 115-C Standard Cylinder Head Thermostat 147°.  
P.A.234941---1500-1-2-1603-4-5 High Reading 162° Cylinder Head Thermostat only.  
P.A.237187 right } High Reading 162°  
P.A.237186 left } Cylinder Head Thermostat Assembly.

NOTE: Mean opening temperature of thermostat stamped on side strap.



Tim: That high reader sure makes a heater get hot in a hurry.

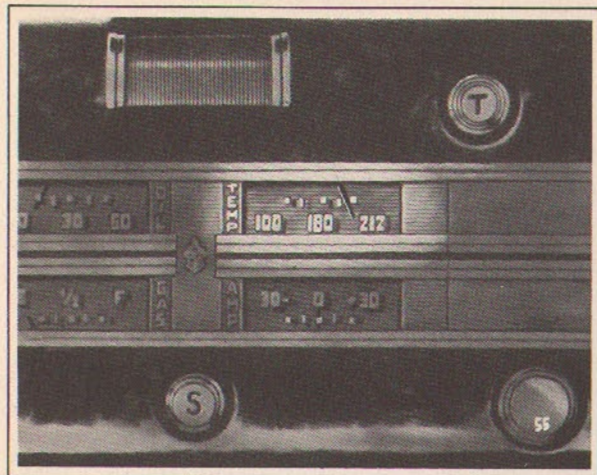
Ed: Yeah, but you want to take it out again in the spring. If you don't the engine will run hotter and she may ping. You'll also run into overheating sooner. May make the difference between boiling and not boiling.



Tim: Say, how about leaving the thermostat out entirely to make the engine run cooler.

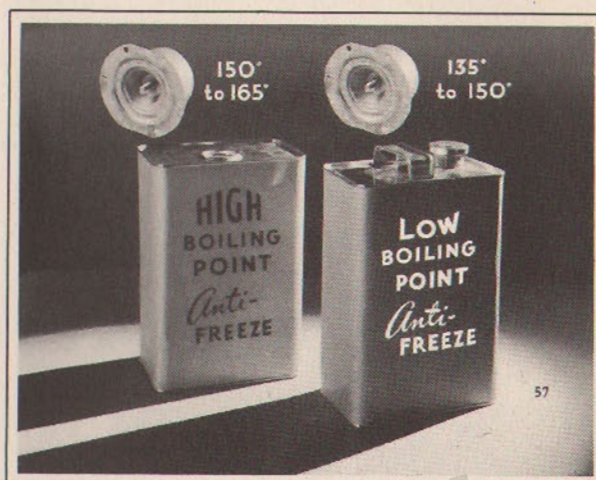
Ed: That's O.K. for the Sixteenth Series cars. With the shutters, they aren't intended to have a cylinder head thermostat. But, on the previous series cars, it makes the engine slow warming up.





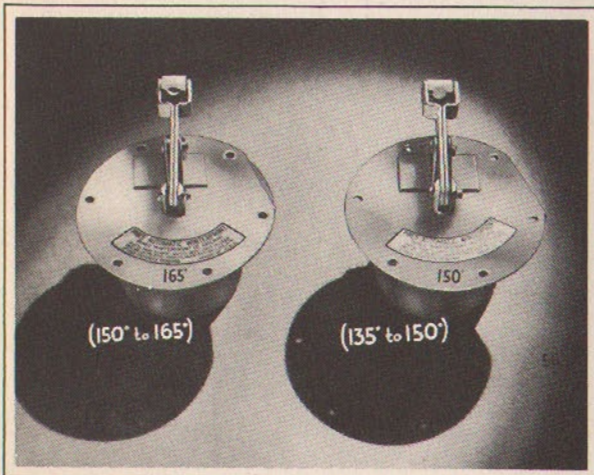
Tim: The temperature is stamped on the cover plate, isn't it?

Ed: Yeah. And remember -- those are the full-open temperatures.



Tim: What happens if an owner with a high reading thermostat wants to use alcohol?

Ed: That's easy. The Factory Parts Department carries both high and low reading thermostat sylphons. You can get either one and make a switch. But remember --



You know don't you, that early Sixteenth series cars were fitted with shutter thermostats that start to open at one hundred and fifty degrees and are fully open at one hundred and sixty-five degrees. Later they were changed to start at one hundred and thirty-five degrees and be fully open at one hundred and fifty degrees.

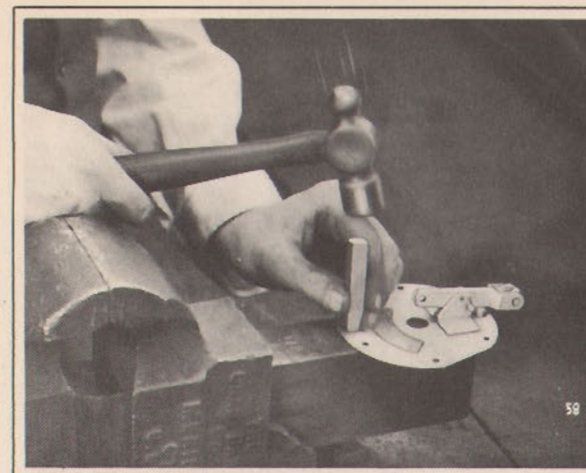
1600-1-2-3-4-5-7-8

Radiator shutter thermostat and cover assembly 150°-165° - 324399

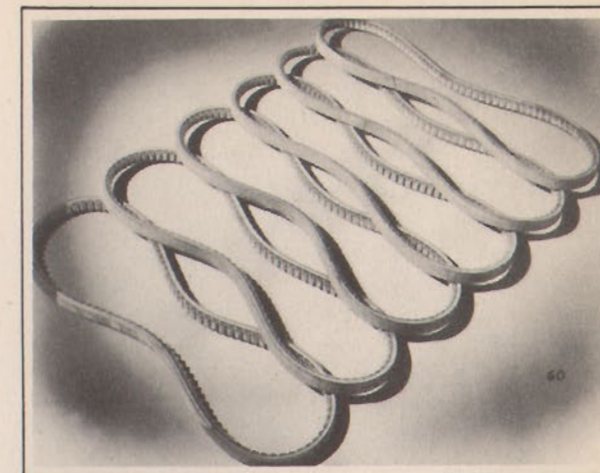
Radiator shutter thermostat and cover assembly 135°-150° - 327808

Radiator shutter thermostat sylphon assembly 150°-165° - 242019

Radiator shutter thermostat sylphon assembly 135°-150° - 327796



When you do switch, re-stamp the cover plate with the new thermostat rating; otherwise, nobody will ever be able to tell what thermostat is in there. But, to get back to this winter conditioning special --



Ed: We try to sell new fan belts whenever they've gone over twenty-five thousand miles, or where the edges are worn . .

Tim: Aren't you going a little strong there, Ed?

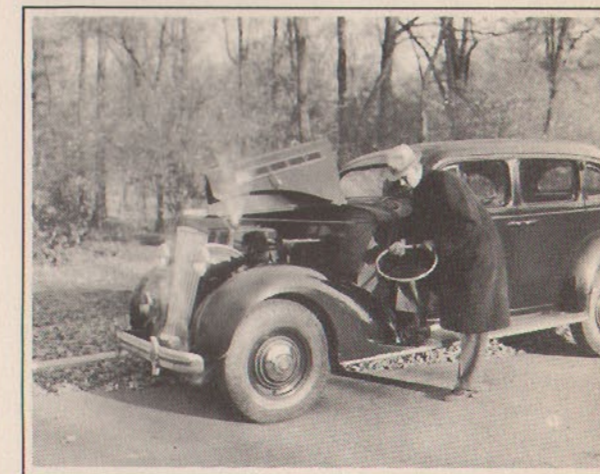
Ed: No -- you're really doing the owner a favor.



Ed: We always check and adjust the fan belt.

Tim: That's right -- a slipping fan belt will cause trouble any time of the year.

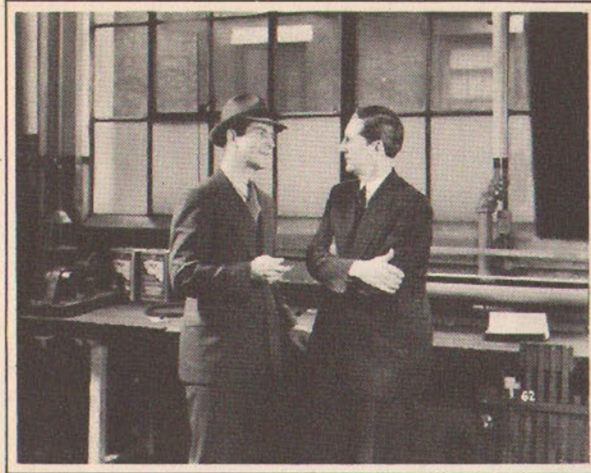
Ed: And here's a place you can do some merchandising.



When his fan belt goes, it doesn't give any warning. And it may leave the owner stalled somewhere with the generator, water pump, and fan not working.

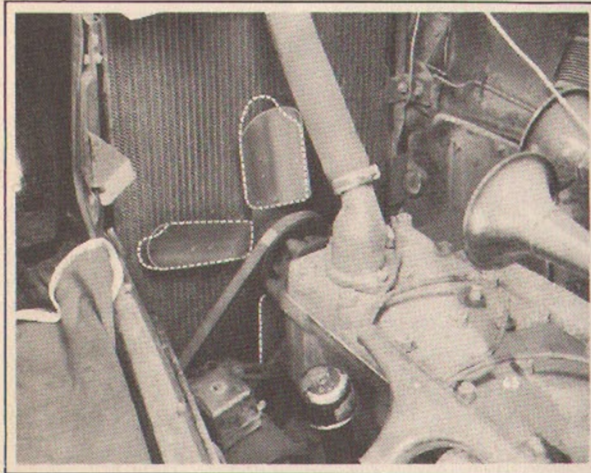
Tim: Well, I guess you're right.





Tim: Say, Ed, speaking of fans, what's that service fan for? I put one on last summer for a customer who wanted more cooling but it made so much noise that I had to take it off.

Ed: The service fan is made to take care of special cases of low speed overheating on the '36 and '37 jobs.



You see, it's bigger and will pull a lot more air through the radiator than the standard fan. Of course, it takes more power to drive it and is a little noisier, but it will give you more cooling at low speeds.

Tim: Better not put it on cars that are driven fast, eh?

Ed: Absolutely not. Well, gettin' back to the subject again --

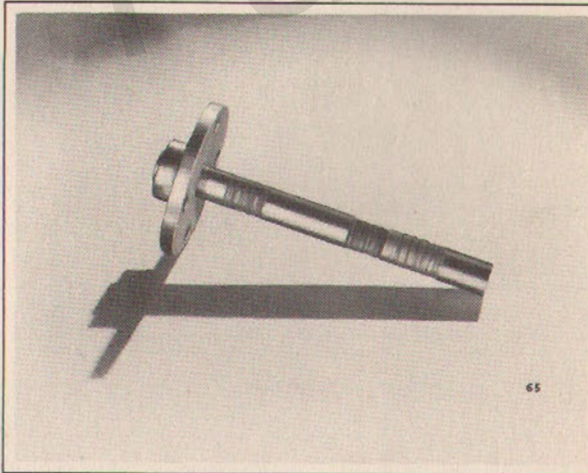
304132	Motor fan .....	120
304543	Motor fan	
	standard 120-B-120-C-115-C	
0320367	Motor fan	
	service .....	120-B-120-C



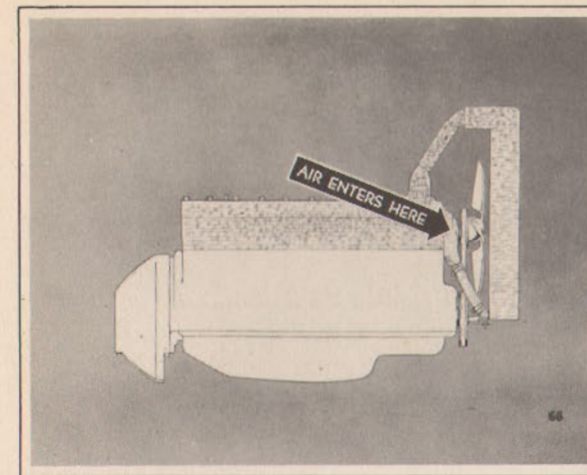
We always tighten the water pump packing nut so she won't leak. That is, if there's enough packing left. If the packing's over half gone, though -- we repack it..

Tim: Sometimes you bump into a scored shaft. That means a new pump.

S.T. 5070	Water Pump Packing Nut	
	Wrench ...	120-120-B-120-C
		115-C
S.T. 802	Water Pump Packing Nut	
	Wrench ....	12th and 14th
		Series Eight and Super
		Eight
S.T. 878	Water Pump Packing Nut	
	Wrench ....	12th and 14th
		Series Twelve

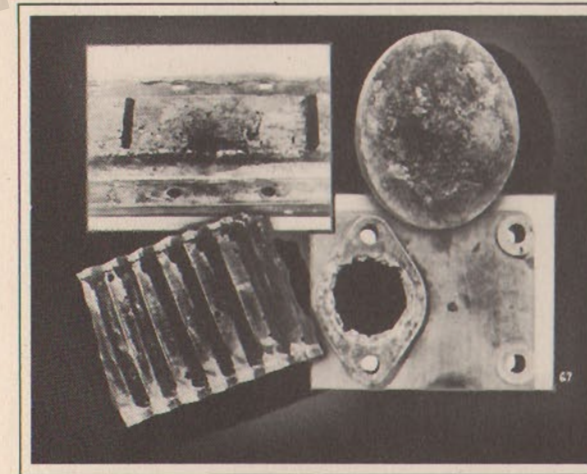


Ed: Right. If the shaft is scored, new packing will never keep it from leaking. So we sell 'em a new pump. That is -- if it's a '37 or earlier. Of course, the current model 6 and 8 have packless pumps. You saw how to repair them in the Fitting and Delivery film.



Tim: Say, speaking of leaky water pumps -- I noticed in the Eveready Prestone Manual that a leak like that will suck air into the cooling system when the pump's running.

Ed: Yeah, that's right.



Tim: And the manual says it increases rust and corrosion.

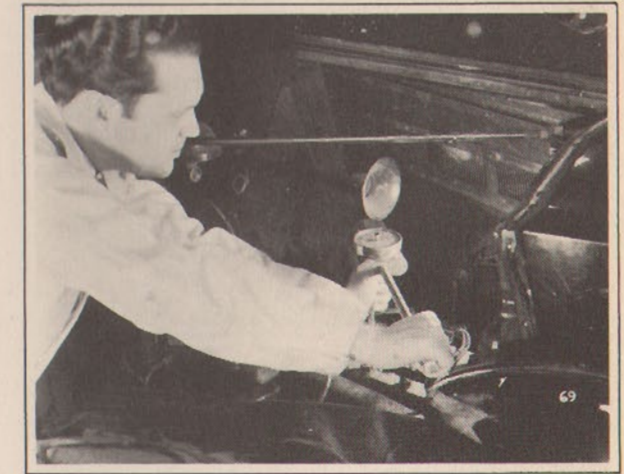
Ed; That's because air in the water causes the iron to rust faster. That's why a leaky pump usually means a clogged radiator and corrosion.

And the manual also says you can't keep exhaust gas from leaking into the cooling system. When these gases mix with the liquid in the cooling system.



They form corrosive acids, which start eating away at radiators, cylinder heads, and other metal.

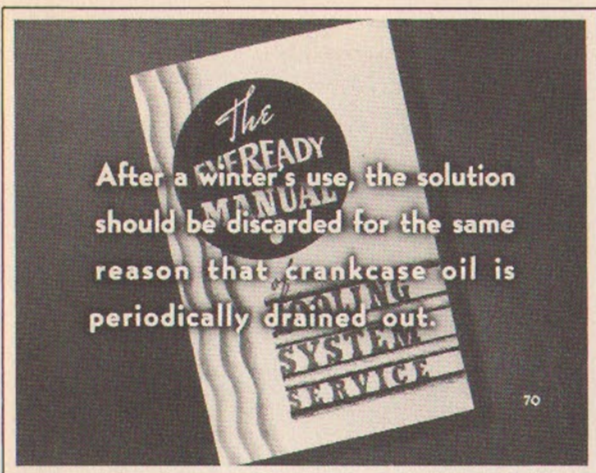
Ed: Yes, sir -- they have that effect in plain water and anti-freeze also.



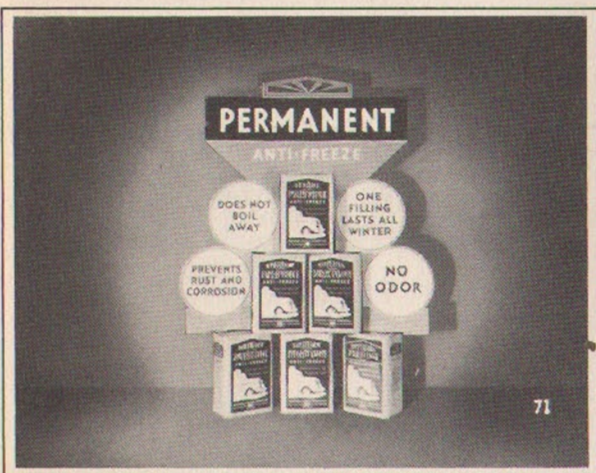
If you use the Tension Indicating Wrench and pull the head nuts down uniformly with a new gasket and plenty of good gasket paste, that's all you can do. Even then, some of the exhaust gas may still get through to form acid. That's why the Eveready Prestone Manual says --

S.T. 999	Tension Indicating	
	Wrench .....	\$17.50
S.T. 2001	Extension .....	1.15



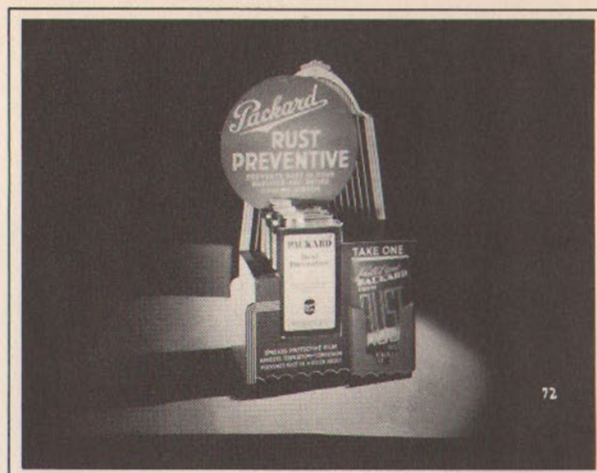


"After a winter's use, the solution should be discarded for the same reason that crankcase oil is periodically drained out. Lime and scale collect from the water used, grease enters from the water pump, and even a very little exhaust gas leakage at the cylinder head introduces corrosive acids into the solution . . . and even though in the spring the solution may be rust-free, there is no way of knowing that it will remain so for another season's use except by making a laboratory test that would cost as much as a fresh installation."



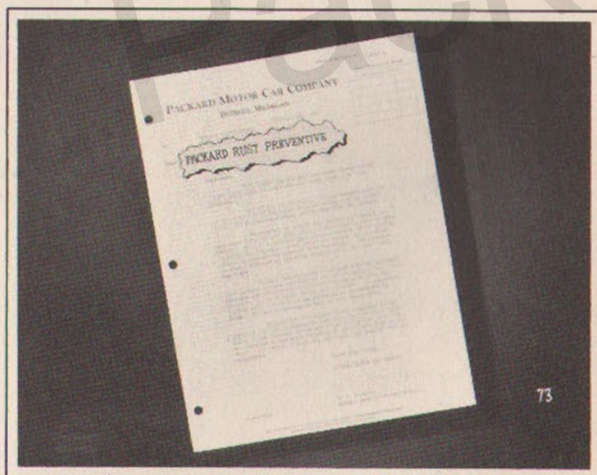
We always try to sell our customers Prestone or some other permanent anti-freeze. And we try to get 'em to put in a fresh supply each season.

Tim: Yes -- the permanent anti-freezes can be business builders all right.



Ed: This rust preventive is a big item with us, Tim. Most permanent anti-freeze has a rust preventive in it, but sometimes an owner insists on using untreated alcohol or similar anti-freeze; then we sell him rust preventive also. That way we're sure that the possibility of overheating due to rust forming and clogging radiators and engine water passages is minimized.

NOTE: See Service Letter, July 15, 1937 page 4; April 15, 1937, page 2; March 15, 1937, page 3.



In fact, we sell all of our owners on using rust preventive. The factory says that it should be in every Packard cooling system at all times. All cars shipped from the factory with water in the cooling system have rust preventive and we try and keep them that way. Well, I guess that's the whole cooling story.

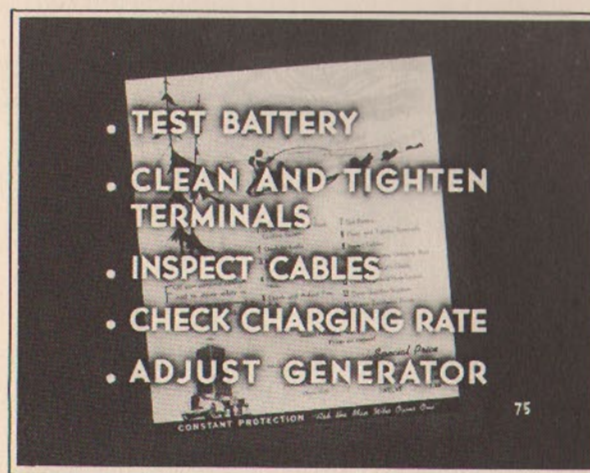
Tim: That's plenty. You know, Ed, when I see all the sales bets I've missed by not going after winter conditioning, I feel so low I could walk under a duck.

NOTE: See Service Trade Letter 2846A for piece numbers, prices, etc.

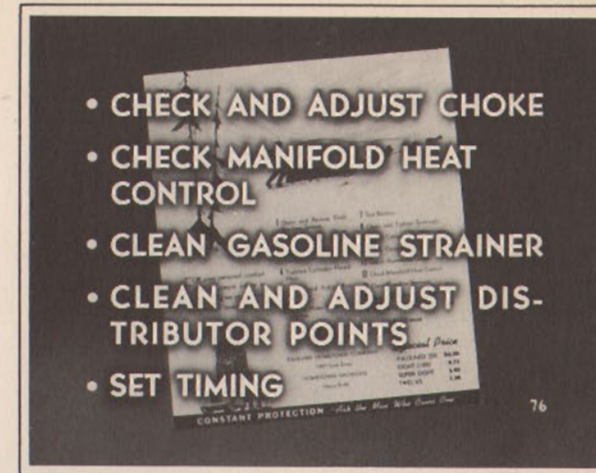


Ed: Oh, I wouldn't feel too bad about it, Tim. It's not too late yet. If you start right away, you can get your stuff out in time to do a lot of good.

Tim: Let's take another look at that folder you sent out. I want to see which items we haven't covered.



Yeah -- here's some. Test battery, and clean and tighten terminals; inspect the cables; check the charging rate, and adjust the generator when the car has no voltage regulator.



Check and if necessary adjust the automatic choke; check the manifold heat control valve to be sure it is free and the spring connected; clean gasoline strainer; clean and adjust distributor points; and set ignition timing. Say, these are all okay. A lot of these services can be sold again in the spring, can't they?

Ed: They sure can.

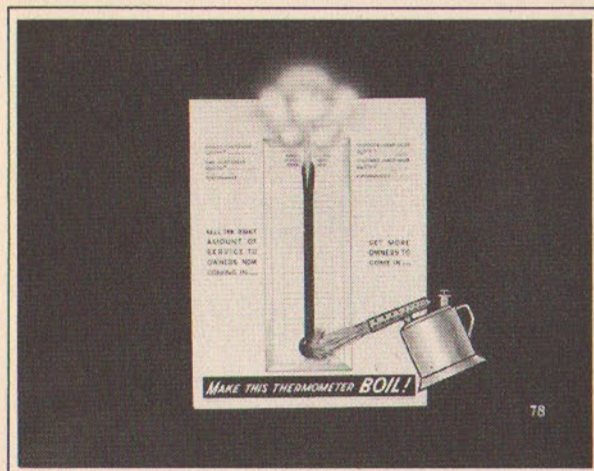


We always put on a spring special, too, same as in the fall. We flush the cooling system, and check for leaks just as carefully then as in the fall.

Tim: And check over and tune up for summer driving, eh?

Ed: You bet, Tim. These seasonal specials mean extra profits, you know.





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Tim: I'm sold, Ed. I'm going after this seasonal business in a big way. I'll make that old Customer Quota Thermometer think there's a blow torch under it.

NOTE: See Service Letter, September 15, 1937, pages 1, 2 and 3



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Ed: You can keep pushing 'er up all year with those new follow-up post-cards the factory's putting out. Some of 'em can be used for follow-up right now, on fall and winter jobs, and there are others for spring and summer.

Tim: You sure make it look simple, Ed.

NOTE: See General Letter G-192, Dealers GL-913 for samples, prices, etc.



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Ed: It is simple, but you got to keep working and thinking all the time.

Tim: Well, Ed, I guess I'll shove off and get to work. There's lots to do. Thanks a million for the dope.

Ed: Go to it, boy, . . . and lot's of luck.



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Tim: Keep out of trouble, George!



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Attendant: Well, pick me a watermelon! Is dat da same man what come in here? Um . . . umph!



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