

PACKARD

Service Counselor

PARTS ★ ACCESSORIES ★ PRODUCT ★ PROFITS

INSTITUTIONAL

PROMOTIONAL



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LET'S LOOK AT THE OWNER AGAIN

Have wartime conditions changed him any? They certainly have changed his car in that it's 3 or 4 years older and needs more service attention than the owner has ever been used to buying. The owner too may have changed some in that he has many other worries than in peace times. He is more jittery, a little harder to handle, and he doesn't have the spare time he used to have either. Aside from this he is the same old Packard Owner.

He is still accustomed to nice things and expects attention. He has a Packard because he appreciates the comforts or conveniences, or luxury or safety that he feels only Packard can give him. He expects Packard service to be in keeping with this idea. The telephone operator's voice and manners, the greeting he receives when he drives in, the appearance of the service man as well as the place; all to his way of thinking must reflect Packard.

During these war times it's possible some of these things have changed in Packard service stations. We have been short of experienced help and over-crowded to the point where these trimmings to good service may have been overlooked.

The day is here now when we must dust them off, polish them up, and put them back into use. Packard Service is not complete without them. It's made up of clean, neat places of business, good Packard parts, and good efficient workmanship, plus those other things which can be summed up in the one word "Courtesy".

Together these things build good will. Good will is that which makes a customer come back and that is what you want.

Service that creates good will, fixes the car so the customer is pleased with it, tells his friends about it, and in time buys another of



the same make. This is the goal of Packard service. We can't neglect now of all times such an important part of service as Courtesy. When you do, all you have left is parts and labor, and this is not enough. Let's make sure our service is complete, it's doubly important today and will be tomorrow.

NEW YORK DISPLAYS CORAL

A simple, yet very effective display of Packard Blue Coral has been set up in the 11th Ave. Bldg. in New York.



The September Issue of the Service Counselor will give you some suggestions for signs and you will find some suitable space on the show room floor if none is available in the service department.

LET'S DISPLAY PACKARD BLUE CORAL!

NO PRIORITY ON PORTABLE SHOP LIGHTS

A letter was sent out by K. M. Greiner, Parts & Service Mgr., on Oct. 31st with a folder describing a very handy Portable Shop Light. At that time a priority rating was required to purchase the light. A Government bulletin has removed this requirement and the lights may be purchased without a priority.

NEW MASTER PARTS LIST

Our supply of 1941 Master Parts Lists was entirely used up and a reprint has been made. Some changes and corrections have been made in the text but no major changes were included. It is not necessary to replace your parts list unless it is in bad shape. Any orders for lists will be filled with the reprinted edition. If new books are desired they will be supplied at \$1.00 each.

CARBURETOR CONTROL LINKAGE EQUIPMENT

20th Series

It is necessary that the carburetor throttle linkage be free from excessive lost motion.

This is particularly the case when the car is equipped with an electromatic clutch. Excessive lost motion will prevent the proper operation of the carburetor choke, the starter switch and the electromatic clutch.

When cars have reached a considerable mileage it may be found that play has developed at a number of points, and we have had requests for an equipment which will cover the complete linkage from the accelerator pedal to the carburetor. Such equipments have been made up for 20th Series cars *equipped* with the electromatic clutch as follows:

Part No.	Name	Suggested List
AA-382774	Carburetor control linkage Models 2021-2001A.....	\$16.00
AA-382776	Carburetor control linkage Models 2003A-4-5-7-8.....	\$14.68
AA-382775	Carburetor control linkage Models 2003-6-2023.....	\$25.90
AA-382768	Carburetor control linkage Models 2020.....	\$13.60
AA-382767	Carburetor control linkage Models 2000.....	\$ 9.84
AA-382769	Carburetor control linkage Model 2001.....	\$12.26
The carburetor control linkage equipment for use on 20th series cars <i>not equipped</i> with electromatic clutch are as follows:		
AA-384075	Carburetor control linkage Model 2000.....	\$12.98
AA-384076	Carburetor control linkage Model 2020.....	\$ 6.26
AA-384077	Carburetor control linkage Model 2001.....	\$10.08
AA-384078	Carburetor control linkage Models 2021 and 2001A..	\$ 6.30
AA-384079	Carburetor control linkage Models 2003 and 2006...	\$ 9.54
AA-384080	Carburetor control linkage Models 2023, 2003A, 2004, 2007, 2005, and 2008...	

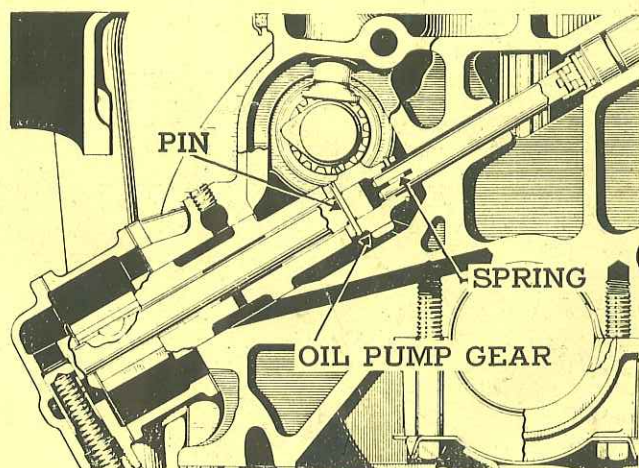
OIL PUMP CAMSHAFT GEAR

All Sixes and Eights
18th, 19th, 20th Series Super 8's

The oil pump camshaft gear is pressed on the upper end of the oil pump shaft. After it is in position the shaft is drilled through the pin hole in the gear, and the pin inserted.

There have been cases where the pump has locked, due to the presence of ice or of dirt particles, and the pin has sheared. The failure is usually caused by ice and, therefore, it is usually a cold weather condition.

When it occurs, the oil pump should be examined. Make sure it is clean and see that the gears have enough end play so that they are not pinched by the pump cover. Of course, you will not find ice, but you may find water or a rusted condition which shows that water has been present.



In making the repair, it is not enough simply to replace the pin. The pump drive depends largely on the press fit of the gear. If the gear has turned on the shaft so that the gear and shaft are worn and loose, the new pin will not be able to carry the load. The trouble will be repeated, and the pin will shear even though the pump is in perfect condition.

You must use whatever new parts are necessary to secure a good press fit.

You will remember that in the early Sixes and One Twenties, the flat drive spring in the upper end of the driving gear which engages the distributor shaft was a thin spring about $\frac{1}{32}$ " thick. In the 16th Series, we increased the thickness to $\frac{1}{16}$ ".

In the future, we will use the thick spring in gears, whether they are shipped separately or included in oil pump assemblies. When

installing a new pump or gear in an early engine, you should, therefore, check the thickness of the spring and the width of the slot in the distributor shaft.

If you find it necessary to widen the slot, two hack saw blades, side by side, will give you the proper width.

MECHANICAL REFERENCE BOOK SHEETS

We are supplying with each service manager's copy of this issue of the Service Counselor a set of Mechanical Reference Book insert sheets. These sheets, when inserted in your Mechanical Reference Book, will bring it up to date, including July, 1944.

If extra copies are desired, please write the editor.

DON'T LUBRICATE THE REAR SPRINGS

The rear springs should never be sprayed, with the mistaken idea of lubricating the leaves.

Oil will attack the rubber and Silenite inserts and will cause them to decompose. They will first lose their friction and will finally break down.

When the inserts lose their friction, there will be several noticeable results. The spring movement will be increased, and the rear end of the car will no longer be under control. There will be a very noticeable wheel bounce and chatter when the car passes over a succession of sharp inequalities in the road.

Any tendency toward clutch chatter is also increased if the inserts have lost their friction, just as there is an increase if the rear shock absorbers are weak.

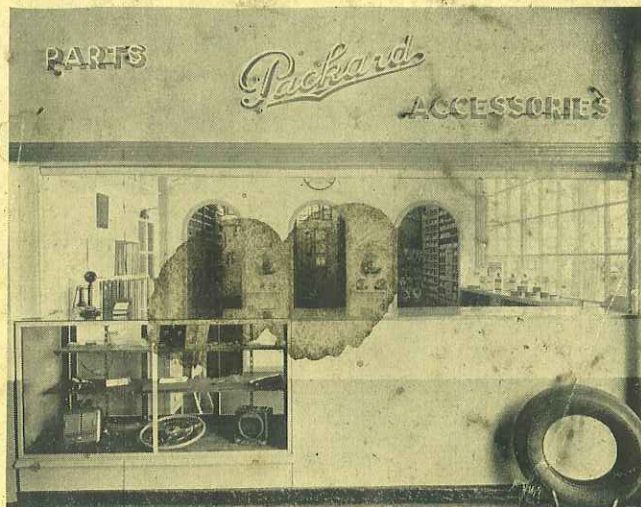
If you replace the inserts in a spring which has been oiled, be sure to wash the leaves thoroughly with gasoline so that all traces of the oil are removed.

NOTE: When you find that someone has lubricated the springs, it may be because they have attempted to cure a squeak in the antimony lead inserts. The proper correction, of course, is to remove the insert with its cup and repack with grease. Be sure that the rubber seal around the edge of the cup is in good shape. Unless it makes a good contact with the spring leaf above it, moisture and dirt can enter the cup and the squeak is apt to return.

SOME RECENT PPCP INSTALLATIONS



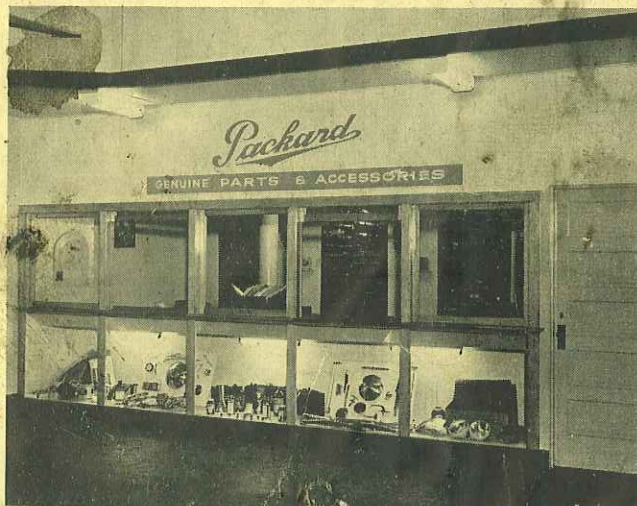
AKRON, OHIO



SANTA BARBARA, CALIF.



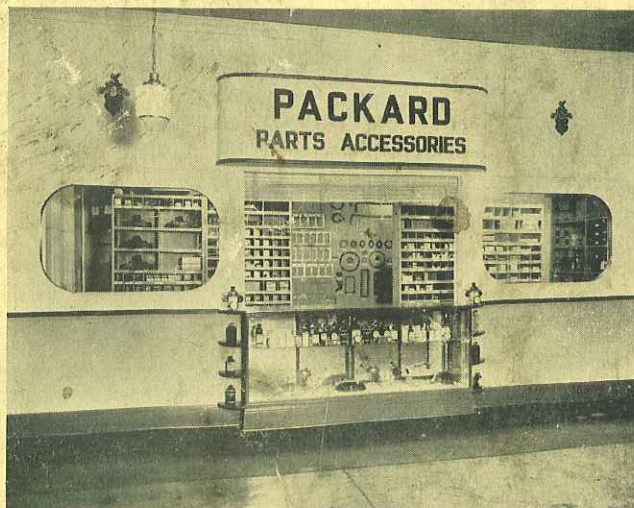
WICHITA, KAN.



GREEN BAY, WIS.



FORTH WORTH, TEXAS



WHITE PLAINS, N. Y.