

PACKARD

PARTS * ACCESSORIES * PRODUCT * PROFITS

Service Counselor

INSTITUTIONAL

PROMOTIONAL



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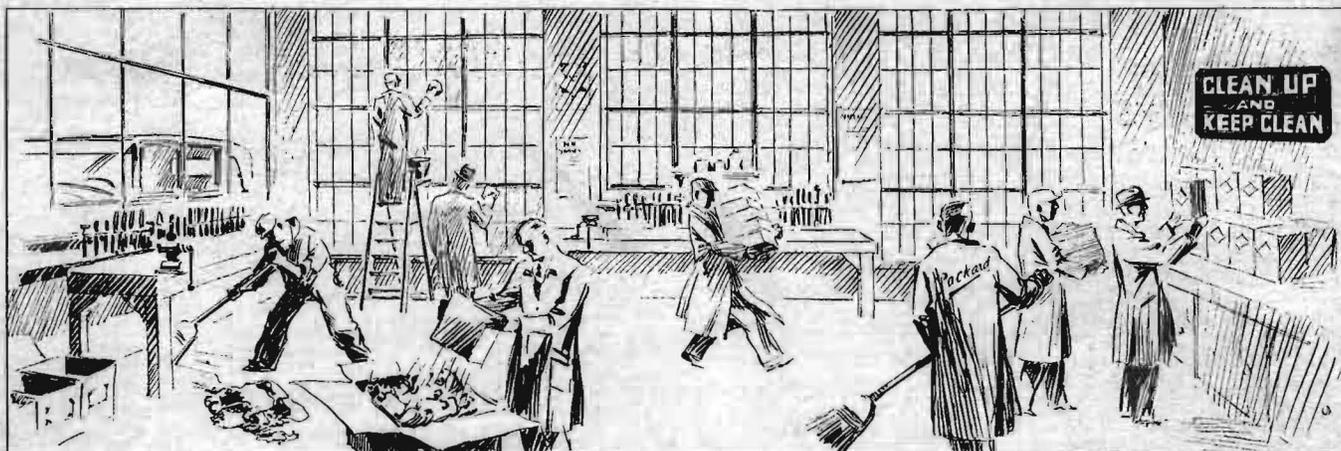
Service Promotion

Spring service presents a real problem to many of you. This year it is not a problem of selling. It's a problem of being able to render good service quickly, to handle more cars per day and to maintain a high standard of workmanship.

There are several things you can be doing to make sure you are ready for a volume of work that will put a real strain on the walls as well as the men. First, clean up the place. You can get more work out of a clean place where everything is in its right place and ready for use. Next, make sure cars move smoothly so traffic jams don't slow up work. This may be a matter of arrows and parking squares painted on the floor. Often the expense of moving a piece of equipment or a department pays for itself in relieving congestion. Make sure usable working space is not tied up with finished cars.

Take a look at your supply of parts needed to service cooling systems and for motor tunes and brake work. You are not ready if you don't have the parts on hand. Your accessory display could very likely stand a good spring cleaning. Go over your accessory stock and get a large part of it out on display.

When the spring business starts you are going to be too busy to take care of these things. Do it now. You will find it worthwhile to clean up and make a few changes before the rush starts.



NOW IS THE TIME - EVERYBODY HELP

SERVICE MANAGER'S PERSONAL COPY

UNDERBODY PROTECTIVE COATING

The enclosed folder, issued by the Minnesota Mining and Manufacturing Company, illustrates the application of a protective coating to the under side of the body and fenders.

It is undoubtedly the best method of sealing the underbody against dust and water, and insulating against heat and cold. It provides protection against rust and corrosion. It lowers the noise level and protects the underside of the fenders from flying stones.

Those of your owners who are anxious to maintain their cars in peak condition will be interested in this treatment. Any correspondence regarding the material or the spray gun should be directed to the manufacturer or his nearest representative.

OVERDRIVE SOLENOID REPAIR

We recently pointed out to you that inability to get into overdrive may be caused by failure of the solenoid unit.

The difficulty most apt to develop in the solenoid is the burning of the contacts which control the main coil, because these contacts carry a heavy current during the period when the coil is energized and is pushing the pawl into position.

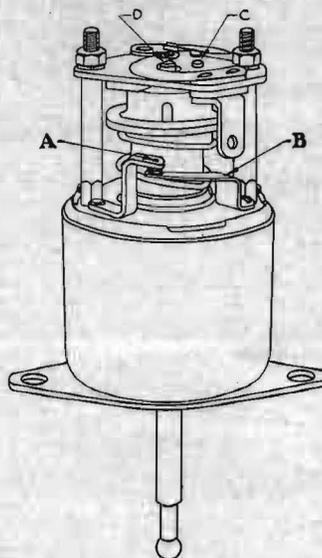
When these points are badly burned they may not carry enough current to energize the coil or to hold the pawl in the engaged position. When this occurs the overdrive will not engage or will not stay in position.

We have arranged to carry these contacts in stock. They are shown in the illustration. "A" is simply a contact point set in the pedestal which is permanently attached to the base. "B" is a spring and contact assembly which is held on the base with a removable screw. The two parts will be carried as an equipment and may be ordered as follows:

382861—Overdrive solenoid contact points equipment.

In making the installation the upper plate—

held by the two nuts—should be removed. The spring can be replaced simply by removing the screw. The stationary point can be drilled out and the new contact peened in place.



The renewal of these points should make it possible to save the majority of the solenoid units which are now being replaced. This is particularly important at the present time because of the shortage of solenoid assemblies. You will be able to make the necessary repair instead of waiting until you are able to obtain an assembly.

CAUTION. Some mechanics seem to be unable to pick up a solenoid without trying to see how far they can push the plunger into the solenoid body. This reverses the normal movement of the plunger, and may force the springs and points in the upper contact plate out of position.

The black spring should be on top, the brass spring underneath. In this position the ignition grounding points "C" will be separated when the solenoid is dead and will come together when it is energized. The point "D", which controls the indicator light, will contact the plunger while the solenoid is dead, and the circuit will be broken when it is energized.

These contacts in the upper plate require very little attention, and we are not carrying either the plate or the contacts in stock.

FRONT SPRING ADAPTERS

In some cases where we use a front spring with an inside diameter of $4\frac{1}{2}$ ", an adapter is used at each end in order that it may be located properly with respect to the wheel support and the frame.

These adapters are used in the following models:

- 18th Series Eight and Super Eight
- 19th Series Eight
- 20th Series Eight Convertible

In the Eight models adapter No. 348287 is used at each end. In the Super Eight No.

348287 is used at the top and No. 351684 at the bottom.

We are reviewing this information because there may be cases where suitable 4½" springs are available which can be used to replace the 4" springs if the proper adapters are used.

Accessories

BLUE CORAL

Spring is clean-up time and it's also Blue Coral time. This year motorists have been well sold on the necessity of conserving everything. They are much interested in conserving their car and but little selling is needed on a deal that will protect the finish of their car. Appearance helps greatly in the sale of a used car and something that will conserve the appearance of a car today is easy to sell.

A Packard Blue Coral treatment is unexcelled both in providing a beautiful high lustre, and in protecting the finish for a long period.

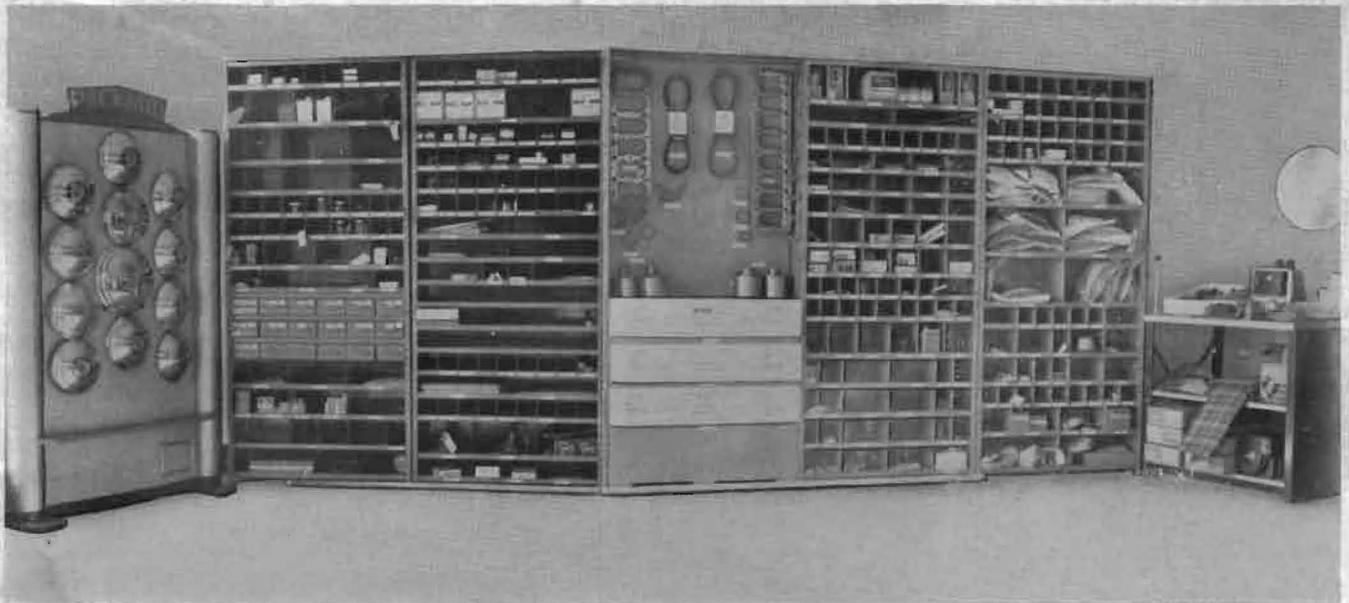
When you sell Blue Coral you not only highly please the customer, you make an unusually good profit, so everybody is happy. Spring is the time to sell Blue Coral treatments.

DISPLAY SELLS

One important step in modernizing a parts department is making it look like a parts store. This means displaying what you have to sell. Here are a number of items designed to help you do just this. These parts are put up in merchandising kits, boxes and display cards. Make your parts counter sell parts for you. Go over the Sell More Parts Bulletins listed and get this material working for you.

Rubber Pedal Treads.....	1.306
Cigar Lighter Tips.....	4.0104
Fuse Kits.....	4.23006
Accelerator Pedals.....	9.012
Gas Tank Caps.....	9.302
Radiator Caps.....	11.001
Rust Preventive.....	11.017
Windshield Wiper Blades.....	31.3862
Windshield Arms.....	31.387
Touch Up Lacquer.....	60.001
Precision Inst. Oil.....	60.004

Parts



Regional Manager Howell and Zone Manager Cragin registered the first PPCP installation. It's a 4-bin set-up in the showroom of the Royal Motor Company of Washington, D. C. Made according to planograph it presents a business-like appearance. An adequate stock of parts is made available in a neat, orderly arrangement that saves time and makes ordering by the monthly order pad a simple job.

- at the Factory

Lieut. Commander John D. Bulkeley of PT boat fame was a recent Packard visitor. With six combat decorations and the ribbon of the Congressional Medal of Honor on his uniform, he walked the mile-long plant where Packard marine and Rolls-Royce aircraft engines are built.

The day and night shifts were visited and workers were told of instances where engines had been in use 780 hours and then were called upon for a run of 150 miles in about 3 hours. Whereas, the schedule called for overhaul service at 300 hours, these engines performed without a fault. He told of other engines serving for 1700 hours without overhaul and of 16 months' patrol duty with not a single engine failure.



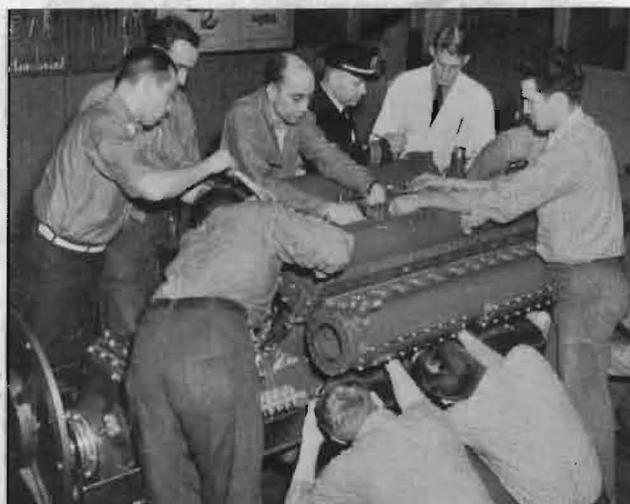
A first-hand combat report that Packard-powered PT boats teamed with aircraft to destroy fully 90% of Jap troops and equipment barges in the New Guinea area during the last year was given to President Geo. T. Christopher while inspecting a "cutaway" Marine engine.



War-working father Richard Miller, PT boat son Robert and PT hero Lt. Comdr. John D. Bulkeley met in the Packard forge. Miller, Sr. is a Marine engine die sinker. Young Miller, a former employee, is a First Class Fireman. Bulkeley personally thanked men and women in the plant "for building extra stamina into engines."



Marine engine operator Martha Scott, war mother of three sons with military service visits with the Lt. Comdr. Two of her sons have received medical discharges after meritorious services. A third son is recovering from wounds received in naval service. The Comdr. has been wounded twice.



Bulkeley gave generously of his time in answering eager questions of marine engine builders about the war performance of their handiwork. His visit included an inspection of the Marine Engine School, with Lt. Rogillo, Educational Officer.