

PACKARD

Service Counselor

PARTS ★ ACCESSORIES ★ PRODUCT ★ PROFITS

INSTITUTIONAL PROMOTIONAL

APPROVED Packard SERVICE

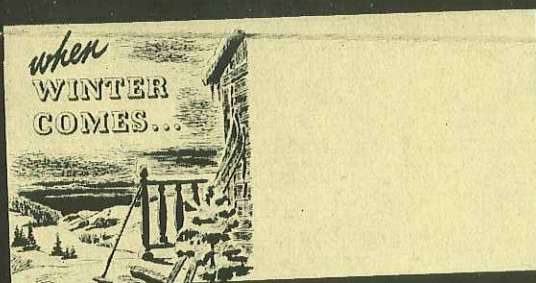
VOL. 19, NO. 11

NOVEMBER, 1945

1945 WINTER SERVICE MAILING FOLDERS

Samples of the 1945 Winter Service Mailing Piece have been sent to all dealers. Order blanks have been sent to zone offices and a call will be made to obtain orders for a sufficient quantity of pieces so that one can be sent to each owner in your selling area.

The solicitation of service business by good mailing programs is effective and this piece is designed to do a good job by presenting to owners in a very understandable way what service work cars will require for best fall and winter operation.



...Your Packard will need **NEW** attention!

We have a sincere desire to serve our owners completely, and complete service for winter is important if your car performance is to be enjoyed during this season of the year. Also it is an established fact that very few owners will be able to replace their present cars this winter. It is for this reason that we bring these service "notes" to your attention.

Sledge Removal and Engine Tune—If an inspection reveals the presence of sledge in your engine, very harmful results and expensive repairs may develop. Sledge must be removed and only after this is done can a thorough engine tune-up be effected in restoring full engine efficiency.

BRING YOUR PACKARD IN **NOW**
FOR A THOROUGH WINTER CHECK-UP



WE KNOW YOUR PACKARD—LET US TAKE CARE OF IT FOR YOU!

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Cooling System—The increased size of your car makes a very thorough cleaning of the cooling system necessary to assure smooth operation and freedom from possible tie-ups.

Electrical System—The electrical system including the battery requires regular service but at this time of year it is all the more important to make easier starting and safe driving more certain. Winter months increase many times the demands made on the electrical system.

Tires—For the average owner they are still scarce. Preserving those you have is important to you. Only by proper alignment, special care, and regular cross switching can you help make your tires last.

Lubrication—The thoroughness of Packard Approved Lubrication is particularly important at this season. The careful attention we give this month of many possible troubles. Lighter, quicker acting lubricants are essential to efficient winter operation of engine and transmission. Hypoid differential lubricant must be renewed and we also suggest a check-up of front wheel and universal joint lubrication.

Protecting the Finish—During the winter is doubly important. A Packard Blue Coral Treatment brings back the original lustre and removes the finish in a hard glass-like finish to which dirt cannot adhere, and which rain, sleet or snow cannot hurt. A Blue Coral Treatment will retain the lustre of the finish for months.

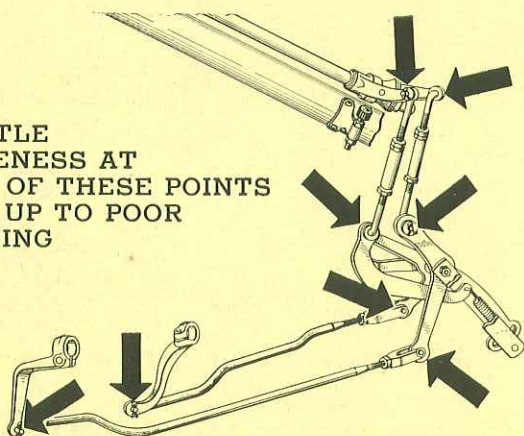


THE NEW SIGN OF PACKARD SERVICE

SERVICE MANAGER'S PERSONAL COPY

"THAT GEARSHIFT STILL STICKS"

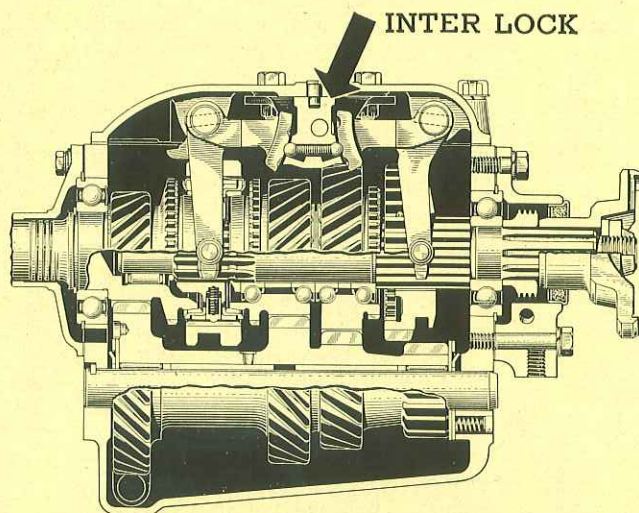
A LITTLE
LOOSENESS AT
EACH OF THESE POINTS
ADDS UP TO POOR
SHIFTING



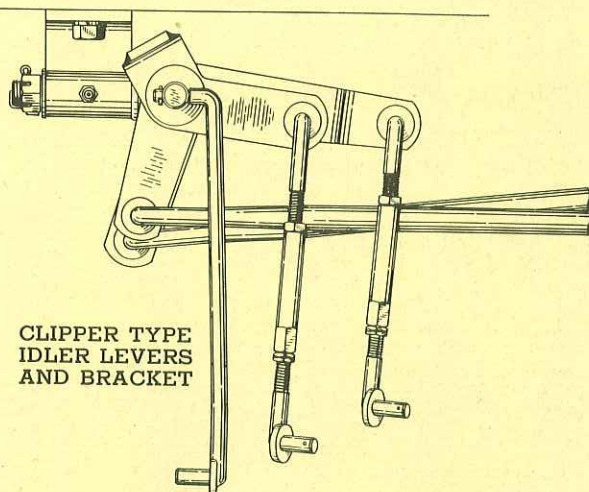
The factory still hears customer complaints about gear shifter linkage having been repaired here and there but the lost motion and sticking still persists.

This, we believe, is due to one of two causes; either you hesitate to spend the customer's money, or you do not make a thorough check of the linkage to determine *every* point at which wear has occurred. There is no such thing as a car that cannot be repaired. The customer would no doubt rather spend a little more when he brings his car in for repair and get a *good* job, than to have to return in a short time with the same complaint with a different cause. Remember that a *little* wear at each point throughout the linkage will add up to the point that the owner may have trouble, although no one point will be badly worn.

By using the following sequence for inspection and repairing or replacing each worn part, the job can be made just as good as new.

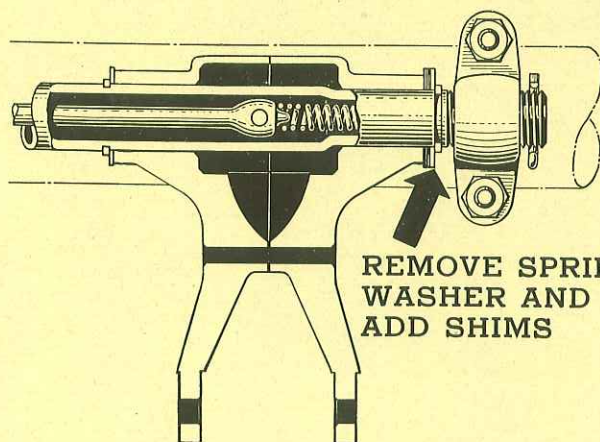


1. Start at the transmission. Check the movement of the levers and, if they have free play, tighten the pinch bolts on the levers and tighten the interlock securely in the cover. If the levers have rubber bushings installed, these should be replaced with the steel bushings. After installing the steel bushings try the rod ends in the new bushings and if play is evident replace the rods.



CLIPPER TYPE
IDLER LEVERS
AND BRACKET

2. Check the idler levers for lost motion due to wear in the bushings and in the pin holes in the ends of the levers. If play is evident install new levers and, if necessary, new clevis pins and rod clevises.



REMOVE SPRING
WASHER AND
ADD SHIMS

3. Inspect the steering column shifter levers and rods for correct adjustment and wear.

On some models these shifter levers were held in contact with each other by means of a spring washer, flat washer, and a horseshoe shaped retaining ring. If these parts are found they should be discarded and the space between the lower bracket and the lower lever filled with shims until the desired clearance of 0.002 to 0.007 inch between the levers is obtained. (See Service Letter dated March 1, 1941.)

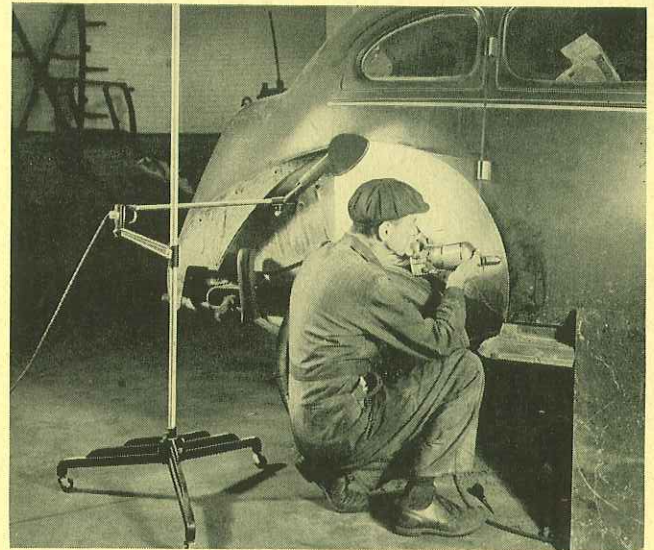
PORTABLE SHOP LIGHT

Good lighting for the shop is a "must". It results in better workmanship and saves a great deal of time on the hard to get at places. We have recommended a portable, easily adjusted, powerful light for this purpose. It meets the needs of the shop man. This light can be easily and quickly focused exactly where needed. Among its many uses are to assist in work on the engine, underneath chassis, such as work on mufflers and tail pipes, body work, brake work, and under fender repairs.

This light has no hooks or clamps. It is easily adjustable to any position or angle from floor level to eight feet in height. It puts a strong light exactly where needed, leaving the service man's hands free. The stand on which the light is carried is supplied with casters so it's easily moved from one job to another.

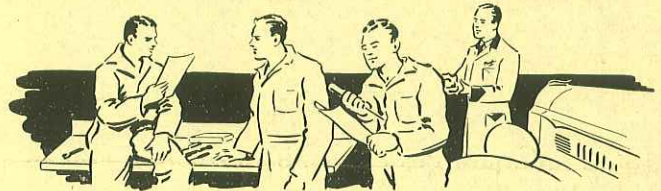
Orders should be placed direct with the Detroit Industrial Products Company, 7340

Puritan, Detroit 21, or orders with checks made out to that concern may be sent to the Factory Service Department. These lights are now available and are priced at \$23.10 f.o.b. Detroit.



"QUIZ TEST"

**HOW MANY DO YOU KNOW—
without looking at the answers?**



1. To increase the ride qualities and eliminate squeaks, the rear springs should be lubricated with a special spring oil.
True. ☐ False ☐
2. The rear shock absorber capacity on the 19th Series is:
(a) $4\frac{1}{2}$ ounces. ☐ (b) $8\frac{1}{2}$ ounces. ☐ (c) $6\frac{3}{4}$ ounces.. ☐
3. The clutch shifter thrust bearing should be lubricated every 20,000 miles.
True. ☐ False. ☐
4. A sticking valve may be caused by:
(a) rust in the valve guide. ☐ (b) slow driving in cold weather. ☐
(c) deposit of gum from gasoline. ☐ (d) bent valve stem. ☐
(e) carbon deposits circulating in the oil. ☐ (f) worn timing chain. ☐
(g) the use of improper spark plugs. ☐
5. An electric oil pressure gauge reading which is too high is caused by:
(a) the sending unit is grounded. ☐
(b) the generator regulator is improperly adjusted. ☐
(c) a poor connection at the sending unit. ☐
(d) the indicating gauge unit improperly grounded. ☐

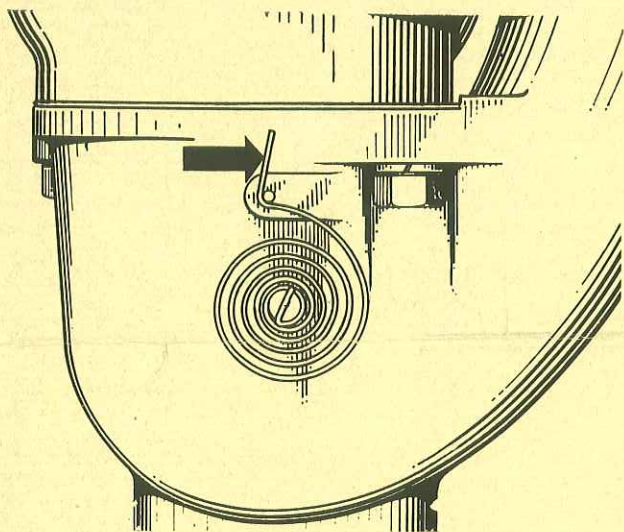
CHECK THAT HEAT CONTROL!

ALL MODELS

As colder weather approaches, the important task of checking the heat control valve on every car driving into your shop is once again at the top of the list.

During warm weather driving the operation of the heat control, while important, does not have the noticeable effect on engine performance that is apparent in colder weather.

A valve stuck in the open position causes a slow "warm-up". During this warm-up period the choke remains partially closed, resulting in an over-rich mixture with a consequent loss of power and gasoline mileage. Generally a flat spot is present during acceleration and a definite loss of top speed.



With these facts in mind, you are doing your customers a distinct favor by checking the valves on their cars and recommending that they be freed-up.

Soak the ends of the valve shaft with penetrating oil or kerosene to free up, *but do not oil the shaft and bushings*, as the oil will carbonize due to the heat and cause the valve to stick in a very short time.

After the valve is free the adjustment should be checked. With the engine cold, the thermostatic spring should have enough tension to hold the valve firmly against its seat. If the tension is not sufficient, bend more of the free end of the spring around the anchor pin.

Repair kits for all models are available through the Parts Department, to be used when it is not possible to free-up the valve without removing and disassembling the manifold. Kits for all models are carried under group No. 5.09095.

ENGINE STAND BRACKETS

The manufacturers of the Packard Engine Stands are at present producing Chevrolet, Dodge, Plymouth, Willys, Ford, and Mercury engine stand adapters. They will very shortly be able to supply similar brackets made for most of the other popular makes of cars.

Their factory, as well as some of their suppliers, are down due to causes beyond their control. Therefore, they are limited in the processing of new work to furnish patterns for additional brackets but will push this as fast as possible, with those things being considered, and as soon as possible will get out a sheet showing the brackets available and the prices. Dealers will be notified when these are available.

MOTOR OIL PUMP COVER KIT

18th, 19th and 20th SERIES SUPER EIGHTS

A new repair kit has been added for convenience in the shop and over the counter—Repair kits are real time savers. The kit consists of one each 303927, piston; 354434, spring; 303928, retainer; 21662, gasket; 341551, cover; and 341555, gasket.

The kit number is Index 5.1206, part number AA 387665. The suggested List Price is \$5.18, Dealer Net is \$3.11.

ANSWERS TO QUIZ

1. ANSWER: False. Lubrication of the springs would break down both the rubber and the Silenite inserts, change the friction characteristics, and permit the ends of the spring leaves to come together. This will upset the riding qualities and may cause a snapping noise to develop.
2. ANSWER: (c).
3. ANSWER: False. The clutch shifter thrust bearing is packed with lubricant, sealed by the bearing manufacturer, and requires no lubrication.
4. ANSWER: (a), (b), (c), (d), and (e) are obviously correct.
5. ANSWER: (d). A poorly grounded gauge will increase the flow of current through the circuit and causes a high reading.