

PACKARD

Service Counselor

PARTS * ACCESSORIES * PRODUCT * PROFITS

INSTITUTIONAL



PROMOTIONAL

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WHAT LIFTED RESTRICTIONS ON PARTS MANUFACTURING MEANS

Recent newspaper reports state that *restrictions have been lifted on the manufacture of all automobile replacement parts*, and many owners may think that all parts will become available immediately. Some customer dissatisfaction can result unless the situation is properly explained. The following information is given in order that conditions affecting parts availability are better understood.

1. Explain that although restrictions have been lifted, some time must elapse before the raw materials are available to the manufacturer. There is also the problem of replacing machinery which has been producing war materials with machinery suitable for manufacturing automobile parts. This is being done where it does not affect production of essential war materials.
2. Make certain your customers know of your and our interest in seeing to it that needed parts will be made available as quickly as possible and that every effort is being made to bring this about.
3. Of course, no definite dates for delivery of all parts can be announced yet; however, the current issue of our Regular Parts Bulletin deals with the approximate dates when certain parts can be obtained. As other parts are released, dealers will be notified.
4. Distribution of parts being produced in limited quantities will be equitably made.

Karl McGreiner.

Parts and Service Manager

SERVICE MANAGER'S PERSONAL COPY

TRANSMISSION AND OVERDRIVE LUBRICATION

Several service stations have reported to us that they have encountered instances of trouble with the overdrive failing to operate properly when the oil is cold.

The difficulty usually falls into one or more of the three following classifications:

1. The light comes on when the cut-in speed is reached, but the overdrive will not engage.
2. Transmission shifts into reverse in a normal manner but the car will not back up unless the overdrive is locked out.
3. The car will not go ahead in a forward gear unless the overdrive is locked out.

All three of these conditions are apt to be caused by the presence of a thick gummy oil deposit in the overdrive. When the deposit forms on the solenoid plunger it may not be able to completely engage the pawl. This is the condition in which the light is lit but the overdrive does not engage.

If the deposit forms on the lockout sleeve, this sleeve may not move back to the proper extent when the transmission is shifted into reverse. If it fails to move back fully, the overrunning clutch will not be locked out so that the car will not move backward even though the transmission gears are in reverse.

If the deposit forms in the overrunning clutch, it may keep the clutch rollers from moving to the engaged position when the car is started in a forward gear.

If the above symptoms are evident when the oil is cold but disappear after it becomes warm, you have a fairly definite indication that the problem is caused by the condition of the lubricant. All lubricants have a tendency to thicken or oxidize from age and from heat, and the trouble may be due to the fact that the lubricant simply has not been changed at a sufficiently early date or mileage.

Some lubricants, however, have a greater tendency to thicken than others, and the trouble may develop even though the lubricant has been used for only a moderate period.

Our recommendation for the lubrication of the transmission and overdrive calls for a straight mineral oil. In recent years, there has been a tendency in some quarters towards the

use of compounded "All Purpose" lubricants which are recommended for both the transmission and the rear axle. It appears that some of these lubricants have a greater tendency to oxidize or thicken, and we therefore repeat our recommendation that a straight mineral oil be used. We feel that trouble is less likely to develop.

We also wish to repeat that the oil should be changed at least once a year, because any transmission lubricant will eventually thicken and will cause the difficulty outlined above. When a car is driven in hot climates at high sustained speeds, the tendency of the lubricant to oxidize is hastened. A well refined mineral oil will stand up longer than one which has not been so treated, and the additional cost is then justified.

We do not know of any successful way of flushing the transmission and overdrive when the lubricant has hardened. You will probably find it necessary to disassemble the unit, soak the parts in a strong solvent, such as carbon tetrachloride, Bendix Cleaner, etc., and clean them individually.

NOTE: If the overdrive conditions mentioned above occur only in very cold weather, no oxidation is indicated. It is necessary only to thin the oil to the proper viscosity or to replace with a lighter lubricant.

PARTS BOOK CORRECTION

Part Number 379285, cylinder and piston asb. 1901-1A is incorrect. It should be 373714. The index number is 5.0500.

LIFE MAGAZINE POSTERS

Through LIFE Magazine, we have obtained two posters which we consider most timely. Your copies have been mailed. These posters, prominently displayed for your customers to see, will cause the impatient customer to stop and think before he creates a scene.

Today, few business places have sufficient help to handle all customers without delay. LIFE's way of pointing out why this is so and that things will improve when the boys come back will tend to reduce the customer's irritation and make him an easier person to deal with.

Shop Talk

BUSHING REPAIR KIT

Two new Repair Kits including the parts required for front wheel support bushing jobs are now being made up to cover all models. Repair kits save time in ordering parts, time of the mechanic at the parts counter and assures the use of all the parts that should be used to do a good job.

These kits are designated by Index No. 15.5105 under the following part numbers:

0384212 Wheel (front) support bushing kit (one side) Models 120-B, 120-C, 115-C, 1600-1-2

1 of 317586—Support bushing—upper
1 of 303073—Support bushing bolt
2 of 303083—Support bushing bolt washer—outer
1 of 196878—support bushing bolt nut

0384211 Wheel (front) support bushing kit (one side) Models 1700-1-1A-2-3-5-1800-1-3-3A-4-5-6-7-8-1900-1-1A-3-3A-4-5-6-7-8-2020-2021-23-2001A-2003A-4-5-7-8

2 of 338830—support insulator—upper
1 of 335026—support bolt—upper
2 of 303083—support bolt — upper washer — outer
1 of 335034—support bolt spacer
1 of 196878—support bolt nut

ENGINE STAND and DOLLY

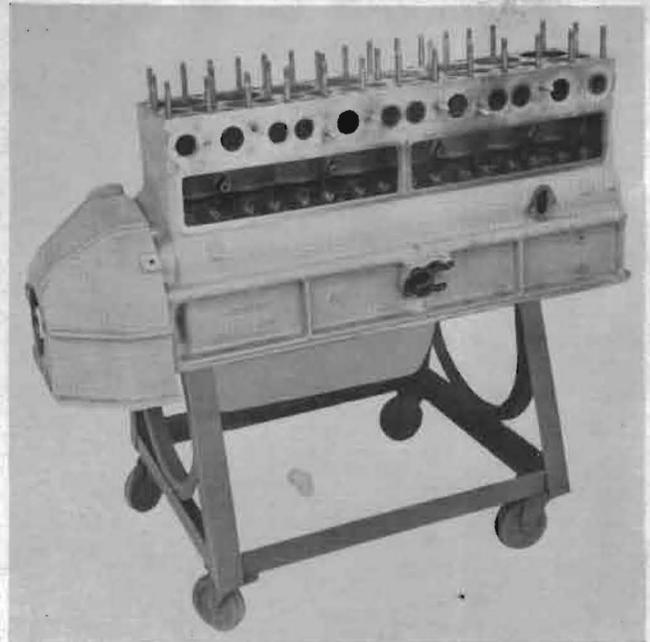
Packard Service Station Equipment Bulletin No. 1, was mailed March 29, and fully describes and illustrates the new Engine Stand and Dolly that have been designed especially for use with Packard Six and Eight cylinder engines.

For the past six months these experimental stands have been in use by several Packard service stations and mechanics are more than satisfied with the way they help them when overhauling an engine after removal from the chassis.

Now, more than ever before, major engine overhauls are needed since car mileages are high and new repair assemblies are increasingly difficult to get.

This equipment in every shop will not only expedite the work, but since the stand and

dolly make an important contribution to bettering mechanics' working conditions, efficiency



and quality of work will be improved.

The number of stands and dollies required, of course, depends upon the amount of major engine overhaul work your shop is doing.

The Engine Stand is \$59.50 and the Dolly \$16.00 each—A priority is required on the Dolly.



FIRST GOLD STAR PACKARD, CHICAGO



The Wells Street service station in Chicago has maintained a service flag for their boys serving in the armed forces.

The blue star for Ralph Huesing of the Parts Department changed to gold on November 18th and Irene Warneke, whose husband was wounded in action in Belgium, assumes the responsibility of sewing the first gold star in position. We hope none of the other blue stars need be changed to gold.

NEW BLUE CORAL DISPLAY

The four-color counter display featuring Packard Blue Coral Treatments is still available to Packard dealers, at no charge, with an order of 1 dozen bottles and 1 dozen jars of sealer.

This display will do a splendid job in catching the eye of all your service customers. Openings are provided in the display unit for a bottle of Blue Coral and a jar of Blue Coral Sealer. It should be placed on the parts counter or in some other conspicuous location.

Blue Coral Treatments are one type of work that can be promoted intensively. They have the advantage of being performed by unskilled help, thus providing additional volume and profit without placing an added burden on your personnel. This new display is a sure and easy way to sell more Blue Coral Treatments. Pick the right spot where everyone who comes in will see it, and call attention to it.

Dealers can secure this display direct from the Zone Parts Department. Remember—there is no charge for this effective sales aid. Send in your order now to your Zone Office for the display and a dozen bottles of Blue Coral and a dozen jars of Sealer.

PPCP WORKS WONDERS

Just look what a PPCP has done for Walt Enright, Leavenworth, Kansas dealer. He and "Jack" Carr of the factory decided on seeing the "before" picture that this called for some action. They got busy and soon afterwards took the "after" picture. Does it save time ordering and

finding parts? Will it sell more parts? The answer is yes to both, and it shows what some elbow grease plus cooperation will do. "Les" Stevens of the Kansas City Region sent the pictures in and says, "I wonder at it, but mostly I wonder why all dealers don't do likewise".

