

# PACKARD Service Counselor

PARTS \* ACCESSORIES \* PRODUCT \* PROFITS

INSTITUTIONAL PROMOTIONAL



VOL. 21, NO. 20

NOVEMBER 1, 1947

## RETAIL INSPECTION AND DELIVERY OF NEW CARS

The Factory uses every precaution to assure new cars reaching Dealers in proper condition with regard to adjustments, operation and finish. Each inspection during manufacture and the final inspections are constantly being checked toward this end. However, new parts do not always operate freely, adjustments are not always maintained and in handling and shipping, certain disarrangements from standard can be and are incurred.

This is the reason every car manufacturer urges and insists that every new car be thoroughly inspected and adjusted before delivery to a customer. The inspection and delivery procedure should be performed according to a prescribed routine which has been made available. Each Dealer should use this routine as it saves time and assures a standard result. It gives the Dealer an opportunity to convince each new car purchaser of the ability and thoroughness of his service organization. This assurance can not help but produce in the customer's mind the conviction that such a service department is the best and most logical place to have all his service requirements handled.

On the other hand customers quickly notice any improper operation or unsatisfactory appearance in new cars and logically assume

that careless or too casual attention is given to details. The inevitable result deprives the Dealer of that customer's service business.

Aside from retaining the customer's service business as a result of proper new car delivery, there is invariably a lower warranty and policy expense on those cars which have been properly delivered.

Preparing a new car for delivery is best handled by the use of New Car Retail Delivery Inspection Form PD-28-C. All items on the form should be carefully checked and other items may be found during inspection which require attention.

Fill out all spaces at the top of the form for a complete record. Then proceed with the inspection.

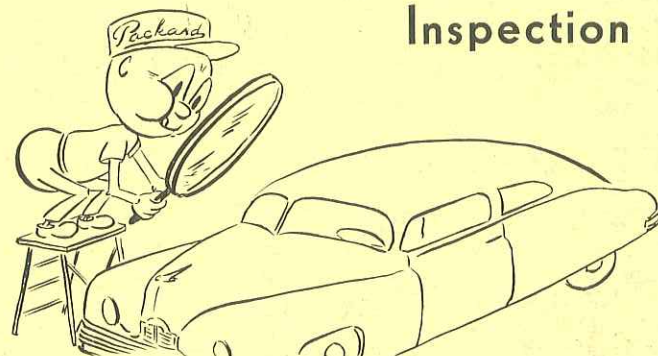
## LUBRICATION

### 1. Fill Radiator and Check Anti-Freeze

Fill the radiator to capacity. If water is used, Packard Rust Preventive should be added. Rust Preventive assures a clean and efficient operation of the cooling system. If anti-freeze is used, check the solution for its strength and fill the system in accordance with the type of anti-freeze used and to the strength required for the locality in which the car will be driven.

### 2. Check Level or Change Engine Oil

Check the level of the engine oil, and if necessary to add oil, add only the amount required to bring



it up to the proper level. The oil in the engine is a light break-in oil and may be used for the first 1000 miles.

### 3. Lubricate Chassis and Body Hardware

Give the car the standard chassis lubrication, also check the body hardware, such as door locks, hinges, etc., for operation and lubrication.

### 4. Check Lubricant Level of Steering Gear

Remove filler plug, and, if necessary, add oil to bring the lubricant to level.

### 5. Check Lubricant Level of Transmission

Remove the level plug on the side of the unit, and, if lubricant is required add only the amount required to bring it to proper level. If the car is equipped with over-drive, check the level of the lubricant and fill to level, if required.

### 6. Check Lubricant Level of Rear Axle

Remove the level plug in the differential; check lubricant level and, if required, fill to level.

### 7. Check Air Cleaner

If the car is equipped with a standard air cleaner and has been driven, thoroughly clean and re-oil the filter element. Be careful to allow the excess oil to drain off the unit before replacing the air cleaner on the carburetor.

If the car is equipped with air oil bath type cleaner, remove the oil chamber of the cleaner. If clean, make sure the oil is up to the proper level. Do not overfill the oil chamber. Use S.A.E. 50 engine oil in summer and S.A.E. 30 in winter.

## ELECTRICAL

### 8. Test Gravity and Level of Battery Water

Test the battery; using a hydrometer, take a gravity reading. If the reading is lower than 1250, recharge the battery. Check the level of the water and fill only to the correct level. Check battery terminals and hold-down clamps, tighten clamps if required.

NEW CAR RETAIL DELIVERY INSPECTION	
R. O. No. _____	
NAME _____	DATE _____
STREET _____	PHONE _____
CITY _____	STATE _____ DELIVERED _____
YEAR _____	MAKE _____ MODEL _____
VEHICLE NO. _____	INSPECTOR NO. _____
<b>LUBRICATION</b>	
1 FILL FUEL TANK <input type="checkbox"/>	2 CHECK ANTIFREEZE <input type="checkbox"/>
3 CHECK LEVEL OF ENGINE OIL <input type="checkbox"/>	4 CHECK LEVEL OF CHASSIS LUBRICANT <input type="checkbox"/>
5 CHECK LUBRICANT LEVEL STEERING GEAR <input type="checkbox"/>	6 CHECK LUBRICANT LEVEL TRANSMISSION <input type="checkbox"/>
7 CHECK LUBRICANT LEVEL REAR AXLE <input type="checkbox"/>	8 CHECK LEVEL OF BATH AIR CLEANER <input type="checkbox"/>
<b>ELECTRICAL</b>	
9 TEST GRAVITY AND LEVEL OF BATTERY WATER <input type="checkbox"/>	10 INSTALL WINDSHIELD WIPERS, CHECK OPERATION <input type="checkbox"/>
11 CHECK OPERATION OF ALL LIGHTS <input type="checkbox"/>	12 CHECK OPERATION OF ALL WINDSHIELD WIPERS <input type="checkbox"/>
<b>CLUTCH AND BRAKES</b>	
13 CHECK PEDAL CLEARANCE, CLUTCH <input type="checkbox"/>	14 CHECK PEDAL CLEARANCE, BRAKE <input type="checkbox"/>
15 CHECK FLOOR LEVEL MASTER BRAKE CYLINDER <input type="checkbox"/>	16 CHECK TIGHTENING OF WHEEL BOLTS <input type="checkbox"/>
<b>TIRES AND WHEELS</b>	
17 INFLATE TIRES TO CORRECT PRESSURE <input type="checkbox"/>	18 TIGHTEN WHEEL BOLTS <input type="checkbox"/>
<b>STEERING</b>	
19 CHECK TOE-IN <input type="checkbox"/>	20 CHECK STEERING CONNECTIONS, LOCKS, CLAMPS <input type="checkbox"/>
<b>DELIVERY</b>	
21 WASH <input type="checkbox"/>	22 POLISH <input type="checkbox"/>
23 CLEAN INTERIOR <input type="checkbox"/>	24 CLEAN EXTERIOR <input type="checkbox"/>
<b>ACCESSORIES INSTALLED</b>	
GROUPS _____	OTHER _____
SEAT COVERS _____	HEATER _____
RADIO _____	BACKING LIGHTS _____
FOG LIGHTS _____	EXTRA MIRRORS _____
SPOTLIGHT _____	AUXILIARY BUMPER GUARDS, FRONT-REAR _____
MECHANIC'S S.S. _____ BUYER'S S.S. _____	

The New Car Delivery Inspection Forms, form number PD-28-C, may be ordered directly from Reynolds and Reynolds, Dayton, Ohio. Price: \$1.65 per 100. The original copy of this form is given to the Owner. The duplicate becomes the basis of the Owner's File.

### 9. Install Both Windshield Wiper Blades

Check the operation of the mechanism and the travel of the wiper blades. The unit should operate freely and the blades should not strike at either end of their travel. The blades should come to their proper parking position after the switch has been turned to the off position.

Inspect wiring installation, particularly around the wiper linkage and drive units. Clear any wires that may be contacting the linkage which would be chafed through in time by operation of the windshield wipers.

### 10. Check Operation of All Lights

Try all of the light switches. Make sure that all lights are working and replace any burned out bulbs or fuses. Check wiring connections to make sure they are tight. If any shorts or improper wiring installations are disclosed during this inspection, make corrections before proceeding to install new light bulbs or fuses.

### 11. Adjust Headlamp Beam

Check the focus of the headlamp beam with testing equipment and reset if necessary. Check the operation of the foot operated

dimmer switch and make sure all wire connections are tight.

## CLUTCH AND BRAKES

### 12. Check Pedal Clearance, Clutch and Brake

Depress the clutch pedal by hand to make sure the pedal has sufficient free travel, is in no danger of riding against the floor board and is pulled to full returned position by the clutch pedal retracting spring.

Check by hand the clearance of the brake pedal at the floor board. There should be a slight clearance or lag to allow for full return of the master brake cylinder to the off position when the brake pedal is fully released and to assure there will be no dragging of the brakes. Brake pedal should also be checked for free and fast return to the off position after a brake application.

### 13. Check Level of Master Brake Cylinder

Remove the filler plug on the master brake cylinder; check the level of the brake fluid; fill to level if necessary.

## TIRES AND TUBES

### 14. Inflate Tires to Correct Pressure

Test tires, including spare, with a reliable tire gauge and inflate the tires to the recommended pressures for the model under inspection.

### 15. Tighten Wheel Bolts

Remove the hub caps, check to see that clips are not bent, and tighten any loose wheel bolts.

When installing hub shell covers, the cover should first be centered over the five clips and then pressed on evenly. If covers are "cocked" when installed, they will not hold.

## STEERING

### 16. Check Toe-In

Use a reliable checking gauge and if necessary set the toe-in to correct specifications.

### 17. Check Steering Connections, Locks and Clamps

Check all steering connections and nuts for tightness. Also shake all linkage by hand to reveal any

lost motion. Check all locks and cotter pins for proper installation. If inspection reveals any non-standard condition, make corrections.

## BODY

### 18. Check Front Seat Adjuster Operation

While seated in the front seat, release the lock and check the seat for a free, full travel back and forth in the track. Also check the operation of the seat lock mechanism to make sure that the seat will lock and stay locked in various positions.

### 19. Check and Match all Locks and Keys—Extra Keys

Check all keys. Try the keys in the locks for fit and operation. Be sure key numbers are listed on forms.

Correct any non-standard operation, and upon completion of the work, place the extra set of keys in the glove compartment.

### 20. Check Operation of All Windows

Inspect the operation by rolling them up and down and opening and closing the vent windows. Correct any windows that do not operate or lock properly.

### 21. Check Car for Tools and Jack

Check the tool container to see if the jack and tools are all in place, and place the tool package, with the cover laces tied, in the trunk compartment.

*Note: On Convertibles check for correct operation of Top, Windows and Front Seat Mechanism.*

## ENGINE

### 22. Adjust Cylinder Head Bolts

Use a tension wrench to adjust and tighten the cylinder head nuts if necessary. Adjust to factory specifications.

### 23. Check Fan Belt

Check the lash in the belt by hand and the fan for slippage between the belt and pulley. Do not over-tighten the belt.

### 24. Check Fuel Pump Bowl

Remove the sediment bowl from the fuel pump and clean

## Road Test



thoroughly. Also clean the screen if necessary before replacing the sediment bowl. This will remove any dirt or water that may have collected in the bowl.

### 25. Adjust Engine Idling Speed

Adjust the idling screws to smooth out the engine at idling speeds and set idle adjusting screws to the proper idling speed.

### 26. Check Operation of Instruments, Ammeter, Oil Gauge, Temperature Gauge, Gas Gauge, Speedometer, Clock

During the road test of the car, check the operation of all instruments. Correct any instruments that are not operating properly.

### 27. Operation of Brakes, Clutch and Steering

Check the operation of the brakes for pulling to either side and for stopping ability.

Check the clutch for release and action while shifting and on pick up.

Check the steering for handling and rattles. Also test the horn.

### 28. Check Engine Operation

Test the engine performance, pick up, average driving speeds and idle speed. Be sure it has a smooth curb idle.

### 29. Check for Leaks of Oil, Gas or Water

Inspect for leaks of oil, gasoline, or water, both with the engine running and shut off. Note points for corrections upon return from road test.

## ROAD TEST

### 30-34. If Required by Road Test:

Adjust brakes.

Adjust spark plugs.

Adjust distributor points.

Adjust ignition timing.

Adjust valve tappets.

If the road test proves that corrections are necessary, make the adjustments required. If the tappets are not affecting the performance or idle of the engine and they are evenly tuned and cannot be heard when operator is seated in the car, they require no attention.

## PRE-DELIVERY

### 35. Wash, Polish, and Clean Interior

Thoroughly wash the car and while the car is on the wash rack, remove all paper from the bumpers and exterior parts.

The protective coating on all white side wall tires, including the spare, must be removed before the car is put into use.

Polish—Give the car a first class polish job. The appearance of the new car will leave a lasting impression on the purchaser.

Clean Interior—Remove all tags not intended for customer, paper and tacks. Make sure that the carpet and mat are correctly and neatly installed. Remove any spots from the upholstery and carpet and give the interior a thorough brushing out.

### 36. Check for Owner's Manual

Open the glove compartment and



make sure that the Owner's Manual is in the compartment.

### 37. Fill Out Owner's Service Policy

Fill out the Packard Service Policy. There are spaces on the front, inside and back.

### 38. Stamp Delivery Date on Plate

Have the vehicle number plate stamped with the selling dealer's name, address, and date of delivery on patent plates requiring this information.

### Accessories Installed

Spaces are provided for checking accessories installed and extra spaces are provided for writing in additional accessories. This will materially assist in keeping a permanent record of the accessories installed on the car and is an

important help when efforts are made to secure additional accessory business.

### DELIVERING A NEW CAR TO A CUSTOMER

After making certain all items requiring attention have been taken care of and the car is perfectly clean inside and out, you are ready for the actual delivery.

Such a conversation as this might well take place as you approach the car with the customer—"Mr. Jones, there is your new car. We have gone over it thoroughly and have taken particular pains with it. It is ready to drive. The tank is full, the cooling system is filled and it has been carefully lubricated.

"The Factory recommends a 'break-in' period of 250 miles. This means refraining from even momentary wide open throttle operation. Limit the speed to 50 miles per hour for at least 250

miles. It will pay dividends in the life of gears, brakes, rear axle and other units as well as the engine.

"Here is your Owner's Book. Please read it through. You will notice a few well-marked cautions of particular interest. If you wish I will explain any or all of the controls. You may want me to show you the operation of switches on the new Console-Key panel.

"Here is your Packard Service Policy. It is important to you. The first part explains the services to which you are entitled during the warranty and tells you what to do when away from home and need service.

"The next section contains two coupons listing the services we will perform for you at 1000 and 3000 miles. Please come in for these inspections. You are entitled to them and we want the opportunity to check your car and make sure everything is in order.

"This last section of the policy is an Identification Card for your convenience when calling on a Packard Dealer in some other city. It will only take a few minutes to read the policy. It will answer any questions concerning Packard's method of handling service.

"Here are your keys. We have checked them and have a record of their numbers in case you lose one. These numbers are also listed on your Service Policy.

"We are, of course, anxious to handle your service requirements. This for some time may be only a matter of lubrication, but that is important. We do know just how to do it and what to use—not only that but when your car is in for lubrication, it gives us a chance to note its operation and general condition. We can suggest attention that may be required. This acts as a preventive service and can often save you repair expense. Our mechanics are Factory-trained and we handle only approved Packard parts.

"We invite you and urge you to use our service facilities."

### Result

