PACKARD
Service Counselor
PARTS ★ ACCESSORIES ★ PRODUCT ★ PROFITS
INSTITUTIONAL PROMOTIONAL
APPROVED Packard SERVICE

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What Is Service?

Packard Owners are Packard Owners because they believe in Packard cars and because they believe Packard has a continuing interest in their ownership.

What Owners believe about Packard is Packard reputation. Reputation is never completely earned; it is always *being* earned. Packard Service is the guardian of Packard reputation. A good reputation builds confidence and confidence imposes obligations.

Mechanical operations are maintenance; do not confuse this with Service. Service is much more than maintenance.

Packard service is a spirit of cooperation with the owner so he will secure the greatest possible pleasure and satisfaction from his Packard at the lowest reasonable price.

Packard Service naturally includes precision built parts and skilled workmanship. However, the best carbon and valve job sold at the wrong time or badly sold will not produce complete satisfaction on the part of the owner.

Therefore, Packard Service is the proper presentation of mechanical skill, parts and facilities rather than these things themselves.

It is the mental attitude of Owners with which Packard Service must be primarily concerned. A contented state of mind with respect to his Packard is the result of Packard Service when Packard Service is understood to be the spirit of cooperation with the Owner so he will secure the greatest possible pleasure and satisfaction from his car at a reasonable price.

Such Service includes:

Skillful greeting and handling
Skillful diagnosis
Skillful preparation of repair order
Skillful mechanical operations
Skillful inspection
Skillful follow up for "on time" delivery
Skillful preparation of invoice
Skillful delivery of car
Skillful after delivery follow up
Skillful study to improve

It's a teamwork job. It requires cooperation with the whole team as well as with the owner.

Rear Quarter Water Leaks

Club Sedans

Numerous Product Reports have been received from the field reporting water leaks at the rear quarters in Club Sedans.

When water enters the rear compartment at the side quarter panels, one or both of the following conditions may exist. 1—Water entering the rear quarter window opening is not being directed to the drain holes provided for the disposal of this water. 2—Insufficient sealing at panel seams and welded joints.

Revisions in various rear quarter details and improved sealing have corrected these conditions in bodies now being produced. Correcting these leaks, when they exist in Club Sedans in service, may be accomplished by properly sealing seams and welded joints and then installing Rear Quarter Inside Panel Water Shield Kit, part number 410472, to shut out water which enters through the window opening.

Each kit contains three identical large water shield, or aprons, and two small water shields which also are identical. Two of the large shields and the two small shields are to be installed in one piece as received. The third large shield is included in the kit to provide material for cutting patches to cover openings in the quarter window frame panel.

The recommended procedure for sealing against leakage and for installing the water shields is as follows:

Remove the rear seat cushion and the rear seat back and then remove the rear quarter side trim panel.

Remove the old water shields and, using carbon tetrachloride or gasoline, remove any fragments of paper or cement which may stick to the panels when the old shields are pulled off.

The next step is to check the half-round drain holes located between the floor side sill panels and the floor pan. This check is made from the underside of the car. If the car has been undercoated, the holes may have been plugged or covered with undercoating material. If so, the holes should be opened so that water directed from the quarter window opening may escape. A check also should be made from inside the car. Pieces of trim, paper, or other material may have been accidentally dropped behind the panels and may be lying over the drain holes. This also would stop the water drainage and any foreign materials should be removed.

Figure 1 shows the rear quarter panels before starting the sealing operations and water shield installations. You will note that a pocket exists at circle "A" where the lower end of the drain flange is welded to the upper rear corner of the lining panel. It is very important that this pocket be completely filled with "dum-dum." When this pocket is filled, water entering the window opening and following the drain flange will be directed to the outside of the lining panel instead of accumulating in the pocket and falling to the inside of the panel.

Circle "B" indicates a point at which an opening may be found. If there is an opening, it should be plugged and sealed with "dum-dum" applied from the underside of the car.

The seams behind the window

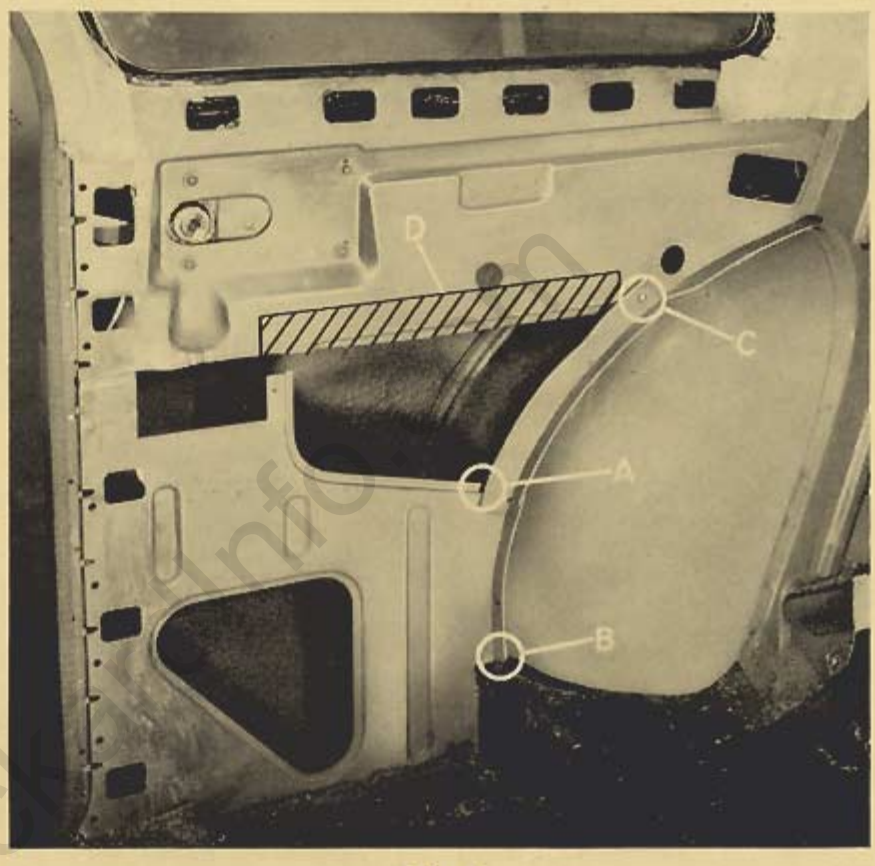

Fig. 1

Fig. 2

Fig. 3

frame panel, the drain flange, and the lining panel should be sealed along their entire length indicated by the shaded area shown in figure 2. Sealer also should be applied at the welded joints indicated by the shaded area shown in figure 3.

After the seams and openings have been completely sealed, the water shields may be installed. The first step is to break the spot weld at circle "C," figure 1, and bend the upper end of the drain flange away from the window frame panel approximately $\frac{1}{8}$ inch.

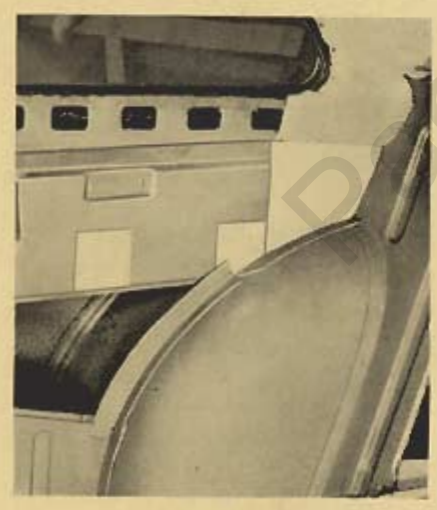

Fig. 4

Cut patches from one of the large water shields and cover the two holes and the large rectangular opening as shown in figure 4. Note that the lower front corner of the patch covering the rear hole is behind the upper end of the drain flange where the spot weld was broken.

These patches may be cemented to the panel using the same cement as that used for cementing rubber weatherstrips. The cement should be applied both to the face of the panel and to the back of the patches. Allow the cement to dry until it becomes tacky and then cover the openings.

The large water shield now should be installed. Apply cement to the face of window frame panel, cementing over the patches which cover the two holes. The raised or protruding faces of the panel should be completely coated with cement. It is not necessary to apply cement to the channels or indented sections of the panel. However, it is very important that cement be applied behind the panel over the area indicated by the shaded section "D," figure 1.

The upper portion of the large water shield also should be coated with cement. Extend the cement low enough so that the shield is cemented approximately 2 inches be-

Fig. 5

low the lower edge of the frame panel after the shield has been placed on the face of the panel and smoothed out. This cemented section then should be pushed up or folded behind the panel and pressed to the previously cemented section behind the panel as shown in figure 5.

It is vitally important that the fold in the shield extend upward approximately one inch, otherwise the shield will be punctured by the arm rest hook when the trim panel is installed.

Figure 6 shows the lower water shield cemented into place. Note that the forward edge of the shield contacts the edge of the windcord

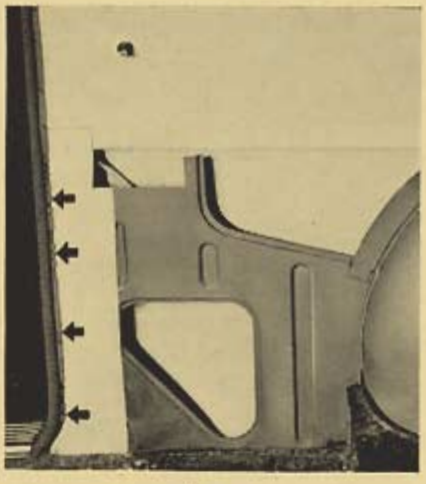

Fig. 6

tacking strip and that the upper end of the shield overlaps the large shield approximately one inch.

After the lower water shield has been installed, locate the trim panel panel fastener openings by pressing along the forward edge of the upper and lower water shields. The round openings for the fasteners can easily be felt through the shields. As each opening is located, puncture the shield at the opening using an ice-pick or scratch-awl.

Fig. 7

Before installing the trim panel, recheck the fold in the shield, as shown in figure 5, to make sure this section is properly cemented to the back of the panel. To install the trim panel, bend the lower end of the panel inward, as shown in figure 7, while pushing the panel to the rear and upward to engage the arm resthook. When properly positioned, snap the panel fasteners into place and reinstall those parts which were removed to gain access to the rear quarters.

WATER LEAKS

Models 2259-79

A new type sealer for correcting water leaks at three possible sources on Convertibles is now available for Service. When leakage is noticeable at the top deck cover seams, the belt rail moulding, or the top front header trim mouldings, it is suggested that this sealer be used at these points.

The sealer is of an adhesive type that will not harden or lose its pliability with age. Also, it is not affected by changing temperatures. This sealer is transparent and comes in 5½ ounce tubes having a long nozzle for use as an applicator. The tubes are carried in stock under part number 410467.

Fig. 1

To service leaking top deck seams where the cover joins the quarter panel side covers, loosen the top at the front bow and raise the top until the tension is released on the top fabric. Then pull the side quarter pads down to gain access to the seams. Insert the sealer tube nozzle against the stitch line as shown in figure I and apply the sealer.

Fig. 2

NOTE

When applying sealer, apply only enough to seal the two edges leading to the stitch line. However, if an excessive amount of sealer is accidently applied, the excess amount may be rubbed off with a clean, dry cloth.

When leakage occurs around the stainless steel belt rail moulding, it may be corrected by the following method: Remove the three screws shown in figure 2 from the right and left well rear trim panels. Then pull the trim panel inward to unfasten the nine trim panel snaps. Loosen all belt rail moulding retaining nuts (figure 3) and pull the moulding away from the body approximately ⅛ inch. Apply trim sealer behind the upper edge of the moulding and along its entire length. See figure 4.

Fig. 3

Fig. 4

After this operation has been completed, tighten the moulding retaining nuts, snap the well panel back into position and install the panel retaining screws.

To correct leakage around the header trim mouldings located above the windshield at the front edge of the top, the following method is suggested: Using a small screwdriver, remove the header trim moulding clip which joins the two mouldings together at the center of the header. Then remove the screws from the outer end of each moulding above the wing windows. Pull the outer end of the moulding away from the top far enough to allow a screwdriver to be inserted between the moulding and the retaining strip. Slowly work the screwdriver towards the center of the header to avoid bending the moulding while springing it loose from the retainer strip. Loosen all retaining strip screws until there is sufficient room to insert the sealer tube nozzle. Next, apply sealer behind the upper edge of the two retaining strips using the same procedure as described for the belt rail moulding. Then tighten the retaining strip.

NOTE

Care should be exercised when removing and replacing mouldings to avoid bending them excessively.

To replace a trim moulding, place the moulding in position with the lower edge of the moulding around and under the beaded lower edge of the retaining strip. Tighten the screw that holds the outer end of the moulding to the header. Use a rubber hammer and tap the upper edge of the moulding until it springs over the beaded upper edge of the retaining strip. Continue this procedure and work at all times toward the center of the header until the moulding is firmly seated and then replace the trim moulding clip.

IMPORTANT NOTICE

Eight and Super Eight Engines with a "D" suffix letter after the engine number have a new engine oil pan which changes the oil capacity from 6 quarts to 7 quarts.

Customers with "D" engines should be notified and 7 quarts should be used in New Car Delivery and Lubrication Departments.

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