

PACKARD

Service Counselor

PARTS * ACCESSORIES * PRODUCT * PROFITS

INSTITUTIONAL



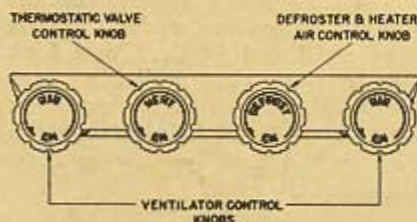
PROMOTIONAL

VOL. 22, NO. 14

DECEMBER 1, 1948

Remind Owners of Heater and Defroster Instructions

Owners of 22nd Series cars with the new all season heater and ventilation system should have called to their attention the correct method of operating this equipment. Service salesmen, when talking to these owners, should make sure owners are familiar with these controls and some owners may have forgotten their use.

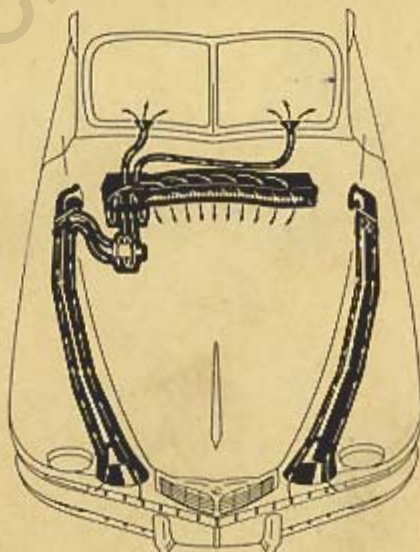


Winter Use

1. Turn both AIR ventilator knobs to the fully closed position.
2. Turn DEFROST knob counter-clockwise to the fully on position. In this position the heater outlet is shut off and all of the heater air is directed through the defroster openings against the windshield.
3. Turn the HEAT knob on.
4. Press the Console Key Board HEATER switch once. In this position the heater fan is running at maximum speed; pressing the switch a second time reduces the fan speed. Pressing

the switch a third time stops the fan motor.

5. When the engine reaches normal operating temperature turn the DEFROST knob clockwise to select the minimum amount of defroster air necessary to keep the windshield clear. This also directs the air downward into the car.
6. Regulate the HEAT knob until the desired car temperature is obtained. The knob may be left in this position throughout the winter unless a higher or lower temperature is desired, as the selected temperature will be automatically maintained by thermostatic action.



FRESH AIR SYSTEM

Mad Customers

There are several things that make customers mad, but one at the top of the list is the "bouncer" or "come-back" job. The repair or adjustment that doesn't fix the job and makes the customer come back. The trouble may have been the result of faulty or incomplete diagnosis, inaccurate or incomplete instructions to the shop, poor workmanship, or poor inspection. Any one or a combination of several of these will cause a come-back.

The cure is better diagnosis, better instructions to the shop, better shop work and better inspection.

Now let's ask another question. What makes a customer madder than a "come-back" job? There is only one answer,—a second "come-back". These can be almost eliminated. When a service salesman gets a "come-back", his diagnosis should be particularly thorough. The previous order should be discussed with the shop foreman and the mechanic. The new order, carefully written, should state definitely what was *not* fixed, and should be marked for special inspection.

Some shops mark "come-back" orders with a rubber stamp which prints a 1/2 inch star. Red ink is used and the star is stamped at the top of the repair order. Such orders receive special attention from everyone. If a "come-back" bounces a second time, two stars are stamped on the order but with

the right attention on the first "star" order, there is no excuse for "two star" orders.

Get a "star" stamp and a red ink pad. Explain to everyone what the "star" means. Pay particular attention to diagnosis, workmanship and inspection on these orders. Handle the customer frankly and you will find you have greatly reduced the number one item on the list of things that make customers mad.

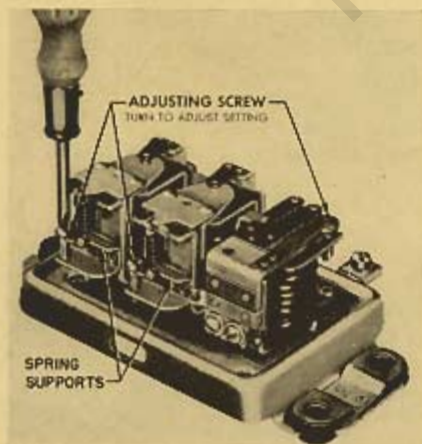
Save Cartons

Packing cartons are very difficult to procure. When re-using cartons to return material to the Factory Warehouse, all Zones and Dealers should keep this in mind. Care should be taken in packing the material, making it possible for the Factory to again use the cartons.

Voltage Regulator Adjustment

A screw adjustment feature for setting the cut-out relay, the current regulator, and the voltage regulator will soon be added to Delco-Remy Current and Voltage Regulators used on 22nd Series models in production. See illustration.

Turning the adjusting screw for any one unit regulates the spring tension and controls the setting for that unit. To increase the setting the screw should be turned down (clockwise). To decrease the setting the screw should be turned counterclockwise until the setting is lower than required, and then turned clockwise to obtain the final setting.



NOTE

Turning the current regulator or voltage regulator adjusting screw

beyond the normal range required for adjustment may bend the spring support beyond its elastic limit. If this should happen, the spring tension may not decrease when the screw is turned counterclockwise and it will be necessary to bend the support. This can be done by turning the screw counterclockwise to obtain clearance between the screw head and the support and then, using a pair of small pliers, carefully bend the support upward until the spring tension is less than required. The final setting should always be approached by turning the adjusting screw clockwise.

Shop Manual Change

In the Shop Manual Section III, Front Suspension and Steering, Page 28, Paragraph 3, the model designation should be added. The paragraph should read:

"When checking toe-in on 19th Sr. and prior, always set the wheels in the straight ahead position and place the steering gear on the high spot by lining up the mark on the pitman arm with the mark on the steering gear case."

New Type Differential Gears and Pinions

A new and improved method of cutting the teeth of the rear axle differential gears and pinions for

the 120-inch wheelbase models is now being used in production. These gears and pinions are installed in the following models: 2201-02-11-32-40.

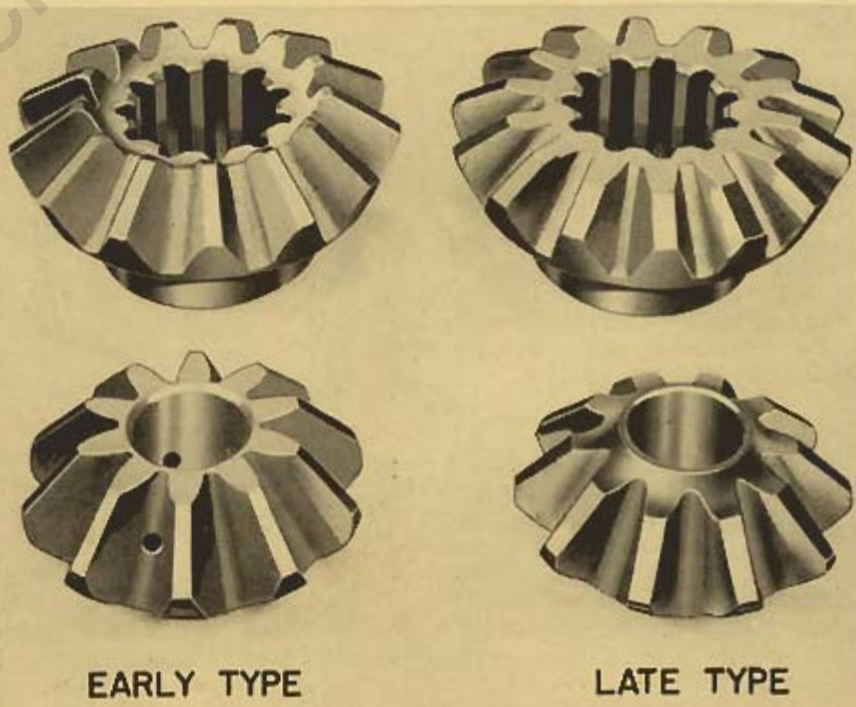
To identify the differential carriers in which these new gears and pinions are used, the letter "R" is stamped on the bottom of the differential carrier flange beside the numbers designating the axle gear ratio.

The accompanying illustration shows the differences between the early type and the new type gears and pinions.

The front face of the early type differential gear is counterbored and has 13 teeth, while the new type gear has a flat face and 14 teeth. The early type differential pinion has a flat face and 3 drilled oil holes. The new type pinion has an undercut face and no oil holes.

When it is necessary to replace gears and pinions, make certain that the correct parts are being ordered as these new parts are not interchangeable with the early type.

The early type gears and pinions should be ordered under the part numbers listed in the Parts List. The new parts are available under the following part numbers: 403057 — Rear Axle Differential Pinion; 403058 — Rear Axle Differential Gear.



Vibration Damper Replacement

Models 2201-11-20-40

Since the introduction of the fluid suspension damper described in the March 1, 1948 issue of the Service Counselor, both the fluid suspension damper and the friction disc damper have been available for service installation on 22nd Series "Six" and "Eight" engines. Due to the difference in the outside diameters of the two types of dampers it is important that the correct type of damper is installed to maintain proper clearance between the damper and the fan.

It is recommended that a friction disc damper be used to replace a friction disc damper, and a fluid suspension damper be used to replace a fluid suspension damper.

However, if a fluid suspension damper is installed in place of a friction disc damper, it then will be necessary to install a new motor gear timing indicator, part number

403670, and a new fan, part number 403666, to provide proper clearance for the damper.

Vibration dampers are carried under the following part numbers:

Fluid Suspension Vibration Damper—403672

Friction Disc Vibration Damper—343130

Parts Book Changes

Please make the following changes in the 1941-47 Clipper Parts List:

Code 18.0255, Part No. 230368 should be No. 323068.

Code 18.013, Part No. 373363 should be No. 371363.

Part No. 335540 Brake Shoe Strut Lever Pin, Code 1.4155, should read part No. 335440.

Part No. 230368 Universal Joint Shaft Bearing, Code 18.0255, should read part No. 323068.

Front Stabilizer Service Links

A new Front Stabilizer Link Assembly is now available for Clippers and early 22nd Series models which do not have the "eyelet" type stabilizer rod. This service link will eliminate the necessity for replacing stabilizer assemblies to eliminate rattles in the links. The links are of tubular construction and the assembly includes the grommets and the retainers.

The construction of the stabilizer link for the 18th, 19th, and 20th Series non-Clipper models also has been changed from the solid rod to a tubular type and this link is now carried in stock.

Part numbers are as follows:

Part No.	Models
410475	1800-1-3-6-1900-1-3-6-2020-1-3
410476	1901A-3A-4-5-7-8, All Clippers and Early 22nd Series

Installing Oil Filters

Equipment PA-378686 and PA-378689

1. Drain and flush crankcase, refill, and add one extra quart for oil filter.
2. Insert elbows in side (marked inlet) and bottom (marked outlet) of oil filter.
3. Mount oil filter on tapped holes provided in left front side of cylinder head using the screws and lockwashers furnished.
4. Remove short jumper tube which connects the oil pressure gauge sending unit to the block.
5. Attach the inlet and outlet tubes as shown in the diagram.
6. Run engine for a few minutes and check all connections for leaks.

NOTE: To insure maximum en-

gine protection and economical operation through the use of clean oil, renew the oil filter cartridge after 8,000 to 10,000 miles of use. Under very severe conditions when the oil on the oil level indicator stick becomes discolored before 8,000 miles of use, renew the oil filter cartridge. Use Packard part No. 395520—Oil Filter Cartridge for renewal.

