

PACKARD

Service Counselor

PARTS * ACCESSORIES * PRODUCT * PROFITS

INSTITUTIONAL



PROMOTIONAL

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Sell Preventive Service

"Plugging" the sale of Preventive Service may sound like we're beating out the same old tune on the same old drum.

Frankly, we are. There is nothing new about Preventive Service.

But it's a good tune—one that should lead every Serviceman's hit parade—as no other can set up such a merry jingling of dollars in the pants pocket through gaining and holding loyal Owners. On a basis of immediate volume it is also profitable—a \$10 brake job in your shop is more profitable to you than a \$500 collision job in a shop miles away.

The Preventive Service Program is made up of three simple steps:

1.—Discovering non-standard conditions.

2.—Reporting them to the Owner and selling him on immediate correction before they have a chance to become more serious.

3.—Correcting the conditions after the Owner has agreed to have the work done.

The first step is the business of every man in the shop.

When a mechanic spots a non-standard condition on a car, he should report it to the man who is handling contact with the Owner.

When a lubrication man is working on a car, he should keep his

eyes open for cracked mufflers, split tail pipes, sagging springs, broken gas lines, and other under-car conditions that may cause trouble. Any noticed should be reported promptly so they may be brought to the Owner's attention.

When a wash rack man notes bare or rusty spots on the body or the need for undercoating or Blue Coral, he should turn in his findings so the Owner may be reminded that a dollar now may save ten later.

The Service Salesmen and Service Manager, of course, should be constantly on the alert for conditions that need correction.

Now to sell the Owner!

This one is easy: When the Owner is shown the need for work, it is more than half sold.

Always remember that the Owner is interested in six things:

- 1.—Safety.
- 2.—Performance
- 3.—Appearance.
- 4.—Economy.
- 5.—Comfort.
- 6.—Convenience.

First explain the adverse effect non-correction of the condition will have on one or more of these, then "wrap up the sale" with the suggestion:

"I imagine you'll want us to fix this now; because if you let it go it's going to cost a lot more to fix when it breaks down completely."

Then write up the work order to correct the condition.

And, of course, correct it.

There is no substitute for this type of selling in building continued prosperity for a Dealership:

- It gives the Owner assurance you are looking out for his best interests and brings him back to your shop.

- It keeps work on your Owners' cars in your shop—not somewhere out on the highway.

- It means more volume for the shop and consequently more security for every employe.

New Extra Low Pressure Tires Require Less Pressure

Cars equipped with the new extra low pressure tires are now in production.

When these tires are used, the inflation pressures given in the Owner's Manual and the specifications should be ignored.

Inflate both front and rear tires to a pressure of 24 pounds.

Your Service Staff

This is another in a series published to acquaint members of the Packard Field Organization with individual members of the Factory Service Department.



If you have trouble keeping abreast of your correspondence, you wouldn't like Jack Bannick's job.

Because Jack reads and answers from 1800 to 1900 customer letters a month. As Packard's Customer Relations Manager, all customer letters come to him—letters praising Packard and Packard Service . . . letters complaining about one or both . . . letters requesting information and literature about current models . . . and about models long forgotten by most of us . . . S.O.S. parts orders from stranded tourists . . . and letters about the thousand and one other things that an Owner feels should be taken up with Factory.

Each letter is given Jack's personal attention and appropriate action is taken to secure information, expedite parts shipment, soothe ruffled feelings, or whatever else is called for. Then Jack writes an answer.

He also handles customers who come in in person with their problems.

Jack joined Packard in customer relations in 1937 and has been doing this work ever since except for a two-year period during the war when he handled aircraft inspection records. He became Customer Relations Manager in 1944. Prior to his 11 years at Packard, he attended the University of Chicago and served as personnel manager with a grocery chain.

In addition to handling 100 or so customer letters per working day, Jack prepares the Monthly Zone Report.

After writing all day, Jack goes home and devotes himself to his hobby: *He writes.*

Among the products of this spare time writing are a book *How To Make a Living Off a 20 Acre Farm* and many magazine articles.

Correction

In "1948 Torque Specifications" in the March 15, 1948 *Service Counselor*, headings over all columns of torque data should read:

"Function . . . Thread Size . . .
Lbs. Ft. Min. . . . Lbs. Ft. Max.
. . . Lbs. Inch Min. . . . Lbs. Inch
Max."

Please correct your *Counselor*.

Gear Shift Squeaks

22nd Series

There are three causes which contribute to hard shifting and squeaks in the gear shift linkage of 22nd Series cars.

One of these is the grommet at the upper end of the gear shifter shaft. On early cars this grommet was too short, which allowed it to catch in the opening of the shroud and bind the mechanism. These grommets were made longer to eliminate this trouble and are carried in stock under the same piece number. All grommets in Service stock are now of the longer type.

This grommet is also responsible for some of the squeaks that have been reported and use of Lubriplate on the grommet will eliminate squeaks at this point.

Another point which causes squeaks is the rubber anti-rattler at the bottom of the steering column shroud. This anti-rattler presses against the shifter shaft and causes a squeak. This may also be eliminated by removing the steering column to instrument panel bracket and lubricating the rubber with Lubriplate.

The third point is the grommet at the dash through which the steering column and shifter shaft presses. This point should also be lubricated with Lubriplate or oil.

Parts Book Corrections

The following corrections should be made in your Parts Book.

Code No. 4.23212
Wiring Harness-Rear
Part No. 380341
Should be 380351

Code No. 30.3010 Screw
Code No. 30.4380 Screw
Part No. 6590 Should be 6950

Code No. 5.0508
Motor Cylinder Head Water
Outlet Flange
Part No. 389691
Should be inserted to cover the
22nd Series Std. and Super 8.
Also, Taxi Motor Cylinder
Head Outlet Flange.

We have been receiving orders for 348919 specifying for the 22nd Series. Please make a note in your Parts Book to show that 389691 is for the 22nd Series.

Distributor Contact Point Gap 22nd Series

There have been reports from the field that Servicemen have experienced difficulty in obtaining the correct cam dwell angle with the correct distributor contact point gap on 22nd series cars.

There are two factors that must be considered, in connection with the operation of the contact points; namely, the build-up time of the ignition coil, and the interruption of primary current at the correct interval. The build-up time occurs while the contacts are closed and, for that reason, the dwell angle is important. The contact points must separate quickly and cleanly to interrupt the primary current flow which is important for good ignition performance. Both of these factors are highly important, but, in order to achieve the best results from the ignition system as a whole, a compromise must be established in order to offset the variables inherent in mass production techniques.

Cam angle specifications released to the field in the past have always been based on *theoretical conditions*. For example, the assumption has been that all parts in the distributor assembly affecting dwell angle are built to a definite dimension. However, it is impossible to manufacture every part to identical dimensions; therefore, a tolerance had to be established within which limits the parts must be manufactured if they are to be passed by inspection. Because of the variations in manufacture, it is impossible to establish a mathematical dwell angle and expect it to coincide with point opening specifications on every distributor that is manufactured. For that reason, we do not recommend any method in checking distributor contact point gap that involves *only* the use of the cam angle meter.

Cam angle meters have their place in the Service Department if they are used properly and within their limitations. They are no different than any other unit of testing equipment used in the average Service Department. It has been found that with some types of cam angle meter testers the cam angle readings increase with increased resistance in the secondary circuit as the engine is speeded up. Dirty or oxidized

contact points will also affect the meter reading and result in an inaccurate analysis. Because of these conditions, emphasis is placed on the importance of first checking the ignition circuit before any attempt is made to check the dwell angle.

For the average driver, the most important function of the contact points is to interrupt the primary circuit with the minimum amount of sparking at the contacts. This is best accomplished by setting the point opening with a dial indicator gauge preferably, or by feeler, and not depending entirely on the reading obtained from a cam angle meter. The cam angle meter does not check the point opening and it is recommended that the dial indicator gauge or feeler method of setting contact point gap be used, according to the "Tune-up Specifications and Adjustments" in the *Service Counselor*, Vol. 22, No. 1, dated January 1, 1948.

Headlight Switch Latch 22nd Series

As a result of product reports received from the field, a steel spring latch is being installed in the headlight switch knob to reduce the possibility of unintentionally extinguishing the headlights. These latches are now being installed in production and are also available for installation in Service.

To operate the headlights on cars equipped with this latch it is necessary to press both the latch and the switch knob at the same time. This can be accomplished by pressing the latch up into the knob with one finger while using the thumb to press the knob.

These new latches are carried under piece number 403912.

Instructions for installing the latch are as follows:

1. Remove the two slotted switch retaining nuts and lower the switch support to give access to the headlight switch knob retaining screw. (Screw "A" in illustration.)

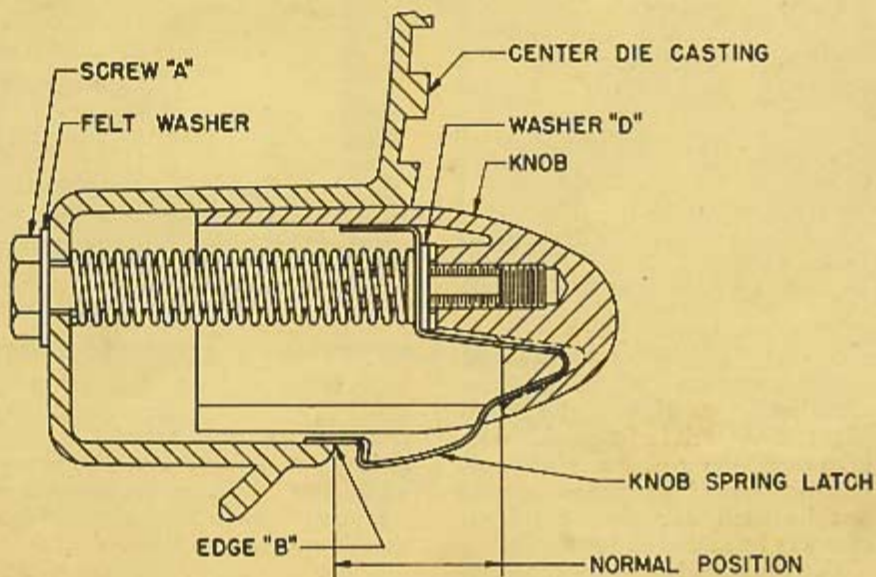
2. Loosen screw "A" until the switch knob, spring, and the washer can be removed.

3. Remove burrs, if any, along edge "B" of die casting.

4. Slide the latch onto screw "A" and reinstall the washer "D" as shown in the illustration.

5. Reinstall the switch knob and tighten screw "A" to relocate the knob in its original position with the end of the latch resting above edge "B".

6. Test the action of the latch by pressing the latch up into the knob and pushing the knob to light the lights. Release the knob and make sure it returns to its original position with the latch in the locked position as shown.

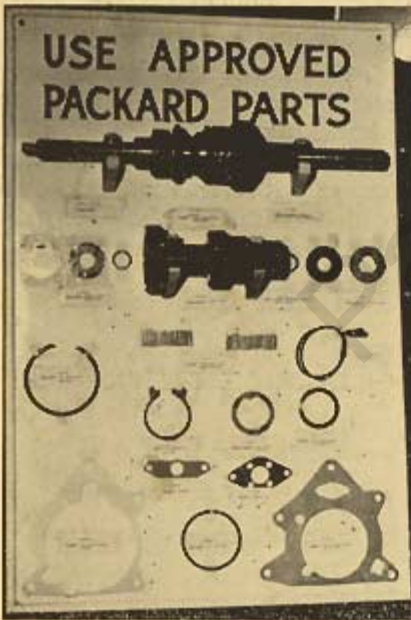




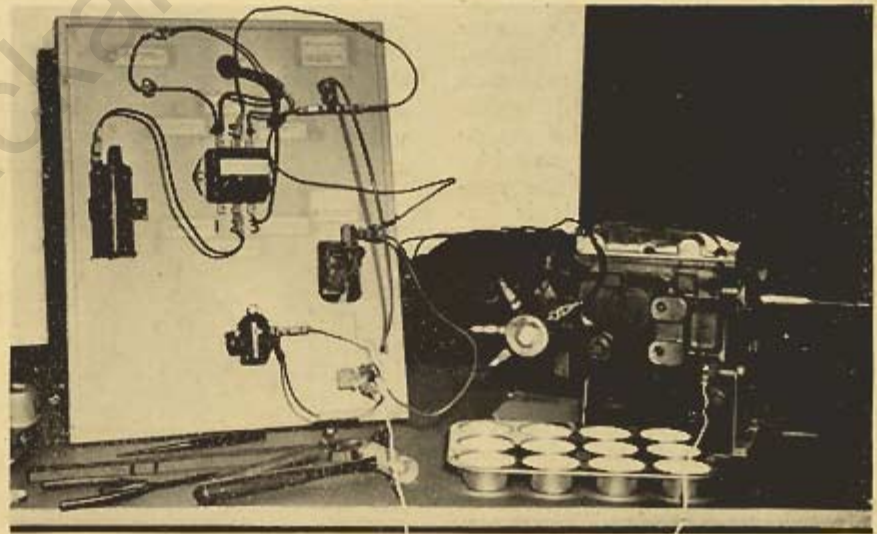
New York Zone



Boston Zone



Cleveland Zone



New York, Boston, and Cleveland Zones Design and Build Unique Training Aids To Aid Servicemen at Overdrive Schools

To assure Packard Servicemen, attending Packard Serviceman's Training Schools on Transmission and Overdrive, maximum benefits from their training, personnel of the New York, Boston, and Cleveland Zones have designed and built these fine training aids.

Louis C. Troise, of the New York Zone, is illustrated with the mock-up of an overdrive he originated and constructed to help Servicemen in his Zone see exactly how the overdrive relays, solenoid, and governor operate.

Ralph M. Bent, Boston Zone Parts and Service Representative, constructed a somewhat similar mock-up for the benefit of Servicemen in the Boston Zone. Bent's mock-up goes beyond Troise's by including an overdrive with half the case removed and a knurled knob fixed to the sun gear. By rotating the knob, it is possible to rotate the sun gear and demonstrate engagement and disengagement of the pawl.

In Cleveland, Zone personnel wired in component units of a Packard ignition system and mounted them on a board. This "ignition system" is hooked up to a battery and transmission overdrive assembly to demonstrate the functioning of the overdrive electrical units. It is of particular value in teaching trouble shooting. In addition Cleveland made a layout of the assembly and mounted the parts on a display board.

Cleaning Convertible Tops—22nd Series Convertibles

The recommended method for cleaning Super Eight and Custom Eight Convertible tops is with lukewarm water and a mild soap. Caustic (burning) soaps should not be used nor should solvent cleaners be added to the water.

The top should be worked care-

fully from end to end using a medium stiff brush or sponge. Do not saturate the material at any point and do not lower the top while wet. Folding the top when wet may cause the material to shrink, mildew or stain.

Do not use fabric cleaners of any

kind to clean the top. The top material has a synthetic rubber liner and many fabric cleaners have an ingredient which will cause synthetic rubber to deteriorate. The water repellent characteristics of the material then may be affected and a leak may develop.