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

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The Tourist

He is packed up and ready to go. In some cases he's already on the way. Where he's going and why is something else. The pleasure and ease with which he goes and comes back in his Packard is our job.

Your customers who are to become tourists can be assured of pleasant trips if you find out before they leave that their vacation plans include trips. Then make sure their cars are in proper shape before they leave.

Take into consideration first safety, then performance, then comfort and finally appearance. How are the brakes, lights, windshield wipers? How is the cooling system and the engine? How about the springs and shock absorbers? Does the car look like it is ready to carry the new vacation outfitted family? Mr. Tourist will have a better trip if his car is ready too.

And while you are at it, don't forget the many little accessory items designed to make trips easier. These include the Spare Tire Valve Extension, Ventshades, Luggage Compartment Light, Trouble Light, Vanity Mirror, Compass, Non-Glare Mirror, Sun Visor, Spot Light and, of course, Seat Covers.

Now for the Tourist who calls upon you. He is not a menace; he is a challenge to your service department. You are set up to take care of the ordinary day to day calls made on you for repairs and adjustments. It's the extra demand for out of the ordinary attention required by the Tourist that tells how good you are. He needs attention in a hurry. To him, every day—every hour counts. Can

Have you sent out or handed to Owners one of the new Accessory Catalogs? With pages like these, it *sells!*

you handle the extra, the out of ordinary requirements smoothly and quickly? That is the test of a well organized service department.

When a Tourist comes into your shop, put yourself in his shoes. You would like that extra courteous service and you would appreciate that extra speed in getting in and out in a hurry. So, in large size, write the word *TOURIST* on the order and follow that job into the shop. Be extra sure the work is done right and fast.

Let's make this a real vacation summer for Packard Tourists!

Static Electricity and Tube Failures

Recently there has been an increase in complaints of static from those parts of the country where hot, dry weather was prevalent and cases of tube failures have undoubtedly come to your attention. Why there should be this sudden surge of static is a mystery. We, therefore, feel you would appreciate some comments on this subject by a leading tire manufactuerer.

There are four distinct and objectionable manifestations of static electricity in automobiles:

1. *Shock Static:* A heavy shock received by a person on the ground touching a door handle. An electrostatic charge has been built up on the car and is grounded through the body.
2. *Seat Static:* A charge built up on the driver or a passenger by sliding across certain types of seat covers. Subsequently touching the ignition key or any other metal part results in a shock when the electrostatic charge is thereby grounded.
3. *Car Radio Interference:* A disagreeable crackling, popping or buzzing in the radio caused by static sparking between casing and tube or between casing and road surface.
4. *Static Tube Cracking:* Small holes in crown or sides of tube.

Car static was a problem before the war and was not confined to any make of car, tire or tube. This is still true. Also, the cure, developed and proved out in service in the 1930's, is still available and still eliminates the complaints—with the single exception of "Seat Static." There the only positive remedy is a change to a different seat cover material or direct grounding of the seat covers themselves to the body or frame.

The more serious condition is static cracking—more properly static *burning*—of tubes. A flat occurs. The repair shop finds a small hole in the crown or side of the tube; diagnoses it as a nail puncture (although no nail is found through the casing) or as "foreign substance" in the tube wall which has worked out and left the hole. He puts on a patch and the next day another flat occurs at a different point.

The cause is ozone generated by static sparks between tube and casing. A concentration of this gas at any one point quickly eats a small hole through the tube whether it be butyl, neoprene, GRS or rubber.

The introduction into the tube of Static Eliminator Powder *eliminates* the static charge that causes sparks to jump, as well as clearing up radio reception and shock. We urge dealers to check all tubes on a car where one has failed from static cracking and apply the powder to *all* tubes on the car.

Static Eliminator Powder and Powder Injector are now available at Zone Parts Warehouses.

The price of the Anti-Static Injector, part number 410447 is Dealer Net $ .72 suggested, List $1.20. The Anti-Static Powder Kit (sufficient for 5 tires) part number 410448 is Dealer Net $ .24, List $ .40. The powder kits are packed 12 kits to a box. The usual charge for installing the powder in 5 tires is $2.50 to the customer.

Spark Plugs

About 80 per cent of replacement spark plug sales are made by gasoline stations, surveys show.

Increase your share of this lucrative business by selling new plugs to Owners at regular intervals on the basis of increased gasoline efficiency and better performance.

Information on spark plugs in various heat ranges for all cars is available in the recently-distributed Packard Spark Plug Chart.

Care In New Car Delivery

Delivery of new cars to owners is a procedure requiring constant checking by all Dealers. It is not a difficult matter to set up a proper procedure since those items requiring routine attention are listed on the New Car Retail Delivery Inspection Form PD-28E. This form is to be used as a guide. All items shown should receive attention and, in addition, any unstandard condition should be listed and corrected.

As an example, your inspection might indicate the necessity for checking the tightness of the rear axle shaft nuts and this should be done if needed although it is not listed.

Another example is the final adjustment of the Electromatic Clutch. This should be checked on all cars so equipped.

When the car is brought in for the 1000 and 3000-mile inspections, those items listed on the reverse should receive attention at each interval. Again any unstandard condition subject to correction during the warranty period should be listed and corrected.

The purpose of these inspections is to make sure each car sold is in proper condition from the standpoint of appearance, adjustment and satisfactory operation. Careful attention to new car delivery is most important to the Customer, the Dealer and the Factory.

Short Circuits In Overdrive Harness Connectors

Numerous Product Reports have been received on short circuits in the overdrive harness connector due to water and corrosion inside the connector. It has been found that a number of cases of reverse lockup have been caused by short circuits in this connector.

As a result, it has been decided to remove this part in production as soon as possible. The wires from the harness to the solenoid will then be continuous.

When electrical trouble develops, or it is desired to eliminate the possibility of trouble at this point, the connector may be removed. The wires should be spliced and soldered, then taped and a coat of shellac applied over the tape.

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

T. W. Nertney, called "Walt" by his many friends, is a member of the Service Technical Section. The organization chart indicates that he assumes responsibility for establishing service methods, writing Flat Rate Manuals, handling approvals and publications on Packard special tools and shop equipment. His Packard experience qualifies him as an expert on these subjects.

He started with Packard in 1924 in the Experimental Garage. He was later transferred to the Diesel Aircraft Engine Division on dynamometer and field test work.

In 1928 he moved to the Packard Proving Grounds, working as a shop mechanic and on dynamometer test and track test, being promoted to chief tester.

In 1936 he joined the Factory Service Department as service traveller with special assignments. For four years he headquartered in Minneapolis as service representative of a large midwestern area.

In 1943 he returned to Detroit as an instructor in the Navy Marine Engine School. After the war he returned to the Service Department where, with the duties indicated above, he also handles special assignments on technical problems.

His hobby is fishing with claims toward expert casting although no sizes or weights are available for publication.

Rod and Main Bearing Clearances Measured Quickly

Plastigage, a new product developed by the Perfect Circle Corporation, enables the mechanic to measure clearances between rod bearings and crank pins and main bearings and crankshafts to .0005 inch quickly and without the use of micrometers.

Each Plastigage Kit, available under part number 410172, contains 12 rods of Plastigage, a semi-soft, red plastic material. Each rod is 12 inches long, contains enough material for one engine, and is packaged in an individual envelope. Printed on each envelope is a scale which shows bearing clearance in thousandths of an inch when held against the flattened Plastigage.

Bearing clearance is measured as follows:

1. After removing bearing cap and wiping oil from crankshaft and bearing shell, lay a piece of Plastigage, as long as the bearing is wide, horizontally across the bearing. (See Figure 1.) When checking main bearings, leave other caps in place.

2. Reinstall cap and pull nuts down to specified torque with a torque wrench. Work carefully and avoid over-tightening as the flattening action of the tightening determines the measurement obtained.

3. Remove bearing cap. Plastigage will be found stuck to either the crankshaft or the bearing.

4. Compare width of flattened Plastigage with scale printed on envelope. (See Figure 2.) The number within the graduation matching the flattened Plastigage in width is the bearing clearance in thousandths. If the Plastigage is wider than one graduation but narrower than the next greatest one, estimation in tenths may be made by eye.

5. Remove Plastigage and install new bearing inserts of the proper size, if necessary.

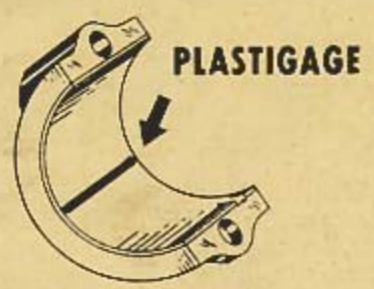

Fig. 1

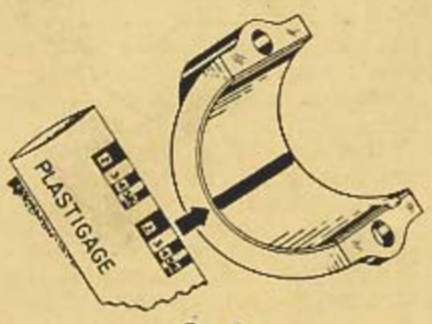

Fig. 2

Variance in width of the flattened Plastigage indicates either variation in clearance across the bearing or a scratch on either the bearing or the crankshaft.

This method saves up to 60 per cent of the time used by older methods.

The Happy Tale With A Bright Finish

'Twas early—oh, about the middle of the medieval 20th century, when it came to pass that many cities of the vast land were being ruled under the mailed fist of one Sir Dull—a vicious fellow who descended upon all the trusty steeds (at that time known as autos) across the vast land and left his grimy mark where'er he touched—naught could be done to his foul scourge—this dastardly blight on the face of the land was a sorry sight to behold.

What to do—many called down curses on Sir Dull—but cursed as he was, he continued besmirching as merrily as before. The alchemists were called in—and even with their great wizardry failed—vainly they tried various powders called soaps and vainly did they douse the trusty steeds with water. The result—somewhat satisfying to behold, 'tis true—ah, but within a few days, Sir Dull again worked his deviltry—again the grime as before. What to do? What to do?

A bright ray of hope glimmered in the distant sky—it was the radiance cast forth by a new knight—the Blue Coral Knight. Yes, none other than he of the shining armor. Yes, he that made every finish a bright and happy one without putting an end to the story.

The Blue Coral Knight took one look at the devastation wrought by Sir Dull and said "Forsooth, with the proper assistance I shall put an end to this fellow. Zounds, gadzooks and a pox on him. Come, my proud fellows, and we shall knock off his breastplate and tear the foul heart from him."

The Blue Coral Knight enlisted the aid of those fine protectors of steeds called Packards and off they went into the fray. Sale by sale, by day and by night, to old steeds and new, they lanced still further into the domain of Sir Dull.

And it came to pass, that at the end of three short months, across the land there was not one Packard steed left who was still under the rule of Sir Dull. Nay, they were under the protective covering of the Blue Coral Knight. The owners of the steeds were proud, happy and smiling.

The owners gazed fondly on their steeds—gone was dullness, the drab, the lackluster, the film—instead of Sir Dull there was the sparkle of beauty, the glow of glistening paint, a true loveliness on which to cast the eye.

The Blue Coral Knight was happy, too—once more he had felled the foul fellow—Sir Dull. And because the Blue Coral Knight knew happiness—he spread the glow of joy to all of his helpers.

Yea, he called in the Royal Chef and ordered him to prepare a banquet for all of his aides—those protectors of the steeds called Packard. What a feast—what a treat—what a celebration—because instead of the banquet being a table set with ordinary food and the like—the feast was the awarding of fine merchandise prizes all of which were chosen by the helpers themselves. Oh, there was happiness—you could see these fellows with new rods for fishing, golf clubs for the game prevailing in that ancient time, and oh, so many more fine things. It was a joy to all concerned.

Thusly, you have heard the story of how the Blue Coral Knight and his helpers—the protectors of the steed called Packard—put an end to Sir Dull. Thus ends the tale but the finish will linger on into memory.

Packard Blue Coral Contest—May-June-July

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