PARTS • ACCESSORIES • PRODUCT

SERVICE Counselor

PACKARD MOTOR CAR COMPANY

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When Is Service Good?

The reason for the existence of a service department is twofold—1—satisfied customers, 2—satisfactory profit. You cannot separate these. They are dependent on each other. If you set out to really build owner good will, you will soon find an increase in volume and a satisfactory profit. They just naturally follow.

On the other hand, a satisfactory profit is not enough. You must—through efficient diagnosis, good workmanship and careful handling of customers—continually build good will. You must make customers like to do business with you.

You will get some complaints. They are a good thing for any business. They show you how and where you can improve your method of doing business and you do want to continually improve your methods. To build good will or to make customers want to do business with you, two rules should be followed. 1—Find out what customers like and do more of it. 2—Find out what customers do not like and do less of it.

When you do have a complaint, clean it up promptly. Find out exactly what caused it and figure out what will prevent it happening again. Never just close a complaint; follow through for the cause and the prevention.

A lot of complaints start with a new car and a great many of them are unnecessary. Proper new car fitting and delivery would have prevented them. The four essentials of good delivery are:

1. The car thoroughly checked, adjusted and cleaned.
2. Full explanation of operation of all features.
3. Complete explanation of Service and Tourist Policy.
4. A showing of your Service and parts facilities.

A good job on each of these lays the foundation for satisfactory service handling with the customer. By all means start new customers off right.

When your customers are happy they will come back and they pass the word along. Your gross profit will be satisfactory but your net profit is up to you. That's a matter of efficient management and careful and continuous supervision of expenses.

A sound business is built on good will and good profit. A good service department is a sound business because it continues to produce both good will and good profit.

WGD Carburetor Tools

2301-2302

The Service Counselor of Nov. 1, gave the disassembly, assembly and servicing of the WGD Carburetor.

The tools required to service this WGD carburetor were illustrated along with the Carter Tool numbers as follows:

Float Level Gauge—Carter No. 109-39.

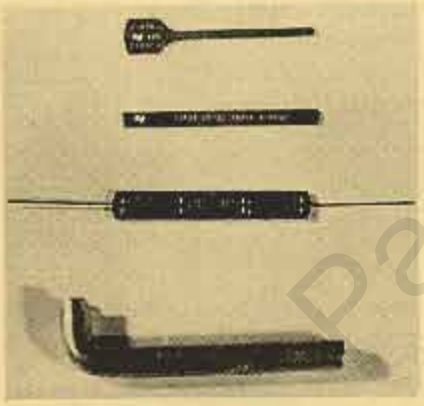
Fast Idle Adjustment Gauge .026 —Carter No. 109-189.

Unloader Adjustment Gauge 1/8" —Carter No. 109-36.

Choke Trip Lever Arm Bending Tool—Carter No. 109-187.

These tools are new to the carburetor line of tools and should be ordered to complete the carburetor tool set. They are definitely required in order to properly adjust the WGD Model Carburetor.

The same tools are used to service the new model carburetor on both the 2301 Eight and the 2302 Super Eight Models.



Group J-4372

These tools can be ordered direct from the Kent-Moore Organization, Inc., General Motors Bldg., Detroit 2, Michigan, under the group number J-4372, which includes the four tools as illustrated. The list price for the group is $1.90.

When orders are received from now on for the complete Carter Carburetor Tool Set J-2573, as illustrated in the Kent-Moore tool catalogue, group J-4372 will be included.

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.

D. S. McNally

J. K. Williams

Here are the recently appointed two assistant parts and service managers who will actively supervise all field service operations and aid J. A. Carr, parts and service manager, in coordination of factory departmental activities.

David S. McNally is assigned to Zones in eastern United States, and Jack K. Williams heads up all Zones covering the western states.

Both men will have headquarters at the factory but their new duties will take them into their respective territories the greater part of each month. Williams will be aided by F. O. Russ, Pacific Coast divisional parts and service manager.

Jack Williams, with Packard since 1945, has held parts and service posts in the Kansas City and Chicago Zones and most recently was parts and service manager in the company's former midwestern region, comprised of these and three other Zones.

For five years before joining Packard, Williams, 34, held various field positions elsewhere in the automobile industry. A native of Ogden, Utah, he is a 1936 graduate of the University of Arizona.

Dave McNally came with Packard in February, 1946, as Cincinnati Zone parts and service manager, after four years in U. S. Army Ordnance during which he rose from second lieutenant to lieutenant colonel.

In 1948, he was named parts and service manager in the former region covering the midwestern states and, last June, continued in the regional office in an executive capacity. He graduated in 1941 from the Massachusetts Institute of Technology.

Do You Make Customers Afraid?

Why do so many customers dread going to a service station? Because they are just not convinced that what you do to their cars is necessary or that it will be well done.

In many, many cases what you do to the car is both necessary and well done but you fail to convince the customer that it was necessary. In those cases where the work was necessary and the work was not

well done you just can't convince him it was needed.

This is getting complicated so let's take some examples. This fellow comes into your service department to have a miss taken out of the engine. He goes out with a new set of plugs, new points and has paid for a minor tune-up. He also goes out with the miss. Well, he comes back and buys a carburetor overhaul and goes out —that's right—with the miss. Then his gas station man notices a leak at the manifold, tightens it for free, and the miss is gone and who does this fellow have confidence in?

Well, let's try another one. This fellow has some electrical trouble; the ammeter hand wiggles and the battery won't stay charged. You guessed it, he comes out with a new battery but he still can't keep it charged. Then he buys a regulator and still has trouble. Finally, someone thinks to look at the generator, puts in some new brushes and everything is lovely—or is it? Do you suppose the customer has lost confidence in a service station?

Another fellow with a waving ammeter pointer stopped at a service station. He felt, and still feels, that new brushes is all he needed. He went out with an overhauled generator for about $14.00 and he still thinks he was taken for a ride. If that was necessary it was not completely explained.

As you know, we can go on and on with these stories. Maybe in every case we could recall, all of the work was necessary but the fact remains, either the diagnosis was at fault or the work was not sold with a complete explanation.

Now we know this never happens in your service station but it is happening and all too often.

Will someone please explain why, when we know how, we don't diagnose properly? At the same time why don't we explain repair charges so owners will know the work we prescribe is necessary and the charges are correct? Now, don't pass this up too quickly; it can happen in your service station. Better check—let's make sure it doesn't happen any more.

Isolation of Gear and Bearing Noises

The all steel body construction currently in use has, for the most part, rendered obsolete the practice of diagnosing gear and bearing troubles by their characteristic sounds. Noises originating in the transmission, the overdrive (if so equipped) or the rear axle may "telegraph" through the structure to a location far removed from the actual point of origin. What's more, in the process of telegraphing," a sympathetic vibration may develop in another part so that the audible pitch of the basic disturbance is changed.

The business of "telegraphing" then not only may change the noise so that it sounds like something else, but may make it appear to come from a different place.

In view of these facts, perhaps the best way to isolate the offending noise with fair consistency is by an elimination process similar to the one which follows. Incidentally, please note that tire noise has been considered as well as that generated by gears and bearings.

1. Make a road test. Note the speed of the car and the gear combination at which the hum occurs. Fix the sound firmly in mind so that it will be recognized if it recurs during different gear combinations.

2. Lock out the overdrive and listen for noise. If it is still there, the trouble is in the transmission, the overdrive tailshaft bearings, the differential or the tires. Since there is no relative motion in the overdrive planetary system, that unit is obviously not responsible.

Should the noise fail to occur with the overdrive locked out, the planetary unit is the offender.

3. Lock in the overdrive. In overdrive second gear, or in conventional second gear if the speed at which the disturbance occurs is not too high, check to see if the noise is still there. If it is, you have now eliminated the transmission as the source. If the disturbance were the fault of the transmission, it would have occurred at a lower car speed, or have disappeared, since the gear combination at which the disturbance originally occurred was not then in use.

If the noise does not occur under these conditions, you have eliminated as offenders the rear axle and tires, and have pinned the trouble down to the transmission or to the overdrive tailshaft bearings.

4. Now run the car at the harmonic speed and swerve it a little from side to side—if the noise level changes or if it stops completely when the thrust is on one side or the other, the offending unit is the side gear or bearing in the differential.

If the noise still remains constant, the trouble may be either the differential ring gear and pinion, pinion shaft bearings, or the tires.

5. Run the car on a smooth asphalt or blacktop surface, then on a rougher surface—say a brick pavement. If the noise disappears on one or the other, it is tire noise that caused the trouble. If the noise is still there at harmonic speed regardless of the type of pavement under the car, and the preceding tests have all been run, look to the differential ring gear for the trouble.

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Broken Wiper Cables

Wiper cable failures generally result when the cable rides out of a pulley and chafes back and forth over the bracket, wearing through a strand or two at a time until the cable is materially weakened. This can sometimes be blamed upon an overloaded condition caused by ice or heavy snow.

When the wiper arm is overloaded, the cable on one side will take up tightly while the other slacks off. If the amount of slack on the slack side is great enough, the chances are that the cable will ride out of the pulley. It's a good idea, then, to pass this tip along If the wiper blades are iced to the glass or if the windshield is covered with heavy wet snow, it will only take a minute to crack the blades loose from the glass, or wipe the bulk of snow from the wiper arm radius before starting the engine. This may save the owner the inconvenience and

expense of a cable failure.

When the wiper cables are incorrectly tensioned, the result is about the same as though the blades were overloaded. The same slack side and taut side condition exists with the resulting set-up for a cable failure.

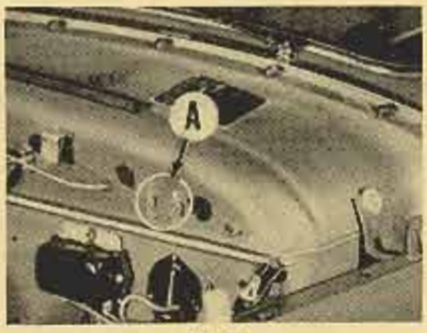

Fig. 1

A certain amount of stretch is inherent in the wiper cable system and this is compensated for by a tensioner arrangement for each wiper assembly. Two kinds of cable tensioners are in use—a late type which automatically compensates for slack in the system and an earlier type which might be called a semi-automatic tensioner.

Since the automatic type takes care of itself, we will be concerned here only with the semi-automatic or earlier type tensioner.

Before starting the adjustment, it is suggested that the battery be disconnected so that possible damaging contact of the wiper cables with "hot" wires may be avoided.

Fig. 2

Two spring loaded tensioner assemblies are bolted to the dash panel, one on either side, under the instrument panel. See "A, figure 1. Check these to see that they are firmly attached. Loose bolts here will disturb the pulley alignment which will ultimately fray the cables.

Now, reach up under the instrument panel and slack off the tensioner lock nut (figure 2), allowing the spring to pull the proper tension (approximately 14 pounds) on the cable assembly. Tap on the stud to make sure that it is free then, holding the tensioner assembly firmly in position, take up on the tensioner lock nut. Be careful not to let the tensioner turn with the nut, since this could spoil the adjustment.

If lubrication is necessary, use a light oil for the pulley bearings and a light grease for the cables.

Winter Care of Chrome Plating

The life of a plated surface depends on the type of exposure it encounters and the care it receives.

Rusting and pitting are aggravated by moisture and particularly by salt water. Chrome plating, along the sea coast, deteriorates more rapidly than in the interior. Salt used on the roads to melt snow and ice presents a real problem.

Your customers must take care of the chrome on their cars. Traces of rust and pitting cannot be considered a reason for replacing chrome plated parts. This pitting and rust is caused by the conditions mentioned above.

The simplest and easiest way to protect chrome plating is to wash it thoroughly with kerosene until the surface is clean and the rust has been removed, and then rub in a coating of Packard Body Polish. The polish fills the small holes which penetrate the plated surface.

The frequency with which the treatment must be repeated depends upon the degree of exposure. On the average, once a month will keep the plating in good condition.

When delivering a new car to a customer during the winter, he should be informed of the conditions and the care he must give the chrome plating on his automobile.

Rear Spring Clips

Liner type rear springs on vehicles in service and springs in current production may have either one of two types of rear spring rebound clips.

The one type is a two-piece clip held in position by a screw through a spring leaf and a nut and lockwasher. The alternate type clip is a one-piece clip which is crimped together at the ends when the springs are assembled.

The insert or button type springs, which were used prior to the adoption of the liner type springs, also are equipped with the one-piece, crimped clip.

It is necessary to mutilate the one-piece clips to remove them from the spring and clips of the clamp type are available for service replacement. However, the clamp type clips for the liner type spring are not interchangeable with those for the insert type spring due to the difference in thickness of the two springs.

The clamp type clips for liner type springs may be used to replace the two-piece clips if replacement is necessary. When this is done, the two-piece clamp, screw, nut, and lockwasher should be discarded.

The replacement Rear Spring Rebound Clips may be ordered under the following part numbers.

For Insert Type Springs

375854	Outer (8 and 10 leaf spring)
375855	Inner (8 leaf spring)
375856	Inner (10 leaf spring)

For Liner Type Springs

410646	Outer (8 and 10 leaf spring)
410647	Inner (8 leaf spring)
410648	Inner (10 leaf spring)

Parts List Correction

An error has been found in the parts list on the R-11 Overdrive supplied with the Service Counselor of February 1, 1949.

Code 3.202—Transmission Case should carry part number 412234.

We suggest that you make the above change in your copy.

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