



PACKARD MOTOR CAR COMPANY



Counselor

VOL. 24, NO. 4

APRIL, 1950

Service and Sales

AN EFFECTIVE SALES FORCE CREATES NEW SERVICE BUSINESS.

AN EFFECTIVE SERVICE FORCE CREATES MORE NEW CAR BUSINESS.

Each works for the other. You cannot separate them.

Service is a very important part of each new car sale. A car is a means of transportation and all transportation requires service.

A car is a piece of machinery and all machinery needs regular service. In fact, a car needs service attention much more frequently than most any other piece of machinery a man buys. Without service attention his watch may run well for one, two or three years; his electric refrigerator may run four, five or even eight years; his washing machine may run for two, three or four years. His car, however, requires service at least every 30 days. There is lubrication, oil change, tire repair, tightening and fender straightening. There are wash and polish jobs.

The type of service a man gets with his new car is very important to him.

You know what owners want in the way of service:—

1. Prompt greeting.
2. Thorough and accurate diagnosis.
3. A price quoted—no extras without approval.
4. A promise for delivery—kept to the minute.

5. Good workmanship—no mistreatment of a car.
6. The car returned as clean as when he left it.

Service can improve service by:—

1. Doing each part of each job right.
2. Selling needed service not asked for.
3. Handling each car with care.
4. Explaining each item on the R. O. carefully.
5. Checking the work done on each car.
6. Considering the customer's side carefully in handling complaints.
7. Helping to keep demonstrators in perfect condition—they are samples and a bad sample can lose a sale.

Sales can improve service by:—

1. Selling service as a part of each new car.
2. Starting each new customer off right—selling him on your service.
3. Following each new customer through the warranty period.
4. Reporting to service any case of dissatisfaction.
5. Bringing in service work on his present car if you can't trade.

Thus Sales Helps Service and Service Helps Sales.

Check Your Car—Check Accidents

May is Car Safety Month. It is sponsored by and participated in by dealer associations, manufacturers, highway safety, civic and police organizations. It is a good thing for owners and a good thing for dealers.

Service Promotion Bulletin 50S-7 indicates Packard approval and interest in the campaign. It makes available material designed to assist in your participation. We urge your full cooperation. Owners need safety service and your shop needs the added service business which such a campaign makes possible.

Rear Stabilizer Adjustment

2301

Occasionally it may be necessary to remove the rear stabilizer, either to replace this member or to get it out of the way for a repair job.

When installing the stabilizer, it is important to the ride characteristics of the car that this member is properly adjusted.

To arrive at a satisfactory adjustment, first position the bar through the bracket and through the anchor eye at the opposite (lower) end.

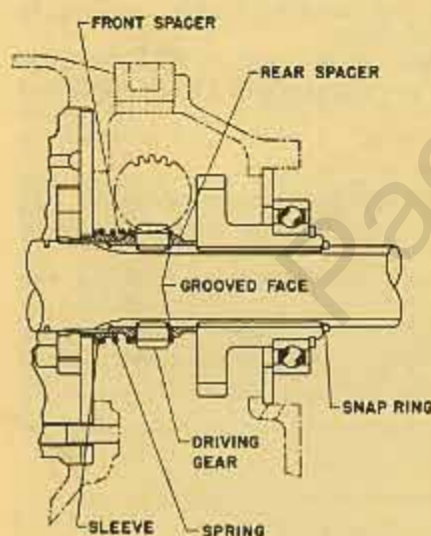
Make sure that the shortest span of threads is at the lower end, and that the inboard nut has been run to the inner limit of the bar threads, then tighten the outer nut. Now load the car equivalent to the weight of passengers it normally carries and tighten the two nuts evenly at the bracket end of the stabilizer. When these nuts are finally tightened, the rubber grommets should show the same amount of compression.

New Type Speedometer Driving Gear Spacers

Ultramatic Drive

The speedometer driving gear spacers in the Ultramatic Drive recently were changed to improve lubrication of the speedometer gears and the driving shaft bushing in the rear housing.

The spacers in units prior to this change are of the sleeve type and are identical. A parking lock gear snap ring of only one thickness is used with those spacers.



The present design incorporates a sleeve, a spring, a front spacer having a plain, flat contact face, and a rear spacer which acts as an oil slinger and has a grooved contact face. The parking lock gear snap ring used with these spacers is available in various thicknesses and one must be selected to obtain proper fit.

The accompanying illustration shows the proper position of these later design details when assembled on the shaft. When installing the parking lock gear snap ring, push the gear as far forward as possible and then select the thickest ring that can be put into the groove on the shaft.

The later design details may be used to replace the sleeve type spacers in units which have a rear oil pump cover plate into which the sleeve will fit without interference. If the sleeve does not have a free running clearance in the cover plate, these later design details cannot be used without changing the rear pump assembly.

The late type details are carried under the following part numbers.

Part No.	Description	Req'd.
423201	Speedometer Driving Gear Spacer Sleeve.....	1
423189	Speedometer Driving Gear Spacer Sleeve Spring.....	1
423188	Speedometer Driving Gear Spacer—Front.....	1
423187	Speedometer Driving Gear Spacer—Rear.....	1
371860	Parking Lock Gear Snap Ring—.087.....	x
371861	Parking Lock Gear Snap Ring—.090.....	x
371862	Parking Lock Gear Snap Ring—.093.....	x
371863	Parking Lock Gear Snap Ring—.096.....	x
423264	Parking Lock Gear Snap Ring—.099.....	x
423265	Parking Lock Gear Snap Ring—.102.....	x

Shifter Lever Interference

Super Eights Prior to 22nd Series

Replacement first speed and reverse shifter levers, part number 412254, in Zone and Dealer stock sometimes will strike the rear motor support when installed on a Super Eight produced prior to the 22nd Series models.



When this condition exists, it will occur when the transmission is shifted into first gear. No interference will be encountered when this lever is installed on models other than these early Super Eights.

If this lever is installed on an early Super Eight and it strikes the motor support, grind down the lever where shown in the illustration.

This lever, 412254, has been superseded by lever, 418950, which the Factory is now shipping and no interference should be experienced with the later type lever.

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 3.2975—Ring Gear, should carry part number 419433. Please correct your copy accordingly.

Throttle Valve Lever Adjustment

Ultramatic Drive

A recent alteration, which went into effect on unit number 106958 for the Eight and 6486 for the Super Eight and Custom Eight, eliminated the Woodruff key which positioned the throttle valve outer lever on the shaft.

The key was eliminated so that the lever could be rotated on the shaft to a position which is in proper relation to the position of the carburetor control relay lever.

A Throttle Valve Lever Adjusting Gauge—PU334 is now available and this tool should be used in the following manner whenever the accelerator linkage is checked or adjusted.

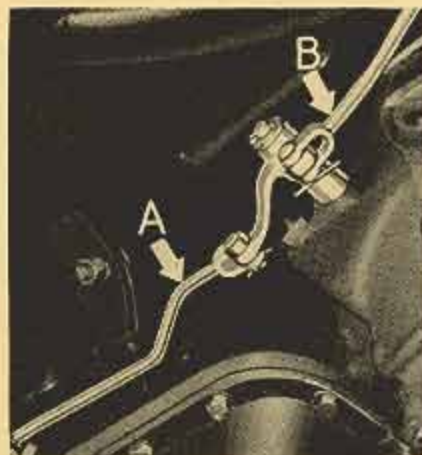


Fig. 1

Disconnect the two rods, indicated in figure 1, from the relay lever or bell crank on the right side of the transmission bell housing.



Fig. 2

At this time the gauge can be used to determine whether the throttle valve lever is properly positioned or whether an adjustment is required.

Move rod "A" toward the rear of the car until the throttle valve lever reaches its rearward limit of travel. While holding the valve back against its stop, line up the clevis pin holes in rod "A" and the relay lever as shown in figure 2. The adjustment is correct if the dowel or pin of the gauge can be inserted into the clevis pin holes and the opening in the opposite end of the gauge placed over the end of the valve lever shaft as shown in figure 3.



Fig. 3

If an adjustment is necessary, loosen the valve lever clamp screw so that the lever can be turned on the shaft. If the unit being serviced is one in which a Woodruff key is installed, remove the lever and discard the key.

Snugly tighten the clamp screw so that the lever will rotate the shaft but still will turn on the shaft after the valve stops are reached.

Rotate the lever toward the front of the car (clockwise) until the stop is reached and then continue to rotate the lever on the shaft approximately $\frac{1}{8}$ th turn.

Next, rotate the lever in the opposite direction (counterclockwise) until the stop is reached and then slowly continue to turn the lever on the shaft to a position which will permit the gauge to be installed as shown in figure 3. The clamp screw then should be tightened to a torque of 80 inch pounds.

After this adjustment has been made and rods "A" and "B" connected to the relay lever, the throttle cross shaft to throttle valve rod adjustment should be checked and, if necessary, adjusted as outlined on page 29 of the booklet "Servicing the Ultramatic Drive."



PU 344

The Throttle Valve Lever Adjusting Gauge—PU334 should be ordered from K. R. Wilson, 215 Main St., Buffalo 3, New York.

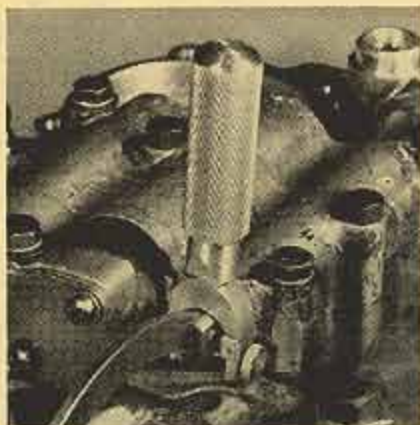
The price of the gauge is \$3.50

Control Valve Link Rod Adjusting Gauge

Ultramatic Drive

The new type Control Valve Lever and Link Assembly now being used in Ultramatic Drive units can be correctly adjusted by use of the new gauge shown in the illustration.

This gauge provides the correct setting of the Control Valve according to instructions contained in Service Technical Bulletin 50T-6, Dealer 4, issued February 9, 1950.

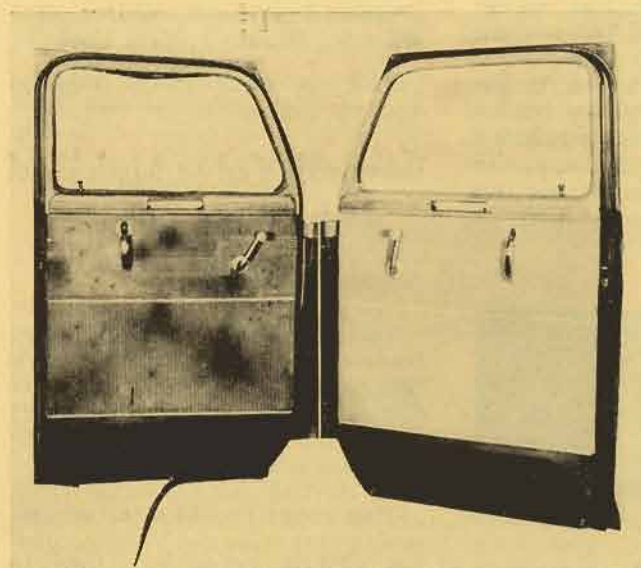


PU 316B

Send orders for the gauge direct to K. R. Wilson, 215 Main Street, Buffalo 3, New York, under tool number PU-316-B Control Valve Link Rod Adjusting Gauge. The price is \$4.50.

Improving Interior Appearance

With the advent of spring and warm sunshiny days, more cars will be out on the highways and byways. During winter months most driving is done only when necessary and little attention is paid to the appearance of the average car. Spring comes with paint-up and clean-up weather. Then an owner's thoughts and attention are drawn to the appearance of his car. Among the needed improvements notice-



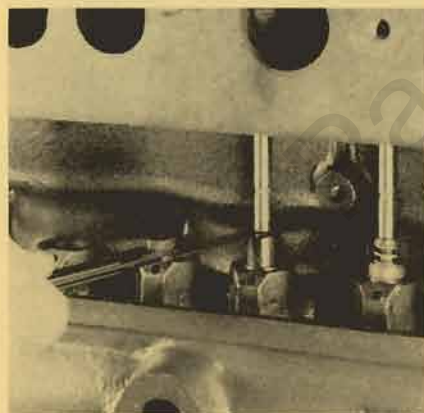
BEFORE

AFTER

★ ★ ★ ★ ★

Hydraulic Tappet Gauge Set

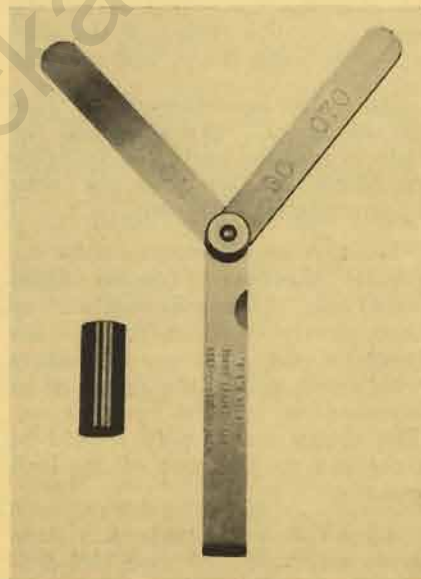
This gauge set is required to accurately check the valve stem clearance in the Super Eight engine, Model 2302, which is now equipped with hydraulic tappets.



Remove the hydraulic unit from the tappet body and install the plug gauge. Install the valve making certain the tappet is in the closed or lowest position and check with the feeler gauges.

It may be necessary to grind off the end of the valve stems after reseating to provide clearances of

from .030" to .070" because of the lowering of the valves. This procedure should also be followed when installing new valves.



The Hydraulic Tappet Gauge Set, J-4540, should be ordered from Kent-Moore Inc., General Motors Building, Detroit 2, Michigan. The price is \$1.70.

able are a refinishing of the car's interior to remove those bleached and soiled spots, water stains, etc. that have accumulated during the winter months.

Packard has made available, Plastictint No. 90 to refinish door panels, sun visors and headlinings, which are beyond cleaning with regular spot remover and upholstery cleaner. It beautifies the car's interior and gives it that new car "look."

Plastictint No. 90 is quickly and easily applied with a spray gun, and when two coats are applied, will dry in two hour's time, leaving the cloth with a new and soft effect.

A certain amount of money is going to be spent this spring refinishing door panels, sun visors and headlinings of owner's cars and used cars being refinished for resale. Are you going to get your share?

May we suggest you place orders now for an ample supply of Plastictint No. 90 for that spring business?

Plastictint No. 90 comes in convenient, quart-size cans with full instructions for its use on each label. Approximately one pint will do the doors and quarter panels of a five passenger sedan. The headlining requires a like amount.

Plastictint No. 90 is available from your Zone Warehouse in blue-gray part No. 410869, taupe, part No. 410868, and light brown, part No. 410867.

Resistor Type Spark Plugs

A recent Parts Merchandising Memo listed the various types of spark plugs available from Zone Parts Warehouses. Included in this list are Auto-Lite's resistor type plugs PR-4 and PR-6.

The heat range of the PR-4 plug is comparable to that of the Auto-Lite P-4, AC-104, and Champion Y4A which formerly were installed in Factory production.

The PR-6 plug is a one step hotter plug and its heat range is comparable to that of the Auto-Lite P-6, AC-106, and Champion Y6 which sometimes are used under certain operating conditions.

When installing a set of resistor type plugs, use the type in which the heat range is comparable to that of the plugs which are being replaced.

The gap setting for resistor type plugs is .035" to .040".