

# SERVICE Counselor

PACKARD MOTOR CAR COMPANY



## Counselor

VOL. 25, NO. 10

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### The Packard Parts and Service Adjustment Group

This is a line-up of the Packard Service Adjustment Division of the Parts and Service Department, who welcomes the opportunity to serve you.



Seated from left to right:

J. S. Neuwirth *Assistant to Service Adjustment Manager*  
 N. E. Haber *Service Adjustment Manager*  
 Ed Nelson *Claims Adjuster*

Standing from left to right:

Art Luckman *Claims Adjuster*  
 Ted Larkins *Claims Adjuster*  
 Pete Spurck *Claims Adjuster*  
 Bert Kraft *Claims Adjuster*

J. S. Neuwirth (Joe) started with the Packard organization in 1935 and has had experience in the workings of the parts warehouse, stockroom, stock follow-up, order clerk, and claims clerk. He was recently promoted as assistant to the manager of the service adjustment section.

Ed Nelson is a veteran Packard employee with experience dating back from 1916 and is well-known by many of the Packard field personnel. Ed's background and experience cover many years in sales, service, manufacturing and inspection. He was recently promoted to claims adjuster to handle the claims of the Los Angeles, Phoenix, Portland, Reno, Salt Lake City, and San Francisco Zones.

Art Luckman, prior to coming with the Packard organization in 1948, was a service supervisor for the T.W.A. Airlines. In 1948, he joined the Packard organization as a returned goods inspector at the Detroit Zone office. In 1949 he was transferred to the Factory as a claims clerk. He has been promoted to a claims adjuster covering the Boston, New York, New York Export and Philadelphia Zones.

Ted Larkins, prior to coming with the Packard organization, was employed by the Kaiser-Frazer organization as a claims clerk for four years and had field experience with their dealers, distributors, and at the Factory. He has been promoted to a claims adjuster for the Cincinnati, Dallas, Kansas City and St. Louis Zones.

Pete Spurck started with Packard in the car distribution division and was later transferred to the service adjustment division as a claims clerk. He was recently promoted to a claims adjuster to handle the Atlanta, Pittsburgh, Syracuse and Washington Zones.

Bert Kraft, a previous employee of the Hudson Motor Car Company, inspection department, came to work for the Packard organization in 1950 at the Detroit Zone office as a returned goods inspector. During the later part of this same year, he was transferred to the Factory as a claims clerk. He has been promoted to a claims adjuster, handling the Chicago, Detroit and Minneapolis Zones.

N. E. Haber, (or "Norm" to his many friends in the Packard organization and elsewhere) manager of the service adjustment section, has had a long and varied career, starting with the Packard organization in 1917. Starting as a storekeeper in the parts warehouse, he then moved upward in the organization as a follow-up clerk, special assignments, parts auditor, supervisor of the service claims section, and is now manager of the service adjustment section. "Norm" has written two fine manuals, "Packard Warranty and Policy Procedure" and "What a Claims Adjuster Should Know," which are very highly regarded by the Zone personnel.

Norm's motto is, "No chain is stronger than its weakest link," and the improper handling of "claims" can cause a weak link in our organization. We must have teamwork to achieve the best possible results from the claims program. This teamwork is entirely dependent on the Zone personnel, the Dealers, and their familiarity with our rules and regulations covering warranty and policy, which are fully covered in the manuals.

By occasionally reading these manuals to refresh your memory on Packard warranty and policy procedures, you will be better able to do your job, and the "claims" program will succeed. We are dependent upon information from the field, because we are constantly striving to further improve our product.

"Norm" and his very capable staff of assistants, each man being assigned to handle the claims from a certain Zone, welcome the opportunity to serve you and will provide you with prompt and efficient service.

## Clutch Relay Shaft Kit

Starting with engine number J-247985 on the 200's and J-406253 on the 300's, a change in design was made in the clutch relay shaft used with the conventional transmissions of the 24th Series cars. This change was made to improve lubrication on the clutch relay shaft and also to eliminate rattles.

The same improvement can be made on cars that have the previous designs, by replacing them with the parts supplied in the clutch relay shaft kit, part number 436239, which consists of a new shaft assembly, cork seals and anti-rattle springs.

In making the replacement it may be advisable to replace the needle bearings and probably the woodruff key. These additional parts can be ordered by the following parts:

Part No.	Description	Req'd
426975	Clutch relay shaft bearing	2
G103905	Woodruff key	1

## Engine Support Bar Screws PU-365-2

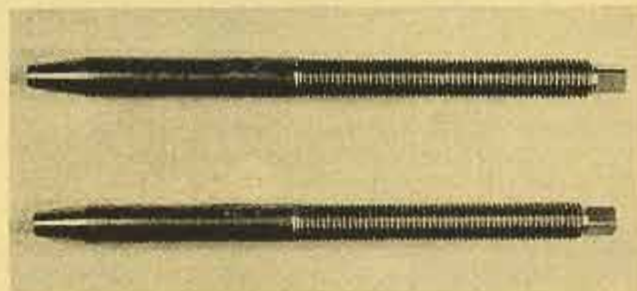
Support Bar PU-365 was placed on the market by K. R. Wilson during production of the 23rd Series. This bar is used to support the engine during the removal of the transmission.

This Support Bar was illustrated in the Service Counselor, Volume 24, Number 6, published June, 1950.

The original screws supplied with the Support Bar were made up to the length required for the 23rd Series and previous models. These screws are not long enough for the 24th Series models.

The vendor has made up new screws which are now available. These screws will bring your Support Bar up-to-date and make it applicable to the 24th Series, as well as, to the previous models. The new screws have sufficient travel to permit them to apply to the previous models, as well as to the present.

When ordering place your order for two (2) Support Bar Screws, part number PU-365-2, direct with K. R. Wilson, 215 Main Street, Buffalo 3, New York. The price of the pair of screws is \$2.85.



## Transmission Oil Seals

Difficulties may be encountered following the replacement of oil seals if the seals are not properly installed. Abuse or damage at the time of installation of a new seal may upset the function of the seal, causing the new seal to leak.

It is definitely recommended that the approved tools be used for the installation of new seals. The use of a hammer directly against a seal to drive the seal into place may permanently damage a new seal.

A remover has been made available for removing the Rear Bearing Oil Seal on all types of transmissions and overdrive. In trying to drive the old oil seal out of the transmission rear bearing housings that have the babbit type bearing using a drift and hammer, we have seen damage caused to the bearing. When the approved tools are used it is not possible to damage the bearing.

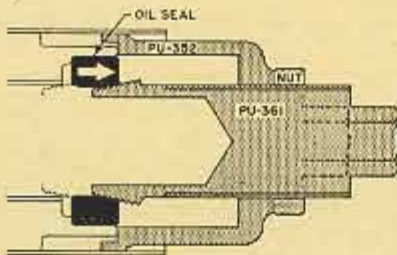


Fig. 1

Combination Tools PU-361 and PU-352 (Fig. 1) will remove the seal from the rear bearing transmission housing of all units, standard, overdrive and Ultramatic with the exception of the R-11 overdrive.

When using the remover, tighten the tapered end of the screw securely into the seal before applying pressure with the nut against the cup. As the nut is tightened against the cup to remove the seal, tighten the main screw into the seal two or three times as you proceed with the seal removal.

This remover equipment is included in the Service Bushing Tool Group PU-335.

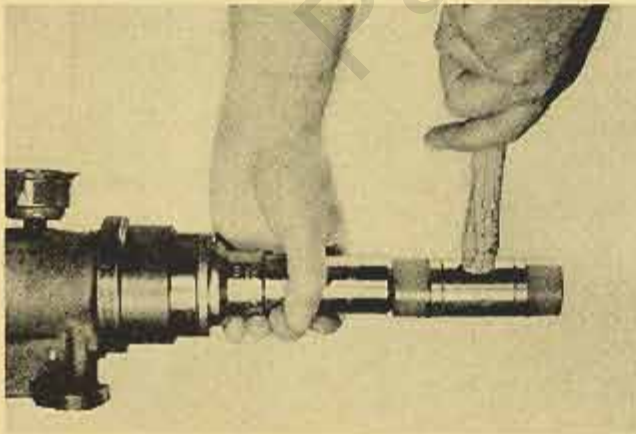


Fig. 2

Combination Tools PU-362 and PU-363 (Fig. 2) will install the rear bearing oil seal in all standard transmissions starting with the 19th Series through the 24th Series inclusive, also the 23rd Series Ultramatic and overdrive.

This tool combination will drive the seal squarely into place, in line with the shaft and to the proper depth. The large washer applies the load against the face of the metal retainer of the seal at the correct point of contact, eliminating the danger of damage, as the seal is driven into place.

The Replacer PU-362 and Ring PU-363 are included in the Service Bushing Tool Group PU-335.



Fig. 3

Replacer PU-367, (Fig. 3), will install the Rear Bearing Oil Seal in all R-9 Overdrives starting with the 19th Series through the 23rd Series inclusive and the 24th Series Ultramatic.

This driver provides a safe method for installing a new seal as the load is applied to the correct point of contact on the retainer face of the seal as a new seal is driven squarely into place and to the correct depth without damage.

Driver PU-367 was illustrated and priced in Vol. 25, No. 6, issue of June, 1951, of the Service Counselor. This driver is sold separately by K. R. Wilson and is not included in any of the previously released tool groups.

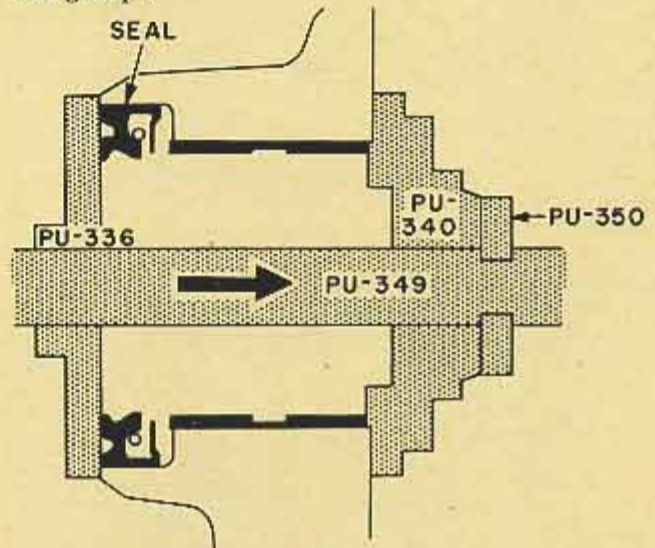


Fig. 4

Replacer PU-336, (Fig. 4), used in conjunction with Replacer PU-340 and Center Screw 349 with the Horseshoe Lock Plate 350 are provided for the installation of the oil seal in the Ultramatic Bell Housing. The Handle Nut PU-351 is provided for pulling the replacers together and drawing the oil seal into place. These tools are all included in the Service Bushing Tool Group PU-335.

## Oil Leak - Bell Housing Oil Seal Ultramatic

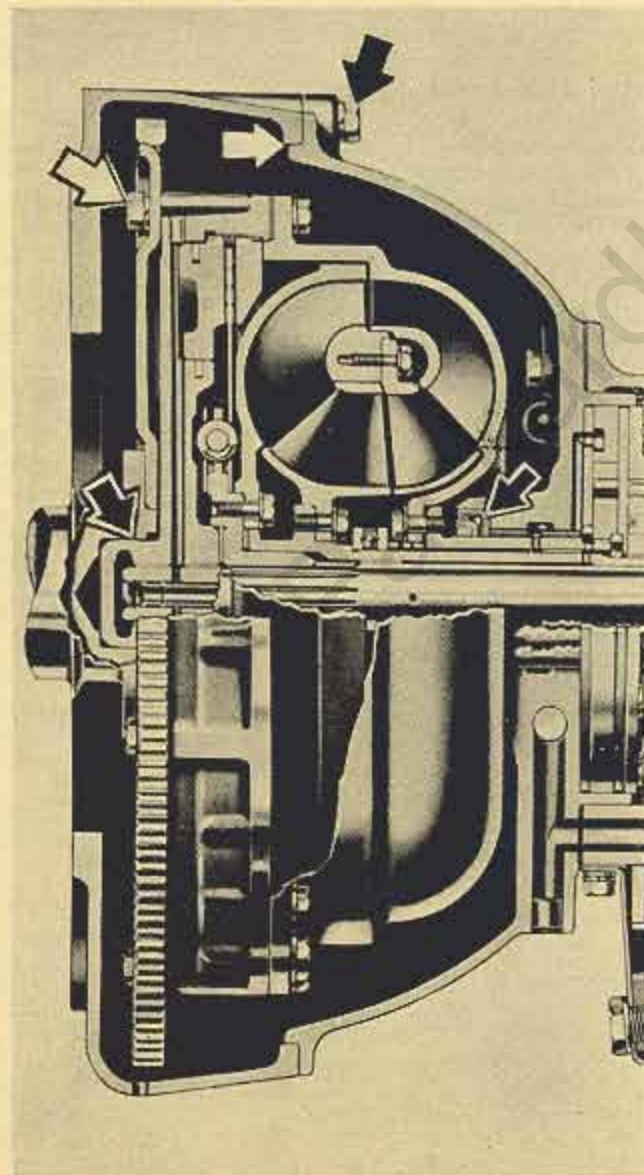
Converter mis-alignment is a contributing factor to front seal oil leaks, and may also cause a vibration at certain periods.

If there is a mis-alignment of the converter assembly, a bell housing oil seal leak may be more prevalent at high speeds than low speeds, due to the pump shaft mis-alignment and a slight run-out at the seal.

Dirt or burrs at the mating surface of the bell housing and flywheel housing may cause a mis-alignment or binding of the converter.

A recommended procedure for installing a transmission and converter assembly, and also checking converter alignment is as follows:

1. Install two pilot studs in the forward side of the clutch housing to guide it into the fly-wheel. Be sure the converter drain plugs line up with the opening in the fly-wheel. Operate the transmission jack up or down, side to side or tilt, so the pilot studs enter the fly-wheel, and the clutch housing pilot enters the bore in the center of the crankshaft.



2. Slide the transmission forward, and start all the bell housing to upper fly-wheel housing cap screws, jack the transmission up until the shoulder on the bell housing flange is tight against the fly-wheel housing opening, torque tighten the bell housing cap screws to 25 to 30 ft. lbs.

3. Move the converter assembly forward and back by hand to see if there is any bind. The pilot on the forward side of the converter clutch housing should move freely in the bore at the rear of the crankshaft. The clearance at this point is .001 to .0025. If the converter binds it may be necessary to loosen the bell housing cap screws and move the transmission up or down or from one side to the other a few thousandths to get a correct free alignment of the converter. Retorque the bell housing cap screws and recheck the converter alignment and free movement by hand.

4. When correct alignment and free forward and back movement is accomplished, remove the two pilot studs and install the clutch housing to fly-wheel cap screws and torque tighten to 25 to 30 ft. lbs.

Note: When installing a new front oil seal it is suggested to select a seal that fits the tightest on the pump shaft.

## Windshield Wiper Cables

### 24th Series

Reports have been received of wiper cables breaking and pulleys breaking off the tensioners.

Several conditions may cause this trouble. Mis-alignment of the pulleys causing wear on the cables, cables overtightened, or misalignment causing the cables to jump off the pulleys, thus breaking the cable or breaking the pulley from the tensioners.

During windshield glass replacement, the pivot shaft and cable assemblies are generally loosened which allows the tensioners to take up the cable and become locked in that position, therefore, the cables are too tight when the drivers are retightened to the cowl.

At any time the pivot shaft and cable assembly or any part of the wiper mechanism is loosened or replaced, the spring tension of the tensioners should be removed, and a pin or punch be inserted in the holes provided to lock the tensioner. After the work is completed, and all parts have been tightened, hold the tensioner and remove the pin or punch, slowly release the tensioner to take up the cable without a jerk as this may overtighten the cable and become locked in the overtightened condition.

The tensioner alignment may be corrected by loosening the retaining bolts on the front side of the dash, shifting the tensioner, and retightening the bolts. In some instances it may be necessary to shim the tensioners to correct the misalignment.

On pre-delivery inspection, it is suggested the following be checked: Inspect the cables and pulleys for alignment, release the tensioner ratchet lock to allow the cables to take a proper adjustment, and lubricate the cables at the pulleys with Lubriplate.

All Trico wiper parts under Warranty are to be handled by your local Trico Dealer and not returned to the factory, as covered in the Warranty Manual.