

SERVICE C

PACKARD MOTOR CAR COMPANY



counselor

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The Packard Service Parts Supervisory Group

Here is the line-up of the Packard Service Parts Division which totals 438 years' of automotive parts and service experience, an average of over 31 years each. Their service is "yours for the asking."



Seated Left to Right:

Ben Reha	<i>Parts Pricing Manager</i>
Bill Peters	<i>Order Processing Manager</i>
Ina Davis	<i>Administrative Supervisor</i>
Ed Luth	<i>Invoicing Group Manager</i>
Russ Todd	<i>Assistant Warehouse Manager</i>
Dave McNally	<i>Warehouse Manager</i>
Bill Chambers	<i>Zone Warehouse Field Representative</i>

Standing—Left to Right:

Erv Hoffmeyer	<i>Shipping Foreman</i>
Al Johnson	<i>Parts and Price Book Publication</i>
Carl Zuelch	<i>Central Inventory Control Manager</i>
Roy Beekler	<i>Light Stock Foreman</i>
Ed Gardner	<i>Heavy Stock Sheet Metal Foreman</i>
Ray Harbaugh	<i>Accessories and Export Manager</i>
Jack Burns	<i>Stock Control Manager</i>

Packard Dealer Parts and Service Personnel will be interested to meet the Service Warehouse group at Detroit, recently reorganized to combine all parts and accessories operations in one integrated organization whose single purpose is to provide the most effective possible service to Packard dealers around the world.

Mr. D. S. McNally has assumed the position of Warehouse Manager from his previous assignment as Assistant Parts and Service Manager covering the Eastern Division. His close contact with Packard dealers all over the United States has assured full recognition of the importance of good parts service to effective service management.

Mr. C. R. Todd, Assistant Warehouse Manager, originally developed the Packard Zone Warehouse Program and organized the Central Inventory Control group which has now been made a functioning branch of the Service Warehouse. It is this group which stocks your Zone Warehouse with that portion of Packard's 30,000 items which can best serve your particular area requirements. Mr. Todd's guiding hand is also felt behind your Packard Parts Control Plan, the most effective and simple inventory control plan for dealers which has yet been devised.

Those blueprints on the desk which are the object of attention in the photograph are the drawings on the new Packard Service Parts Accessories Warehouse now under construction at the Packard Proving Grounds, Utica, Michigan. This modern, one-floor facility is Packard's latest step toward providing the finest field service possible to Packard dealers. Upon its completion in October, 1951 all parts and accessories activities will be moved to this new headquarters. The latest equipment and materials handling facilities has been provided and you may be sure all necessary steps are being taken to anticipate and satisfy every Packard owner's needs.

Hydraulic Valve Tappets

A number of hydraulic tappets are being returned to the Factory for credit, the reason being defective, would not hold pressure, leaked oil, etc.

An inspection of 58 "defective" tappets, picked at random, was made here at the factory with the Vendor, and out of the 58 assemblies, 46 were found to be in perfect condition after being cleaned. The other 12 were not up to standard as far as leak-down is concerned.

Too many hydraulic tappets are being returned because of failure to hold oil just because a small speck of dirt is holding the ball check off its seat.

In most cases, the cause of hydraulic tappets failure is dirt under the ball check. Hydraulic tappets should be cleaned with a solvent and tested to determine if they are defective before replacing or returning for credit.

In fact, all new hydraulic tappets should be cleaned and tested before they are installed. The tool for testing hydraulic tappets is listed in Service Counselor, Volume 23, Number 4, April 1, 1949, and may be ordered direct from Kent-Moore Organization Inc., General Motors Building, Detroit 2, Michigan; Tool Number J-3176, Price \$5.95.

Water Leaks

24th Series

Several reports have been received of water leaks at the windshield and front door pillar post.

In some instances a leak may be located at the front lower inner end of the drip moulding, Fig. 1. A small hole may be found at this point which allows water to leak into the pillar post.

This leak can be stopped by applying dum-dum or moulding cement.

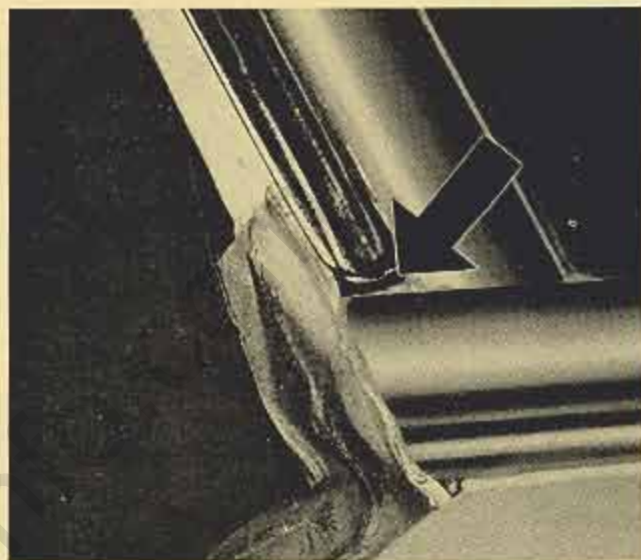


FIG. 1

A water leak may develop at the metal screw that holds the outer end of the lower windshield chrome moulding to the pillar post. This screw is located under the upper end of the weatherstrip as indicated by arrow on Fig. 2.

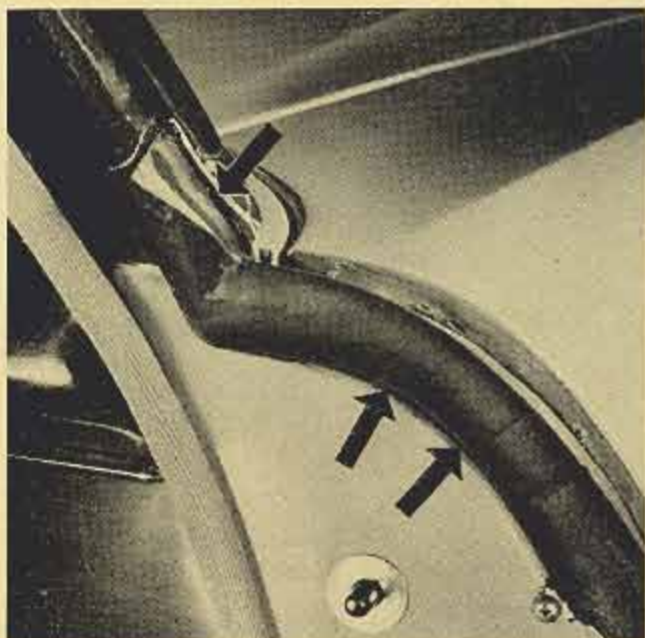


FIG. 2

Pull the upper end of the weatherstrip loose, apply a generous coating of moulding cement around the end of the moulding and tighten the screw securely.

The two arrows, Fig. 2, indicates another point where leaks may occur. A leak at this point is generally indicated by a wet wind-lace and water under the front floor mat.

Work some moulding cement under the weatherstrip as far as possible, adding some dum-dum if the opening is quite large.

Ultramatic Transmission Planetary Cage Damper

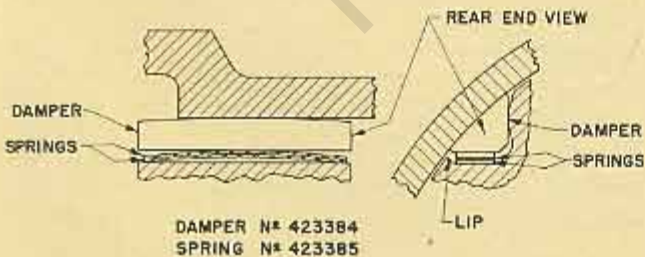
24th Series

Starting with Ultramatic transmission Serial Nos. 174235, 27799 three transmission planetary cage dampers have been incorporated in the planetary assembly.

These dampers consist of three spring-backed bronze shoes which are mounted in the outer face of the planetary cage and bear against the inner diameter of the planetary ring gear. The purpose of these dampers is to control the backlash between the pinions and the ring gear in order to prevent a disturbance which might otherwise develop at low speeds after the direct drive clutch engages.

The planetary unit has three milled "V" grooves on the outside of the cage, one side of the "V" groove has a lip to hold the springs in place.

The springs and dampers are installed as follows: Two springs are installed in each "V" groove (one on top of the other) in the side of the groove which has the lip. The ends of the springs rest in the groove and the center of the springs or hump rest against the "V" shaped dampers. The bronze dampers are installed in the "V" groove with one side resting against the springs and the other side rests against the milled surface in the cage. The widest side of the damper bears against a milled surface in the planetary ring gear. See illustration.



Installation is the same as described in the Packard Service Manual "Ultramatic Drive" Section on page 21 and on page 23 of the Serviceman's Training Manual, "Servicing the Ultramatic Drive" except the planetary assembly must be installed in the planetary ring gear first, then install the planetary and ring gear assembly in the transmission.

Lubricate the dampers and springs with Ultramatic oil before installing the planetary cage assembly in the planetary ring gear.

Hydraulic Pump Pressure Convertible and Mayfair

24th Series

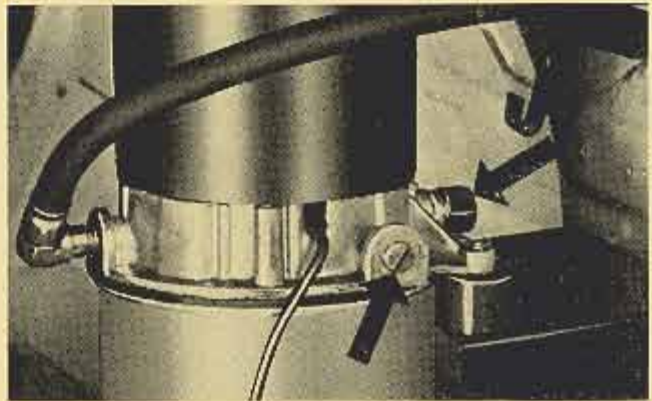
A change in design has been made in the quarter window hydraulic mechanism in both the Convertible and Mayfair.

A stronger spring is being used to assist the lowering action which means more power is necessary to raise the quarter windows.

The "300" and "400", when equipped with hydraulic windows, require 250 lbs. hydraulic pressure. The Convertible and Mayfair, when equipped with hydraulic windows, require 275 lbs. pressure due to the stronger return spring in the quarter window mechanism.

When a slow quarter window raising condition is encountered in the Convertible or the Mayfair, the hydraulic pump should be tested for the 275 lbs. pressure. Also, check for any binding in the channels, alignment of the window mechanism and at the top weatherstrip.

The test and correction can be made as follows: Remove the screw driver slotted $\frac{1}{8}$ -inch pipe plug from the left side of the hydraulic pump body. Connect a 400 lb. hydraulic pressure gauge (KMO 687) to the $\frac{1}{8}$ -inch opening. Operate one of the quarter windows and check the pressure at the gauge. If the pressure is not up to 275 lbs., remove the copper plated hexagon plug at the rear of the pump body, and remove one or more spacers to increase the hydraulic pressure. One spacer changes the pressure approximately 6 lbs. See arrows on illustration for location of the $\frac{1}{8}$ " pipe plug, the copper plate hexagon nut and spacers.



The same pumps are used on the "300", "400", Convertible and Mayfair models, so when replacing a pump assembly be sure to test the pressure and correct if necessary.

Gear Cover Oil Seal

When a new gear cover oil seal is installed, it is found that a light coat of graphite grease applied on the cork face will minimize the possibility of the seal burning during its break-in period.

Planetary Cage Damper Installer PU-371

The Ultramatic planetary cage is now dampened to reduce vibration, by three bronze blocks actuated by flat springs. To facilitate the assembling of the cage to the ring gear a tool (PU-371) is now available, Fig. 1. This tool provides an easy method of sliding the bronze blocks into the ring gear without damaging the blocks or the teeth of the ring gear.

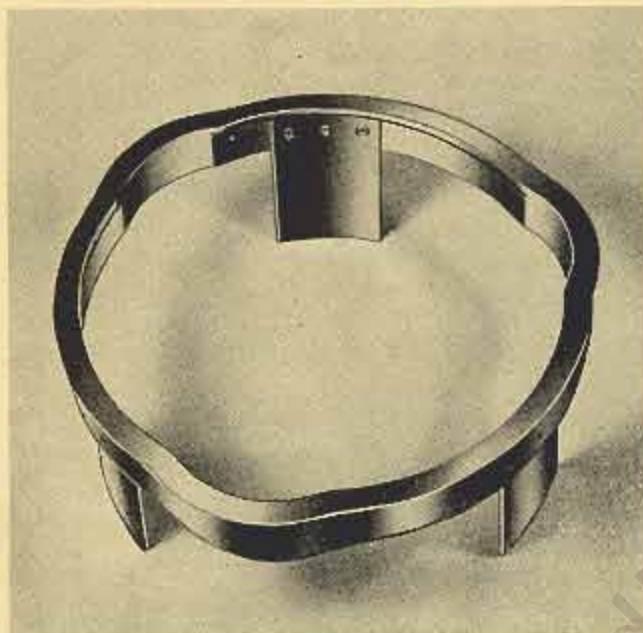


FIG. 1

This operation should be performed over a two inch hole that will permit the shaft of the planetary cage to pass through as the cage is assembled into the ring gear. The hole may be drilled in the bench or a four by four clamped in a vise. If a four by four is used, make sure that the end with the hole extends out from the vise far enough so that there is sufficient

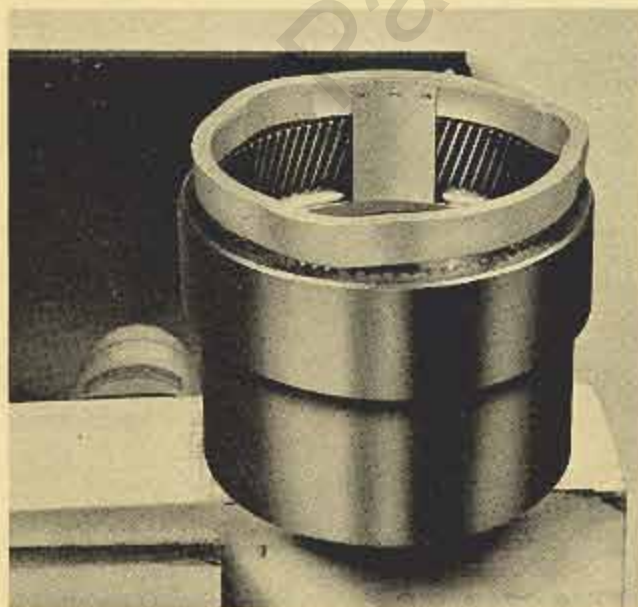


FIG. 2

room allowed for the planetary assembly to clear the vise.

Insert the blocks and springs in the planetary cage with a rubber band holding them in position. For correct installation of the dampers and springs please refer to Service Technical Bulletin 51T-26, June 25, 1951. Place the ring gear, with the tool, directly over the hole, Fig. 2.

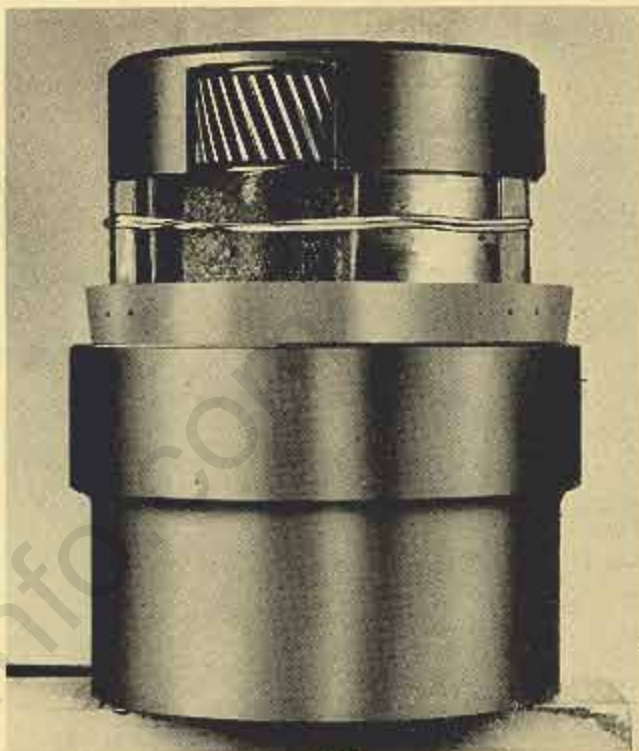


FIG. 3

Lubricate the bronze blocks with Ultramatic oil and lower the cage assembly into the ring gear with the blocks lined up with the sleeves of the tool, Fig. 3. It may be necessary to tap the blocks lightly with a soft hammer, to get them started into the sleeves. When all three blocks have started to enter the sleeves, remove the rubber band and assist the cage assembly into the ring gear using a soft hammer, if required.

A slight rotation may be required in order to have the pinion clearance recesses on the retaining collar of the tool line up with the pinions, and also to permit the teeth of the pinion to line up with those of the ring gear. With the cage installed to the correct position, remove the tool.

Place orders for the Planetary Cage Damper Installer PU-371 directly with K. R. Wilson, 215 Main Street, Buffalo 3, New York. The price is \$6.25.

Rear Main Bearing Oil Seal

A new tool is being used in production for installing the rear main bearing oil seals (sticks). The seals are soaked in oil, the tool compresses the seals while they are driven in. This method will decrease the amount of oil leaks at the rear main bearings.

When installing new oil seals it is necessary to soak them in motor oil for a short period. Be sure to remove all burrs from the main bearing cap and edges of the crankcase, so as not to damage the oil seals while they are driven in.