

# SERVICE Counselor

PACKARD MOTOR CAR COMPANY



# Counselor

VOL. 26, NO. 1

JANUARY, 1952

## Merry Christmas and a Happy New Year

To all Packard Service Men everywhere.

All of us in the Factory Service Department send our sincere personal greetings with wishes for your happiness and success.

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*J. K. Williams W. W. Rowe J. W. Hutney*  
*Michael J. Hollins Wayne Hunter Stanley*  
*R. S. Johnston J. Munnich Art Saw. D. Madrally*  
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*Alec. L. Ekins M. E. Sawcool.*



# PACKARD MOTOR CAR COMPANY

1240 EAST GRAND BOULEVARD, BOX 117  
DETROIT 32, MICHIGAN

To: PACKARD SERVICEMEN December 1, 1951

We want to thank all the Zones, Servicemen, and Dealers for their fine cooperation in sending in the quantity and detailed Product Reports, especially during August and September, relative to the squeak and rattle campaign.

Engineering, Manufacturing, Inspection, and Service made a thorough study of these reports; and as a result, alterations have been made and the corrections are now in production.

We know it is difficult in many cases for the service manager or serviceman to find time to make out these reports. But for an example, if no product reports were sent in or corrections made in a present model car and all the troubles were carried over to the new model with its share of new troubles, the service manager would be an awfully busy and disgusted man.

Keep the product reports coming; make them as thorough as possible; draw pictures if necessary.

Very truly yours,

  
J. A. Carr, Manager  
Parts and Service Department

JAC:pam

## Service Product Report Forms

The Service Product Report form V-482-1 is designed and used for the purpose of obtaining quick reports of product failures. At the factory they are reviewed and immediately referred to the Engineering, Manufacturing or Inspection Departments for the attention indicated. They are summarized each two weeks and once a month those requiring such attention are reported to a Management Committee. Thus it can be seen that the number of reports on a given item and the promptness with which they are received definitely determines when and what corrective action will be taken.

If a more or less chronic condition develops in the field and the reports are not sent in promptly and in quantity, this unsatisfactory condition can continue in production to such an extent that it would be entirely possible for several thousand cars to be built with a condition that could easily have been corrected had the reports been received promptly.

Service Product Reports to properly serve their purpose must be received quickly after the condition reported is found in the field. Product reports may be cross referenced to RFA's, but the original copy of the report should *never* be held until the RFA is made out; otherwise, a lapse of 30 to 60 days could easily occur.

All corrections or improvements made in Packard cars as the result of Product Reports are written up in either Service Technical Bulletins or in the Service Counselor. Practically all technical articles are published as a result of some dealer's Product Report. The answer, therefore, to a better product is more and better Product Report forms.

Every question on the Service Product Report form is important and has been asked for a definite purpose.

### *Zone—Dealer—City—State*

This information identifies the area from which the trouble is reported. Some troubles are general and are reported from all Zones, while others are confined to certain locations. The geographical location may be important in determining the cause of the trouble and specifying a correction.

### *Model—Vehicle No.—Engine No.*

This information identifies the car in which the trouble occurs and makes it possible to determine the day on which the part involved was made. Sometimes it is possible to identify the man doing the work and point out to him his error.

When corrective changes are made, the date upon which the change became effective is always recorded. The engine and vehicle numbers make it possible to determine whether the unit reported was made before or after the change.

### *Delivery Date—Present Mileage*

Comparing the "delivery date" with the Service Product Report date indicates how long it takes for the trouble to develop. Both time and mileage are important. Some troubles develop with time, some with mileage. The miles driven per month can also be obtained from these figures.

### *Owner*

The owner's name is of interest only for identifying the car in correspondence.

### *Describe Nature of Trouble*

This means describe the symptoms of the trouble. Give complete descriptive information. How did the car act? What sort of noise did it make? When and under what conditions? This information must be complete.

### *Did You Personally Inspect Car?*

This is important for it indicates whether the story shown on the report is first hand information or was reported to you.

### *Was Trouble Corrected?*

This shows how correct your diagnosis is and also shows how effective your repair. It also shows whether the trouble can be corrected in the field with the material and knowledge available or if it will be necessary for the Factory to make new material and instructions available.

Was trouble entirely corrected or what improvement was obtained?

### *What Was Cause of Trouble?*

Give your idea of the cause of the trouble. Be specific. To avoid possible misunderstanding, refer to parts by both name and part number.

### What Was Done to Correct Trouble?

The report on your corrective efforts is important for it proves your diagnosis and indicates a corrective procedure to the Factory.

#### NOTE

The importance of any trouble is in direct proportion to its frequency. In considering a possible correction of any trouble, the number of reports received is of first importance.

Don't cover more than one trouble on a report. At the Factory, Service Product Reports are filed by troubles and not by car number, Dealer, or Zone. If you have more than one trouble on the same car, make one report for each different trouble. If you have the same trouble on a number of cars, you need make but one report but list the engine and vehicle numbers of all cars in which the trouble is found.

While it is not possible to acknowledge each separate report, they are all carefully studied and considered. The reports are then grouped according to units involved and a summary of the reports is sent regularly to all department heads. Each department head studies the summary and, on those items which fall within the province of his department, sees that corrective action is taken.

Corrections are reported to the field when service procedures or instructions for field correction are needed. This is done through Service Technical Bulletins or articles in the Service Counselor. You will notice that most of the troubles you report gradually decrease in frequency and finally disappear.

These corrections are a direct result of your reports. For continued improvement, make comprehensive reports of troubles and keep it up. They result in better Packard cars.

The forms, V-482-1, may be obtained at no charge from Zones.

## Carburetor Metering Rods

### 25th Series

Listed are the metering rods for the 25th Series Carter Carburetor:

(Carter No. WGD-784S) Part No. 426390—2501

(Carter No. WGD-928S) Part No. 443095—2501  
2502-06-13-31

(Carter No. WGD-928S) Part No. 443095—Used  
on 2501 when equipped with "300" engine.

#### Code No.

9.1131

#### Part No.

Part No.	Description	Models	Per Car
410905	Metering rod Standard (75-722)	2501	2
436114	Metering rod One size lean (75-767)	2501	2
436115	Metering rod Two sizes lean (75-768)	2501	2
436114	Metering rod Standard (75-767)	2502-06-13-31	2
436379	Metering rod One size lean (75-814)	2502-06-13-21	2
436380	Metering rod Two sizes lean (75-815)	2502-06-13-31	2

#### REPAIR KITS

9.1002			
436137	Carburetor Repair Kit	2501	1
436381	Carburetor Repair Kit	2502-06-13-31	1
436381	Carburetor Repair Kit—used on 2501 when equipped with "300" engine.		1

## Serviceman's Training Book-- "Scientific Diagnosis"

(Correction)

In your Serviceman's Training Book, "Scientific Diagnosis," page 12, the lower right paragraph reads, "Connect a short jumper lead across the armature and field terminals of the regulator." This statement is in error. Change this to read, "Connect a short jumper lead from the field terminal of the regulator to ground."

The illustration at the top of page 12 shows the jumper lead connected to "A" and "F" terminals. This should be changed to show the jumper lead connected to "F" terminal, and to ground.

### In Reverence



Thomas (Tom) A. Stalker, service engineer, passed away November 19, 1951 at the age of 61, but will be long remembered by many servicemen throughout the country for his untiring efforts in behalf of the Packard Service Department.

Mr. Stalker was one of the oldest employees in the Packard Organization. He started in 1908 as a driving instructor, and in the ensuing years was promoted to: Technical Service Consultant, Assistant Parts and Service Manager, and Service Engineer.

One of his first jobs was teaching private chauffeurs how to drive and service Packard cars. He was later made Technical Service Consultant, which comprised of taking care of technical correspondence.

In World War I, he served his country in the Signal Corps, as a flying instructor, with a lieutenant's commission. Shortly after the war he was promoted to Assistant Parts and Service Manager, which he held till 1944 when he was promoted to Service Engineer.

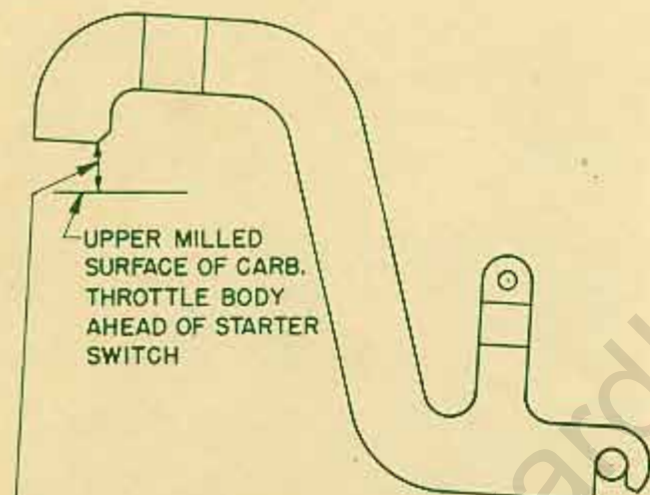
## Ultramatic Linkage Adjustment Change

23rd Series

The 23rd Series Ultramatic Drive equipped cars may be affected with low oil pressure to the high range clutch as described for the 24th Series cars in Service Technical Bulletin 51T-35, Dealer 31, October 10, 1951.

A study was made of the linkage and Engineering has released the following procedure to correct this condition.

Please refer to the Packard Serviceman's Training Book, "Servicing the Ultramatic Drive," pages 28 and 29, and Service Counselors, Volume 24, Number 2, page 7; Volume 24, Number 4, page 15; Volume 24, Number 5, page 10, and Volume 24, Number 7, page 27 for reference to tools, illustrations and adjustments.



DIM.	ULTRA. TOOL N <sup>o</sup>	ENGINE	MODEL
.265 ( <sup>17</sup> / <sub>64</sub> )	PU 333	288 CU. IN.	2301
.250 ( <sup>1</sup> / <sub>4</sub> )	PU 332	327 CU. IN.	2302-22-32
.578 ( <sup>37</sup> / <sub>64</sub> )	PU 312	356 CU. IN.	2306-13-33

The illustration in this article shows a gauge with the end raised above the upper milled surface of the carburetor throttle body. The chart below the gauge shows the amount the tools should be raised for the model car and the tool numbers.

Until new tools or adapter blocks are released, the gauges can be raised by laying the shank of a drill, a short piece of round stock or a flat piece of stock of the *correct dimension* between the milled surface and the gauge as a spacer to get the correct adjustment. NOTE: Be sure to lay the spacer at the rear edge of the gauge as shown, because of the angle the gauge will raise.

The new adjustment procedure is as follows:

- After the engine is warmed up, set the idle to 375 r.p.m. in high range, with the choke fully off and the throttle closed. Remove the carburetor air cleaner; fold a piece of cardboard and insert it back of the choke valve to hold the choke open and off the fast idle.

- Place the throttle adjusting gauge over the throttle cross shaft and the end of the carburetor throttle rod. When the rod length is properly adjusted, the forward end of the gauge (rear edge of the flat surface on the gauge) will rest on the spacer that was placed on the upper milled surface of the carburetor throttle body. The rod can be lengthened or shortened by loosening the lock nut and turning the spring-loaded throttle override. This adjustment determines the proper length of the carburetor throttle rod and corrects the relation of the throttle valve lever movement on the transmission to the carburetor throttle opening, which will give the proper high range clutch pressure at all speeds.
- After the throttle cross shaft to carburetor rod has been adjusted, the throttle valve lever on the transmission must be readjusted, as described in the Packard Serviceman's Training Book, "Servicing the Ultramatic Drive," page 29 and Service Counselors Volume 24, Number 4, page 15 and Volume 24, Number 5, page 19.
- Adjust the accelerator relay lever to throttle cross shaft rod, so when the carburetor throttle valves are wide open there is .015" clearance between the kick-down stop plunger and the cam on the cross shaft lever.

Good Ultramatic Drive operation depends on correct linkage adjustment. The control linkage and throttle linkage should operate freely. Correct adjustments cannot be made with worn or binding linkage. Replace the linkage with new parts if they are worn, and free up all points of pivot before attempting to make a correct adjustment.

There has been some mis-interpretation of the amount the gauges should be raised listed under (b) Service Technical Bulletin 51T-35, Dealer 31, October 10, 1951. The gauge is to be raised .050"; in other words, lay a piece of .050" shim stock on each of the milled surfaces on top of the cylinder head and directly ahead of the bracket supporting the cross shaft. The gauge is placed on top of the shim stock, which will raise the gauge .050".

The revised linkage adjustments for both the 23rd and 24th Series cars are *important* and should be performed whenever the opportunity presents itself.

## Rear Spring Strike Through

24th Series

Reports have been received of rear spring strike through, generally with three people in the rear seat or when carrying an exceptionally heavy load.

When a rear spring strike through complaint exists, it is suggested that an export rear spring 2nd leaf be installed in place of the present spring 2nd leaf.

The export rear spring 2nd leaf will raise the car height approximately one inch at the rear. The load will be increased 80 lbs. and the rate approximately 10 lbs.

Part No. 436377 export rear spring 2nd leaf is available at your Zone Warehouse.