PARTS • ACCESSORIES • PRODUCT

# Service Counselor

PACKARD MOTOR CAR COMPANY

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## The Packard Service Customer Relations Group

This will introduce the staff of the Packard Service Customer Relations Department to the Packard field personnel.

From left to right are: Robert Johnston, Wesley Rowe, seated, Ed Bloom, Josephine Mele, and Rosemary Schmidt. Upon the shoulders of this group a gigantic task lies. They must answer innumerable letters daily received from Packard owners from every far-flung corner of this country. The text of these letters are varied in content; they may be a complaint, an inquiry, praise of the car by a new owner, an idea or invention some owner would like to see on the Packard car, or tourist information, etc.

Each of these letters written receives a prompt and courteous reply as has been the policy of the Packard Motor Car Company since its inception. This courtesy to the many letter writers has indirectly promoted the sale of many new Packard cars through the good-will which results from that ever valuable word-of-mouth advertising.

The very capable Robert (Bob) Johnston has an engineering education. He worked as a purchasing agent and a service correspondent before entering the employ of the Packard Customer Relations Department.

The likeable Wesley (Wes) Rowe has a liberal arts background. His experience has been as a service correspondent for another automobile manufacturer and with Packard as special assignment man, before entering the Customer Relations Department.

The genial Ed Bloom, who heads the customer relations department, is perhaps better well-known in the Michigan area. Ed has a Bachelor of Science Degree from Michigan State. Prior to coming to Packard, Ed was an expeditor for G. M. Coming to Packard in 1948, he worked as a claims adjuster and service representative, which gave him a valuable background for his present position as head of the customer relations department.

Josephine Mele is a graduate of Commerce High School and entered the employ of Packard in 1943 in the Inspection Records Department, and she moved up to the Customer Relations Department in 1945.

Rosemary Schmidt is a graduate of St. Josephs High School and entered the employ of Packard in 1942. She has worked in the Inspection Records Department, and moved up to Customer Relations in 1946.

The entire Customer Relations Department welcomes the opportunity to serve you in the new year.

## Easamatic Brake Power Unit

### Removal and Installation—25th Series

In the event of Easamatic power brake unit difficulty or failure that cannot be corrected by minor operations externally, the unit should not be disassembled, but instead should be replaced by a new unit. The unit consists of a vacuum and a master cylinder assembly. This procedure will be in effect until further notice or until such time when the servicemen have been properly trained and the detailed service parts for the unit ave available.

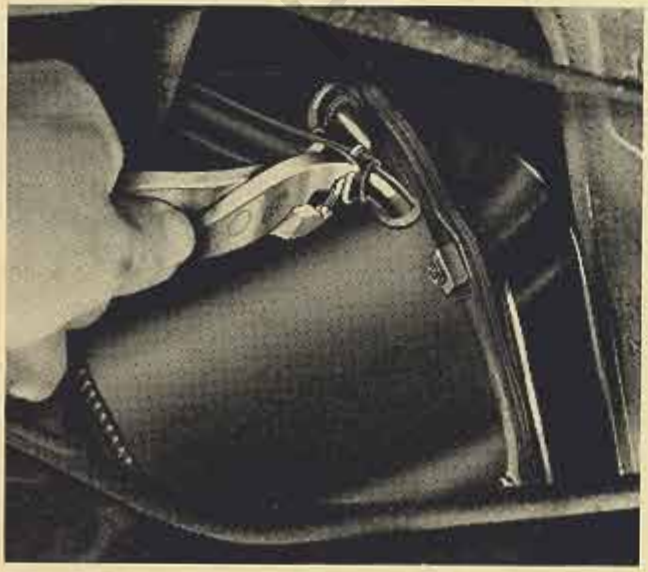

Fig. 1

The removal and installation procedure is as follows:

REMOVAL:

1. Disconnect the two rubber hoses from the vacuum cylinder. (Figure 1.) Disconnect the three hydraulic lines from the master cylinder. Disconnect the two stop light wires from the stop light switch on the master cylinder. (Figure 2.)

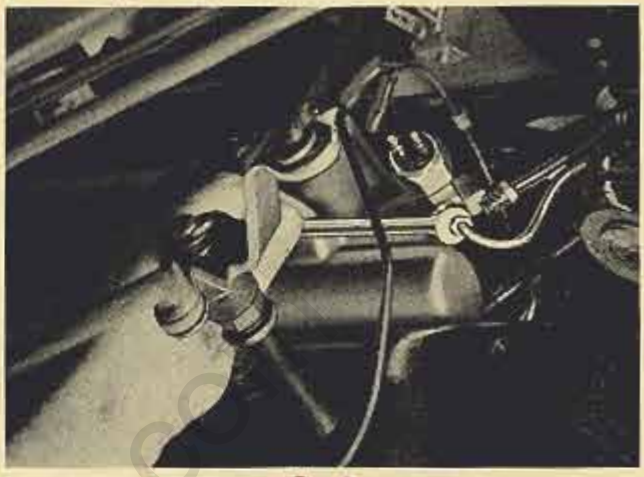

Fig. 2

2. Remove the cotter pin and clevis pin connecting the valve rod to the lower side of the brake pedal pad.
3. Remove the two steering column grommet attaching screws and slide the grommet up on the column out of the way. Remove the screw and ferrule from the upper left corner of the floor mat and fold it back out of the way.
4. Remove the five sheet metal screws that attach the power unit mounting plate to the inclined toe board. Remove the power unit and mounting plate from the toe board. (Figure 3.)

Fig. 3

5. Remove the four machine screws that attach the power unit to the mounting plate and remove the plate.

INSTALLATION:

1. Install the power unit to the mounting plate and attach it with the four machine screws and washers.
2. Install the power unit and mounting plate in the toe board. Start two mounting plate to toe board screws to hold the assembly in position.
3. Connect the brake pedal to the valve rod with the clevis pin. (Do not insert the cotter pin at this time.)
4. Remove the rubber boot from flange on upper end of power unit. Raise the boot to check the valve rod alignment. The power unit mounting plate should be positioned so that the valve rod has almost equal clearance on each side, but slightly less clearance above than below; $\frac{1}{16}$" maximum clearance should be allowed between the valve rod and upper edge of the sliding valve. (Figure 4.)

Fig. 4

IMPORTANT PRECAUTION:

Operate the unit manually through its full stroke a number of times to check that no bind exists due to misalignment. Both the piston and sliding valve must return freely to their full released position. If a bind exists, the power unit and mounting plate may be shifted to get a free operation and alignment. If additional alignment is required, the brake pedal bracket at the dash may be loosened and shifted to get correct alignment.

5. When correct alignment is obtained, install the mounting plate screws and tighten. Tighten the brake pedal bracket to dash screws, and install the rubber boot in its proper place. Be sure the lower end of the boot is over the flange of the power unit. Recheck for free return of the pedal.
6. Remove the valve rod clevis pin. Install the floor mat, screw, and ferrule in the upper left corner of the mat. Slide the steering column grommet down to its proper place and fasten with the two sheet metal screws. Install the clevis pin and a new cotter pin.
7. Connect the rubber hoses to the vacuum cylinder. (Figure 1.) Connect the three hydraulic lines to the master cylinder. Connect the two stop light wires to the stop light switch. (Figure 2.)
8. The Easamatic hydraulic brake system filling and bleeding operation may be done manually or with a pressure bleeder in the conventional manner as outlined in the Service Manual.

Part Number 433840 vacuum and master cylinder assembly is available at your Zone Warehouse.

## Torque Converter

### 25th Series

A new torque converter assembly has been designed and released for the 25th Series cars.

The newly designed torque converter assembly has the working surfaces improved by providing a smoother finish, resulting in smoother performance and increased torque output.

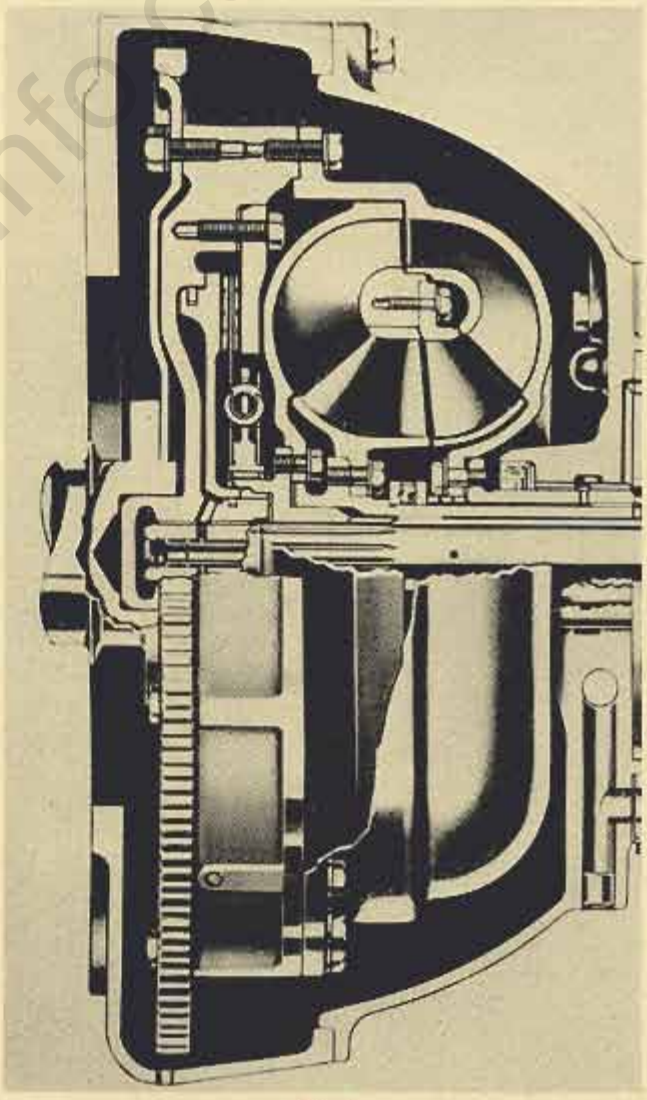

Fig. 1

A most important change in the new converter assembly is the new direct drive clutch assembly, which gives smoother engagement, more positive release on coming to a stop, definite and quicker release on kick-down, and less drag, which improves converter performance.

Originally the direct drive clutch plate on the 23rd and 24th Series cars was 11¾" in diameter, and this was later reduced to 11¼". The new torque converter assembly in the 25th Series cars incorporates a direct drive clutch plate 9" in diameter. The new 9" direct drive clutch plate is coned to provide smoother engagement and to reduce drag.

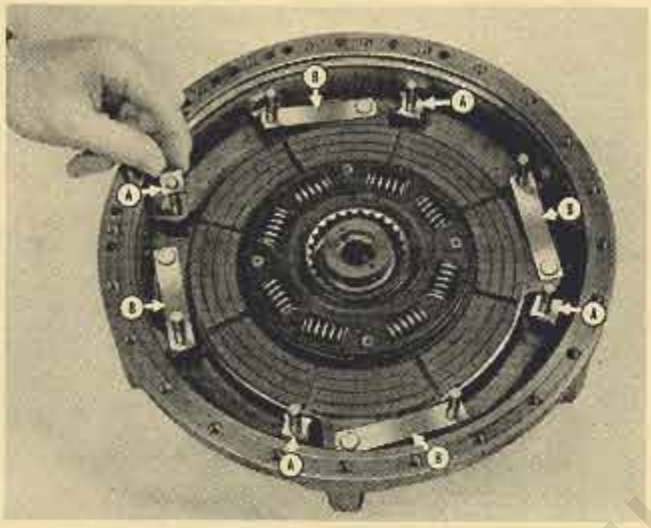

Fig. 2

The direct drive clutch combination piston and driving plate is of new design, having four steel driving straps "B" Fig. 2, instead of lugs or splines as previously used. The reason for the change is that the lugs or splines caused the piston to drag or bind in the housing and consequently resulted in a sluggish release of the direct drive clutch.

The piston is placed in the direct drive clutch housing with the holes in the clutch piston driving straps lined up with four of the eight threaded holes in bosses of the clutch housing. Spacers "A" Fig. 2, are placed on the four bosses where no driving straps are located to compensate for the thickness of the straps so that the pressure plate can be attached evenly. The eight pilot studs shown in figure 2 are used to hold the straps and spacers in place while installing the pressure plate. After the pressure plate is in place, the pilot studs are removed and the capscrews are installed and torque tightened.

The 24th Series converter assembly incorporated a 11¾" or 11¼" direct drive clutch plate and can be identified by the two oil drain plugs which are located at the *forward face* of the clutch housing.

The 25th Series converter assembly, which incorporates a 9" direct drive clutch plate, can be identified by the two oil drain plugs which are located in the *outer diameter* of the clutch housing. Fig. 3.

The new 9" converter assembly was installed in a few of the last 24th Series production cars (approximately 400 cars); but due to a strike at the vendor, manufacturing was forced to return *temporarily* to the 11¼" converter assembly for some of the first

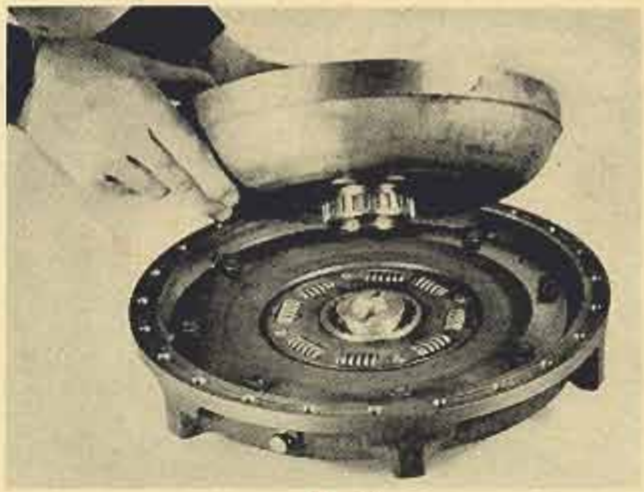

Fig. 3

25th Series production (approximately 3,074 cars); but these cars will be equipped with a service flywheel which will take either a 9" or 11¼" converter assembly. The 9" converter assembly for the 25th Series cars is listed under Part Number 423430.

## Yale Senechal

We regret to announce the passing of Yale Senechal, 52, service salesman of the Chicago LaSalle Street Branch.

"Yale," as he was known to hundreds of Packard owners, started as a car "hiker" with the Branch in July of 1916. For more than twenty-five years with the exception of a short break for Army Service, he had served thousands of Packard owners. During this period of time, he served three generations of Packard owners. His courteous manner and conscientious service was indirectly responsible for their returning for all of their regular service and for buying new Packards. Many owners stated it was one of their main reasons for staying in the Packard Family.

He will be greatly missed by his many friends throughout Chicago and the central west, his fellow-workers, and Packard owners.

## Upper Support Arm Inner Bracket—Offset

24th-25th Series

The upper support arm inner bracket Part Number 419678 is designed with ⅛" offset attaching holes.

In production, the brackets are installed with the offset holes toward the wheel. There is also an identifying "pimple" on the bracket near the center which is toward the wheel. In other words, the brackets are installed to give the least amount of camber.

If more camber is desired than can be obtained with the adjustment provided, the bracket can be turned over, thus increasing the camber approximately ½°.



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