PARTS • ACCESSORIES • PRODUCT

SERVICE Counselor

PACKARD MOTOR CAR COMPANY

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Service Clinics Promote Additional Business

Service Clinics always promote owner good-will and additional service business.

Recently a service clinic was held by the Dallas Zone at Dawson Motor Sales, El Paso, Texas. Pictured from left to right: Bob Ross, Dallas Zone Service Representative; John Moore, Dallas Zone Service Representative; S. M. Cordero, Mechanic; and Jack Crossen, Dallas Zone Service Manager.

This clinic had an unusually good response to their invitations in that over 37% responded, resulting in a 10% increase in repair orders written that were attributed directly to the clinic.

Unusually good response to their invitations was received at a service clinic which was recently held by the Chicago Zone at the O'Brien Motor Sales, Kankakee, Illinois.

Service clinics offer the Owner visual proof of what needs to be done to make his car perform better.

It builds service volume by providing a positive selling aid for the Service Manager or Service Salesman. It helps sell little jobs before they grow into big ones.

Last but not least, it provides an opportunity for the Service Manager to meet new customers and in some cases delinquent customers.

Rear Window Replacement

26th Series

Replacing the rear window glass in the 26th Series cars is similar in many respects to replacing the windshield glass as described in Service Counselor Vol. 27, No. 5, May, 1953.

Removal: Remove rear seat cushion and back. Place protective covers over trunk lid, panel forward of trunk lid, rear fenders and package tray back of rear seat back. The cover over the package tray may be held in place with masking tape.

Remove the inside finishing mouldings.

Note: On the Mayfair, it will be necessary to remove the rear quarter window lower finishing moulding so that the belt moulding retaining nuts can be removed.

Remove the rear quarter belt moulding retaining nuts and spacers. Remove the belt mouldings.

Note: The 2-door models have belt mouldings retaining clips along the side quarters.

On the Packard Line, loosen the lower corners of the headlining and the cardboard backing enough so that the lower corner finishing moulding nuts and washers can be removed. Remove the lower corner finishing mouldings.

On the Clipper Line, loosen enough of the headlining and cardboard backing so that the retaining nuts can be removed from the upper end of the end finishing mouldings. Remove the end finishing mouldings.

Using a blunt hook, pull one end of the round rubber wedge out of the weatherstrip and then slowly pull out all the rubber wedge.

The glass, weatherstrip and upper outside finishing moulding are removed together. Two men should remove the glass from the body as it is large and difficult to handle.

Push outward on one lower corner of the glass until the weatherstrip is out of the body at this section. Repeat this operation at the opposite side.

After the lip around the weatherstrip is on the outside of the body opening along the sides and bottom, the glass is ready for removal and may be lowered from the upper flange.

Remove the two vertical chrome finishing mouldings and retainers from the 3-piece rear window.

Remove the upper chrome finishing from the weatherstrip. Work the weatherstrip off the glass exercising care so as not to cut or tear the rubber.

Inspection: Inspect the flange around the window opening in the body. Sharp or burred edges should be removed with a file. Irregular or bent sections of the flange should be straightened.

Carefully inspect the weatherstrip and the wedges for cuts or other possible damage and replace if necessary. Inspect the edges of the new glass for cracks, chips or uneven edges which might cause the glass to crack after it is installed.

Installation: Work the weatherstrip over the edges of the glass with the slot for the wedges toward the inside of the glass. Install the upper chrome finishing mouldings.

Apply a soap and water solution or lubriplate all around the weatherstrip in the slot for the wedges and also in the slot which engages the flange in the body.

Place a heavy cord, preferably sash-cord about 17 feet long, around the weatherstrip in the slot which engages the flange in the body. The cord should be installed so that the ends will cross near the center at the top of the glass. The ends of the cord then should be taped to the inside of the glass.

Tape the weatherstrip and mouldings to the glass in several places to hold them in place during installation.

It will require two men to install the glass assembly in the body opening. Place the assembly into position and start the two upper corners over the body flange. Using two flat tools, pry up on both lower corners to assist the glass and weatherstrip into place.

While prying up near the lower corners of the glass and weatherstrip, slowly pull both ends of the sash-cord to assist the inner lip of the upper weatherstrip section over the body flange. While applying forward pressure at the ends of the glass, slowly pull the sash-cord to assist the inner lip of the end weatherstrip sections over the body flange. Apply forward pressure at the lower section of the glass and slowly pull the sash-cord to assist the inner lip of the lower weatherstrip section over the body flange, bumping the glass with the heel of your hand will also assist the glass and weatherstrip into place.

After the cord has been pulled out, the inner lip of the weatherstrip should be over the flange all around the weatherstrip; however, if the lip is not over the flange at some location, it can be worked over the flange with a blunt hook.

Install the round rubber wedges as described in the windshield installation using tools J-4734-1 and J-4734-2.

Pack dum-dum around the end moulding retaining studs to prevent water leaks at these points and install the moulding, washers and retaining nuts.

On the 3-piece window, install the two vertical mouldings and retainers.

Pack dum-dum around the belt moulding retaining studs to prevent water leaks and install the belt mouldings, spacers and retaining nuts.

Make sure the headlining edges are in place and reinstall the inside finishing mouldings. Install the rear seat cushion and back.

Note: The corner end sections of glass on the 3-piece rear window can be replaced without removing the center section.

Converter Reactor Shaft, Thrust Ball Bearing and Spacer

26th Series

A redesigned converter reactor shaft, reactor shaft thrust washers and spacer went into production starting with Ultramatic transmission serial numbers 24267, 81346 and 219400.

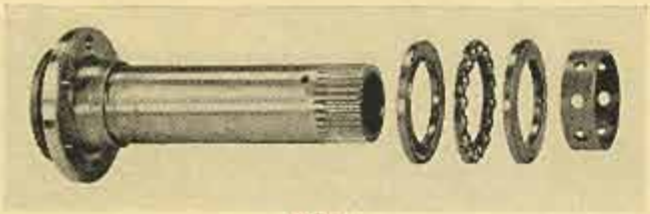


Fig. 1

Fig. 1 shows the early type converter reactor shaft, thrust ball bearing and spacer.

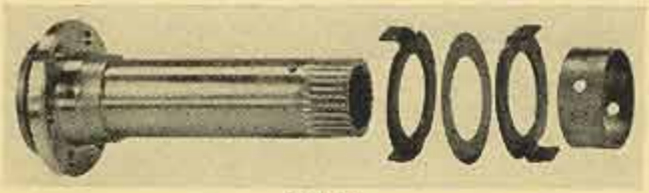


Fig. 2

Fig. 2 shows the new type converter reactor shaft, thrust washer kit and spacer—note the longer shoulder on the new reactor shaft.

Fig. 3

Fig. 3 shows the early type converter reactor shaft using the new thrust washer kit.

If occasion should arise whereby the converter reactor shaft is replaced on 24th, 25th and early 26th Series cars having a 9" clutch, it will be necessary to use the new type thrust washer kit omitting spacer part number 423228 which is included in the kit. The installation will be as shown in Fig. 2.

If a reactor shaft thrust ball bearing needs replacing on any 23rd, 24th, 25th or early 26th Series converters (either 9" or 11¼"), the entire thrust washer kit will be used including the short spacer Part Number 423228 as shown in Fig. 3.

The newly designed parts are available at the parts warehouse and may be ordered as follows:

Part No.	
423754	Transmission Converter Reactor Shaft Assembly (24th, 25th and early 26th Series with 9" clutch)
436469	Transmission Converter Reactor Thrust Washer Kit

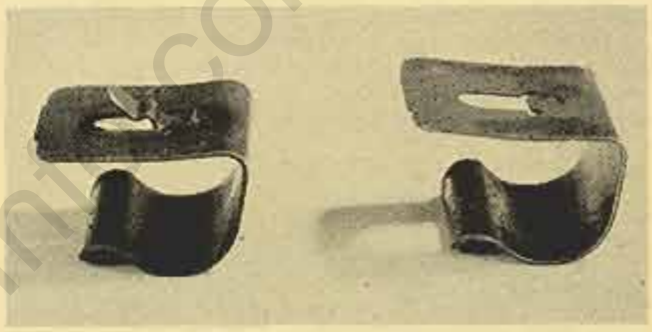
Thrust washer kit consists of:

423272	Transmission Converter Reactor Washer (Steel)	2
423273	Transmission Converter Reactor Thrust Washer (Bronze)	1
423274	Transmission Converter Reactor Spacer (Rear) (Steel)	1
423228	Transmission Converter Reactor Spacer (Front) (Steel) Used on early type reactor shaft only.	1

26th Series Differential Sealing Ring Service Tip

Some difficulty is being encountered in holding the differential carrier sealing ring in place while installing the carrier in the rear axle case.

Sealing ring holding clips can be made from wiring harness clips, Part Number 416396, by breaking off the small tang and grinding the flat surface smooth as shown in the illustration.



Several of these clips can then be clipped over the carrier flange to hold the seal in place. After the carrier is tightened enough so that the sealing ring contacts the rear axle case, the clips can be pryed off with a screw driver or small punch.

Service Counselor Vol. 27, No. 3, March, 1953, "Servicing the Differential" refers to using heavy fibre grease to hold the sealing ring in place. This procedure has been changed in production and it is permissible to use a rubber type cement.

Ultramatic Front Pump Relief Valve

26th Series

To conserve materials, approximately 5000 Ultramatic Drive transmissions are being built with .025" oversize front oil pump pressure relief valves.

The transmissions having the oversize front pump relief valve can be identified by a letter "O" stamped on the outer surface of the relief valve retainer plugs Part Number 421105.

In case of service replacement, it will be necessary to use the oversize relief valve which can be ordered under Part Number 436767 Front Oil Pump Pressure Relief Valve.

The bell housing part number will remain the same as no bell housings will be shipped for service replacement having an oversize relief valve bore.

Tire Thump

Some difficulty has been experienced in the field with the correction and handling of tire thumping complaints.

Tire thump originating in the tire usually is caused by a localized non-uniformity of deflection around the circumference of the tire. This condition may be found in any brand of tires. Tire manufacturers have been unable to produce thump-free tires in volume production, but are working on the problem.

When a "tire thump" complaint is experienced, the severity, of course, is most important. Is the noise commercially acceptable or is it objectionable? If it is necessary to accelerate or decelerate the car, in the range the "thump" has been noticed, to produce this condition, the tire should be considered commercially acceptable and the owner should be informed accordingly. On the other hand, if thump is very prominent and objectionable, then steps for correction should betaken.

Since tire thump is almost invariably caused by one or more tires on a car—seldom a complete set—an investigation must be made to determine the faulty tire or tires, or the faulty mechanical condition in order to make correction. Therefore, the outlined procedure should be followed:

1. Inspect the tires for cupped or flat spots and for out of round. Inspect for side wall bulges or unevenness.

2. Inflate tires to 50 lbs. pressure and drive car on road on which owner complains of thump. If thump is eliminated with the hard tires, then deflate one tire at a time to normal pressure until you have isolated one or more tires which produce objectionable thumps. When a tire proves to have thump at normal pressure and one or more of the others have not been checked, this offending tire should be reinflated to 50 lbs. pressure before proceeding with the others.

When deflating tire to normal pressure and no objectionable thump is noticed, this tire should be considered O.K.

3. When the tire producing objectionable thump has been isolated, the wheel and tire should be checked for unbalance and again for flat spots. If balance is O.K. and no flat spots are found, the direction of rotation should be reversed by switching from right to left, or vice versa.

If the offender is a front tire, it should be switched with the rear tire on the opposite side. The car should again be tested under the same conditions to determine if this corrected or improved the condition.

4. In some instances, tires are not entirely responsible for objectionable thump. Certain chassis conditions may amplify the degrees of thump. In this case, simply replacing tires will not correct the thump. The following chassis items are sometimes responsible:

A. Bind in front suspension support arm pivots (upper, lower, inner, and outer).
B. Jammed, stiff or frozen shock absorbers.
C. Improperly torqued body bolts.
D. Rough rear axle or front wheel bearings.
E. Out of balance wheels.
F. Dents in wheel rims.
G. Out of round wheels.
H. Tire beads improperly seated in the wheel rims.

The handling of owner complaints on tire thump is the dealer's responsibility and faulty tires should be returned to your local tire jobber for claim consideration.

When tire thump is caused by a tire, or tires, and tire balance is O.K. and no flat spots are present, the owner may be informed that the life and safety of the car and tires will not be affected through continued use of such tires. Also, that thump is more noticeable today due to smooth blacktop roads, quieter engines, and quieter cars in general. Such tire thump is neither new, harmful, nor detrimental to the life of any part of the car or tires.

Front Bumper Guard Cross Bar Extension Splasher

26th Series

A few reports have been received of rattles, squeaks or a vibration in the front bumper splasher. It is most noticeable when the engine is running slow on a hard pull.

A liner has been added between the splasher and the bumper guard cross bar on cars in production to eliminate this condition.

Be sure to torque tighten the cross bar to splasher stud nuts 3 to 3½ ft. lbs. Over-torqueing the stud nuts may dimple the chrome on the cross bar.

The liner isavailable for service and may be ordered under Part No. 446457, Bumper Guard Cross Bar Extension Liner.

Frames

2692-95-97

Frame body bolt brackets (stations 2 & 3) which are located second and third from the front have been eliminated from the frame on Models 2692-95-97. The bolt holes in the body for these brackets are closed with removable plugs.

Service frame assemblies from the parts warehouse will still have the No. 2 & 3 body bolt brackets attached to the frame; therefore, when installing a frame assembly in the above models, the plugs in the body at these locations are to be removed and the proper body bolts and rubber cushion insulators installed.

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