



VOL. 10 No. 14

JULY 15, 1936

MAKE FRIENDS OF TOURISTS

It should go without saying that the stranger who drives into your service station, either a tourist or a transient should be treated with the same courtesy and consideration as those who bought their cars from your organization.

The Packard Service Policy is very explicit as to what the tourist is entitled to receive and clear instructions have been issued as to handling the details of charges for labor and for parts. There need be no misunderstandings on this — every Packard owner has the right to expect the same degree of attention and interest in any service station handling the same make. When he bought his car he was told that he would get real service anywhere.

Aside from the reason that the efficient and courteous handling of the tourist is a part of the Service Policy which all Distributors and Dealers agree to uphold there is a "pocketbook" reason that you will not want to overlook. There is the chance the stranger will become a regular customer. Many people drive over the same route at regular intervals. They visit the same city many times a year. They first come

to you because they feel they will be well taken care of. If they are received cordially and their cars given proper service they will come again and tell others that yours is the place they will be properly treated.

The out of state license may indicate a new resident of your city and therefore a prospective regular customer.

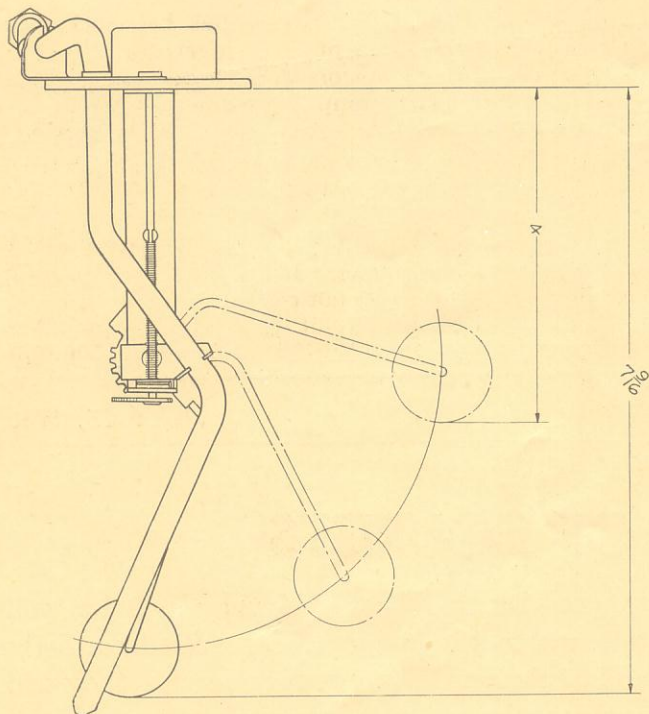
So take a friendly interest in the stranger. Ask if he comes often to your city and find out something about him. Tell him you are glad to have him call. Assure him of your interest and tell him the attention he receives will be that given your regular customers.

Remember that a stranger in a city especially appreciates attention and friendly interest. Ask if you can direct him around town

or if you can suggest a hotel. He likes to be made to feel your welcome. Do your part with strangers and you will make many new customers. It is important that every man including the nightman be attentive and courteous to strangers and tourists — and need we say particularly to the ladies.

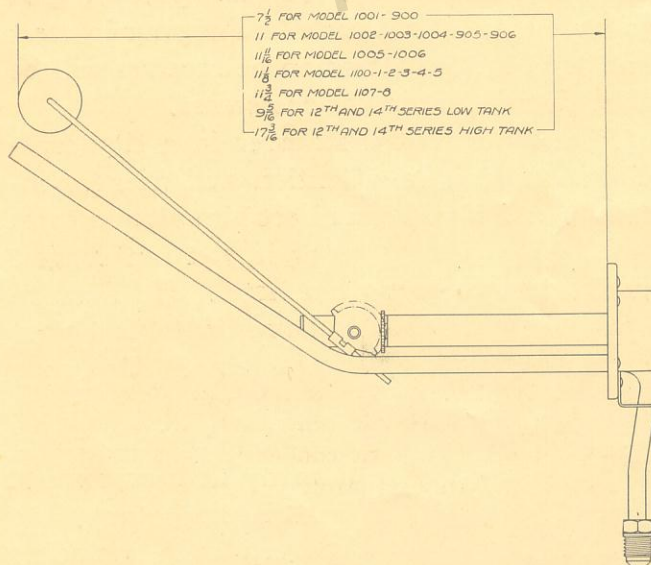


GASOLINE TANK GAUGES



The control type of gasoline gauge makes use of a float mechanism operating a rheostat in the head of the tank unit. The gauge is described in the Service Letter dated April 1, 1932.

Due to the necessarily fragile construction of the tank unit it is impossible for us to guarantee that these units shipped from service stock have not been bent in handling or shipment.



Before making the installation of a tank unit, it is necessary that the cork float at the bottom of the wire arm be properly located in order that a correct reading may be shown, and this illustration indicates the distance from the top of the tank to the bottom of the float in the various models.

Before installing one of these units, the position of the float should be checked by holding the flange at the head of the unit against the edge of a flat surface and measuring from this surface to the bottom of the float. The wire may then be bent if necessary to provide the proper result.

HOT WATER HEATER HOSE

In the installation of the hot water heater we are now using fabric reinforced rubber hose to carry the water between the motor and the heater unit.

The early heaters used a moulded rubber hose without the fabric reinforcement and some cases have been brought to our attention where the hose has developed leakage at the cylinder block connection.

An inspection of the end of the hose will quickly determine whether it is of the reinforced material and we suggest that in those cases where the original hose was installed a replacement be made with the later hose.

We also urge that in replacing any heater hose connection you use only the reinforced material.

CARBURETOR GASKET EQUIPMENT

Since announcing the availability of carburetor gasket equipment for the One Twenty models, we have added three more sets to enable you to service the gaskets on all Stromberg carburetors now on Packard cars. They now may be ordered as follows:

Pc.	No.	Models	Suggested List Price
A-237810	1001-2-3-4, 1100-1-2-3-4-5.....		.30
A-237811	1200-1-2-3-4-5, 1400-1-2-3-4-5..		.34
A-237812	905-6, 1005-6, 1107-8, 1207-8, 1407-8.....		.34
A-303822	120, 120-B.....		.22

ORDERING IGNITION COILS AND SWITCHES 120-120B

The Factory Service Parts Department has discontinued carrying Packard 120 Ignition Coil and Cable Assemblies and will hereafter furnish the Packard 120-B type units for replacement on the original Packard 120 and 120-B type cars.

Replacement units should be ordered under the superseding part numbers as listed and all records should be marked accordingly.

303740 Ignition coil and switch asb.—obsolete superseded by 304547.

CE-3224 CS Ignition Coil—obsolete and superseded by CE-3224 ES.

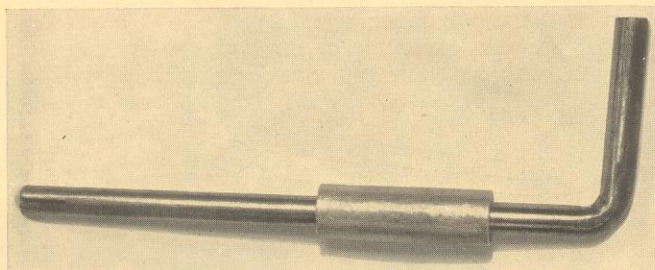
CE-1187 ACS Ignition Switch and cable asb.—obsolete superseded by CE-1187 CCS.

CE-1187 BUS Ignition Switch and cable asb.—obsolete superseded by CE-1187 CCS.

CE-1187 BVS Ignition Switch and cable asb.—obsolete superseded by CE-1187 CDS.

NOTE: CE-3224 CS Ignition Coil had a removable bracket—will be replaced with CE-3224 ES which has bracket attached to the coil.

OIL PUMP AND DISTRIBUTOR SHAFT ALIGNING TOOL—Model 120-120B



Tool No. ST-5082—Price, \$2.40

This aligning tool speeds up the installation of the oil pump and the distributor assembly. It helps in locating the driving end of the oil pump shaft quickly. Instructions:

1. Turn motor until distributor rotor is on number one cylinder before removing oil pump and distributor.
2. When the oil pump is to be replaced, insert aligning tool into the crankcase, through the distributor shaft hole.
3. The end of the aligning tool has the word "TOP" indented on it.
4. Turn the oil pump shaft so that aligning tool slot enters into the oil pump with the word "TOP" held straight upward.
5. Install oil pump. The handle of the aligning tool should be hanging in a vertical position.
6. Replace distributor with rotor firing on number one cylinder.

SOUND AMPLIFIER FOR SERVICE SOUND FILMS

Packard Service

I am enclosing a sketch of information you requested on an amplifier to use with turntable equipment used on the 120 demonstrators to use this outfit for meetings where service sound records and slide films are used. The parts numbers used in this drawing are numbers as shown in the Thordarson Catalogue and are to be used only in case some distributor or dealer would like to have these parts new.

In using all new parts including speaker, power transformer, tube sockets, etc. the total outlay is only \$16.45, providing they find some furniture or radio dealer who has an old radio cabinet or phonograph cabinet which they can obtain. In the set we built we were able to secure an old Brunswick cabinet by taking it off of a furniture dealer's hands, and we used a lot of used parts including speaker, power transformer, etc. which we obtained from a local radio shop and were removed from sets which had been traded in by new radio purchasers and it brought the total cost of our set down to \$7.50 and I think that other distributors can do as well or better.

If anyone wishes to order these parts new they may get them from the Thordarson Radio Supply Company at Chicago, Illinois, or the boys can pick up odds and ends and get themselves a set that will be entirely satisfactory, and, have plenty of amplification.

Very truly yours,

ORG:MW

O. R. GALLAGHER

Tubes: Two 2A5's one 56, and one 80

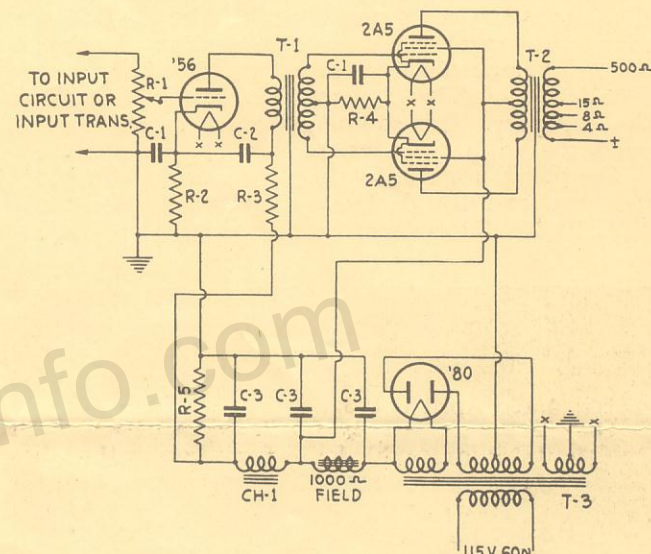
The exceptionally high gain of type 2A5 pentode tubes is utilized in this amplifier to make possible the

reproduction from carbon microphone, magnetic phonograph pickup, or radio tuner with but two stages of amplification.

Extreme simplicity of circuit has been achieved. All amplifier tube filaments are operated at $2\frac{1}{2}$ volts, requiring a power transformer with but two filament windings: one for the amplifier tubes and one for the rectifier.

Gain or output is controlled by R1, a variable potentiometer type rheostat across the grid of the input tube.

Current for a 1000-ohm dynamic speaker field is supplied by the amplifier. If magnetic speakers only are to be used, or if it is not convenient to connect the speaker field in the circuit as shown, it should be replaced by a T-1607 Filter Choke and a 600-ohm, 10-watt resistor connected in series.



EQUIPMENT

- | | | |
|------|---------------|--------------------------------------|
| T-1 | T-5741 | Interstage Transformer |
| T-2 | T-6751 | Output Transformer |
| T-3 | T-5003 | Multiple Secondary Power Transformer |
| CH-1 | T-1892 | Filter Choke |
| R-1 | 500,000-ohm | volume control |
| R-2 | 2,500-ohm | carbon resistor—1 watt |
| R-3 | 10,000-ohm | carbon resistor—1 watt |
| R-4 | 205-ohm | wire wound resistor—10 watt |
| R-5 | 25,000-ohm | wire wound resistor—10 watt |
| C-1 | 4-mfd. | electrolytic condenser—25 volt |
| C-2 | 2-mfd. | electrolytic condenser—450 volt |
| C-3 | Triple 8-mfd. | electrolytic condenser—450 volt |

ST. LOUIS

"Appreciate the courtesy and fine service extended to me on October 29, when I stopped to have my car serviced and the oil changed by you.

"Your prompt and efficient attention is commendable."

—M.A.K.

SERVICE CARS



PORTLAND

The "Technical Car" illustrated was put in operation by Service and Sales, Incorporated, of Portland. Mr. J. W. Brennan, Service Manager, reports that his Wholesale Service Representative, Mr. S. J. Trott, covers the territory and visits all dealers. The car is not only equipped with all accessories, but has a special installation of Allen Syncrograph, Motor Tuner and Gas Analyzer. This equipment comes in very handy, particularly where the dealers are not so equipped.

The whole organization is very enthusiastic about the idea, and the dealers appreciate the assistance given by Mr. Trott on his regular visits.



ST. LOUIS

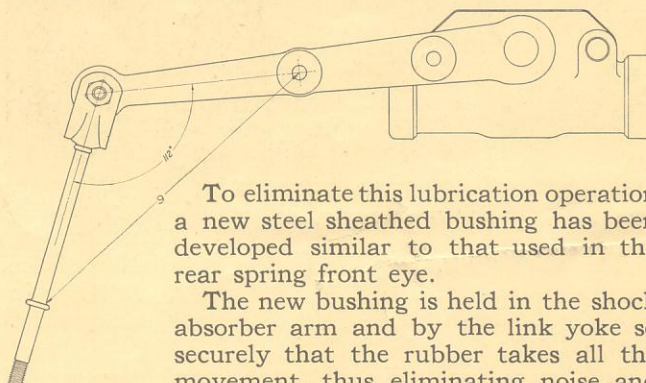
We have just received a picture of the newly made St. Louis service car. This was formerly a 640 town car. The cab is a part of the original body and the balance of the body was built in their own shop. Wallace Gardham, St. Louis Service Manager, supervised the job and has supplied us with the picture.



SHOCK ABSORBER LINK BUSHINGS

The rear shock absorber link bushings on the 120 and 120B are rubber and arranged so that they can turn in the shock absorber arm.

This movement, while slight, may cause a squeak necessitating occasional lubrication at this point.



To eliminate this lubrication operation a new steel sheathed bushing has been developed similar to that used in the rear spring front eye.

The new bushing is held in the shock absorber arm and by the link yoke so securely that the rubber takes all the movement, thus eliminating noise and the necessity for lubrication.

In cases where it is desired to eliminate the lubrication of rear shock absorber links it is recommended that the customer be sold the improved design of bushing.

The new bushings are carried in Service Stock under piece number 317526 and list at 60c each. The installation time is one-half hour each.

To install bushings:

1. Remove shock absorber from car.
2. Remove old bushing from shock absorber lever.
3. Using arbor press, press new bushing assembly into shock absorber arm.

Note: Press on end of outside shell only using a $\frac{5}{8}$ " nut or heavy washer.

Bushing must be a tight press fit in arm. If hole in lever is oversize shim as necessary.

4. Assemble yoke and link to shock absorber lever at approximate angle of 112 degrees as shown above, using old bolt and nut.

Note: Yoke must be clamped tight against ends of inner bushing so as not to slip when in use.

PERFECT SEAL GASKET PASTE

Service letter dated April 15, 1936, enclosed a service bulletin on the Perfect Seal Gasket Paste. This special service material is meeting with increasing favor in Packard service work. Every distributor and dealer should maintain among his shop tools a special Perfect Seal Gasket Paste Applicator Kit.

We are now adding a three-ounce tube of this paste to meet your demands for enough of this material to do one job. May we refer you again to the service bulletin enclosed in the recent service letter, showing the piece numbers of this important service material. The new set-up will be as follows:

	Piece No.
Perfect Seal Applicator Kit.	98667
Perfect Seal Gasket Paste (8-oz. tube)	98666
Perfect Seal Gasket Paste (3-oz. tube)	98674

The service Applicator Kit is required, but after you have obtained this unit, only the material need be ordered by the tube.