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## FIX 'EM AND FIX 'EM RIGHT!

We are getting too many service complaints from owners who travel either on business or pleasure.

The fault is nearly always a lack of accurate diagnosis of the mechanical condition which they want adjusted and then a more or less haphazard or partial cure. More and more we find people using their cars for transportation over long distances. Efficient service is needed by these owners. There's no use listening to some inaccurate or "untechnical" story of the owner and then making a half-baked guess at the cause of the trouble and the cure, only to find the owner's complaint unfixed or temporarily cured and pretty sure to show up again.

Here is a typical case:

Owner: I am using a lot of oil—he names the amount, often very inaccurately, so as to impress the service man.

Service Man: Mister, I advise you to use a "heavier" oil. The service man has made no attempt to actually measure the oil consumption by testing the car. He has made no examination for leaks, defective fuel pump diaphragm, loose bearings, worn out rings, or worn cylinders. He hasn't even asked the owner how fast he usually drives or whether any previous work has been done on the car. Naturally this owner isn't going to get satisfactory results.

Sooner or later, probably very soon, he tries another Packard Service Station and the conversation goes thus:

Owner: I'm using about a gallon of oil every three hundred miles.

Service Man: How fast do you usually drive, sir?

Owner: I usually drive about sixty.

Service Man: Let's look at your air cleaner. . . . It's absolutely dry, sir, and as a result abrasive dust and dirt is simply pouring into your motor and literally grinding out the cylinders, rings, etc. We'll have to make a careful examination and will be glad to show you how we take measurements for wear and test the bearings for leakage.

Service Man: (After examination discloses loose rod bearing shells and worn cylinders) Well, Mister Mann, I think you see that we must replace the bearing shells and put oil control rings in the pistons. Your motor has lots of very satisfactory miles of service in it but you must protect it by seeing that the air cleaner is kept clean and that a good brand of oil of proper viscosity is used.

Owner: Go ahead and fix 'er up. This is the first intelligent explanation I've had of my trouble and the remedy after stopping at five different authorized service stations and after each one has told me something different and



soaked me plenty money for a half-baked cure. Why can't all Packard Service Men talk alike and do a thorough job of diagnosing and remedying these mechanical troubles. Above all else we owners want to avoid "repetitive" work—doing work over again without results—and we hate the delay and cost and inconvenience of being without our car especially while we're traveling on a schedule. Take my advice you service men. Don't guess! If we owners won't give you time to examine or test our cars or won't ride with you to show you our trouble, then just you tell us you won't "guess" and therefore we must cooperate with you just as we would with the doctor if we're going to expect to have our cars fixed the way we want them.

We owners are all in a hurry and want our cars never to be tied up for service, but it's up to you service men to be courteous but firm with us and simply insist upon enough time to do a thorough job to satisfy first, yourself, and then us, that the trouble we wanted fixed is *really* fixed.

Take this owner's advice, fellows, and you'll be surprised how few complaints we'll get at the Factory and what's more important, your service and all Packard service will maintain the fine reputation it has had. The owners expect our service men to know what's the matter and then fix it *definitely* the *first* time.

## DOES IT WORK?

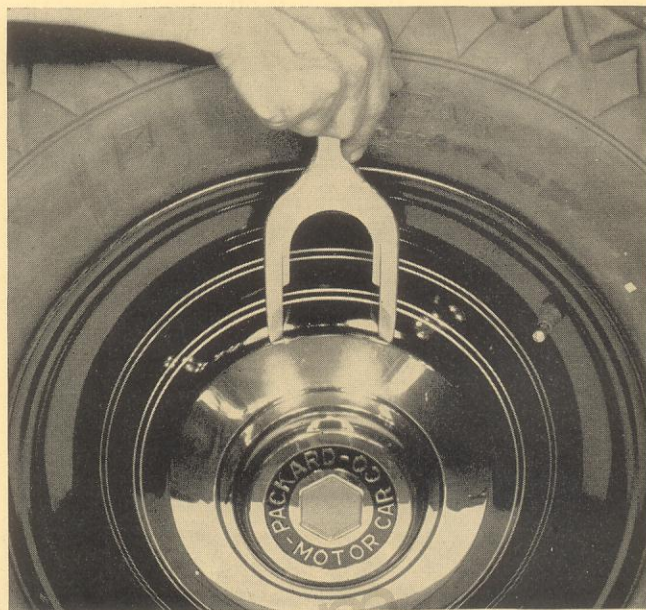
"I just want to bring to your attention the excellent work of Mr. Lyman Powell at the Heaton Motor Company at Terre Haute, Indiana, who found the trouble and promptly fixed it without any cost to me. Since that time the car has been running perfectly."

"A few weeks ago I left on an extended trip East, but before doing so I had my car completely serviced at the Duggan Motor Company of Cheyenne, local Packard dealers, and from here drove to St. Louis, Chicago and New York. In New York, I again had the car serviced, returning home by the way of Denver. After 4400 miles made on the trip, the Mountain Motor Company of that city checked the car over completely, but found it no worse for the wear.

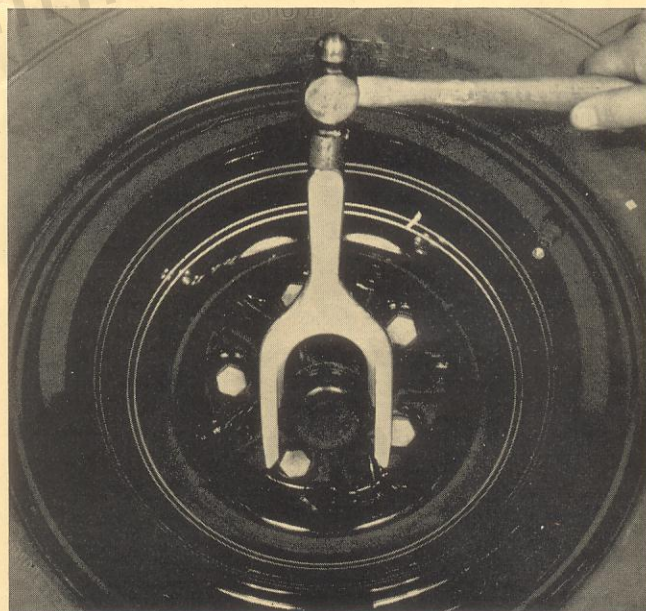
"I wish to particularly compliment the Packard Service Station in New York City for the exceptional interest taken in caring for all visitors.

"In closing, permit me to state that driving a Packard on a trip as I have just made, is a great pleasure and an economical one from the standpoint of maintenance while on the road."

## HUB CAP PULLER—120-120B



Tool No. ST-976—Price \$2.40



A great time saver. Removes and replaces hub cap shell cover and hub cap quickly and without damage. Several are needed in every Service Department. Check up and see how many you need.

Place the tool between the cover and wheel or hub cap and hub, and tap the top end of the tool with a hammer as illustrated in the above picture. It only takes about one minute to remove both.



## NO CREDIT ON MUFFLERS — IF

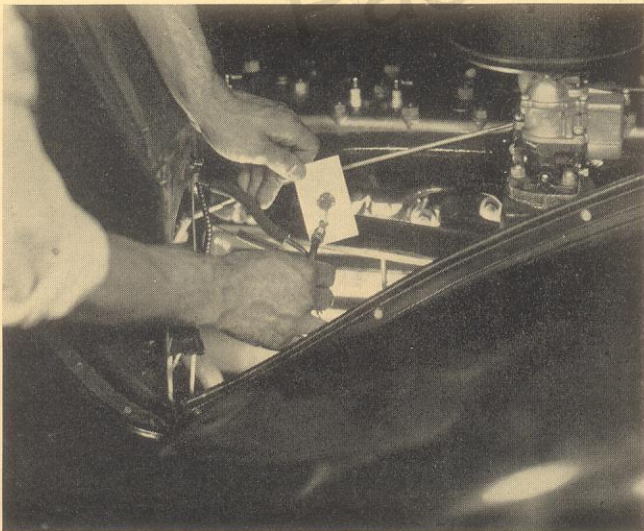
the shell shows hammer marks or is in any way damaged. This is not just an arbitrary stand on our part. The manufacturer, from whom we purchase these mufflers and to whom we return them for credit, has ruled that they will not allow credit where damage of this sort exists.

When removing a muffler it is often found that the exhaust and tail pipes have rusted into the sleeves making removal difficult. When this condition is found, it is permissible to split the sleeve at both ends with a hammer and cold chisel, thus releasing the pipes. If the shell is pounded on the end or is otherwise marred or marked, it is impossible to say that the defect was not caused by this abuse and credit will, therefore, be refused us by the manufacturer.

## OIL CONSUMPTION—120-120B

Occasionally you may have an owner complain of excessive oil consumption on his 120 or 120B. When you next have such a complaint *do not condemn the rings or pistons until you have first checked the vacuum booster pump.*

Should the vacuum booster pump diaphragm become punctured or porous it will draw oil from the crankcase and pump it into the intake manifold. The rapidity of oil consumption will vary, of course, with the size of the leak and the motor speed. This pumping action occurs only when the motor speed is high enough to reduce the manifold vacuum to such an extent that the booster pump is cut-in. Except in the worst cases, the exhaust will not smoke at low speed. To check the vacuum booster for a leaky diaphragm causing oil consumption, disconnect the vacuum pump booster line where it connects to the intake manifold.



Hold the disconnected line in front of and about two inches away from a white card while accelerating the engine rapidly three or four times. A smudge on the card will show the leaky diaphragm and a source of oil consumption.

Vacuum booster and fuel pump diaphragms are made of fabric impregnated with a resinous compound, which is normally resistant to heat and oil. The constant flexing to which they are subjected,

however, will cause them to wear. The diaphragms should be replaced every 25,000 miles merely as a precautionary measure.

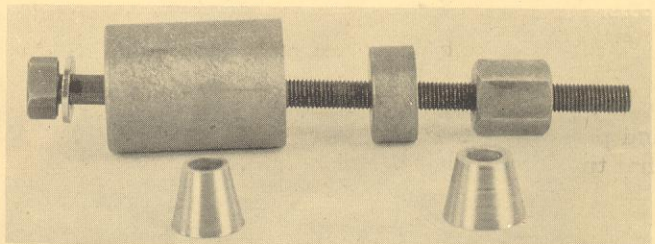
## SERVICE MEETING



There is a definite connection between the efficiently operated service organization and the regularity of the service meetings held within that organization. In traveling about the country where you find the neat, clean, well laid out service department, handled by a courteous and efficient group of men, you will invariably find a well planned, definite schedule of service meetings.

Such a meeting was recently held by the Fonda organization in Syracuse. This was attended by Mr. Fonda, President; Mr. Hassel, Service Manager and forty service managers from their dealer organization. As visitors and speakers Ed Gorlitz and Jack Harrison will be found on the front row.

## SHOCK ABSORBER ARM REAR BUSHING PULLER



Tool No. ST-975—Price \$3.00

A special tool has been developed to remove and replace the new style rear shock absorber arm bushing on the 120 — 120B, without removing the shock absorber from the car.

This tool will also remove or replace rubber grommet and sleeve in shock absorber on the Senior cars. The picture shows two different size taper pilots to be used in changing grommet sleeve. See Tool Catalog on page 37. Using this tool saves about 0.3 of an hour on each shock absorber.



## CLEAN — ATTRACTIVE — EFFICIENT

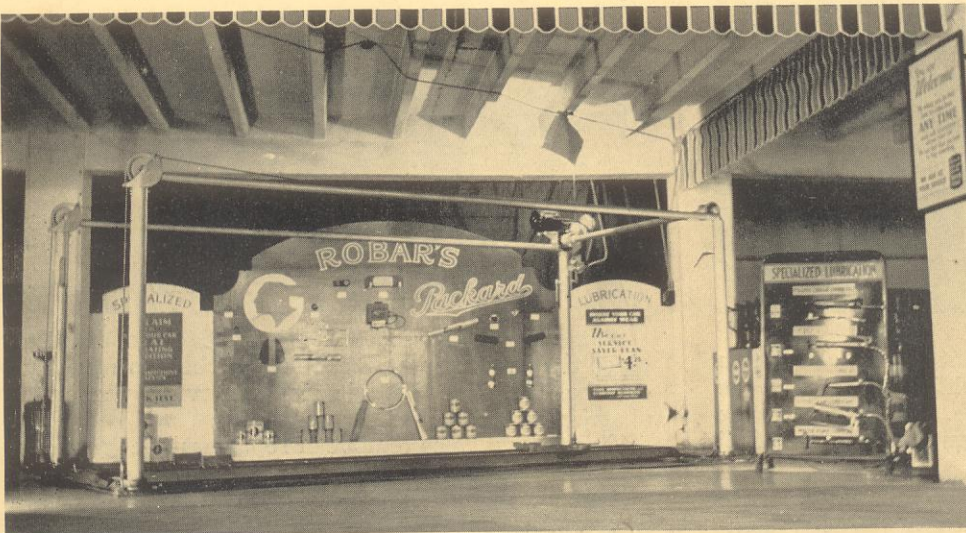
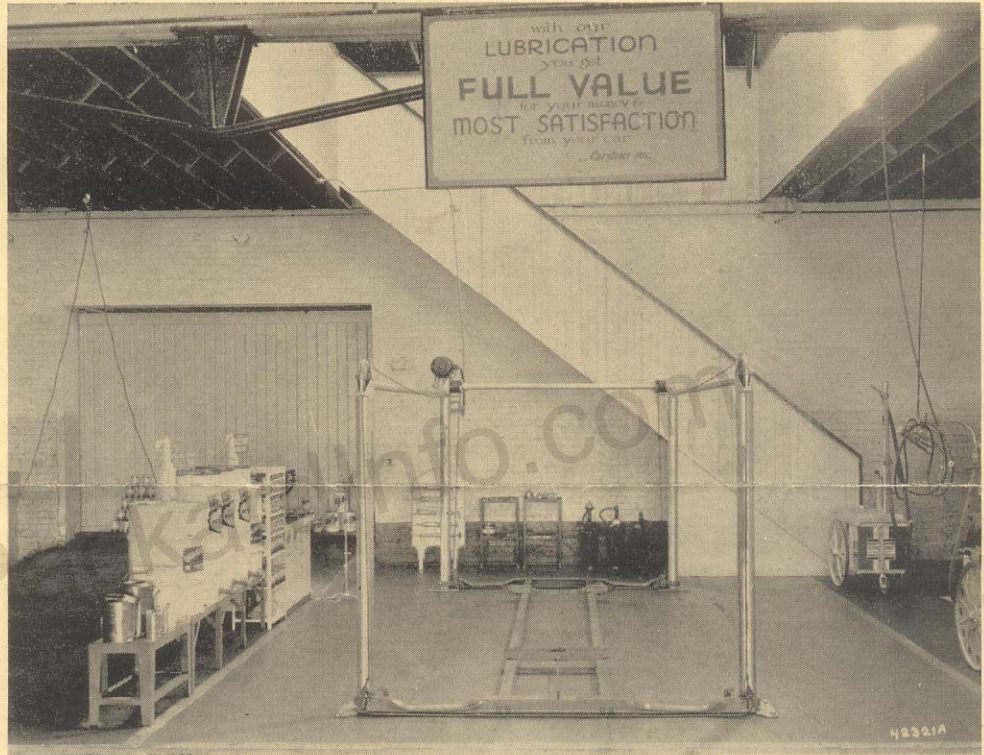


For a real merchandising display take a look at this view of the service sales floor of the Fresno, California organization. It is exceptionally complete and includes the motor test, battery test, accessory display and the array of special and exchange parts

very cleverly worked out by displaying the item itself. The display is convenient to the parts and accessories departments and in full view of the customer as he drives in. An appearance result similar to this is not at all impossible in your own organization.

A view of the lubrication layout presents a very neat and workable installation at a very reasonable cost. Note particularly the use of the lift which does not require going through the floor.

The other view illustrating a similar type lift was received



from Harold Lewton at the Robar organization in Sioux City. This also clearly illustrates the advantage of using the lubrication department as a selling aid. A very attractive background and display, and the use of the awning to cut out the display of rafters is very effective.

In this instance the selling display costs approximately fifty dollars.

SUGGESTIONS OR QUESTIONS ARE ALWAYS WELCOME. ADDRESS—N. A. LULL—EDITOR PACKARD SERVICE LETTER.