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A LITTLE SNOOPING

By "THE MAN WHO OWNS ONE"

Did you ever do any snooping? It's interesting and educational. I am not a professional snooper but I like to do it once in a while just to see what's going on around. Being so close to my business, I sort of lose the broad viewpoint of things unless I get out now and then.

I go around investigating other types of businesses to see what I can learn about human contacts. This time I chose to visit service stations.

My first stop was at a dealer's place (I won't say it was a Packard dealer's) and just as I got there a sparkling, clean Packard drove in. I could actually shave by the mirror-like finish of the car.

Out stepped the owner, a fine looking gentleman of small stature, adorned with a trim little goatee that distinguished him as a person of distinction. A giant mechanic shuffled toward the visitor and as soon as he lifted the hood to expose the motor to view, I could see that here was an owner who appreciated cleanliness not only on the outside where it was always visible, but also in places under cover. The motor was spotless.

Without taking the trouble to get one of those overall things to cover the fender, the grease-covered giant leaned over the fender to tamper with the gadgets. As he did so, he felt the urge of disposing of some surplus

tobacco juice that was starting to ooze down.

Having due regard for the appearance of his working quarters he refrained from squirting a stream over the floor. But he had to get rid of it. Ah! the oil pan; what an inviting place to shoot at—and he let 'er go. The fastidious little individual saw the entire proceedings and with a thrust of one arm he pushed away the mechanic and with the other he gently lowered the hood. Out the door he drove—to seek another service station that had more consideration for his valued property.

Well, I went on to another station where I saw a woman just about to drive her Packard out. She was alongside her car waiting for the attendant to complete the job of sweeping the back seat and floor where her little son had been enjoying a feast of peanuts. Little courtesies like this help.

On to the next place. I could hear a one-sided conversation as I entered the door. ". . . and when I had my other car I neglected it something awful. My only important thought was to keep it filled with gas and I'd expect it to take me places. Only when something went wrong and a repair bill stared me in the face would I be conscious of the fact that here was a mechanism that needed frequent checking up to see that all its parts were functioning as they should be. But time would erase my good intentions to come back

in the future at regular intervals. But I would find myself in the same rut—never going to a service station until trouble was in my lap again.”

This was striking home so I just stood and listened some more. While I was thinking what an opportunity for selling was offered here, the speaker continued: “I think these Packard Lubrication Coupon Books are a godsend to the owners. They are an insurance that’s worth many times the price of the book, not only in the actual money-saving it affords but in the reducing of repair bills and the cutting down of the time my car is inaccessible because of its being tied up for repairs.”

So I came back from my little snooping escapade feeling that I had learned a few lessons in what to do and what not to do that will guide me in the conduct of my business.

Did you ever do any snooping?

REAR WHEEL BEARINGS 120 - 120B

We are now carrying in service stock a new rear wheel bearing for the 120 and 120B. It is covered by Pc. No. 317676.

The outer diameter of this bearing is .001" greater than the original design and we suggest that the new bearing be used for service replacements in these two models. The additional diameter will be found just sufficient to provide a snug fit of the outer race in the axle housing.

When the bearing is installed you should eliminate any end movement of the outer race in the housing by shimming between the bearing and the retaining plate. Using Pc. No. 304709 .010 shim, in most cases you will find this shim will take care of any excessive end movement of the axle bearing.

DOES IT PAY?

“I wish to express a word of appreciation and to congratulate you on the excellent mechanics you have in your Packard service station. These men on a hot Sunday worked straight through without any lunch to put in a connecting rod for me yesterday. They not only did good work but put everything they had into the job to enable me to get on my way.”

C.B.B., Greensburg, Pa.

“I am pleased to advise that my complaint has been most satisfactorily adjusted in accordance with Packard tradition.”

A.V.C., Brooklyn, N. Y.

We were both very much pleased with your work and appreciate the kindness and courtesy shown us by all three, yourself, the manager and your assistant.”

A.T.W., West Philadelphia, Pa.

“Want to express to you my appreciation of the very fine and efficient manner in which you took care of servicing my car when I stopped at Tulsa.”

M.A.K.

“I am taking this opportunity of calling to your attention the remarkably good service rendered me at Newark.”

M.R.E.

RIB TREAD TIRES—120B

As you probably know the One Twenty-B is now being shipped with rib tread Goodyear tires on the front wheels only, to try and give us a better condition from a tire noise standpoint. We know that in the One Twenty and One Twenty-B the majority of tire noise comes from the front tires and not the rear.

You will find the rib tread tire much quieter particularly when new, but will also become somewhat noisy after considerable mileage, this noise, of course, being caused not by a non-skid tread but by a slight cupping or scuffing of the front tire. Before we used the rib tread tires in front, we were able after considerable mileage to criss cross the front and rear tires and eliminate a large percentage of the tire noise. This, of course, cannot be done now that we are shipping cars with rib tread tires in the front and non-skid in the rear. However, the same thing can be accomplished if the rib tread tires become noisy by shifting them from one side to the other. This can not be done by changing wheels across because you still have the outside of the tires on the outside of the wheels as before, but if you will dismount the tires from the wheel and move it straight across to the opposite side you will find that the tire is just as quiet as when it was new. In other words, dismount the front tires from the wheels, putting the right one on the left side and the left one on the right side, moving them straight across so that what was the outside of the right tire will become the inside of the left tire and vice versa.

LUBROPAK REAR SPRINGS 120, 8 and 12

Instructions to LUBROPAK rear springs

The complete procedure to Lubropak rear springs is as follows:

1. Disconnect shock absorber links (as necessary).
2. Raise the rear end of the car with overhead hoist or chain fall until all weight is taken off rear springs.
3. Install the clamp (Packard Special Tool No. S.T. 958) over one of the spring covers with the lubricator outlet fitting entering the hole in the under side of the cover, and screw the injector tip in until it has fully penetrated the inner canvas covers.
4. Apply a “volume type” grease gun filled with Lubropak Compound to the connection in the clamp and force the lubricant into the spring cover. Do not use a pressure gun as it will force the lubricant out at ends before cover is filled.

5. At the same time, insert a large screw-driver in the end of the spring cover and pry the second leaf away from the "eye" leaf to permit the lubricant to flow between the leaves.
6. Apply the lubricant until it seeps out of both ends of the spring cover. If it should seep steadily out at the large end and not appear at the spring "eye" end, a clamp should be applied to the large end to prevent further flow while the lubricant is being forced to the spring "eye" end. If the lubricant seeps out between sections of the cover; the tool has not been inserted through the canvas.
7. Upon removing the clamp, plug the hole with one of the special buttons furnished. Install the button by simply tapping in place with a light hammer.
8. Repeat the foregoing operations at each of the four rear spring covers.

Caution—Do not let the car down while the injector tip is inserted, otherwise, the tip will be broken off by the end of the nearest leaf.

Note—If the spring cover does not have a $\frac{3}{16}$ " hole, drill one in the center of the bottom about $\frac{1}{3}$ of the way from the "eye" of the spring to axle, but not less than one inch from edge of any lap.

OP. NO.	HOURS	MATERIAL
L 50	.9	.70

Operation Number L 50, LUBROPAK REAR SPRINGS, includes disconnecting shock absorber linkage, hoisting car until rear wheels clear the floor, filling spring covers with Lubropak Compound. Drill covers for Lubropak Tool on cars not already drilled.

Submitted by H. W. WATKINS
General Service Manager, Detroit Branch

FRONT DOOR BUMPERS 120 - 120B

We realize that it has been difficult to keep the noise out of the upper door wedges on the One Twenty and One Twenty-B's for any considerable length of time. The noise can be kept out for a long period of time by the installation of a rubber bumper fastened to the forward body pillar between the upper and lower hinge of the front door. We have tried locating these bumpers in different places and find this to be the best location or to be exact, directly in line on both sides with the lower tip of the hand brake lever when the brake is set. These bumpers will be carried in service stock very shortly under piece numbers 308102 $\frac{3}{8}$ " Bumper, 308103 $\frac{1}{4}$ " Bumper, 307510 Kalon screw. We shall carry two thicknesses of rubber because of the variation in door clearances. You may be able to buy bumpers locally, but you will find that they will not last. Our bumpers are made out of very high grade rubber and will last a long time.

VALVE GRINDING 120B

We find that in many instances valves are being ground in One Twenty-B's when the only complaint

is detonation. It may be necessary to clean the carbon but we do not feel that it is necessary to grind valves just because the motor has carbon in it.

Please instruct your service salesmen not to recommend valve grinding when it is only necessary to scrape carbon, which is a very small operation on a One Twenty. When scraping carbon without removing valves be sure that the motor is turned up on top dead center of each cylinder while scraping, to be sure not to lodge any carbon under the valves. The motor can easily be turned over by the fan, with the cylinder head off.

UNIVERSAL JOINTS 120 - 120B

As you know the One Twenty universal joints will run many thousands of miles without attention if they are properly packed with lubricant when they are originally assembled. However, it is well to examine them for lubrication at say twenty-five to thirty thousand miles. Occasionally it may be necessary to lubricate universal joints at a much lower mileage than this.

A dry universal joint condition, even though it may not squeak, can be detected before the joint is damaged, particularly when the dryness is starting in the front joint. If the front universal joint becomes dry it will set up a vibration period at from thirty-seven to forty miles an hour which feels very similar to an out of balance drive shaft. Of course, there is a slight period at this point in all cars but if a noticeable vibration should develop at this speed, examine the joints for lack of lubrication because stickiness in the front will cause this vibration.

To detect it, run the car up to a speed on smooth highways of fifty miles an hour, put the shift lever in neutral, shut off the motor and let the car coast. If the period is still there it will indicate this condition.

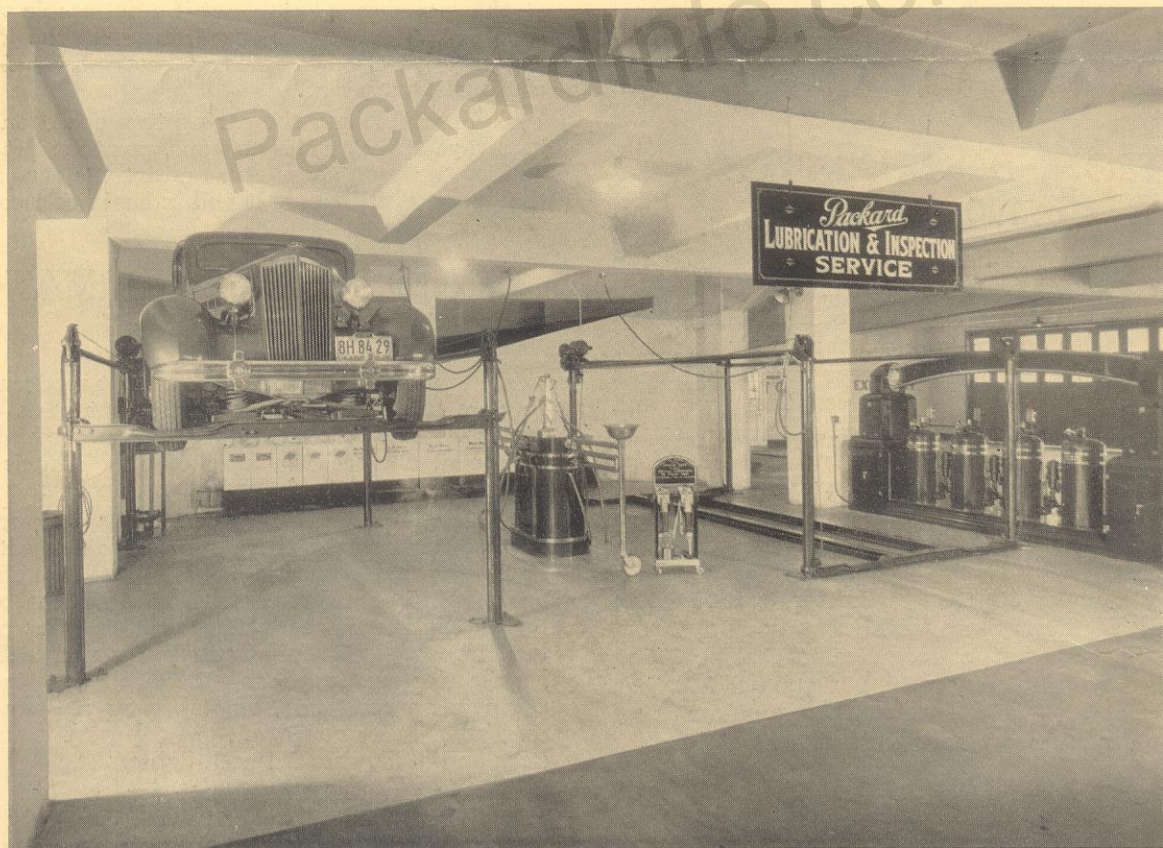
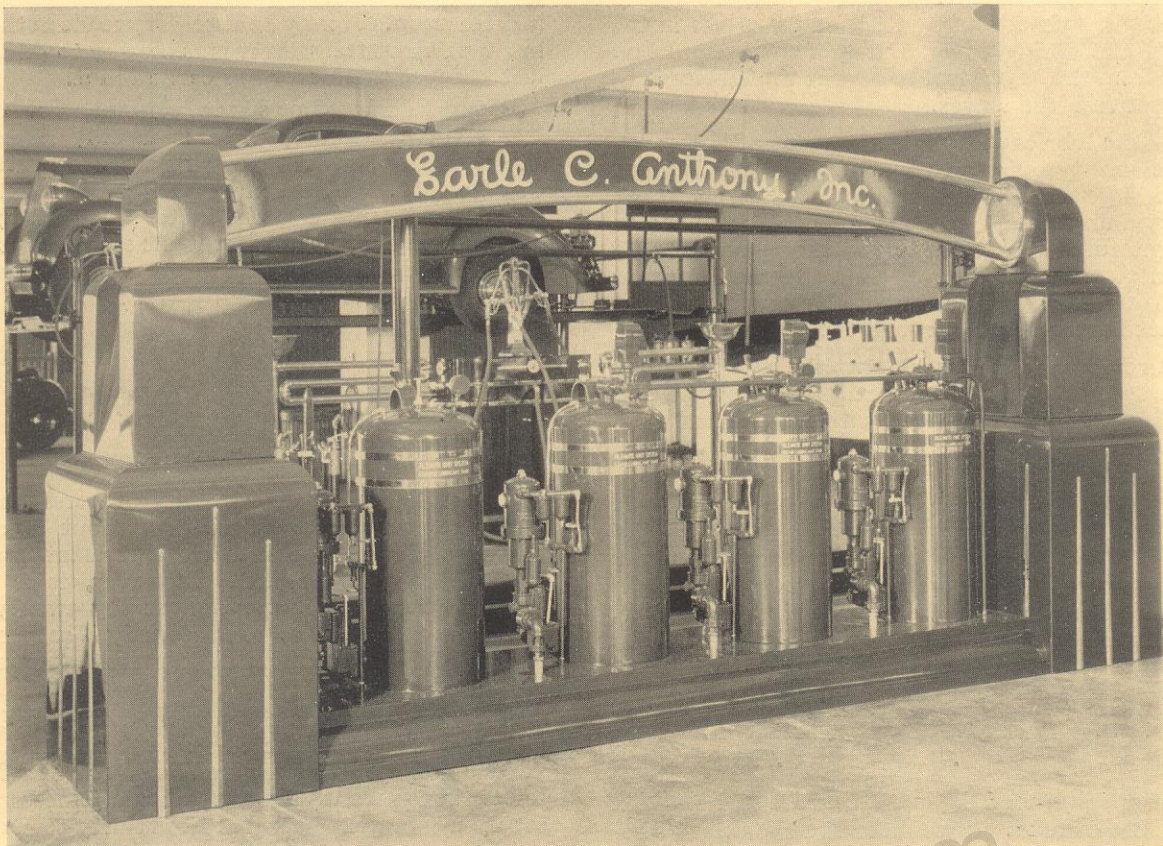
AN UP TO DATE LUBRICATION DEPARTMENT

These views are of one of the most modern and up to date lubrication departments that have come to our attention. The views were sent in by Mr. E. J. Sturgeon, Service Manager of San Francisco, who supplies us with the following description:

"This equipment is installed at the entrance of our Service Department where the customer sees it coming and going. The floor is of aluminum and the hoists are of Maroon trimmed with chrome, the oil tanks in the background are white with the base part also in Maroon. The photograph that says 'Packard Lubrication & Inspection Service' has two large cabinets on each side, whereby, we use for putting seat and fender covers in, the top part is used as a desk and is illuminated with lights."

If prizes were being issued for the best looking lubrication layouts, this one would certainly be near the top of the list. We wouldn't dare say on top because we are daily expecting additional photographs which we hope will be worthy of the same honor.

See views on back page.



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