VOL. 10 No. 21 NOVEMBER 1, 1936

# WHEN IS A TOURIST NOT A TOURIST?

A man drives into your service station with a license plate indicating that he is from another distributer's district. His car requires some service attention which obviously should be handled under the terms of the new car warranty. A glance at the speedometer indicates three thousand miles, and a request for the Owner's Service Card brings the reply, "Why, I never received one." The next step would be an examination of the number plate on the front side of the dash, and you find that the organization delivering the car has not followed instructions and has not stamped on the dash either the place of delivery or the date of delivery.

You have two courses. First, to tell Mr. Owner that he is out of luck, that the date of delivery is not stamped, and he therefore is not entitled to tourist service, and strictly according to the letter of the law you would be justified. The other course open to you is to say to yourself, "Well, some dealer got in a hurry and forgot to stamp the date. Maybe we have let a couple get out. Certainly it isn't the owner's fault that the dealer fell down on his job so I'll take care of this fellow just the way I would like to have some other dealer take care of one of our customers where we slipped on stamping the plate. First, I'll do the work no charge to the owner. Second, I'll fill in the tourist labor claim and parts tag and make a note on both saying 'dash plate not stamped, owner's information and mileage indicate adjustment is in order.' The customer is going to appreciate this handling and feel better toward Packard Service."

In every case the owner should be given the benefit of any doubt. Do not prevent an owner from obtaining service to which he is entitled simply because some dealer has not taken care of his part of the job. In such instances, give us a full explanation and be sure to use a "tourist labor claim form."

*Are the plates on your customer's cars filled in like this?*

## COUPON BOOKS—ORDERING

Please note that your orders for lubrication coupon books are now to be placed with the service promotion department at the factory. These are now carried in stock at the factory and immediate shipment can be made.

Form PD-425 which was the $4.25 blue coupon book is now form VT-83 and form PD-170 which was the buff coupon book is now form VT-84. The price on coupon books ordered from the service promotion department is $3.00 a hundred.

## SPECIAL BRAKE LINING

### Six and 120's

We now are able to furnish special brake lining with rivets in complete sets and in half sets for the front or rear wheels. This special (Marshall) lining is particularly effective in dusty territories and can be obtained from the service stores division under the following specification numbers:

| *Piece No.* | *Name* | *Models* |
|---|---|---|
| 320218 | Brake lining (full sets) | 120, 120-B, 120-C |
| 320219 | Brake lining (full sets) | Packard Six |
| 320220 | Brake lining—Half Sets | 120, 120-B, 120-C |
| 320221 | Brake lining—Half Sets | Packard Six |

## SPRING AND SHOCK ABSORBER CHART

| Body Type | Front Spring | Load | Rate | Rear Spring | Load | Rate | Tire Press. Front | Tire Press. Rear | Shock Absorber—Front Rebound Valve | | Shock Absorber—Front Comp. Valve | | Shock Absorber—Rear Rebound Valve | | Shock Absorber—Rear Comp. Valve | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Six | | | | | | | | | | | | | | | | |
| 1082 T. Sedan | 315768 | 1435 | 70 | 316273 | 1000 | 120 | 22 | 24 | 303917 | 2-D | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1083 Sedan | 315768 | 1435 | 70 | 316273 | 1000 | 120 | 22 | 24 | 303917 | 2-D | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1084 Coupe | 315768 | 1435 | 70 | 316273 | 1000 | 120 | 22 | 24 | 303917 | 2-D | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1085 Coupe | 315768 | 1435 | 70 | 316274 | 850 | 120 | 22 | 22 | 303917 | 2-D | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1086 Club Sedan | 315768 | 1435 | 70 | 316273 | 1000 | 120 | 22 | 24 | 303917 | 2-D | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1087 Conv. Sedan | 315768 | 1435 | 70 | 316273 | 1000 | 120 | 22 | 24 | 303917 | 2-D | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1088 Business Coupe | 315768 | 1435 | 70 | 316274 | 850 | 120 | 22 | 22 | 303917 | 2-D | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1089 Conv. Coupe | 316768 | 1435 | 70 | 316274 | 850 | 120 | 22 | 22 | 303917 | 2-D | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 120-C | | | | | | | | | | | | | | | | |
| 1092 T. Sedan | 304408 | 1450 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1093 Sedan | 304408 | 1450 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1094 Coupe | 304408 | 1450 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1095 Coupe | 304408 | 1450 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 1096 Club Sedan | 304408 | 1450 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1097 Conv. Sedan | 304408 | 1450 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1098 Business Coupe | 304408 | 1450 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 1099 Conv. Coupe | 304408 | 1450 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 120-C De Luxe | | | | | | | | | | | | | | | | |
| 1092 T. Sedan | 303849 | 1570 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1093 Sedan | 303849 | 1570 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1094 Coupe | 303849 | 1570 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1095 Coupe | 303849 | 1570 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 1096 Club Sedan | 303849 | 1570 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1097 Conv. Sedan | 303849 | 1570 | 75 | 316276 | 1100 | 125 | 23 | 25 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 304813 | E-2 |
| 1098 Business Coupe | 303849 | 1570 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 1099 Conv. Coupe | 303849 | 1570 | 75 | 316275 | 950 | 125 | 22 | 22 | 317861 | 3-D | 317860 | 3-C | 303730 | 2-J | 304813 | E-2 |
| 120-CA Commercial | | | | | | | | | | | | | | | | |
| Chassis | 303285 | 1925 | 130 | 316619 | 1250 | 170 | 28 | 36 | 303730 | 2-J | 320232 | 3-E | 304334 | 2-N | 303922 | G-2 |
| Chassis | 311824 | 2000 | 130 | 316618 | 1600 | 170 | 28 | 36 | 303730 | 2-J | 320232 | 3-E | 304334 | 2-N | 303922 | G-2 |
| 138 C. D. | | | | | | | | | | | | | | | | |
| 1090 T. Sedan Limo. Std. | 320180 | 1750 | 98 | 317820 | 1300 | 140 | 24 | 27 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 320231 | D-0 |
| 1090 T. Sedan Limo. F.W.E. | 317905 | 1850 | 98 | 317820 | 1300 | 140 | 24 | 27 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 320231 | D-0 |
| 1091 T. Sedan Std. | 320180 | 1750 | 98 | 317820 | 1300 | 140 | 24 | 27 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 320231 | D-0 |
| 1091 T. Sedan F.W.E. | 317905 | 1850 | 98 | 317820 | 1300 | 140 | 24 | 27 | 317860 | 3-C | 317860 | 3-C | 304542 | 1-F | 320231 | D-0 |

## STANDARD—5 WHEEL

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1500 Model | | | | | | | | | | | | | | | | |
| 1003 | 232561 | 1750 | 90 | 237640 | 1400 | 145 | 26 | 28 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1501 Model | | | | | | | | | | | | | | | | |
| 1007 | 232480 | 1850 | 95 | 237640 | 1400 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1012 | 232480 | 1850 | 95 | 237640 | 1400 | 145 | 26 | 30 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1013 | 232480 | 1850 | 95 | 237640 | 1400 | 145 | 26 | 30 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1016 | 232480 | 1850 | 95 | 237640 | 1400 | 145 | 26 | 28 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1017 | 232480 | 1850 | 95 | 237641 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1018 | 232480 | 1850 | 95 | 237641 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1019 | 232480 | 1850 | 95 | 237641 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |

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## STANDARD—5 WHEEL—Cont.

| Body Type | Front Spring | Load | Rate | Rear Spring | Load | Rate | Tire Press. Front | Tire Press. Rear | Shock Absorber—Front Rebound Valve | | Shock Absorber—Front Comp. Valve | | Shock Absorber—Rear Rebound Valve | | Shock Absorber—Rear Comp. Valve | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1502 Model | | | | | | | | | | | | | | | | |
| 1014 | 232480 | 1850 | 95 | 237643 | 1500 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1015 | 232480 | 1850 | 95 | 237643 | 1500 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1063 | 232480 | 1850 | 95 | 237640 | 1400 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| Business Sedan | 232480 | 1850 | 95 | 237653 | 1700 | 165 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1506 Model | | | | | | | | | | | | | | | | |
| 1023 | 237905 | 2125 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1507 Model | | | | | | | | | | | | | | | | |
| 1027 | 237906 | 2225 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1032 | 237906 | 2225 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1033 | 237906 | 2225 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1036 | 237906 | 2225 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1037 | 237906 | 2225 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1038 | 237906 | 2225 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1039 | 237906 | 2225 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1508 Model | | | | | | | | | | | | | | | | |
| 1034 | 237906 | 2225 | 120 | 237645 | 1500 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1035 | 237906 | 2225 | 120 | 237645 | 1500 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1073 | 237906 | 2225 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |

## WITH FENDER WELLS

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1500 Model | | | | | | | | | | | | | | | | |
| 1003 | 237559 | 1925 | 105 | 237640 | 1400 | 145 | 26 | 28 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1500A | 239106 | 2450 | 130 | 237654 | 1700 | 165 | 32 | 38 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1501 Model | | | | | | | | | | | | | | | | |
| 1007 | 237559 | 1925 | 105 | 237640 | 1400 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1012 | 237559 | 1925 | 105 | 237640 | 1400 | 145 | 26 | 30 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1013 | 237559 | 1925 | 105 | 237640 | 1400 | 145 | 26 | 30 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1016 | 237559 | 1925 | 105 | 237640 | 1400 | 145 | 26 | 28 | 303915 | 2-F | 303918 | 2-C | 317947 | 5-F | 317948 | G-0 |
| 1017 | 237559 | 1925 | 105 | 237641 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1018 | 237559 | 1925 | 105 | 237641 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1019 | 237559 | 1925 | 105 | 237640 | 1300 | 145 | 26 | 28 | 317859 | 2-B | 317859 | 2-B | 304542 | 1-F | 304813 | E-2 |
| 1502 Model | | | | | | | | | | | | | | | | |
| 1014 | 237425 | 2025 | 105 | 237643 | 1500 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1015 | 237425 | 2025 | 105 | 237643 | 1500 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1063 | 237425 | 2025 | 105 | 237640 | 1400 | 145 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| Business Sedan | 237425 | 2025 | 105 | 237653 | 1700 | 165 | 26 | 32 | 317946 | 3-F | 303918 | 2-C | 304542 | 1-F | 304813 | E-2 |
| 1506 Model | | | | | | | | | | | | | | | | |
| 1023 | 237686 | 2325 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1507 Model | | | | | | | | | | | | | | | | |
| 1027 | 237686 | 2325 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1032 | 237686 | 2325 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1033 | 237686 | 2325 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1036 | 237686 | 2325 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1037 | 237686 | 2325 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1038 | 237686 | 2325 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1039 | 237686 | 2325 | 120 | 237644 | 1300 | 150 | 28 | 30 | 239027 | 4-C | 239028 | A 3W | 239030 | 1-N | 225673 | E-3 |
| 1508 Model | | | | | | | | | | | | | | | | |
| 1034 | 237907 | 2450 | 120 | 237645 | 1500 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1035 | 237907 | 2450 | 120 | 237645 | 1500 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |
| 1073 | 237907 | 2450 | 120 | 237642 | 1400 | 150 | 28 | 32 | 239080 | 3-C | 239029 | C 3W | 239030 | 1-N | 231028 | E-1 |

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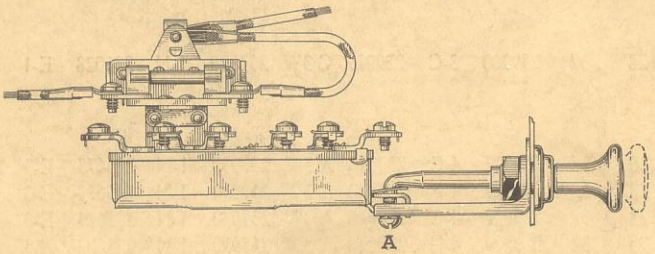
# LIGHT SWITCH

## 15th Series Super 8 and Twelve

Provision has been made on these cars to quickly detach the instrument board light switch from the instrument board allowing it to drop down and hang from the wires, exposing all connections and making it readily accessible.




The switch is detached in the following manner:

1. Remove two screws (A).
2. Pull switch back toward front of car as far as it will go.
3. Push up on switch and rotate ¼ turn right or left.
4. Lift off in direction rotated.

# BRAKE SQUEAKS—SIX-120-C

A condition of brake squeak was described and a cure specified in the October 1 issue of the Service Letter, Volume 10, Number 19. The installation of brake drum springs is the most satisfactory way of overcoming this so-called terminal squeak heard just before coming to a full stop.

Other brake squeaks not curable through the use of springs may be eliminated in nearly every case by doubling the number of rivets used in attaching the lining to the shoe.

In the Packard Six, the additional holes are already in the shoes and it is only necessary to remove the shoes, drill and countersink the lining and install eight additional rivets in each shoe, both primary and secondary.

On the 120-C, the additional holes are not provided and both the lining and shoe should be drilled. Space the additional rivets evenly between those already provided on both primary and secondary shoes.

# HARD STARTING—SIX

Several cases of hard starting have come to our attention on the Packard Six due to the choke valve failing to close fully.

Failure to start or to operate satisfactorily while cold, due to the choke failing to close, is readily recognizable and will probably be caused by choke butterfly valve binding in the air horn.

In such cases the procedure is to remove the air cleaner and inspect the choke valve. On some of these valves a rough edge left when the part was stamped out may be cutting into the air horn, preventing the valve from closing. If such a condition is indicated by marks in the air horn, remove the choke valve from the shaft, and bevel all edges slightly. When reinstalling make sure the valve is centralized in the air horn. Remove the cover over the choke valve operating lever and check to be sure the valve operates entirely free.

Then reinstall the air cleaner and recheck the choke valve. Clamping the air cleaner on may have caused the valve to bind. Reconnect the choke operating lever and before replacing the cover make certain, by testing the spring pressure on the choke lever, that both ends of the lever are engaged.

# STEERING WHEEL ADJUSTMENT

## Packard Six—120's

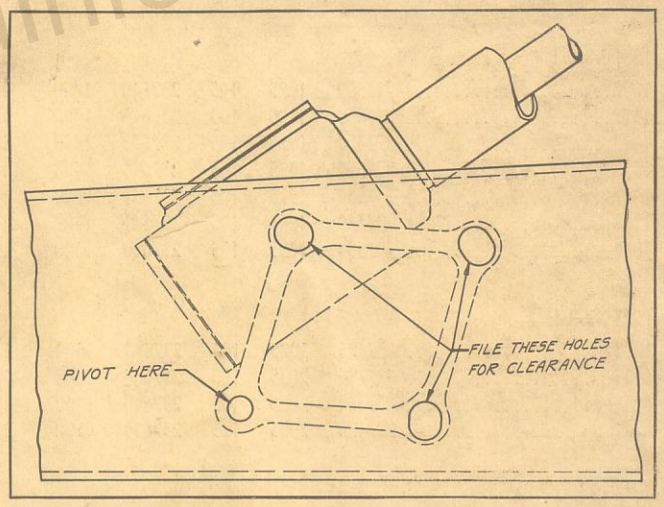
With special brackets now available it is possible to raise or lower the steering wheel on the Packard Six and 120-C one inch.

These special brackets are now carried in Service stock.

| | |
|---|---|
| **Six** | 0-320285 Steering Col. Bracket—Long. |
| | 0-320284 Steering Col. Bracket—Short. |
| **120C** | 0-320287 Steering Col. Bracket—Long. |
| | 0-320286 Steering Col. Bracket—Short. |
| **120—120B** | 0-304641 Steering Col. Bracket—Long. |
| | 0-304642 Steering Col. Bracket—Short. |

When changing the steering column to instrument board bracket great care must be taken to see that the steering column is not sprung binding the gear.

To install brackets, remove the rear steering gear to frame bolts and loosen only the forward one, leaving it in place to act as a pivot. Install the new bracket and tighten in place. Before replacing the




steering gear bolts, elongate the holes in the frame sufficiently so that the bolts will enter freely without binding. After tightening the steering gear to the frame, as an additional check, again loosen the steering column bracket to make certain that the column is not binding. If it does, elongate the frame holes until no further binding occurs.

NOTE: On radio-equipped 120's the full one-inch raise cannot be obtained, as a shim will have to be used between the bracket and instrument board to provide clearance between the column and radio.



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