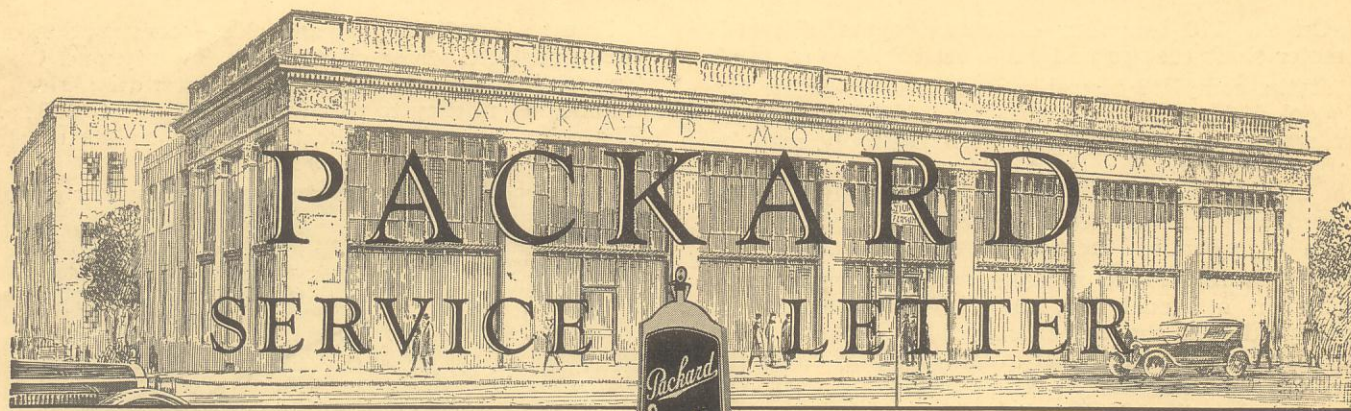


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OUR THREE-WAY YARDSTICK

By "A MAN WHO OWNS ONE"

I've been driving a "horseless carriage" since the days when anyone who drove one was rated on a par with "Fearless Fred", the dime novel hero. However, I must admit that what I don't know about the "inner workings" of an engine would fill a library!

In this respect I'm not much different from the average owner. The majority of us know no more about a car than about Einstein's theory of relativity . . . and that's mighty little! You'd think, then, that I'd have a hard time telling whether or not the work on my car is done right. And, maybe I do . . . judging by a mechanic's standards. But, over a period of years, I've developed my own three-way yardstick of measuring service—by sight, hearing, and "feel."

For example, let's say I take my car to the service station and have the motor overhauled. And suppose, when the job is finished, I look under the hood and find that the motor is still covered with grease and grime!

Now, the work done may have been 100 per cent right *mechanically* . . . *but I can't judge that!* Instead I naturally apply one yardstick of my own—SIGHT—and finding what looks like "sloppy" work, I can't help but think that maybe I have been "gypped."

Similarly, if I ask for a lubrication job and

discover afterward that an old familiar squeak is still there, I instantly come to the conclusion that the job couldn't possibly have been done right. Perhaps every point has been thoroughly lubricated, but somehow my sense of "hearing" makes me doubt it. That single squeak has ruined the effect.

Here is another illustration: Recently a friend of mine had his brakes relined. The job was done by a service station which has a fine reputation for excellent mechanical work. No doubt they did that relining job properly. But when my friend took his car home the brakes didn't "feel" quite right. They seemed a bit oversensitive. Had the service man explained that the car would probably have to be driven a few miles before the new linings became properly broken in, my friend would have been satisfied. As it was, he impartially applied the yardstick of "feel" and felt no little disappointment.

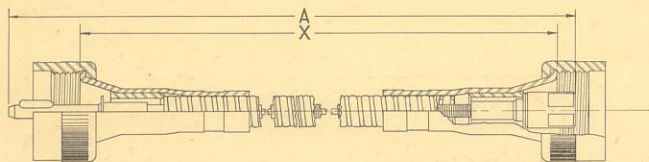
Maybe this way of judging service is unfair but, unfortunately, that's the only way most owners, like myself, have of determining mechanical workmanship. So, if I were a Packard service man, I think I would keep the owner's three-way yardstick of "sight", "hearing", and "feel" in mind and carefully apply it to every job that comes into the shop.

SPEEDOMETER SHAFT CABLE—120

On the 120 cars four different lengths of speedometer shaft casings and cable assemblies were used.

If the complete assembly is desired for either the Model 120 or 120-B, piece No. 300629 should be ordered. The fact that the new assembly may be longer than the one you are replacing, does not affect the interchangeability. The longer assembly gives an improved result due to the increased length of the radii in the bends of the casing after it is installed.

If it is only found necessary to replace the inner cable on a Model 120, the old casing should be measured and the cable ordered according to the attached chart. The piece numbers shown cover the cable only. Only one length speedometer shaft has been used on the 120-B and the inner cable is covered by piece No. 303497.

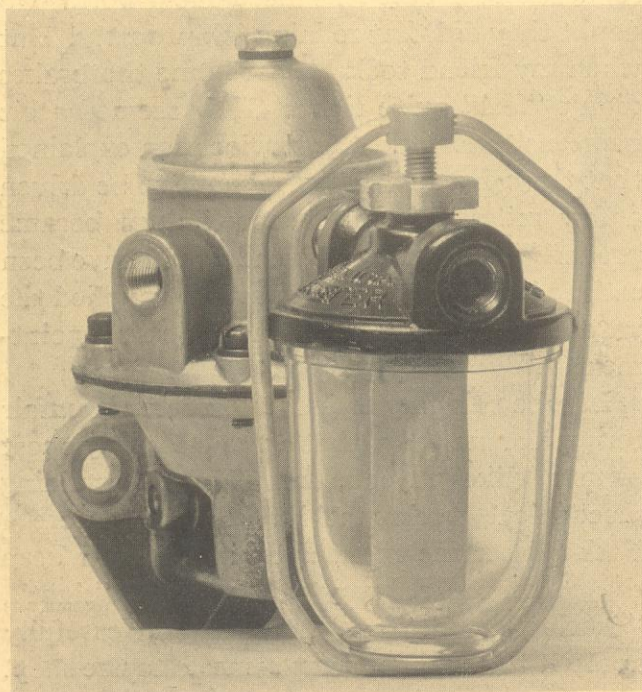


Piece No.	A	X	Piece No.	A	X
309976	68 $\frac{9}{64}$	67 $\frac{1}{4}$	309978	71 $\frac{57}{64}$	71
309977	70 $\frac{41}{64}$	69 $\frac{3}{4}$	303497	73 $\frac{9}{64}$	72 $\frac{1}{4}$

WATER IN GASOLINE

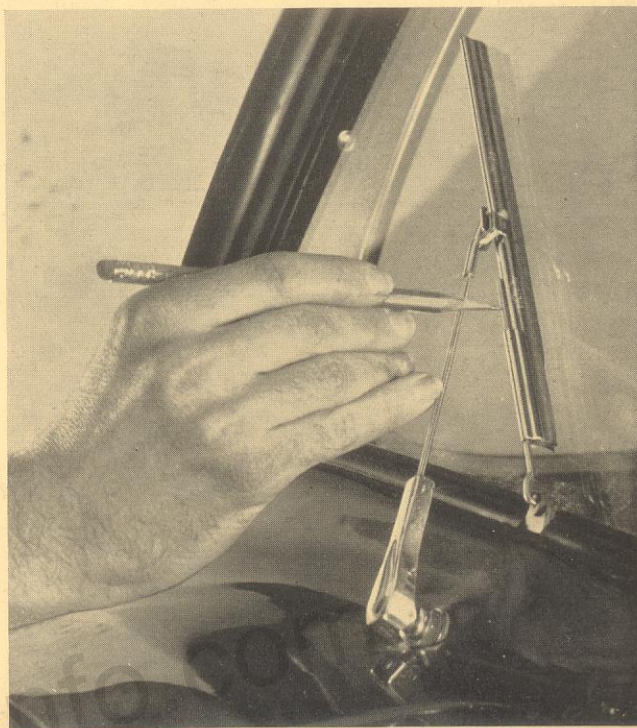
Are you familiar with the information contained in Technical Letter 1975? One paragraph indicated that a glass sediment trap might be installed. These can be obtained locally. The Carter, as illustrated, or the Zenith will be found very satisfactory.

In some cases it will be necessary to tilt the filter slightly in order to avoid interference with the indentation in the splash pan.



WINDSHIELD WIPERS—120

Due to the sliding bar and sleeve construction of the windshield wiper on the One Twenty and One Twenty-B, there is, under certain winter driving conditions, a tendency to clog up with ice and to freeze. The solution is the application of Lubriplate or an extremely light oil such as 3 in 1.



CORRECTION

An article which appears in volume 10, number 3, of the Service Letter dated February 1 states that there is a shim used to adjust front wheel camber. The word shim should be *pilot*. The correct name of the part referred to is wheel front support bushing upper pilot. These are carried under four piece numbers:

303075—no offset	303077— $\frac{1}{8}$ offset
303076— $\frac{1}{16}$ offset	303078— $\frac{3}{16}$ offset

This is the part that care must be taken to reassemble in the same position that it was in when disassembled. Otherwise, the camber will be changed.

CHANGE IN ENGINEERING SPECIFICATIONS AND STANDARD SIZES AND ADJUSTMENTS

In Engineering Specifications and Standard Sizes we show the caster of the 12th and 14th Series as 1 degree.

This should read as follows:

Models 1200-1-2-3-4-5—2 $\frac{1}{2}$ degrees.

1400-1-2-3-4-5—Use wedge, pc. 228623.

Models 1207-8—1 $\frac{1}{2}$ degrees.

1407-8—No wedge.

This change was made in production, Sept., 1935.

PISTON SLAPS

As soon as the cold weather comes we always hear considerable about piston slaps, and there are always many motors pulled down in an endeavor to correct a piston slap which, if left alone would disappear automatically.

This type of slap is probably caused by a piston pin bushing which is a little on the tight side, causing the piston to rock slightly in the bore. It may take 2500 to 3000 miles to loosen up the pins sufficiently to entirely get rid of the slap.

Then there is a slap which only occurs for a very short period of time after the car has been standing in the cold long enough for all the motor parts to become thoroughly chilled. This is due to the fact that the pistons have become so cold that they have shrunk their limit and naturally will make some noise until the temperature builds up enough to expand them.

Piston slaps caused by either of these two things can not very well be controlled. Therefore we should guard against dismantling motors if we think the slap is caused by either of the above conditions.

CORRECTION

There is an error in the article on the Distributor, Packard Twelve, printed in the Service Letter of February 1, 1936, Vol. 10, No. 3.

The paragraph "Whenever new points are installed or the old points adjusted, it is necessary that the two sets of points be synchronized so that the adjustable points fire $26\frac{1}{2}$ deg. after the fixed points and the fixed points will fire $33\frac{1}{2}$ deg. after the adjustable points," should read "Whenever new points are installed or the old points adjusted, it is necessary that the two sets of points be synchronized so that the adjustable points fire $33\frac{1}{2}$ deg. after the fixed points and the fixed points will fire $26\frac{1}{2}$ deg. after the adjustable points."

NEW COLUMBUS LAYOUT

Packard Columbus, Incorporated, has done some rearranging. In doing this they have taken into consideration the various service activities. These have been consolidated and relocated from the standpoint of convenience.

The view shows their new service office and parts and accessories department with some new well lighted counters and a lot of nice white paint. The rearrangement improves the appearance of the place and makes it extremely attractive. The customer's first impression is a most satisfactory one of orderliness, neatness and efficiency due to an adequate

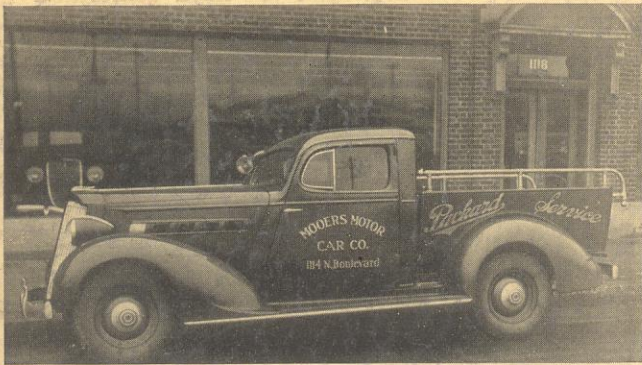
supply of well arranged stock of parts and accessories and a noticeable smoothness with which the necessary routine can be handled.

The regrouping of activities places next to each other the service manager's office, the service sales activities, the cashier, and the parts and accessories selling. A cleverly designed gasket board very neatly obstructs vision to the receiving and packing department and the R. G. activities. This makes it practical to have all of the activities on the first floor where they are convenient and speed up the handling of the customer's requirements.



CLEAN UP—PAINT UP—FIX UP AND YOU WILL BUILD UP

There are two items in connection with the service department which come under the heading of display. In fact, you might almost call them advertising. One reflects your service facilities as it travels the streets of your vicinity. It is your service car or in some cases, your motor-cycle equipment. Its appearance should reflect the high quality of service which you are endeavoring to render. The other is your parts department. This definitely reflects your desire to please your owners in that you have attractively and neatly displayed an adequate assortment of parts to take care of your owners' service needs. Both are extremely important in creating the proper impression of your service, both inside and outside of your service department. They deserve your attention.



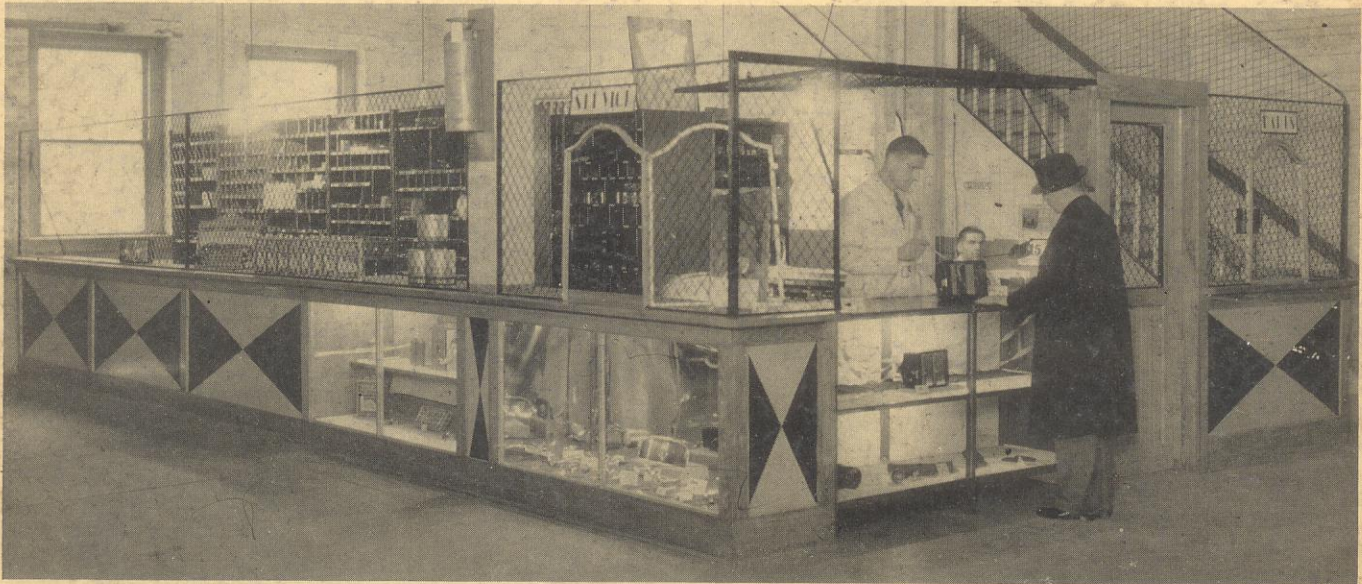
The service car built and operated by Mooers Motors service department under Service Manager Armbrrecht is shown. It is very attractively done and indicates, not only to owners but to prospects as well, the manner in which you conduct your service business. Space on the back is devoted to two important items. One makes people familiar with your telephone number; the other issues a double challenge to the



new car prospect. By having such a service car it indicates that you have confidence in the product you sell and in the manner in which you maintain that product after it is in the owner's hands.

The modern parts store is not a dream but an actual fact as far as the Packard Wichita Company is concerned. Mr. Hauserman, their general manager, sent us the picture after they had finished modernizing and relocating their parts store. It looks very much to us as though the move would be a profitable one, not only in the additional sale of parts and accessories because of its convenient location, but because of the atmosphere of efficiency and cleanness which so open a location always produces.

After taking a look at the picture, take a long look at your own parts department and should you find improvement necessary, we are sure that Mr. Hauserman will not object to your using any ideas that you find in the picture.



SUGGESTIONS OR QUESTIONS FROM READERS ARE ALWAYS WELCOME. HOW CAN WE MAKE THE SERVICE LETTER OF MORE VALUE TO YOU?
ADDRESS—NORM. LULL—EDITOR PACKARD SERVICE LETTER.