



VOL. 10 No. 5

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THE OWNER'S AGENT

By "A MAN WHO OWNS ONE"

Last week I watched Joe Phillips pull himself out of a pretty ticklish situation. There were two customers in the service station when I drove in, one a chauffeur—the other a woman.

The chauffeur had arrived first, but the woman seemed to consider herself entitled to prior consideration. Joe, however, didn't see it that way. So he approached the woman, and, in his usual courteous manner, said:

"I'm sorry Mrs. Brown, but I promised Mr. Thompson that we would have his car ready for his chauffeur at three o'clock. It won't take but a minute and then I'll be with you."

* * *

"You handled that difficult situation rather neatly," I said, as Joe waited on me a little later.

Joe grinned. "It was the only fair thing to do," he answered. "After all, the chauffeur came in first and as I see it, he should be regarded as an AGENT of the owner; not as a servant. As such, he is entitled to the same courteous attention an owner would receive."

Joe's reasoning sounded sensible. It reminded me of a question I had long wondered about. "Joe," I said, "I would imagine it might be tough work handling an owner through his chauffeur . . ."

"Well," he replied, "it's easy enough to get behind the eight ball, but as a rule, we don't have much trouble. First of all, since the

average chauffeur has a fair knowledge of the car, we always make it a point to discuss service from a technical standpoint. He's flattered to think that we recognize his knowledge of mechanics.

"However," Joe continued, "his orders always should be carefully counterchecked to make certain that the work is needed. Sometimes he may not know as much as he thinks he does and if his orders are followed blindly we are likely to put both him and ourselves in a bad light with the owner.

"Then, too, when an expensive job is ordered, or when we are in doubt about the owner's desire to have the work done, we avoid a come-back by saying something like this:

"I agree that the work should be done, Jim. But don't you think it would be a good idea for us to call Mr. Smith and find out if he wants to have this work done *this* month?"

"Sounds like good diplomacy, Joe," I said. "It certainly shifts the issue by emphasizing the time element and avoids questioning the chauffeur's authority."

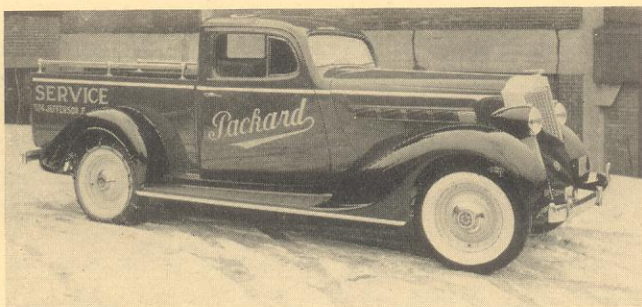
"Exactly," replied Joe. "As we look at it, there's no quicker way of losing a chauffeur's friendship than by making him think that we question his authority. And his friendship IS worth cultivating. Usually he is given a free hand with the car he drives; often he is allowed to take it to whatever service station he chooses. As a result, we've learned that it pays to keep on good terms with him even though his boss is the one who pays the bills!"

STEERING DATA

Model	Camber in Deg.	Caster in Deg.	Toe-In in Inches	King Pin Angle in Deg.
126-133	2	3	$\frac{3}{8}$	0
226-233	$2\frac{1}{2}$	2	$\frac{3}{8}$	$7\frac{1}{2}$
136-143	$2\frac{1}{2}$	1	$\frac{1}{4}$	$7\frac{1}{2}$
236-243	$1\frac{1}{2}$	1	$\frac{3}{16}$	$8\frac{1}{2}$
326-333	$1\frac{1}{2}$	1	$\frac{3}{16}$	$8\frac{1}{2}$
336-343	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
443	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
426-443	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
526-533	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
626-633	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
640-645	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
726-733	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
740-745	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
826-833	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
840-845	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
900-1-2	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
903-904	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
905-906	$1\frac{1}{2}$	1	$0\frac{1}{8}$	$8\frac{1}{2}$
1001-1002	$1\frac{1}{2}$	$3\frac{1}{4}$	$0\frac{1}{16}$	9
1003-1004	$1\frac{1}{2}$	$3\frac{1}{4}$	$0\frac{1}{16}$	9
1005-1006	$1\frac{1}{2}$	$1\frac{1}{2}$	$0\frac{1}{16}$	9
1100-1-2	1	1	$0\frac{1}{16}$	9
1103-4-5	1	1	$0\frac{1}{16}$	9
1107-8	1	$1\frac{1}{2}$	$0\frac{1}{16}$	9
1200-1-2	1	1	$0\frac{1}{16}$	9
1203-4-5	1	1	$0\frac{1}{16}$	9
1207-8	1	$1\frac{1}{2}$	$0\frac{1}{16}$	9
1400-1-2	1	$2\frac{1}{2}$	$0\frac{1}{16}$	9
1403-4-5	1	$2\frac{1}{2}$	$0\frac{1}{16}$	9
1407-8	1	$1\frac{1}{2}$	$0\frac{1}{16}$	9
120	1	2	$0\frac{1}{8}$	$11\frac{1}{2}$
102B	1	2	$0\frac{1}{8}$	$11\frac{1}{2}$

ANOTHER ATTRACTIVE SERVICE CAR

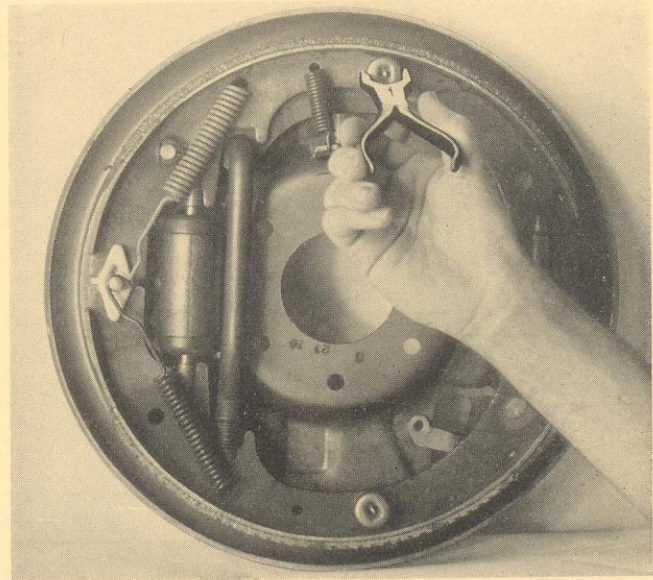
The One Twenty's are finding their way into the service car field. In the last issue of the Service Letter we illustrated the first one that had come to our attention. We now find another in Detroit.



Ed Black, general service manager, tells us that this is one of the rebuilt show chassis with a \$270.00 cost on the body and cab. This makes a very attractive equipment, obtainable at a very reasonable price.

Do not overlook the fact that your service car or motorcycle equipment must be an attractive addition to your service equipment. It must indicate the careful attention which you pay to all details in connection with your service car. If you operate a service car, be sure that it properly advertises the service you render.

BRAKE SHOE SPRING CUP LOCK PLIERS

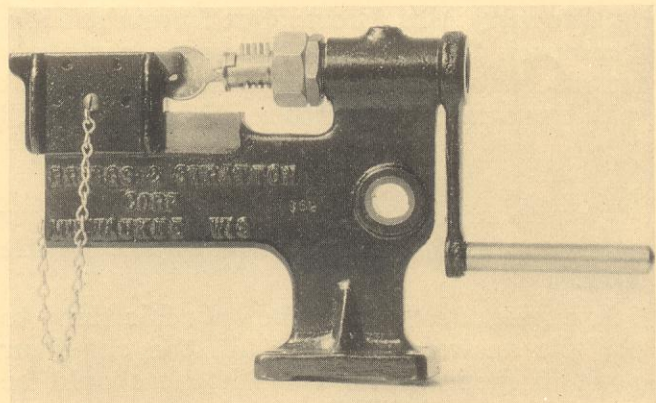


Tool No. S. T. 5077—Price \$1.50

Models 120 and 120B

With these pliers, it is easy to remove the hydraulic brake shoe spring cup lock. Simply grip the cap with the end of the pliers and give one-quarter turn to release the lock. This tool prevents injury from flying springs and loss of parts.

LOCK, CYLINDER AND TUMBLER CUTTER



Tool No. S. T. 964—Price \$10.00

The 120 and 120B cylinder locks are supplied from the factory parts department in blank. Instead of fitting blank keys to numbered locks, the locks are now fitted to numbered keys.

Here is a special tool that will cut the tumblers flush with the cylinder. Insert the key into the new lock cylinder and place the cylinder into cutter. The key is held in position by a sliding fixture. Press the sliding fixture against the cutter and turn the handle at the same time until the tumblers are cut flush with the radius of the cylinder. The cylinder is now finished ready to be installed in the lock handle.

MOTOR CONNECTING RODS, 1929 TO 1936 INCLUSIVE

In order to simplify the stock problem and also supply the latest and most improved design connecting rods for the older cars, we are now prepared to furnish detachable steel crankpin bearings with either copper-lead lining or babbitt, as may be required.

On the older model cars not equipped with oil coolers, we recommend the babbitt crankpin bearing which we furnish in the sizes most in demand. The piece numbers shown in the chart cover crankpin bearing assemblies (two halves).

Under this setup a dealer carrying nine sets of rods with both copper-lead and babbitt bearing assemblies in assorted sizes is prepared to service any one of these 48 models of cars which Packard has built in the past six years.

Models	Motor Connecting Rod Assembly (Less Bearing)	Size	Bearing Assembly	
			Copper Lead	Babbitt
726-733 826-833 900 901-902 1001-1002 1100-1101-1102 1200-1201-1202 1400-1401-1402	221631 Conn. Rod 1, 3, 5 7 221632 Conn. Rod 2, 4, 6, 8	Std.	225192
		.001 under	225193
		.002 under	225194	231074
		.003 under	225195
		.005 under	231075
		.015 under	225196	231076
740-745 840-845 903-904 1003-1004 1103-1104-1105 1203-1204-1205 1403-1404-1405	221641 Conn. Rod	Std.	225197
		.001 under	225198
		.002 under	225199	231077
		.003 under	225200
		.005 under	231078
		.015 under	225201	231079
905-906 1005-1006 1107-1108	98405 Conn. Rod—Left Bank	Std.	225207
		.001 under	225208
		.002 under	225209	231083
		.003 under	225210
		.005 under	231084
		.015 under	225211	231085
905-906 1005-1006 1107-1108	98404 Conn. Rod—Right Bank	Std.	225202
		.001 under	225203
		.002 under	225204	231080
		.003 under	225205
		.005 under	231081
		.015 under	225206	231082
1207-1208 1407-1408	219685 Conn. Rod—Left Bank	Std.	225207
		.001 under	225208
		.002 under	225209	231083
		.003 under	225210
		.005 under	231084
		.015 under	225211	231085
1207-1208 1407-1408	219688 Conn. Rod—Right Bank	Std.	225202
		.001 under	225203
		.002 under	225204	231080
		.003 under	225205
		.005 under	231081
		.015 under	225206	231082
120 } 120B }	302424 Conn. Rod 304006 Conn. Rod	Std.	303387
		.001 under	303388
		.002 under	303389
		.003 under	303390
		.015 under	303445

When installing less than a complete set of connecting rods on 7th, 8th, and 9th series cars, the original type connecting rod should be used.

726-733 826-833	170135-170136
900 901-902	186647-186648
740-745 840-845	170124
903-904	186651

Please refer to Service Letter, Volume 8, Number 22.

NOTE: Connecting rods include piston pin bushing, cap and bolts and nuts.

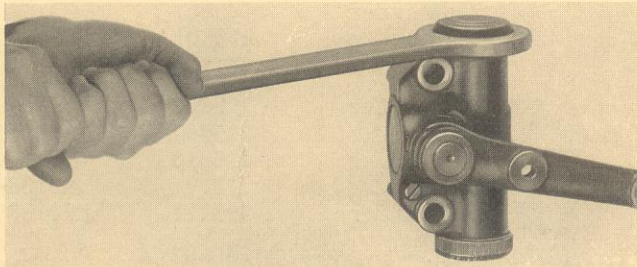
NOTE: Connecting rods should be installed in complete sets in 7th, 8th, and 9th Series due to differences in weight between the old original rod and new improved design.

SPECIAL PRICES ON SPECIAL TOOLS

We have occasionally offered special prices on certain tools. We are somewhat overstocked on the items illustrated on this page and have therefore reduced the list price, which we will maintain until our stock is exhausted. We suggest that you check your tool inventory and determine whether or not you have these items in stock and whether or not they are in good usable condition.

Time saving tools are a real asset these days. The importance of having the right tool for each job cannot be overemphasized. Doing the job in the time specified assumes that you are going to have the tool designed for that particular purpose. It further assumes that you are going to have the tool in a convenient place, that it is going to be kept clean and in proper condition to use.

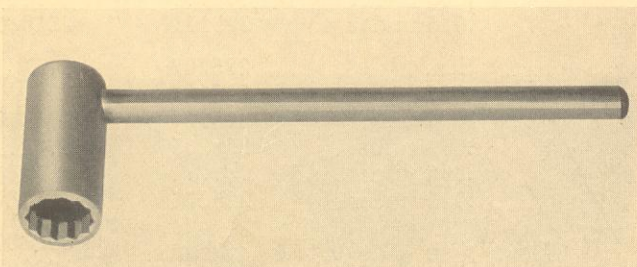
Check these tools with your equipment now and save yourself some money, not only on the tool itself, but on each job.



Shock Absorber Cover Wrench

Tool No. S. T. 5005—Special Price \$1.35

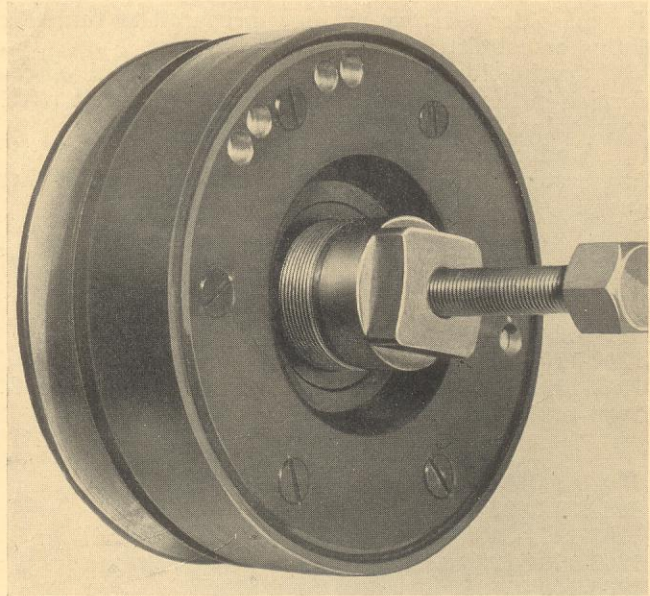
A special tool with long handle for leverage must be used in order to remove shock absorber cover. Avoid loss of time in trying to remove the cover without this special wrench.



Vibration Damper Offset Nut Wrench

Tool No. S. T. 5003—Special Price \$2.25

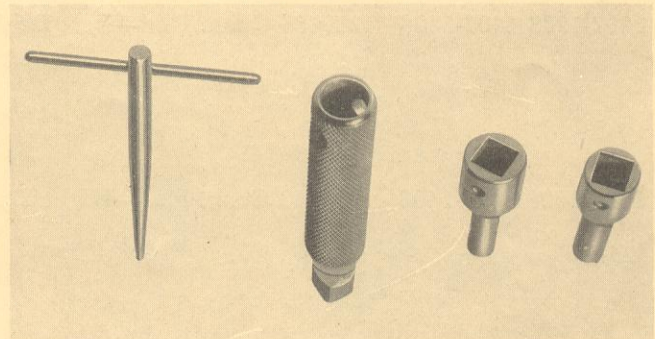
A heavy duty wrench designed to give extra long life. It is offset so that it can go into the vibration damper to remove the damper cap screw. This screw cannot be removed without this type wrench.



Vibration Damper Puller

Tool No. S. T. 5002—Special Price \$2.45

The vibration damper puller was designed to pull from center of the damper where threads have been provided for removing it. A puller of this type is indispensable. It will remove the damper without distortion or damage. To operate, screw the puller into the vibration damper and puller bolt against the crankshaft, and tighten the puller screw until the vibration damper drops off the crankshaft.



Carburetor Socket Wrenches

Tool No. S. T. 5007—Special Price \$2.80

These wrenches are thin, straight-walled, double-broached hexagons, designed for Stromberg Carburetors, and used for removing metering jet, main jet discharge puller and check valve. There is also a special handle. These are standard tools used by Stromberg Company, and are all of the special tools required to service the carburetor.

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.