



VOL. 11 No. 12

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WHEN IS AN OWNER A TOURIST?

There seems to be some question concerning the proper answer to this. As far as the owner is concerned here is the only answer.

In carrying out the spirit as well as the letter of the Packard Warranty the owner is a tourist anytime during the warranty period when he is in difficulty with his car so far away from the service department of the dealer or distributor from whom he purchased it that it is not possible or convenient for him to get the car to his home service station for the needed attention. This may be within the district of the distributor through whom, or through whose dealer, the car was purchased; or it may be outside of the distributor's district in which the car was purchased.

There is a slight difference in handling the parts and labor claims in each case, but as far as the owner is concerned his car must be fixed and under no conditions as a "tourist," should he be billed for either parts or labor for warranty work.

WITHIN THE DISTRIBUTERSHIP

Under this interpretation, when the owner becomes a "tourist" within the district of the distributor through whom the car was sold, the dealer handling the work will send any parts replaced to the distributor through whom he operates, and unless other arrangements are made, the dealer will bill his dis-

tributer by means of a labor claim, marked "Tourist," for the full amount of the labor involved in replacing such parts at the rate agreed upon by the distributor and the dealers in that distributorship. When the distributor receives the parts they should be sent to the factory on a parts claim on which the word "Tourist" should be placed. This will insure prompt handling. A claim for labor is also forwarded to the factory marked "Tourist" for half of the standard time at the adjustment labor rate agreed upon between the factory and the distributor. The other half of the labor should be billed to the dealer who sold the car.

OUTSIDE THE DISTRIBUTERSHIP

Should the owner become a tourist and require service outside of the distributor's district in which the car was purchased, the required work is done and no charge is made to the owner by the dealer doing the work. The dealer sends the parts replaced, together with a labor claim marked "Tourist," to his distributor. The labor claim represents the labor involved in replacing the part at the standard time for the operations performed and at the hourly rate established by the distributor. The distributor sends the parts to the factory, together with a tourist labor claim for the full amount involved at the labor rate agreed upon between the distribu-

ter and the factory. The factory in this case absorbs half of the amount and, in turn, bills the other half to the distributor through whom the car was sold. Upon receipt of this invoice by the distributor and if the car was sold by one of his dealers the distributor will rebill this amount to the dealer selling the car.

It is advisable that a distributor establish within his district a uniform adjustment rate for handling the adjustment of labor among his own dealers or between a dealer in his district and his own organization. This rate should represent an average of all of his dealers' internal billing rates. If such figures are not available, it is suggested that the figure should be established on the basis of cost plus overhead in the average size dealer establishment. This may be \$1.00 or \$1.25 an hour, but is not to exceed \$1.50 per hour.

WHAT IS WARRANTY WORK?

The next question that comes to mind is what is warranty work on a tourist car; and the answer is warranty work on a tourist car is any service attention which may be required by the tourist in order to continue his trip. Example: a broken wheel bearing, any electrical difficulty which makes it impossible to turn on the lights or use the horn, a broken windshield wiper encountered during a rainstorm or snowstorm, or anything which prevents the owner from continuing his trip. Warranty on a tourist car would not include lubrication or anything in connection with the appearance or finish of the car, or any item which obviously can wait until the owner can get back to his home dealer.

HANDLING INSPECTIONS AND ADJUSTMENTS

A standard time has been established on the three inspections and adjustments to which the new car owner is entitled during the warranty period, and while it is desirable wherever possible to have these inspections and adjustments made by the organization selling the car, in some instances this is neither convenient nor practical.

For instance, an owner may purchase a car through a dealer in Oregon and take delivery at the factory. He may travel East before returning to his home in Oregon. As much as ninety days may be consumed on such a trip, and it obviously would be unfair to this owner to make him pay for the three inspections and adjustments to which he is entitled. In such a case as this it is the desire of the factory that these inspections and adjustments be handled at the proper intervals by any dealer or distributor visited. When this is done under these circumstances the owner should not be billed for any work in connection with the inspection or adjustment as listed on the New Car Fitting and Delivery Operation, Form PD 28A Revised. A tourist labor claim should be made out at the time indicated for the proper mileage inspection. This time is to be multiplied by the adjustment rate of \$1.50 an hour.

The labor claim will be sent in the case of a dealer to the distributor through whom he operates. The distributor will send this to the factory at the same rate. The factory will absorb half the amount and bill the distributor in whose territory the car was sold with the other half. If the distributor delivered this car, this amount should be charged to his guaranty and policy expense. If the dealer delivered the car, the amount should be rebilled to the dealer.

It is not intended that an owner should be allowed to obtain these inspections from other than the organization from which he purchased the car. This arrangement is only to take care of the tourist who obviously cannot return to the selling organization in order to obtain these inspections and adjustments.

HANDLE QUICKLY

In order to make this policy practical the parts and labor claims must be handled with all possible promptness by the dealer, the distributor and the factory. Therefore, they should be made out clearly and completely and use the "tourist" labor claim form or mark the claim "tourist." Every effort should be made to repay the organization doing the work on a tourist car as promptly as possible.

CORRECTION

On page two of the June 1 issue of the Service Letter, Vol. 11, No. 11, you will find a table under the heading "License Data and Capacity Information." The cooling capacity on the Six is given as $4\frac{1}{4}$ gallons. A correction has just been received from the engineering department indicating that this should read $3\frac{3}{4}$ gallons.

Will you please change your copy of the Service Letter.

FRONT WHEEL TOE-IN

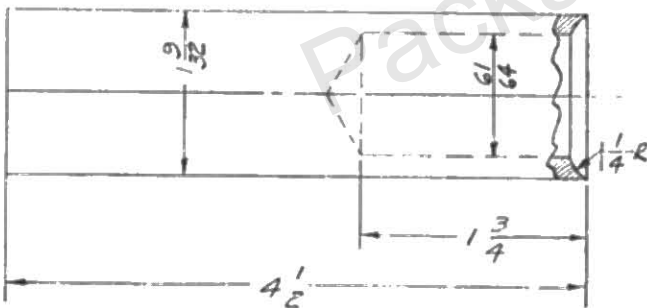
Please refer to the article, "Front Wheel Toe-In," on page 3 of the May 1st issue of the Service Letter.

Special Tools S.T.5030, S.T.5021 and a straight edge are required to properly install a new wheel support arm inner pin bushing. Complete instructions for using the tools when installing new inner pins will be found on page 47 of the Special Tool Catalog.

If the contacting end of the Wheel Support Arm Inner Pin Remover and Replacer does not fit the end of the steel shell surrounding the rubber bushing, the shell is likely to swell while being driven in and it will then be impossible to center the pin properly.

The Wheel Support Arm Inner Pin Remover and Replacer S.T.5021 has been redesigned and now has a $\frac{1}{4}$ " radius on the contacting end to fit over the rounded end of the bushing.

Your present flat ended tools may be made to correspond to the late design by reworking the contacting end as shown in the illustration.



TIRE MANUFACTURERS' STANDARD WARRANTY

In the Service Manager's copy of this issue of the Service Letter will be found a copy of the interpretation of the Rubber Manufacturers' Association Incorporated of the manufacturers' standard warranty as applied to tires.

Details are given concerning the application of the warranty, the handling of claims and the routine. All service men dealing with customers should be familiar with the proper handling of any claims on tires during the warranty period.

SCHROEDER HOTELS

WALTER SCHROEDER
PRESIDENT

COURTESY

If I possessed a shop or store,
I'd drive the grouches off my floor,
I'd never let some gloomy guy
Offend the folks who came to buy..
I'd never keep a boy or clerk
With mental toothache at his work,
Nor let a man who draws my pay
Drive patrons of mine away.

I'd treat the man who takes my time
And spends a nickel or a dime
With courtesy, and make him feel
That I was pleased to close the deal,
Because tomorrow, who can tell?
He may want stuff I have to sell,
Then in that case, then glad he'll be
To spend his dollars all with me.

The reason people pass one door
To patronize another store
Is not because the busier place
Has better silks or gloves or lace
Or cheaper prices, but it lies
In pleasant words and smiling eyes;
The only difference, I believe,
Is in the treatment folks receive.

SH 272

Hotels view courtesy as of first importance in their attitude toward customers—Service Stations should do no less.

SHOCK ABSORBERS-120C

Certain owners whose driving is largely over country roads may desire a firmer ride than will be obtained by the standard shock absorber setting in the 120C.

In such cases the front shock absorbers may be equipped with the valving of the Packard Six, consisting of 2B valves for the front compression and 2D for the front rebound. For the rear compression E1 may be used, but no change will be required for the rear rebound.

Please bear in mind that this change should be made only where the road conditions are such that a firmer ride is preferable. We believe that the standard adjustment will be preferred by the majority of operators.

It is not necessary to change the springs in order to obtain a firmer ride.

WHAT THE OTHER BOYS ARE DOING—

LOS ANGELES, CALIFORNIA



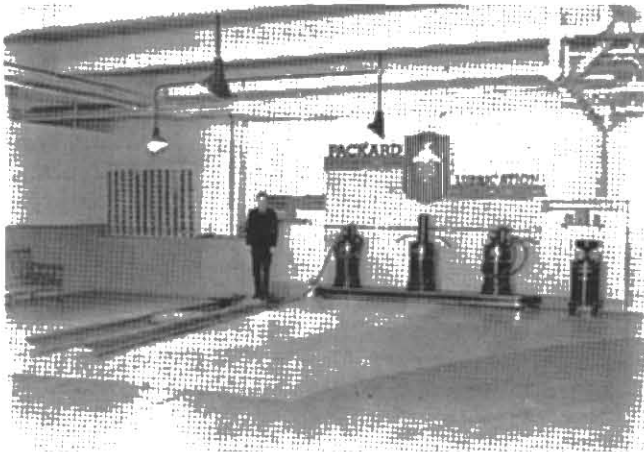
Here we have what seems to be the entire staff of the Los Angeles service organization headed by L. P. Butts. You are kept in touch with this organization through these columns and are familiar with the excellent manner in which they handle Packard service on the coast.

NORWICH, CONNECTICUT



Mr. W. H. Macht, Parts and Accessories Manager, sent us a picture of their new accessory display. It combines an attractive board, the standard radio display and a showcase. A very attractive corner is the result.

SAN ANTONIO, TEXAS



This is the newly installed lubrication department

at San Antonio. The standardized background adds much in appearance to the new lift and equipment. They are enthusiastic about the results they are obtaining. Mr. E. A. Garner is service manager.

GRAND RAPIDS, MICHIGAN



Here we have the genial service executives of Ted Booth, Incorporated. On the left is General Service Manager, H. E. Mull; next, Parts and Accessories Manager, Perry Ronan; and Assistant Service Salesman and Parts Man, Arthur W. Burton, and Jay Dieleman, Service Salesman.

The parts, accessories and service sales counters form one unit, and direct contact in the shop on the second floor is maintained through a loud-speaker system. The accessory display is handy and is in constant use.

The next view is the new standardized lubrication department. A modernized background lo-



cated where the customer drives in and where it can be seen from the store produces a very attractive appearance and as usual has been found to be one of the most valuable spaces in the service department. Its ability to produce profitable income has passed their wildest expectations.

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