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## NEW CAR FITTING AND DELIVERY

The preparation of new cars for delivery to customers is usually a responsibility of the service department. If the job is well done the service department gets off on the right foot with the customer. If the job is poorly done due to insufficient information or carelessness, a most unsatisfactory relationship is established. Satisfactory performance during the first few months of ownership is extremely important and is dependent to a large extent upon proper fitting and delivery.

Every car is carefully inspected and checked before leaving the factory. However, it is important that you recheck certain items to make doubly sure that everything is in working order before delivery. So that a definite check will be made and at the same time so that too much expense will not be encountered on this item a work sheet has been supplied in the form of P.D. 28-A entitled "New Car Fitting and Delivery." This form is carried in stock by Reynolds and Reynolds and is supplied with two copies. Only the necessary items are listed.

There is a general mechanical inspection, a check of certain items and a test for motor idle, acceleration, steering and brakes. In the second column you will find a lubrication schedule and a list of items to check while the car is on the lift. The form will be of value if it is completely filled in. Space is provided for the motor number, vehicle number, paint scheme trim number, and keys. Space at the bottom is provided for the employee's number who tests the car and the man who lubricates the car. The car is then ready for wash and clean-up and at the actual time of delivery the

NEW CAR FITTING AND DELIVERY Inspection—Lubrication	
Motor No. _____	Date _____ 193__
Vehicle No. _____	Body Type _____
Paint No. _____	Trim No. _____
	Keys Nos. _____
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p><b>MECHANICAL</b></p> <p><input type="checkbox"/> Tighten cylinder head and manifold nuts</p> <p><b>START MOTOR AND CHECK</b></p> <p><input type="checkbox"/> Oil gauge</p> <p><input type="checkbox"/> Ammeter</p> <p><input type="checkbox"/> Gas gauge</p> <p><input type="checkbox"/> Temperature gauge</p> <p><input type="checkbox"/> Choke Operation</p> <p><input type="checkbox"/> Windshield Wipers</p> <p><input type="checkbox"/> Cooling System - hose - pump</p> <p><input type="checkbox"/> Gas lines for leaks</p> <p><b>CHECK</b></p> <p><input type="checkbox"/> All lights</p> <p><input type="checkbox"/> All locks</p> <p><input type="checkbox"/> All window mech.</p> <p><input type="checkbox"/> Toe in</p> <p><input type="checkbox"/> Wheels for tightness</p> <p><input type="checkbox"/> Clutch pedal adjustment</p> <p><input type="checkbox"/> Install mats</p> <p><input type="checkbox"/> Tools and information book</p> <p><b>TEST MOTOR FOR:</b></p> <p><input type="checkbox"/> (a) Idle</p> <p><input type="checkbox"/> (b) Acceleration</p> <p><input type="checkbox"/> Steering</p> <p><input type="checkbox"/> Brakes</p> </div> <div style="width: 48%;"> <p><b>LUBRICATION</b></p> <p><input type="checkbox"/> Motor oil</p> <p><input type="checkbox"/> Starter</p> <p><input type="checkbox"/> Generator</p> <p><input type="checkbox"/> Distributor</p> <p><input type="checkbox"/> Water Pump</p> <p><input type="checkbox"/> Fluid in brake reservoir</p> <p><input type="checkbox"/> Steering</p> <p><input type="checkbox"/> Check battery</p> <p><input type="checkbox"/> Clutch</p> <p><input type="checkbox"/> Doors</p> <p><input type="checkbox"/> Hinges</p> <p><input type="checkbox"/> Dovetails</p> <p><input type="checkbox"/> Deck Door</p> <p><b>RAISE CAR</b></p> <p><input type="checkbox"/> Zerkas</p> <p><input type="checkbox"/> Transmission</p> <p><input type="checkbox"/> Clutch and brake pedals</p> <p><input type="checkbox"/> Differential</p> <p><input type="checkbox"/> Check felt around shaft</p> <p><input type="checkbox"/> Clevis Pins</p> <p><b>WHILE CAR IS UP CHECK FOR:</b></p> <p><input type="checkbox"/> Oil leaks</p> <p><input type="checkbox"/> (a) Motor</p> <p><input type="checkbox"/> (b) Brake system</p> <p><input type="checkbox"/> Steering for tightness and cotter pins</p> <p><input type="checkbox"/> Gas tank tight no leaks</p> <p><input type="checkbox"/> Shocks and stabilizer bar</p> </div> </div>	
Tested by _____	Lubricated by _____
Time _____	Time _____
Wash by _____	Time _____
Polish by _____	Time _____
Delivered to _____	
Address _____	
By _____	Date _____
Delivery date stamped on dash _____	
Owners card filled out _____	
Delivery notice post card mailed _____	

customer's name is added to this form and a notation made to the effect that delivery date is stamped on the dash, the owner's card filled in, and the delivery notice post card mailed. This completes the necessary routine as far as the car is concerned.

One copy of the P.D. 28-A form stays in the service department and the name of the new owner goes on the service records. At the same time a file folder is made up to contain the P.D. 28-A form and future copies of repair orders.

It is usual on preparing a new car for delivery to write a separate repair order. The labor and material required in the fitting and delivery is charged to this order number, the P.D. 28-A acting simply as a work sheet. The cost distribution of the repair order should separate the labor and material properly chargeable to New Car Fitting and Delivery Expense Account No. 53 and take care of crediting the parts or oil and grease inventory accounts for the items drawn from these stocks. The item of labor will be charged to Account No. 53 with the exception of labor required in connection with the installation of accessories. Labor in connection with installing accessories on a new car is properly charged to Account No. 304. A record should be made of accessories installed, for inventory purposes only. Accessories Inventory Account will be credited when the new car invoice is put through the new car sales journal. Any other method of handling the expense will naturally affect the cost of New Car Fitting and Delivery and will make this expense either higher or lower than the average, and since it will not be comparable with figures reported by other distributors it will be difficult to control.

After the new car has been prepared for delivery, what remains to be done? Four important steps are necessary.

1. Fill out and mail the registration post card which notifies the factory of delivery. Adjustments during the warranty period are not made by the factory until this card is received.
2. The number plate on the forward side of the dash is to be properly filled in. The information required is the name of the organization delivering the car, the city and the date of delivery. The Special Tool Catalog on page 55 lists a set of stamps for this purpose or a less expensive set is available as ST-2000. This set in a container consists of a rubber stamp showing the dealer's name, city and state, one set of steel figures running from 1 to



Number Plate Stamping Set, ST-2000, \$7.00

10 on a revolving wheel for stamping the delivery date, one set of ink pads and one special bottle of ink.

The opaque ink is a heavy liquid and when it dries on the plate it is water and oil-proof and etches itself into the plate. When the two ink pads are not in use they should be placed together so that they will not dry out. The rubber stamp is made special, and when ordering please give firm name, city and state.

3. Fill out the Owner's Service Card completely and see that it is handed to him.
4. Make sure the Owner's Information Book, now called the "Operation and Maintenance Data" is in the glove compartment. Call to the owner's attention the step by step starting instructions, the lock and key combinations, the new automatic cigar lighter. Show him how to set the clock and reset the trip mileage on the speedometer and the operation of the light switches and radio and heater. Caution him about the carburetor, air cleaner and oil filler cleaner. Tell him when to change motor and rear axle oil and what to use.

It is extremely important that New Car Fitting and Delivery be properly handled both from the standpoint of the car and the customer. This first contact with the service department can establish the beginning of a long, friendly relationship. This is the time to build up confidence in the mind of the owner.



Another Service Training Program sound-slide film has just been released to the field. The title is "Ignition and the Motor Tune Up." Have you seen it?

The entire film in printed form with all illustrations and the original text, plus standard sizes and adjustments, is made available to you in the Service Training Film Supplement at 5 cents per copy.

A file of these supplements will make you a valuable and interesting reference library. Have you started yours?

See your Service Manager, and give him your subscription for all future issues. Back copies are still available—ask him to get them for you.



Rockford, Illinois, Service Meeting

## CROSS SHAFT ADJUSTING SCREW WRENCH

The Steering Gear Cross Shaft Adjusting Screw Wrench sold under ST-977 was made with a  $1\frac{1}{8}$ " opening. The adjusting screw head has been changed to  $1\frac{1}{4}$ ". The opening on these wrenches is therefore  $\frac{1}{8}$ " too small.

If you have not already done so it is a simple matter to grind out  $\frac{1}{16}$ " on each side. This will make the opening in the wrench the correct size.

## CAR COVERS

Under certain conditions it is desirable to cover stored cars. In some cases the storage space obtainable makes covering necessary and where a small stock of cars is stored it is often convenient to have them in presentable condition to show a customer without the necessity of a wash and polish job. Naturally stored cars will stay cleaner for a much longer time if covered. We are therefore passing on information concerning a source of supply which we have located.

The Kennedy Car Liner and Bag Company at Shelbyville, Indiana, furnish paper covers in the following sizes and quote the following net prices:

5 Pass. 14' 3" x 72" x 72" at 60 cents each.

7 Pass. 17' x 72" x 84" at 70 cents each.

## TELL YOUR CUSTOMERS ABOUT HYPOID GEAR LUBRICATION

A great deal of information is now available on the subject of hypoid gear lubrication, some of which is correct and some of which is somewhat misleading. We gave you some information on this subject in Vol. 11, No. 2 of the January 15 edition, and it has been suggested that it might be advisable to pass on some information to your owners both as a matter of information and as a caution.

Your owners undoubtedly will appreciate a word from you on the subject and a letter such as we have suggested can be processed on your own stationery and mailed to your owners at a very low cost.

February 3, 1937

Mr. H. A. Jones  
1234 First Street  
Cleveland, Ohio

Dear Mr. Jones:

Because hypoid gears are used in the rear axle of your Packard and because so much confusing information is now being published about such gears it may be helpful to you if a few points are made clear. We want to insure that your car continues giving satisfactory service.

This year the great majority of automobile companies have adopted hypoid gears. While they are an old story to Packard they are new to others. It is being pointed out now that these gears need a special lubricant. They do! However, harmful advice about their lubrication is now being circulated and unsatisfactory lubricants are being offered for sale. An unsuited lubricant can damage a hypoid axle beyond use in five minutes! Properly lubricated, your axle should give quiet, trouble-free service for the life of the car. We want you to have the best possible advice for the proper care of your car. We believe Packard is competent to give it. We have had a broader experience with hypoid gear axles than anyone else. We designed the first one and have used them continuously since 1926.

Care of hypoid gears is simple. Draining and refilling the axle is required not more than once a year, in the fall, regardless of mileage. Oil, of course, must be kept at the proper level. The right lubricant **MUST** be used. It is highly important that no oil other than one recommended by Packard be used.

In your interest we ask that you have your Packard service station make all changes of, or additions to, rear axle lubricant.

Under no circumstances permit oil to be placed in a hypoid gear axle without at least consulting with your Packard service station.

Yours very truly,

A friendly letter of this type, which deals with a suggestion for obtaining more satisfactory service and does not contain any direct selling effort would tend to convince your owners of your sincere interest in their transportation problem.



## CARBURETOR GASKET EQUIPMENT

Carburetor manufacturers strongly recommend the practice of renewing all carburetor gaskets when assembling these units after being dismantled for cleaning and other service work.

Complete carburetor gasket sets, including the carburetor-to-manifold gaskets are now available from Packard service stores division at the following suggested list prices:

Pc. No.	Make	Model	
A-324024	Carter	120-C	\$1.00
A-320000	Stromberg	Six	.90
A-303822	Stromberg	120A, B, C	.34
A-237812	Stromberg	All Twelve's	.64
A-237811	Stromberg	1200-1-2-3-4-5	
		1400-1-2-3-4-5	
		1500-1-2	.46
A-237810	Stromberg	1001-2-3-4	
		1100-1-2-3-4-5	.42

## DISTRIBUTORS LOOSE—SIX

The distributor clamp screw may be so tightened as to close the gap in the fuel compensator plate and the plate still not be sufficiently tight to hold the distributor. Remove the clamp from the distributor and take out enough metal to prevent the clamp from bottoming. This will allow the distributor to be held in position when the screw is tightened.

## THE HORRIBLE EXAMPLE

On an empty oil drum, swinging his feet,

Sat a service man, by title alone,

He gazed on his workshop, obsolete,

And he cared no more than a lazy drone.

His technique was nil, and his knowledge less,

His self-satisfaction was plain to be seen.

He did his work with a shrug, and by guess,

And nine out of ten he would leave it unclean.

Just once in a while, a stranger chanced in,

The locals who knew him refused to go near.

Their trust and their business he failed to win

They learned of his methods, at a price too dear.

The factory's advice wouldn't work, it was wrong.

He wouldn't be taught, and he'd laugh at the stuff

That the experts prepared, just to help him along.

He knew the old principles, that was enough.

His business decreased, and his coffers grew bare,

His creditors even threatened duress.

The reason is plain, and we're free to declare,

He did not dispense the well known P.S.\*

The customers ceased to enter his doors,

So he closed them, with sorrow and grief,

He joined the ranks of the street corner bores;

And later died—on relief.

Now his experience was not so sweet

And you will agree, it implies,

That a fool's education is always complete

But a wise man learns till he dies.

\*P.S. Packard Service

A. E. B.

## HOW THE OTHER FELLOW DOES IT

Service cars are a part of the necessary equipment of the modern service station. Columbia has worked out a built-over car which presents a very attractive appearance. A good paint scheme and some neat lettering serve to properly designate the car as it is driven about town.

The other views show what can be done in the way of added equipment for the traveling service representative. A "technical car" fitted out with a small supply of fast moving parts and test equipment makes it possible to render a much appreciated "at your door" service.

