VOL. 12 No. 11 JUNE 1, 1938

NATIONAL PACKARD SERVICE CAMPAIGN JUNE 10, 1938

On June 10, 1938, let's start a nation-wide Packard campaign for added service contacts. The theme song is "Authorized Service." Selling ideas will be described in the Service Letter and the results obtained will be listed. A lot of business will be done by *some* dealers.

It's the initial effort and then the follow through that counts — witness any political campaign and election—how the voters are worked on and finally sold.

Preparation is necessary and here it is, step by step. Take each step and assign it definitely to someone. Make him responsible. Check to see that it's done.

Don't just read this program of preparation and say to yourself that you are all set, because this won't work. Go through each step carefully and plan your mailing campaign seeing that everyone who will talk to customers is posted on the results you are after—a steady, consistent increase in service volume and profit.

Every effort is to be made to sell owners, who don't come in regularly, on the advantages of *your* Authorized Service—your personal interest, your knowledge of the particular car, factory information and special equipment. Indirectly find out how many are thinking new car or used car buying.

1. Get your service station and shop clean and presentable looking — your tools and equipment in first-class shape.

2. Get your service and sales organization tuned up and prepared to get the greatest possible benefit from a united drive.

3. Go over your customer follow-up lists and aim your mailings and your salesmen's calls toward inviting as many owners of the cars you sell but do not service regularly, to take advantage of a free inspection of all essential safety parts, as you possibly can.

4. Make certain that accessory and service selling helps, such as wall posters, displays, floor display racks and open counters are placed where the incoming owners *will have to see them.*

5. Endeavor to run specials which will not only further attract car owners into the shop but which will also increase service revenue.

6. Make certain everything is being done that is possible to sell every visitor on the fact that authorized service is best for his car. The dealer and service manager should stay out in the shop as much as possible so that they can personally welcome old owners who are not now patronizing the shop.

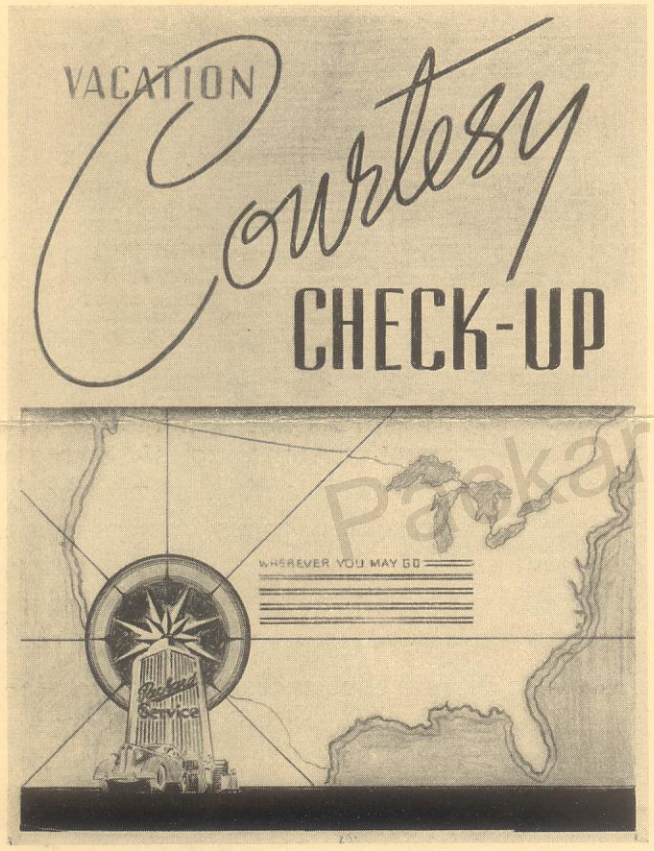
7. Get your used car display in clean presentable shape so that as the opportunity

offers, you can trade the driver out of his unsafe car into one that not only looks good but is sound mechanically.

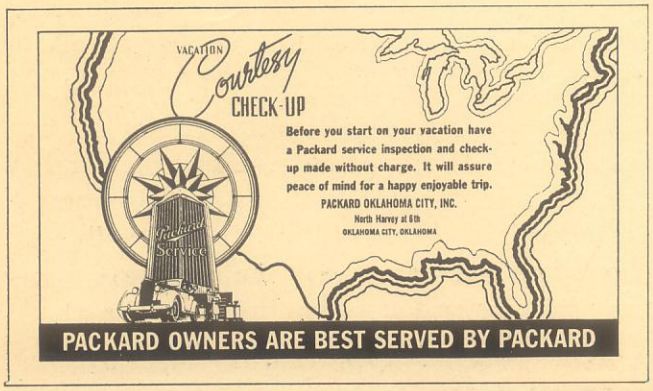
8. Have your salesmen set to get as much data from each visitor as possible as to *when he expects to buy a new car* and qualify the owner on how he likes his present car.

9. Make certain your service department is amply supplied with parts and other service products to take care of the work that is certain to result from getting the customer contact on your service floor.

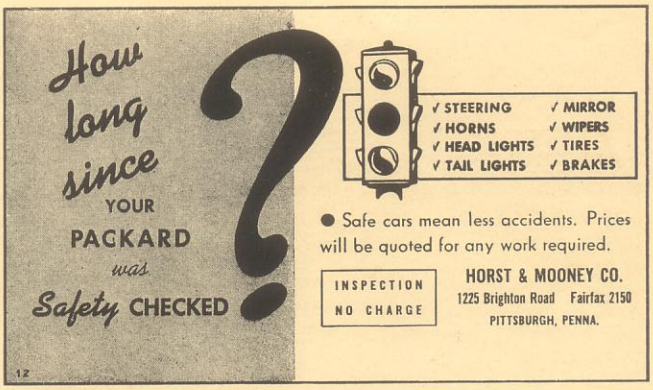
Here is a list of material that will help you get them in and sell them:



Check-Up Poster, 34″ x 44″. No Charge.



Vacation Check-Up Post Card No. 18.



Constant Reminder Safety Card No. 12.

Cards No. 12 and 18 each cost $1.25 per hundred, plus imprinting at 90c per hundred for the first hundred. Add 15c a hundred to the card cost of $1.25 per hundred for each additional hundred of the SAME card.

Inspection Reports PD-128. 80c per 100. See Service Letter, Apr. 15, Vol. 12, No. 8.

HIGH SPEED CUT-OUT

Some trouble which is variously described as—high speed miss—vapor lock—cutting out—running out of fuel—may be experienced on the Packard Six in warm weather at speeds in excess of 60 miles per hour.

The condition is due to the fuel being drawn from the float bowl faster than it is supplied, with the result that the carburetor actually runs out of fuel.

Starting with Code 119-3, the Chandler Groves carburetors are fitted with larger and different design needle valve and seat which allows a greater flow of fuel.

The new needle and seat may be installed in all earlier Chandler Groves carburetors where the complaint described is found. When installing the new style needle and seat it is important that the float level be set correctly at 17/32″. A too low float level will restrict the travel of the needle.

The parts may be ordered from the Service Stores Division under number 18-R-5A Float Needle Valve and Seat Assembly.

OIL NOISE—1600-1-2

A smaller diameter oil pressure gauge tube is to be used on these cars in production to reduce the possibility of oil noise being telegraphed to the driver through the oil gauge and line.

The change will go into effect on the Six first and on the Eight some time later.

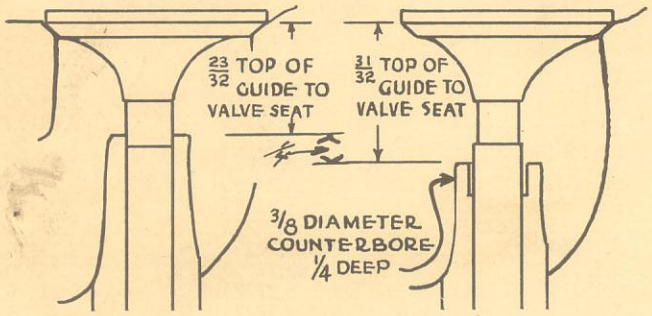
The new type oil gauge tubes may be installed on earlier cars if oil noise develops. Before the new type tubes are installed, however, the noise should be definitely traced to the oil pump. Oil pump noise can be definitely proved by setting the engine to run at the speed producing the noise. Then, with the engine running, drain the oil from the crankcase. If the noise is in the oil pump or

line, it will, of course, disappear as the oil is drained out. If the engine is shut off immediately all the oil is out of the crankcase, no damage will be done.

New engine and gauge connections will be required when replacing large oil gauge tubes with the smaller ones. The necessary parts may be ordered under the following piece numbers:

333885—Oil pressure gauge tube assembly.
333886—Oil pressure gauge tube engine conn.
333887—Oil pressure gauge tube connection.

STICKING VALVES—1600-01

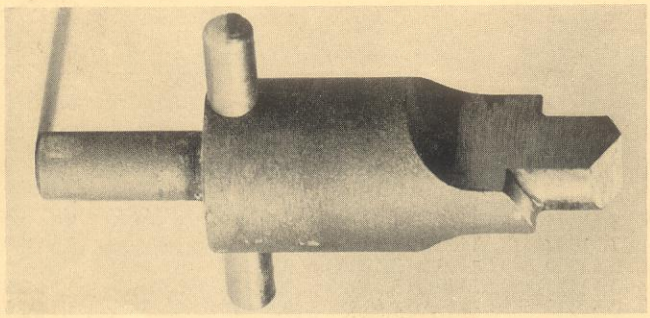


A recent production change in the exhaust valve guide to reduce valve sticking may be made in the field. Cutting off the top of the exhaust valve guide and counterboring to the dimensions shown in the illustration, will definitely reduce the possibility of valve sticking. We recommend that this be done on all 1600 and 1601 engines at the first valve grind or whenever the valves are out for any reason.

Cutting off the top of the exhaust valve guide may be quickly done with this special counterboring tool and a small electric drill.

The tool faces off the top of the valve guide and counterbores the top of the guide in one operation. The cross-pin in the cutter acts as a stop, when the correct depth has been reached.

The tool can be resharpened.



Valve Guide Counterboring Tool
Tool ST-5123 Suggested Price, $1.30

Valve sticking is aggravated by the presence of excess oil on the valve stems. Use of the valve cover assemblies having oil baffles on the inner face, which were described in the article on Oil Consumption in the March 1, 1938 Service Letter, will reduce the amount of oil thrown on the valve stems and so will reduce any sticking tendency.

In cases where trouble is experienced with sticking valves we suggest new valve cover plates.

Model	Name	Piece No.	Req.
1600	Valve Cover Assembly front	327956	1
	Valve Cover Assembly rear	330021	1
1601	Valve Cover Asb. front-rear	327958	2

This should not be expected to prevent sticking of valves caused by the formation of gum left by the gasoline. The effect of gum in the gasoline has been described in the Service Letter several times by Mr. W. H. Graves, Chief Chemist. All gasoline contains some gum. When gasoline is allowed to stand, the gum content increases so that after standing, particularly in a heated building, as in the tank of a car in storage, enough gum may be formed to cause serious trouble through sticking of valves and piston rings.

Gum in gasoline is like an infectious disease. Once a storage tank has become infected with it, it will contaminate good gasoline put into it.

In order to insure against gum formation all cars put in storage should have all gasoline drained out.

In the case of cars that have become slightly gummed through standing, filling the tank with a mixture of ½ benzol and ½ gasoline and running it out will in most cases clean out the gum.

PICK-UP MISS—1600

Model 1600 Packard Six cars, with the new style Chandler Groves (Code 119-1 and 119-3) carburetors may develop a flat spot or stumble on low speed acceleration when hot. This condition will develop only during warm or hot weather operation and may be corrected by increasing the stroke of the accelerator pump to deliver more gasoline for acceleration. This condition will not be found with the latest 119-4 carburetors now being used.

Code 119-1 and 119-3 (there was no 119-2) Chandler Groves carburetors, which are identified by the four screws attaching the air horn and the horizontal main metering jet, have a short accelerating pump link, identified by an "A" stamped on the outside face of the link, connected to the outside or long stroke hole in the throttle lever. Substituting the longer link used on the old style, Code 1-AC 1-BA and the new style Code 119-4 carburetors, identified by a "1" stamped on the outside face of the link, and connecting it in the center hole will increase the stroke of the pump approximately ⅛" and eliminate the flat spot.

Pump links may be obtained through Service Stores under No. 33-R-282A—Long link (marked 1).

PARTS BOOK CORRECTION

Page 25—Super Eight and Twelve Parts List—

Change 327892—Electrical horn diaphragm—To read O-242582.

Change 327893—Electrical horn diaphragm—To read O-242583.

Pieces No. 327892 and 3 are used on 1600-1-2 only.

PISTON OVERSIZE DIAMETERS — 16th SERIES

Pistons in all 16th Series cars are now fitted to .0005 inch to .001 inch clearance at the skirt instead of .001 to .0015 inch as was formerly the practice.

Pistons are furnished by the Factory Service Parts Division in sizes ranging from Standard to .045 oversize and these sizes are stamped on the head of the piston. Pistons of each of these sizes whether standard or oversize are also furnished in ¼ thousandths variations and these are designated by a letter code also stamped on the head.

Standard pistons assembled into Cylinder and Piston Assemblies at the factory are stamped to facilitate assembling, therefore all pistons removed in the field will show a size variation stamp. Prior to the Sixteenth Series cars, a letter marking was used which does not conform to the markings used on Sixteenth Series pistons.

The chart below shows the old markings, the equivalent markings now used and the piston size.

When ordering replacement pistons from the Factory it will first be necessary to ascertain if the pistons to be replaced are of the type used prior to 16th Series. The chart should be referred to and the equivalent 16th Series size designated on the order, as all Service replacement pistons are now marked according to the 16th Series set-up.

Old Code	New Code	Std.	.003	.005	.010	.015	.020	.025	.030	.035	.040	.045
C	A-A **3 3/16**	3.18625	3.18925	3.19125	3.19625	3.20125	3.20625	3.21125	3.21625	3.22125		3.23125
		3.18650	3.18950	3.19150	3.19650	3.20150	3.20650	3.21150	3.21650	3.22150		3.23150
D	A	3.18650	3.18950	3.19150	3.19650	3.20150	3.20650	3.21150	3.21650	3.22150		3.23150
		3.18675	3.18975	3.19175	3.19675	3.20175	3.20675	3.21175	3.21675	3.22175		3.23175
E	B-B	3.18675	3.18975	3.19175	3.19675	3.20175	3.20675	3.21175	3.21675	3.22175		2.23175
		3.18700	3.19000	3.19200	3.19700	3.20200	3.20700	3.21200	3.21700	3.22200		3.23200
	B	3.18700	3.19000	3.19200	3.19700	3.20200	3.20700	3.21200	3.21700	3.22200		3.23200
		3.18725	3.19025	3.19225	3.19725	3.20225	3.20725	3.21225	3.21725	3.22225		3.23225
H	C-C	3.18725	3.19025	3.19225	3.19725	3.20225	3.20725	3.21225	3.21725	3.22225		3.23225
		3.18750	3.19050	3.19250	3.19750	3.20250	3.20750	3.21250	3.21750	3.22250		3.23250
	C	3.18750	3.19050	3.19250	3.19750	3.20250	3.20750	3.21250	3.21750	3.22250		3.23250
		3.18775	3.19075	3.19275	3.19775	3.20275	3.20775	3.21275	3.21775	3.22275		3.23275
K	D-D	3.18775	3.19075	3.19275	3.19775	3.20275	3.20775	3.21275	3.21775	3.22275		3.23275
		3.18800	3.19100	3.19300	3.19800	3.20300	3.20800	3.21300	3.21800	3.22300		3.23300
L	D	3.18800	3.19100	3.19300	3.19800	3.20300	3.20800	3.21300	3.21800	3.22300		3.23300
		3.18825	3.19125	3.19325	3.19825	3.20325	3.20825	3.21325	3.21825	3.22325		3.23325
C	A-A **3 1/4**	3.24875		3.25375	3.25875		3.26875		3.27875		3.28875	
		3.24900		3.25400	3.25900		3.26900		3.27900		3.28900	
D	A	3.24900		3.25400	3.25900		3.26900		3.27900		3.28900	
		3.24925		3.25425	3.25925		3.26925		3.27925		3.28925	
E	B-B	3.24925		3.25425	3.25925		3.26925		3.27925		3.28925	
		3.24950		3.25450	3.25950		3.26950		3.27950		3.28950	
	B	3.24950		3.25450	3.25950		3.26950		3.27950		3.28950	
		3.24975		3.25475	3.25975		3.26975		3.27975		3.28975	
H	C-C	3.24975		3.25475	3.25975		3.26975		3.27975		3.28975	
		3.25000		3.25500	3.26000		3.27000		3.28000		3.29000	
	C	3.25000		3.25500	3.26000		3.27000		3.28000		3.29000	
		3.25025		3.25525	3.26025		3.27025		3.28025		3.29025	
K	D-D	3.25025		3.25525	3.26025		3.27025		3.28025		3.29025	
		3.25050		3.25550	3.26050		3.27050		3.28050		3.29050	
L	D	3.25050		3.25550	3.26050		3.27050		3.28050		3.29050	
		3.25075		3.25575	3.26075		3.27075		3.28075		3.29075	
C	A-A **3 7/16**	3.43625	3.43925	3.44125	3.44625	3.45125	3.45625		3.46625		3.47625	3.48125
		3.43650	3 43950	3.44150	3.44650	3.45150	3.45650		3.46650		3.47650	3.48150
D	A	3.43650	3.43950	3.44150	3.44650	3.45150	3.45650		3.46650		3.47650	3.48150
		3.43675	3.43975	3.44175	3.44675	3.45175	3.45675		3.46675		3.47675	3.48175
E	B-B	3.43675	3.43975	3.44175	3.44675	3.45175	3.45675		3.46675		3.47675	3.48175
		3.43700	3.44000	3.44200	3.44700	3.45200	3.45700		3.46700		3.47700	3.48200
	B	3.43700	3.44000	3.44200	3.44700	3.45200	3.45700		3.46700		3.47700	3.48200
		3.43725	3.44025	3.44225	3.44725	3.45225	3.45725		3.46725		3.47725	3.48225
H	C-C	3.43725	3.44025	3.44225	3.44725	3.45225	3.45725		3.46725		3.47725	3.48225
		3.43750	3.44050	3.44250	3.44750	3.45250	3.45750		3.46750		3.47750	3.48250
	C	3.43750	3.44050	3.44250	3.44750	3.45250	3.54750		3.46750		3.47750	3.48250
		3.43775	3.44075	3.44275	3.44775	3.45275	3.45775		3.46775		3.47775	3.48275
K	D-D	3.43775	3.44075	3.44275	3.44775	3.45275	3.45775		3.46775		3.44775	3.48275
		3.43800	3.44100	3.44300	3.44800	3.45300	3.45800		3.46800		3.47800	3.48300
L	D	3.43800	3.44100	3.44300	3.44800	3.45300	3.45800		3.46800		3.47800	3.48300
		3.43825	3.44125	3.44325	3.44825	3.45325	3.45825		3.46825		3.47825	3.48325
C	A-A **3 1/2**	3.49875	3.50175	3.50375	3.50875	3.51375	3.51875	3.52375	3.52875	3.53375	3.53875	3.54375
		3.49900	3.50200	3.50400	3.50900	3.51400	3.51900	3.52400	3.52900	3.53400	3.53900	3.54400
D	A	3.49900	3.50200	3.50400	3.50900	3.51400	3.51900	3.52400	3.52900	3.53400	3.53900	3.54400
		3.49925	3.50225	3.50425	3.50925	3.51425	3.51925	3.52425	3.52925	3.53425	3.53925	3.54425
E	B-B	3.49925	3.50225	3.50425	3.50925	3.51425	3.51925	3.52425	3.52925	3.53425	3.53925	3.54425
		3.49950	3.50250	3.50450	3.50950	3.51450	3.51950	3.52450	3.52950	3.53450	3.53950	3.54450
	B	3.49950	3.50250	3.50450	3.50950	3.51450	3.51950	3.52450	3.52950	3.53450	3.53950	3.54450
		3.49975	3.50275	3.50475	3.50975	3.51475	3.51975	3.52475	3.52975	3.53475	3.53975	3.54475
H	C-C	3.49975	3.50275	3.50475	3.50975	3.51475	3.51975	3.52475	3.52975	3.53475	3.53975	3.54475
		3.50000	3.50300	3.50500	3.51000	3.51500	3.52000	3.52500	3.53000	3.53500	3.54000	3.54500
	C	3.50000	3.50300	3.50500	3.51000	3.51500	3.52000	3.52500	3.53000	3.53500	3.54000	3.54500
		3.50025	3.50325	3.50525	3.51025	3.51525	3.52025	3.52525	3.53025	3.53525	3.54025	3.54525
K	D-D	3.50025	3.50325	3.50525	3.51025	3.51525	3.52025	3.52525	3.53025	3.53525	3.54025	3.54525
		3.50050	3.50350	3.50550	3.51050	3.51550	3.52050	3.52550	3.53050	3.53550	3.54050	3.54550
L	D	3.50050	3.50350	3.50550	3.51050	3.51550	3.52050	3.52550	3.53050	3.53550	3.54050	3.54550
		3.50075	3.50375	3.50575	3.51075	3.51575	3.52075	3.52575	3.53075	3.53575	3.54075	3.54575

NOTE: Piston letter mark and oversize stamped into metal on top of piston. Example, "B-B .015"

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