VOL. 12 No. 13 JULY 1, 1938

READ them, STUDY them, FILE them

The difference between a good service man, whether he be service manager, service salesman or mechanic, and a poor one is the difference between the fellow who KNOWS HOW and the fellow who doesn't. Knowing how is a matter of doing it yourself and finding out as you do it, watching somebody else do it or reading how to do it.

We don't always have time to find out by the "try it ourselves" method. Usually when we want to know something in a hurry, there's nobody around who has time or can show us how. This leaves us with the "read it and find out ourselves" method of learning.

Our job here in the factory service department is to supply you with information, and your job is to use it. Every time a new issue of the Service Letter comes out, read it clear through. Then file it so that you will know where to find it when you need it. You can't expect to remember everything that is in the letter, but you can file them and keep them handy.

To make it easy for you to find Service Letter articles, we have printed the Mechanical Reference Book, which is a scrapbook of all mechanical articles first appearing in the Service Letter. These are filed in the reference book under index tabs covering the major units on the car. Every Packard service shop should have at least two of these available to everybody.

Letters are continually received at the factory which could easily be answered in this way—"Dear Sir: Please refer to Service Letter, Volume —, No. —, of ——. You will find a detailed reply to your question." Telephone calls come in that can be answered in the same way. Often an item will be covered two and three times in the Service Letter and still the questions come in indicating that somebody hasn't read and filed the Service Letter.

Reports are received concerning customers who are dissatisfied because the local service man doesn't seem to know how to fix their car. In other cases the wrong diagnosis or the wrong work has been done. Correction is costly either to the owner or the service station all because somebody didn't read the Service Letter.

Of course, it doesn't do just to read the Letter. You have to use the knowledge it gives you. Knowledge that isn't used is like an engine that won't run. It won't get you anywhere. The Service Letter makes it possible for you to KNOW HOW. **Read** them, **Study** them and **File** them for reference. Be the man who KNOWS HOW.

SELLING PARTS

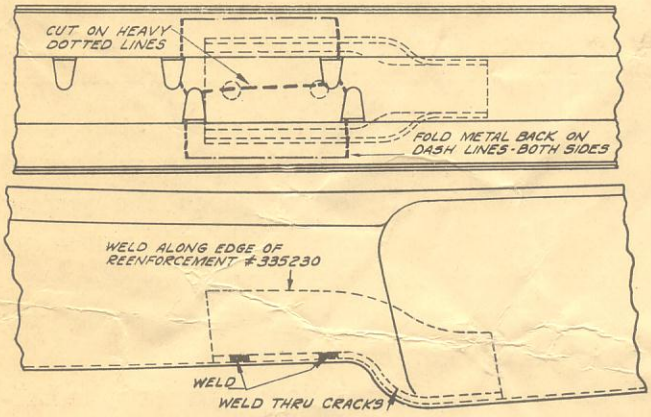
Packard-Washington lifted the face of its parts department with pleasing results both to the eye and to the ear. The cash register rings more often as the customers respond to the merchandising appeal of the store front.

Mr. Roland, Parts and Accessory Manager, is proud of the new set-up and we are not at all sure but what the style set might well be copied.

CENTER BODY PILLARS—1600-1

You may have found a case where the outside face of the center pillar post of a 16th Series Junior sedan has cracked at the belt line.

When this has occurred it has been due to the fact that the metal has been filed down to obtain a smooth surface for paint and the pillar post should, therefore, be reinforced when it is welded.



The illustration shows a U-section reinforcement, Pc. No. 335230, which may be obtained from our service stores division. This reinforcement contacts the front and rear surfaces of the post as well as the outside face where the cracking occurs.

The installation may be made without difficulty. The inner facing of the post should be opened up enough to admit the reinforcement and the welding should then be performed as illustrated.

HEAT TREATED GLASS

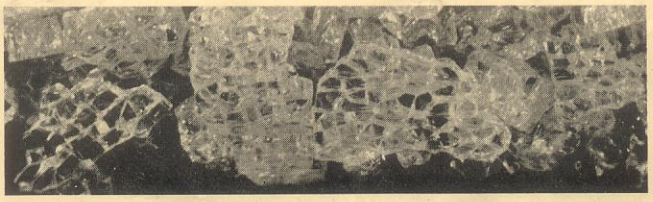
Early in 1932 a new type of safety glass was developed in France and was known as heat treated glass and sold under the trade name of Securit. It was a patented process, but the properties of the glass were so good that its use rapidly spread throughout Europe, and by 1934 it was used in nearly all European cars.

Libbey-Owen-Ford Glass Company and Pittsburgh Plate Glass Company, the large producers of glass in this country, obtained manufacturing rights under the European patents about 1933 and started production in a small way, although at this time none was used in production built cars.

Early in 1934 the American Standards Association, under the Sponsorship of the National Bureau of Casualty and Surety Underwriters and the National Bureau of Standards started work on a Code for Safety Glass for use in motor vehicles operating on Land Highways, and on December 30, 1935, finally approved this Code and it became the recognized standard for Safety Glass by all the industry. This Code covers the use of both laminated and heat treated safety glass in all positions of the car except windshield and here only laminated glass is allowed.

Heat treated glass in rear windows only of Packard cars was started about November 1937. The trade name of the Pittsburgh product is "Herculite" and the Libbey-Owen-Ford product is "Safety Solid Plate."

The manufacturing treatment hardens the outside surface and leaves the center comparatively soft, thus leading to the term "case hardened" glass which is sometimes used. This treatment greatly increases the strength of the glass and puts it in such condition that when broken the entire



piece breaks into small pieces, none larger than about ¼" in any direction, nor weighing more than .15 ounce and with 90 degree breaks, thus eliminating sharp pointed breaks. It is this property which makes it safe, because it is almost impossible to have any large, jagged piece that could cause a severe cut.

This property of the glass also means that the glass CANNOT be cut to size in a service station and must be manufactured to the desired shape.

Heat treated glass, besides being much stronger than laminated glass offers greater safety against cuts. It also has other advantages such as no discoloration or deterioration from sun or heat and no black edges. It has the clearness of regular plate glass and is as strong in winter as in summer.

CHANGING FLUID IN HOUDAILLE SHOCK ABSORBERS

The Service Letter of February 1, 1938, describes the change in the Houdaille shock absorber fluid.

This article suggests that in those cases where difficulty is experienced in those units equipped with the original fluid the complete shock absorber be replaced. This is now unnecessary because it has been found practical to change the fluid in the field and remove all traces of the old fluid which showed the tendency to aerate.

The following is the proper procedure:

After the shock absorber has been removed from the car the reserve chamber filler plug on the side of the barrel and the control valve in the shaft should be removed. If the copper gasket does not come out with the valve it may be lifted out with a hooked wire.

Allow the shock absorber to drain and pump out as much of the old fluid as possible by mounting the unit in a vise with the valve hole in the shaft pointed downward. Pump the shock absorber lever back and forth as long as the fluid continues to run.

In refilling with the new No. 800 fluid the shock absorber should be mounted in the vise with the valve hole in the shaft pointing upward. An Alemite fitting should be attached to the plug hole in the side of the housing, and the fluid forced in with an Alemite gun. The shock absorber will fill more easily if the lever is operated while the fluid is being forced into the unit.

Make sure that all of the old fluid is forced out. This is done by continuing to force in new fluid until the overflow at the valve hole shows no trace of the old fluid.

Now replace the valve, making sure that the copper gasket is under the valve seat and that a new copper gasket is used under the hexagon cap nut. The filler plug should also be temporarily replaced.

Mount the shock absorber in a vise in the same position as it is on the car. Then remove the filler plug and pump the shock absorber lever up and down until the working chamber is entirely free of air and there is no lost motion in the lever movement.

If necessary allow the fluid in the reserve chamber to drain down to the level of the lower edge of the filler plug hole. This is important, as air expansion space above fluid level is necessary for proper shock absorber operation.

Then screw in the filler plug tightly.

SERVICE LETTER BINDERS

They are priced at 35c each. Dealers please order through distributers.

CLUTCH CHATTER—1600-1601

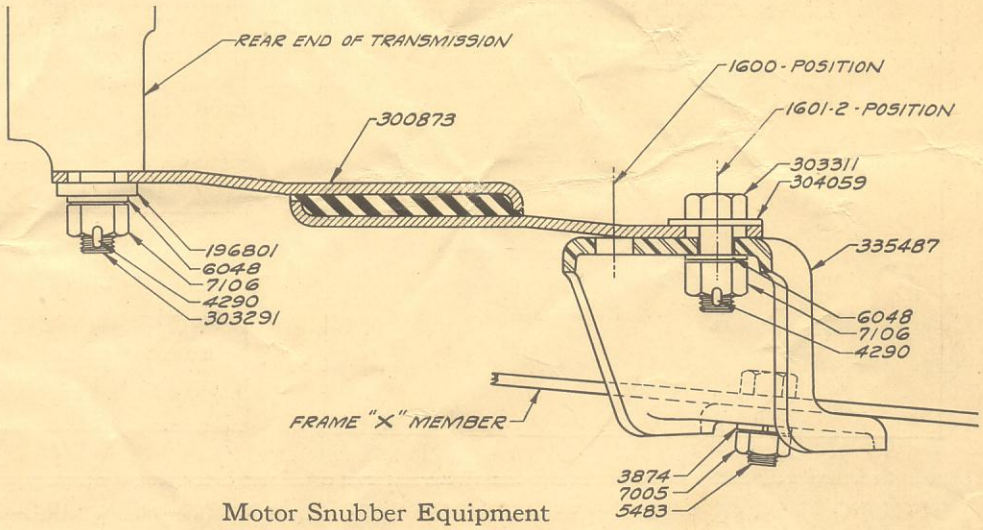
A clutch chatter may be encountered in either the 1600 or the 1601 when the car is operated under certain conditions.

This chatter may be noted when backing up a steep incline. It is not apt to be found at any other time.

The condition is caused by a slight fore and aft movement of the motor. It can be corrected by the use of the fore and aft stabilizer which connected the transmission with the X-member of the frame in the previous Junior models, but which is omitted in the current production.

The illustration shows the method of mounting and also indicates the piece numbers of the detail parts. If the complete equipment is desired it should be ordered as noted.

No. 335503, Motor Snubber Equipment.



Motor Snubber Equipment

WHAT THE OTHER FELLOW IS DOING

Packard-Miami uses a summer reconditioning special mailed to selected lists of owners with mileages of 10,000 or more. The returns were very gratifying as they report on 110 letters sent to Senior car owners, a gross volume of $1013.76, 186 letters sent to Eight owners, a gross volume of $1318,27 and on 88 letters sent to Six owners, a return of $148.88.

The letters started out April 1 and the results are computed to June 15—a total of $2532.81 in business sold through contacts made by direct mail. The letter used is reproduced.

PACKARD MIAMI MOTORS, INC.

Authorized Service — Phone 2-7621

SUMMER CONDITIONING

1. Clean carbon, grind valves.
2. Reseat block and true up valve seats.
3. Remove, clean and adjust carburetor.
4. Remove distributor, clean points and synchronize.
5. Set ignition timing standard.
6. Clean generator armature and set charging rate.
7. Adjust fan belt.
8. Adjust clutch pedal clearance.
9. Remove and clean air cleaner, fill with fresh oil.
10. Clean, adjust and test spark plugs.
11. Remove, fill and adjust shock absorbers.
12. Remove, dismantle and repack Universal Joints.
13. Lubricate entire car, flush and refill transmission.
14. Drain and refill crankcase with new motor oil.
15. Reset wheel alignment (toe-in).
16. Adjust steering gear all connections.
17. Remove wheels, clean and adjust brakes.
18. Repack and adjust front wheel bearings.
19. Inspect rear wheel bearings.
20. Bleed all fluid lines, fill master cylinder with hydraulic fluid.
21. Line up and adjust all doors.
22. Repair window channels if necessary.
23. Adjust spring shackles.
24. Tighten body bolts.
25. Eliminate all squeaks and rattles.
26. Clean battery terminals, check for loose battery connections.
27. Inspect and correct ignition wiring and head lights.
28. A complete inspection of the electrical system.
29. Wash and wax car, wash down motor.
30. Clean upholstery.

HERBERT LOWE, PRESIDENT — W. R. BECKER, V. PRES.—TREAS. — J. M. FRAZER, SECRETARY

PACKARD MIAMI MOTORS, INC.
1740 N. E. SECOND AVENUE
MIAMI, FLORIDA

Attached you will find a list of thirty service operations which, experience has taught us to know, every Packard driven 10,000 miles or better should have performed. We have very carefully surveyed every angle of service on these cars. We have cars in the hands of owners that we have had an opportunity to watch, from the original beautiful new car up to the present time. Having rendered this service for approximately ten years, we know that this Summer Conditioning Schedule is worth twice the price we ask.

No doubt you are anticipating a trip North or a vacation trip this summer. Why not arrange with us to completely service your car, covering each and every operation by thoroughly trained and experienced Packard mechanics, being supervised by expert Packard service men.

We want to call your attention especially to the extremely low price we have for this service, also note the thoroughness with which this schedule covers every detail in the form of service that your car might need.

We will gladly call for your car and deliver same back to you without charge when rendering this service.

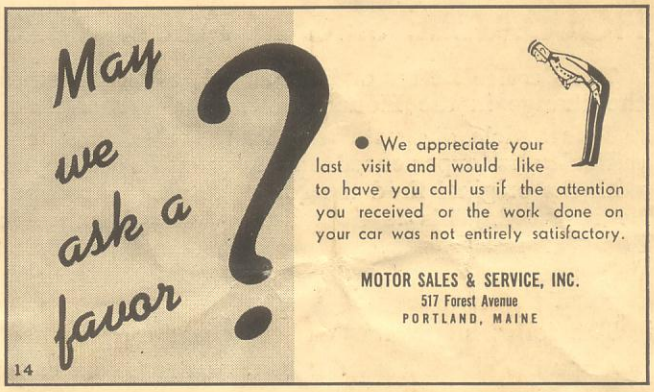
Yours for better service,

PACKARD MIAMI MOTORS, Inc.

J. V. Marks
Service Manager

JVM:MD
Enc:

NEW REMINDER CARDS



Cards Nos. 14 and 15 have been added to our series of Constant Reminder Post Cards.

Card No. 14 is a goodwill builder in the form of a thank you card and a request for a report on the work done. A card of this type will be found effective, particularly when sent out four or five days after a repair job of any importance, or you may wish to send it out for a period of ninety days on all repair jobs. If they are continued over too long a period they lose their effect. They should be used for ninety days, and then a lapse of ninety days should occur before being used again. Card No. 13 is an appeal for straightening and touch-up.

Each different card costs $1.25 a hundred, plus imprinting at 80c a hundred for the first hundred. Add 15c a hundred to the card cost of $1.25 a hundred for each additional hundred of the same card. Should you desire to change the text on the card following the black dot, add 10c a line to the total order. Do not specify more lines than now appear on the card.

Service Letters are available for everyone connected with Packard Service Stations. If service managers are not receiving a sufficient number of copies, they should write the Editor and give the extra number needed.

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

PRINTED IN U.S.A.