SERVICE MANAGER'S
PERSONAL COPY

PACKARD SERVICE LETTER

VOL. 12 No. 15 AUGUST 1, 1938

CAPITALIZE ON COMPLAINTS

Complaints as a rule serve as a barometer of the efficiency, or you might say of the quality, of both the car and the service station. They certainly act as an incentive to increase efficiency. If owners overlooked defective material, poor workmanship or other unsatisfactory conditions, there would be little opportunity for correction of the conditions bringing these about. The fact that owners do and always will do a certain amount of complaining permits both the factory and the service station to endeavor to eliminate the cause of these complaints.

Complaints corrected promptly and courteously retain or rebuild goodwill. Goodwill in its nature is a slow growing condition. However, it takes very little to start it growing and even less to stop its growth. Goodwill to a service station is extremely important, because it means the difference between a satisfactory volume of business and not enough business. Other things being equal, the service station which retains or regains goodwill is invariably the station doing a satisfactory volume of work on a profitable basis. It is important to all service men that they keep this in mind.

Consider all complaints seriously. Not counting the "chronic chiseler," and we have to admit that there may be such an animal, the reason for a complaint is a serious matter to the owner or he would not take the time to call it to your attention. All complaints should be given serious consideration from two angles, that of the service station and that of the owner. The investigation should be fair and complete. Action should follow promptly and with every possible courtesy. This creates or renews goodwill.

All the average owner wants is what will seem to him to be a fair adjustment. Promptness, however, is the first essential of any adjustment. Tactfulness is a close second. If the complaint is justified, i.e., you find that either the service station or the factory is at fault, do not hesitate to make an adjustment immediately. Usually this type will have to be made at no charge to the owner. The quicker you make the adjustment, the better off you are going to be.

Make the adjustment as though he had it coming and you were glad to close the matter

quickly. Never let it seem that you are making this kind of an adjustment grudgingly. If there is a question as to who is at fault or all the evidence seems to indicate the owner is to blame for the condition, then it is a matter of diplomatic handling. Be sure again, that the owner leaves with the feeling that you have been entirely fair. If your adjustment is fair, you should be able to convince him of this fact.

Where the condition seems to indicate neglect on the part of the owner, this is a good place to emphasize periodic service attention, the value of Packard service inspection and the use of the lubrication-inspection service which will minimize the number of complaints directly traceable to neglect.

Always handle complaints in such a manner that the owner will believe that you have been absolutely fair. If you can get this point across and have the owner leave with the feeling that he is being treated fairly, he will want to continue to do business with you.

Frequent causes of complaints will be found in attempting to split adjustments of labor during the warranty period. The arrangement Packard dealers have on labor adjustments with the factory is such that no split adjustment should be made during the warranty, and certainly there is no excuse for charging transportation costs on parts replacements.

Another cause of dissatisfaction is found in the refusal of dealers to make adjustments with tourists or transient owners. The Packard tourist policy is clear-cut in this respect, and as far as your handling these matters with the tourist is concerned, it should be the same as it is for your own owners.

Still another cause of dissatisfaction is the improper correction of defects or a possible tendency to make a temporary rather than a permanent correction. Any adjustment entailing corrective work should be watched with special care since the effect of the adjustment is entirely lost if the work isn't done right; and you not only have corrective work on your hands, but the readjustment of the owner's frame of mind.

Yet another is caused by an attempt to alibi. Be honest, particularly with the tourist. If you don't know for sure, say so. Don't do a halfway job, and don't criticise the work of the factory or any other Packard service station. Never let an owner think his particular trouble is common to all cars of that series.

Another and what might be considered the most important cause of complaint is improper new car conditioning. This always gives the owner an immediate bad impression that is very apt to remain with him during the entire ownership of the car and make him an extremely difficult and unprofitable owner to handle.

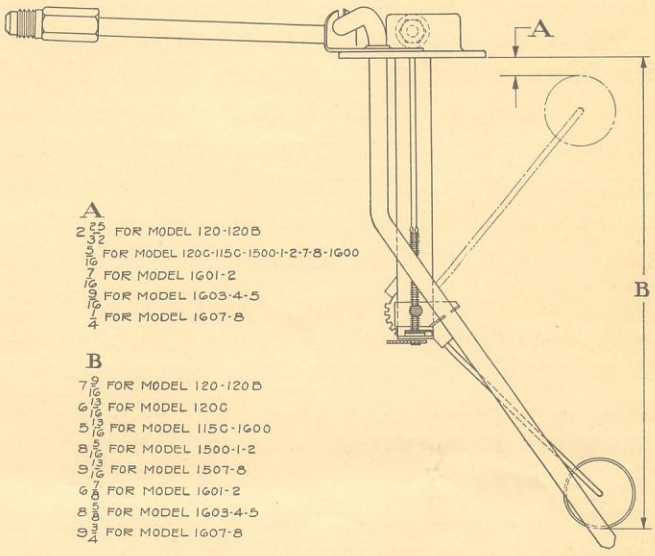
To summarize therefore—build owner satisfaction and goodwill, by making sure that your owners understand both the warranty and the service policy—make sure that you handle promptly all adjustments on complaints that are the result of defective material or faulty workmanship—always adjust all complaints with the definite aim in mind, to hold owner goodwill.

For information on details, see Trade Letters:
T-2882 (TL-209), T-2894 (TL-213), T-2902

GASOLINE TANK GAUGES

The control type of gasoline gauge makes use of a float mechanism operating a rheostat in the head of the tank unit.

Due to the necessarily fragile construction of the tank unit it is impossible for us to guarantee that these units shipped from service stock will not be bent in handling or shipment.



Before making the installation of a tank unit, it is necessary that the cork float at the bottom of the wire arm be properly located in order that a correct reading may be shown, and this illustration indicates the distance from the top of the tank to both the top and the bottom of the float.

HOUDAILLE SHOCK ABSORBERS

We feel that we are now able to outline the final recommendations regarding Houdaille shock absorbers.

Last fall we found that the original fluid had a tendency to aerate and lose its resistance, particularly on rough roads and at high temperatures. At that time a change was made to No. 800 fluid, which has provided a generally satisfactory result.

Operating conditions, however, may be so severe and temperatures so high that even shock absorbers filled with the new fluid may lose their control after a hard drive. If the shock absorber control is normal when the instruments are cool, and the loss of control develops with heat, it is caused simply by a change in the viscosity of the fluid.

New valves have been developed having a temperature compensation, and shock absorbers equipped with these valves have just as much control after a hard drive in hot weather as when they are cool. These thermostatic valves will be carried in service stock as follows:

Standard Valves

338000 Shock absorber valve assembly, front.
338001 Shock absorber valve assembly, rear.

Heavy Service (C) Valves

338004 Shock absorber valve assembly, front.
338005 Shock absorber valve assembly, rear.

In the installation of these valves the cap nut and copper gasket are discarded. Each valve will be accompanied by a flat metal plate, a rubber block and a screw with a slotted head, which are installed in that order. The rubber block is compressed between the plate and the screw, thus sealing against leakage. The screw, therefore, will identify shock absorbers equipped with the thermostatic valves.

Owing to the fact that units equipped with the new valves show no loss of resistance due to heat, it will usually be found that the standard valves listed above will provide ample control.

When the shock absorber valves are removed the condition of the fluid should be checked. It should be clear in appearance. If it has "foamed" so that it has the appearance of an emulsion—caused by the presence of small air bubbles—an unsatisfactory condition is indicated.

Foaming is caused by excessive transfer of the fluid between the working chamber and the reserve chamber, or trapping of air in the working chamber. Fluid in this condition fails to provide the proper resistance, either hot or cold, and the unit should be changed.

All shock absorber assemblies supplied by the Service Stores Division will be fitted with the new thermostatic valves and will be identified as noted by the slotted screw, instead of the hex head nut, at the end of the shaft.

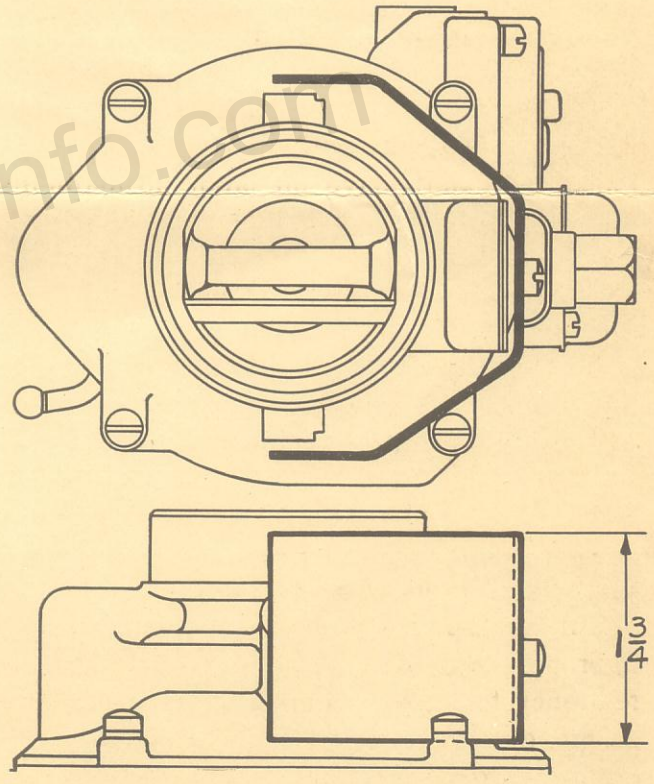
You must distinguish between the two conditions we have outlined. If the shock absorber has normal resistance when cold and loses its resistance with heat, only the valve replacement is required. If the unit has lost its resistance, both hot and cold, it will probably be found that the fluid has foamed, and the complete instrument should be replaced.

MOTOR MISS—SIX

A motor miss in the Packard Six which comes and goes, and for that reason may be difficult to find and correct, may be caused by bugs carried into the carburetor through the float chamber vents. The bugs being carried through the carburetor may catch in the jets, restricting the flow of gasoline and causing the engine to miss. When the bugs are dislodged by the motion of the car or the flow of gasoline and are carried on through the carburetor, the engine will again operate satisfactorily until more bugs become caught in the jet, when the miss will occur again.

This condition will be experienced only on Code 1-BA and the late type Code 119 Chandler Groves carburetors, in which the float chamber vents are cast into the side of the air horn and face forward into the fan blast.

The float chamber vents are located in the fan blast in order to create a slight pressure on the fuel in the float chamber. Closing the vent holes or changing their location to the rear of the carburetor, so that no pressure is built up in the float chamber, will very likely cause a pop-back condition in the muffler when coasting.



A simple baffle, details of which are shown in the illustration, fitted in front of the vent holes, will deflect bugs and dirt and prevent their entrance into the carburetor.

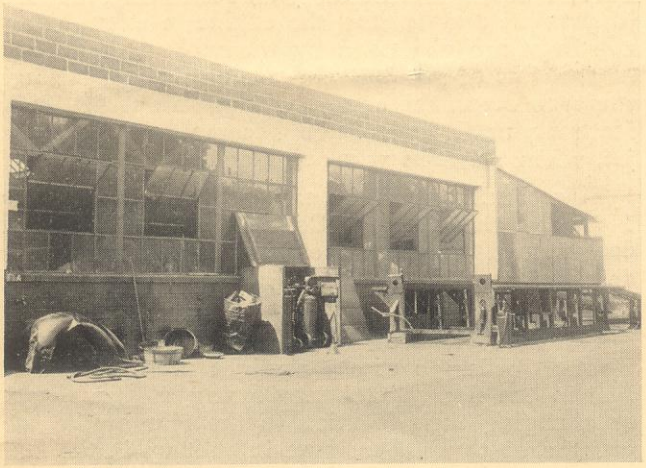
The baffle can be easily made from fine mesh screen. It is held in place by the choke valve cover plate screw.

The exact dimensions are not important, but the baffle should fit reasonably close to both the air cleaner and carburetor air horn, so that too much air cannot enter at these points.

BEFORE AND AFTER IN LUBRICATION

Lubrication departments are still receiving beauty treatments, and the contrast between what originally represented the lubrication departments of these West Coast dealers, and what they now proudly present as their lubrication departments, shows a remarkable difference and improvement.

KELLEY MOTOR CO., GLENDALE



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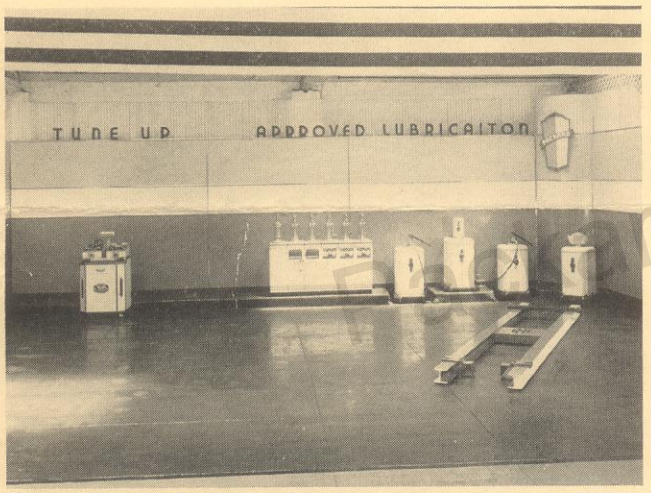

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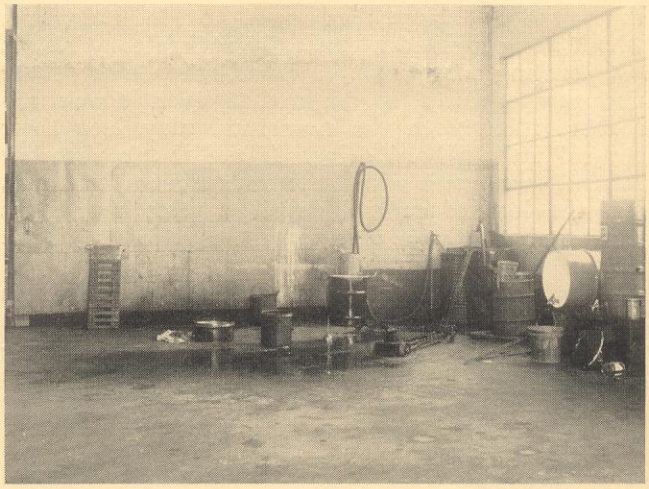
A. W. FLEMING, LOS ANGELES



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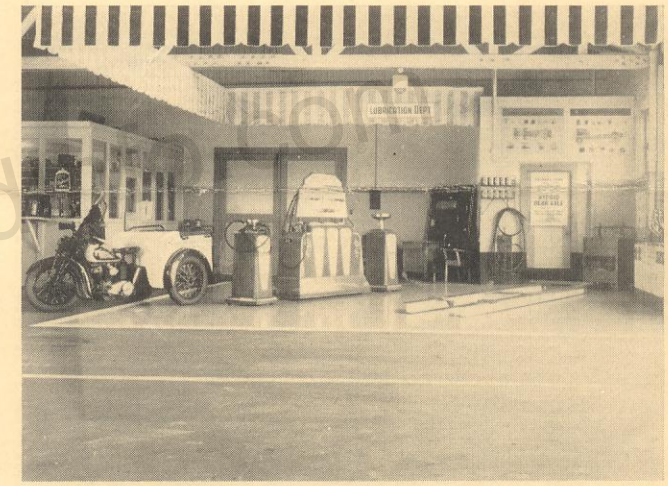

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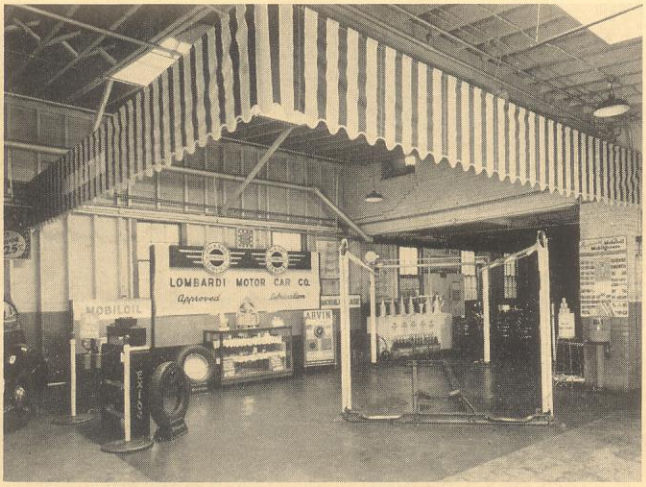

LOMBARDI MOTOR COMPANY
DERBY, CONNECTICUT

From the Hartford Division of the New York organization we received this picture of the lubrication department of the Derby, Connecticut, dealer. A set-up of this type would do justice to a much larger organization.

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

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