



VOL. 12 No. 17

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FORESTALLING COMPLAINTS

Just before delivery if you find it impossible to get a car exactly right, make a special point to see the customer when he comes for his car and tell him frankly that, try as you would, you have not been able to get the car just as he wanted it and are, therefore, not satisfied. Let him take the car overnight but advise him that you will need a little more time or another try at it before you are satisfied.

Now, if you will think this over, you will see that the psychology of this is *very* important. The man who has been given the above statement by his service salesman cannot complain, but let that same man take delivery of the car without anything being said to the effect that it did not come through the shop just one hundred per cent and he will soon discover this fact with the result that he will be extremely dissatisfied and may or may not complain, feeling that if you deliver the car without any explanation, it signifies that you considered the car was in condition to deliver back to him. In his mind he will feel that there is little use of complaining or bringing the car back if that represents your standard of work. Those are the people who leave for good, but remember, they tell their friends what they think of you.

This business of telling the owner that you are not quite satisfied with his car is so simple and so effective and is such a common sense proposition, yet, it is the hardest thing to get service salesmen to really do it.

If the practice were universally followed, a very

large amount of dissatisfaction would be avoided and service stations and service salesmen would have the reputation of honesty and sincerity. Everyone knows how it will frequently happen that with the best of intentions and the hardest kind of work, mechanical troubles will fail to respond or with the best of diagnosis we will go wrong on a day's shop work.

Usually these things are not discovered until the time of the final inspection and then it is generally too late or impossible to reach the owner. Under such circumstances what all too often happens is that the salesman or inspector simply says a silent prayer, crosses his fingers, and hopes against hope that the owner will accept the car as satisfactory and register no complaint.

For some reason the average service man does not seem to be able to grasp the common sense of it and to realize that in admitting yourselves not satisfied with the condition of the owner's car, you are not only eliminating his complaint when he finds out the car is not right, but you are actually creating a fine impression, notwithstanding the fact that your work was not entirely successful. *In other words, you are turning a bad situation into a good one.*

The little card illustrated on the next page, carried as Service Courtesy Tag No. 4, will help to tie this thought up in the owner's mind and by anticipating a possible discovery on his part that something is not entirely right, you will avoid a lot of complaints and keep owners friendly.

Packard Service

M.

This car has been inspected.
We believe all work has been properly performed.
Mistakes will happen. We are not infallible.
When we are at fault we want to know it at once.
It is sometimes impossible to correct a trouble the first time.
If our car and service are satisfactory, tell others.
If not, tell us. We realize that good service is the most important part of our business.
Your satisfaction is our greatest asset.

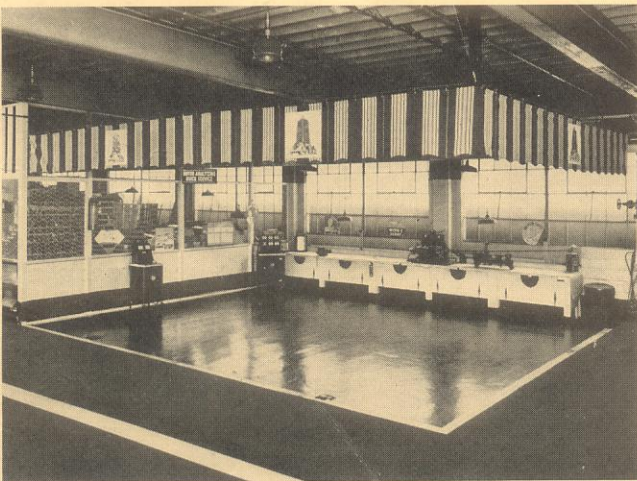
Call Service Salesman,

or the Service Manager

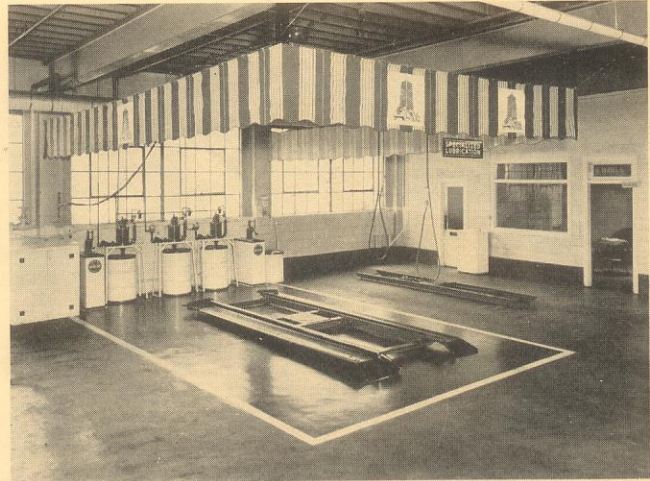
Courtesy Tag No. 4—50c per 100, not imprinted.

Imprinted with firm name 80c first 100, additional 100's, 65c.

INDIANAPOLIS SERVICE



The outstanding department is the Motor Analyzing-Quick Service Department. This department is operated by two service salesmen who check and diagnose troubles, write the repair orders, after showing and selling the owner what is necessary to correct his trouble. They also do all quick motor service work.



This department with the help of the others has made a remarkable decrease in owner complaints, and more important, has helped to give an absorption figure for May of 57 per cent, for June 54 per cent and July 55.8 per cent. For the first six months ending June 30th, they have had an average labor sales of \$5.93 per repair order, with a labor rate of \$2.00 per hour, all of which, is an outstanding job.



The glossy finish on the painted surfaces was treated with Johnson's Glo-Coat wax which has worked very satisfactorily.

ANTI-KNOCK FUEL

To obtain the best results in performance, economy and longer life in our Super Eight and Twelve motors, Ethyl or other anti-knock fuels of 76 octane or better should be used and should be recommended to all owners.

To get the best out of any Ethyl or other anti-knock fuel the motor should, of course, be properly tuned and will usually stand a little advance in the ignition timing because of the higher octane rating of the fuel. This will give better performance and gasoline mileage.

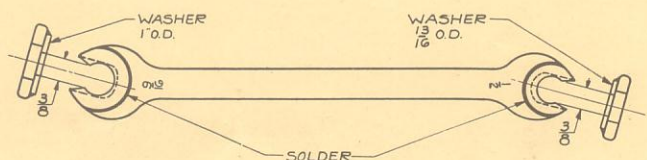
Service Letters are available for everyone connected with Packard Service Stations. If service managers are not receiving a sufficient number of copies, they should write the Editor and give the extra number needed.

TOOL SUGGESTION

The valve wrench improvement was worked out by Mr. Omar E. Stowe of Waterbury, Connecticut.

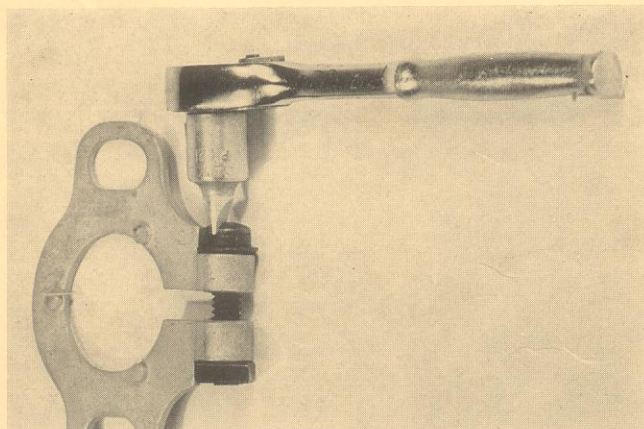
It has special washers, as shown in the drawing, soldered on the ends of the wrench. This stops it from slipping down over the nuts in adjusting valves.

This is a good suggestion and the men in the field can change their wrenches accordingly if they care to do so.



DISTRIBUTOR BRACKET RATCHET WRENCH—SCREW DRIVER SOCKET

120-B-C, 115-C, 1600-1601



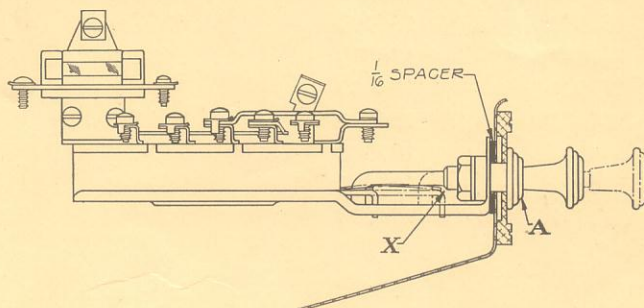
ST-5125, Suggested List Price \$2.30

This tool is used for setting the ignition timing. Mechanics who have tried to loosen the screw on the distributor bracket know this is a rather difficult operation. This midget ratchet wrench will loosen or tighten the bracket very easily.

INSTRUMENT BOARD HEADLIGHT SWITCH

A number of headlight switches have been returned to the factory which upon test have been found to operate properly.

The replacement of the switch has usually been caused by the failure to make contact in the country driving position and the reason is shown in this illustration.



When the switch button is pulled out all the way an interference may develop at the point marked "X". This interference is between the rear end of the flat stamping and the forward end of the boss which supports the shaft operating the stamping. When the interference occurs it is usually because the nut "A" on the instrument board has been pulled up so tightly that the switch body is pulled back beyond its proper position.

By installing a spacer on the forward side of the instrument board the switch will be carried at a point farther forward so that the plunger may be pulled out all the way, developing the last switch contact before an interference occurs.

NEW TOP DRESSING

For Cars With Black Convertible Tops

Here is just what you have asked for—a good top dressing and rejuvenator for cars with black convertible tops! This material will restore the top to its original color and waterproof it at the same time.

This material is easy to use. Wash the top with a non-alkali soap, such as Lux or Ivory. Dry the top thoroughly and apply a generous coating of Packard Convertible Top Black Dressing. Use a spray gun to apply the dressing, if possible. Lacking the spray equipment, this top dressing can be applied with a brush or cloth mop.

Order a supply (in one-gallon cans only) from your Packard distributor.

PA-335880 Convertible Top Black Dressing

RECORD OF PACKARD MOTOR NUMBERS

Motor Numbers Showing Models

<i>Motor Numbers</i>	<i>Models</i>
30	8842
9000	35942
37000	48917
49501	90463
95007	120407
125013	166776
166942	166999
167001	178879
179001	184000
184003	184120
184501	187508
188001	191345
193051	194708
200001	208428
208997	219002
220007	224511
225013	232815
233017	276166
277013	305283
320001	332111
340051	347720
360009	366794
370001	373010
374001	379148
385001	390301
390501	394505
395501	401336
750000	751327
752001	753946
755001	756540
757001	758360
900001	900584
901001	901548
901601	902587
903001	903857
904001	904719
905501	906841
X-1501	X-26701
X-27501	X-82637
X-100001	X-150267
T-1501	T-67104
A-1336	
A-300051	
A-500051	
A-600051	

Models Showing Motor Number

<i>Models</i>	<i>Motor Numbers</i>
116	30
126-133	9000
226-233	37000
326-333	49501
426-333	95007
526-533	125013
136-143	200001
236-243	208997
336-343	220007
443	225013
626 Spd.	166942
626-633	233017
640-645	167001
726-733	277013
734 Spd.	184003
740-745	179001
740-745	184501
826-833	320001
840-845	188001
901-902	340051
903-904	193051
900	360009
905-906	900001
1001-2	370001
1003-4	750000
1005-6	901001
1100-1-2	374001
1103-4-5	752001
1107-8	901601
1200-1-2	385001
1203-4-5	755001
1206-7-8	903001
1400-1-2	390501
1403-4-5	757001
1406-7-8	904001
1500-1-2	395501
1506-7-8	905501
120	X-1526
120-B	X-27501
120-C	X-100001
Packard Six	T-1501
1600	A-1336
1601-2	A-300051
1603-4-5	A-500051
1606-7-8	A-600051

SUGGESTIONS OR QUESTIONS ARE ALWAYS WELCOME.

• ADDRESS—THE EDITOR, PACKARD SERVICE LETTER