

VOL. 12 No. 20

OCTOBER 15, 1938

WINTER PREPARATION

Servicing cars for winter requires preparation on your part. For one thing it is the busiest time of year in your service department and it is important that you take every precaution to make sure that traffic will flow through your service selling department into your shop and that it will not block up and delay customers.

Attention may be required in your method of writing orders to make sure that you are getting the most speed possible out of this operation. Be sure that your diagnosing equipment is properly placed so that the car will not stay longer in this section of your building than it does in the shop for actual correction of any trouble found.

Check your billing system—make sure that it is working smoothly so that customers will not be delayed at the cashier's window.

Check your accessory displays—see that you have the winter items on hand. Check your parts room—make sure that you have an adequate stock of parts for preparing cars for winter. Pay particular attention to items frequently called for and which can be easily sold at this time of year.

See that the whole place is clean and orderly and that any material available such as winter posters, accessory posters and winter accessory displays, are in place.

What have you done about winter mailing pieces? If you are using the piece sold by the factory, have you placed your order? Are you

getting the envelopes addressed and ready for the mail? Have you checked your list to make sure that your mailing will be effective? Very often the service manager, who claims direct mail is not effective, is using an out-of-date list which contains a lot of names of owners who have moved, died or sold their Packards. It is important that your list be checked so you don't waste direct mail.

Just because this is a busy time of year don't miss an opportunity to sell. There are a lot of owners you will see during the next few weeks that you won't see again for six months or a year. Take every possible chance to sell not only the service he needs but the advantage of periodical service. Keep driving home the fact that "Packard Owners Are Best Served by Packard" throughout the year.

The Service Winter Mailing Piece is now available. It is an attractive four-color folder $3\frac{5}{8}$ " x $8\frac{1}{2}$ " made to fit your standard No. 10 envelope.

The folders are supplied with a suggested "Special" which you may accept "as is" or you may alter it to suit your local requirements.

For full details, prices and sample see General Letter G-267.

PACKARD OWNERS ARE BEST SERVED BY PACKARD

ECONO-DRIVE CONTROL

On some early production cars the cable to the Econo-Drive control knob on the instrument board was adjusted too short. All cars should be checked and adjusted when necessary before being delivered to owners or for demonstrations.

The Econo-Drive control linkage must be properly adjusted to insure full travel of the disengaging lever. If the operating cable is too short, the instrument board control knob may come up against the stop before the overdrive engaging unit is released with the result that the free wheeling unit only is engaged. Under this condition the car will be in free wheeling at all speeds and the Econo-Drive cannot be engaged.

When making the adjustment, disconnect the cable from the control lever on the right side of the Econo-Drive unit. Move the lever all the way to the rear into the engaged position. Lengthen or shorten the cable at the yoke so that when connected with the lever in the extreme rear position the instrument board control knob is $\frac{1}{8}$ " out from the stop.



Leaving clearance between the control knob and the stop, provides an extra margin of travel that will insure positive engagement.

TRANSMISSION—ECONO-DRIVE LUBRICATION

The transmission and Econo-Drive use the same lubricants. S.A.E. 160, or when available the new S.A.E. 140, is recommended for summer.

For cold weather operation the lubricant should be thinned with kerosene or the units drained and refilled with S.A.E. 90. The cold weather change is particularly important to provide adequate lubrication and proper Econo-Drive operation.

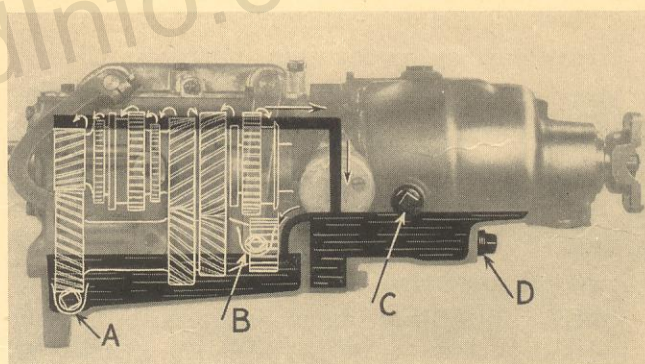
Too thick an oil will retard the action of the centrifugal engaging mechanism of the Econo-Drive and increase the cut-in speed to considerably above thirty miles an hour. The hard shifting of gears due to thick cold transmission lubricant will be found more objectionable with Handishift than with previous type gear controls.

After October 1, cars leaving the factory will have S.A.E. 90 lubricant, and, of course, the lubricant need not be changed until spring. All others should have the lubricant thinned or changed to S.A.E. 90 with the approach of cold weather.

Regardless of whether the lubricant has been thinned or winter lubricant installed, both units should be drained and refilled with summer lubricant in the spring.

The transmission and Econo-Drive units have different oil levels, that in the Econo-Drive being higher than in the transmission. Each unit is provided with its own drain and filler plug.

The construction is such that the lubricant circulates from the transmission to the Econo-Drive and back to the transmission. In operation the transmission gears carry the lubricant up and into a trough cast inside the transmission case near the top on the left side. From the trough it drains to the rear, flowing into and across the planetary overdrive gears and down into the Econo-Drive case. The Econo-Drive case is provided with a drain hole in the right side of the front face at the lower level of the filler plug through which the lubricant drains back into the transmission to maintain the proper level in both units.



After a car has been standing, some of the oil in the Econo-Drive may work down into the transmission so the Econo-Drive level may be low and the transmission level high. This does no harm, because as soon as the motor is started the circulation of the oil will establish the proper levels. It is necessary, however, to run the motor just before checking the units in order to get the true levels.

Always check the lubricant level in both units. When filling, remove both transmission filler plug "B" on the right side and Econo-Drive filler plug "C" on the left side. Fill the Econo-Drive to the lower level of the filler plug "C" first. Allow any excess to drain into the transmission unit and then fill it to the lower level of the transmission filler plug "B".

The transmission unit is drained at plug "A", the Econo-Drive at plug "D". Both units must be drained separately as removing plug "A" will not drain the Econo-Drive unit.

GEAR SHIFT LEVERS

1700-1-2-3-5

As a precautionary measure to prevent accidental engagement of the transmission gears on cars fitted with the Handishift steering column gear shift, a pin should be put through the aligning holes in the lower steering column levers to hold them in the neutral position. This should be done when work is being performed under the hood on the left side of the car or when there is a possibility of the levers being accidentally moved.

In the neutral position the selector pawl is engaged with the second and high lever. If the first and reverse levers on the lower end of the steering column or transmission are now moved the gear will engage without changing the position of the Handishift from the neutral position.

The first and reverse lever moving to the engaged position will lock the pawl in the second and high lever and make it impossible to disengage or shift the gears by means of the Handishift. The gears can be disengaged only by moving the lever back into the neutral position by hand.

Should the engine be started with the shifter lever apparently in neutral but the gears actually engaged as described, the car might crash into something before it could be stopped.

A piece of 3/16" welding rod, a drill or other material of the proper diameter may be used as described to hold the gears in the neutral position. There is no danger of failing to remove the lock rod, for until it is removed the gears cannot be engaged and the car cannot be driven.

EQUALIZING TIRE WEAR

An entirely normal but little understood form of tire wear is that in which one edge of the tread buttons wears faster than the other, creating a saw-tooth effect referred to as heel-and-toe-wear.

The end of the tread button that wears the faster is the one that grips the road first when the brakes are applied. High speed driving and excessive use of the brakes will cause this type of irregular wear.

Heel-and-toe wear occurs on any type of non-skid tread design. It is less on rear tires because the driving force wears down the opposite ends of the buttons, tending to equalize the wear.

Although heel-and-toe wear is an entirely normal condition it may cause your owners to believe there is some misalignment in the steering system. Some unscrupulous operators of steering alignment equipment use this condition of tire wear as an excuse to sell needless but expensive steering alignment operations.

X-ing the tires, i.e., interchanging the right front and left rear and left front and right rear, will change the direction of rotation of the tires and equalize the wear. Wheels and tires should be interchanged without dismounting the tires. When interchanging, be sure the ones put on the front wheels, including tires, tubes, wheels and hubs, are in balance.

It is recommended that tires be interchanged in this manner regularly at approximately five thousand-mile intervals.

Irregular front tire wear may cause tire noise. If tire noise should develop, the tires should be interchanged as described. The noise will not be eliminated immediately, but will disappear when the wear is again even. To prevent this type of noise interchange after they have been driven two or three thousand miles.



X-ing

EVERY
5000 MILES

THIS means interchanging the right front and left rear and left front and right rear tires, thus changing the direction of rotation. Then balance the front wheels and tires. This equalizes wear, reduces noise and prolongs tire life.

X-ing tires, \$1.00 Balancing front tires, \$1.60

Government-stamped cards cost \$1.25 per hundred, plus imprinting at 80c per hundred for the first hundred. Add 15c a hundred to the card cost of \$1.25 per hundred for each additional hundred.

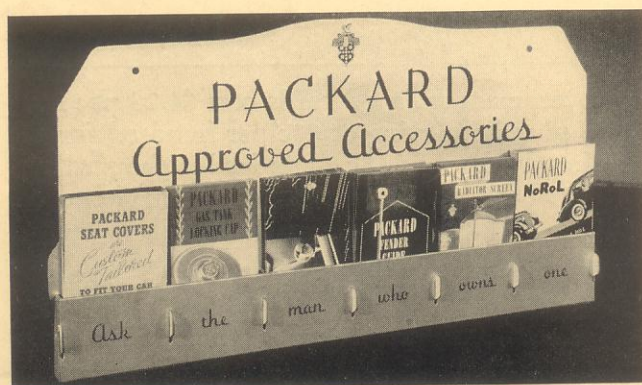
MUFFLER OUTLET TUBE — 120C

To eliminate confusion relative to the new muffler outlet tube being shipped from Service Stores under piece No. 338022, we wish to explain that we have removed the auxiliary muffler, formerly included in No. 315989, outlet tube assembly, and substituted a plain tube, similar to that used in later model cars. The suggested list price is reduced from \$4.00 to \$2.50.

SELL WINTER ACCESSORIES



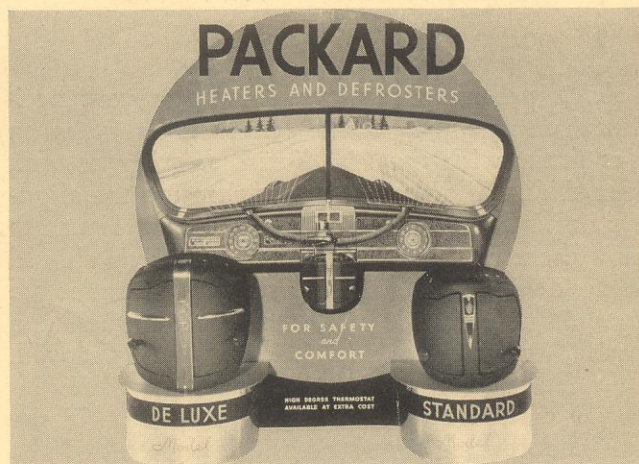
This is the time of year to cash in on the sale of winter accessories such as heaters, defrosters, anti-freeze, etc. To assist you in stimulating the sale of these items, the factory accessory department has recently produced three attractive sales promotion tools as illustrated: A winter wall poster printed in four striking colors showing the various types of heaters and defrosters available for the 1938 and 1939 model cars. A copy of this poster has been mailed each distributor and dealer.



Heater displays and a counter dispenser for accessory folders are now available to distributors and dealers. Dealers should place their order for

either of these items through their distributor. They will be shipped no charge.

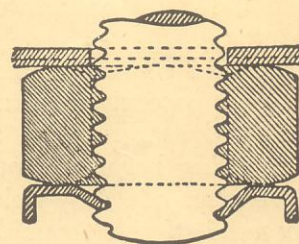
We urge you to take immediate advantage of this offer and put one of the wall posters, a heater display and an accessory folder rack in a conspicuous place in your service department.



Impress on your owners that your service department is the proper place for him to purchase the accessories necessary for his comfort during the coming winter.

PALNUT

1700-1-2 cars are coming through with the connecting rod bolt nuts locked with what is known as the Palnut. These will take the place of cotter pins and should be thrown away when removed, the same as the cotter pins have heretofore.



Be sure to follow directions in putting on the Palnut: Tighten regular nut to the desired bolt tension. Then turn Palnut onto bolt, open face out. When Palnut is seated against the regular nut turn Palnut $\frac{1}{4}$ to $\frac{1}{3}$ turn more with socket wrench to lock it. Do not turn it up any tighter than this or it may jump threads. Be sure that the wrench engages the Palnut only when tightening it against the regular nut.

It will be well to have some in your stock in case of an emergency—Pc. No. 330754.

Cars with motor numbers T37238 and 321448B previously reported missing have been located.