



VOL. 12 No. 23

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WINTER TOURISTS

The number of visitors from North to South and from the East to the West Coast has been increasing. Endeavor to find out those of your Packard owners who are going to winter resorts. Then get them into your place by offering a special check-over, adjustment, oil change or what have you.

This will do two things: it will get you some profitable business in labor, parts and accessories. It will put the cars in good shape for a long hard drive and consequently make a pleasanter trip for the owners. Also, it will relieve some of the congestion in resort section service stations.

Give your departing owners a short letter of introduction to "All Packard Service Managers" and a list of the Authorized Packard Service Stations on the routes they will take.

Check new cars to make sure that delivery dates are stamped, and *see that the owners have their Owner's Service Cards* properly filled out so they will not have any difficulty in obtaining service to which they are entitled.

All of this will result in a profitable service to you and an impression of interested, personalized service to the owner. Such impressions mean much and are very important.

If you are located on the main routes leading to winter vacationing spots it would be advisable to check your parts inventory and make certain that you have an adequate selection of parts called for by tourists. For those distributors located in the Southeast, emergency orders may be directed to either Packard Florida Motors Company at Jacksonville or Atlanta Packard Motors, Incorporated, at Atlanta.

The tourist service trade will not wait for parts. They have to be on hand or obtained quickly. You should check over your stock before the season starts.

Due to the unusually congested conditions in service stations throughout Florida during the winter season we are again cooperating with our distributor in Jacksonville and the dealers in Florida by asking that you assist your owners as indicated, and in case any of your owners should have difficulty either with the operation of their cars or in obtaining service we will appreciate your notifying Mr. W. V. Mulloy, 2639 Dellwood, Jacksonville, Florida. Such reports should contain full information such as the owner's name and full address, motor and vehicle numbers, date of delivery and a description of the difficulty.

PACKARD OWNERS ARE BEST SERVED BY PACKARD

HEADLAMP AIMING SUPER EIGHT

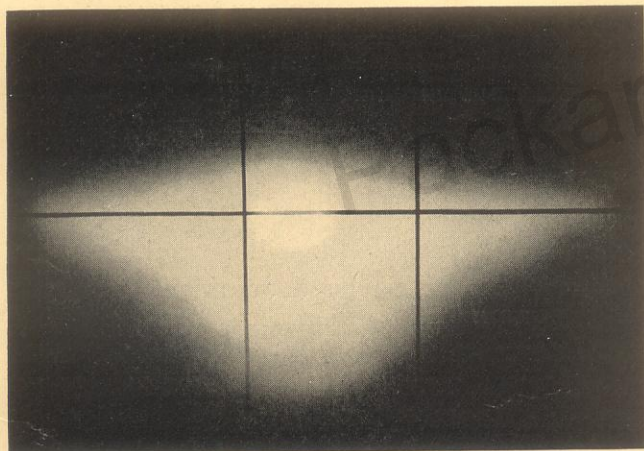
The instructions for aiming 1703-5 headlamps in the Owner's Manual and the film "Servicing the Seventeenth Series Packards" are incorrect.

The aiming of the Multibeam headlamps used on the Super Eight differs from the Flex-Beam used on the other cars. On the Super Eight the left lamp lights the right side of the road. The right lamp lights the center and left side of the road.

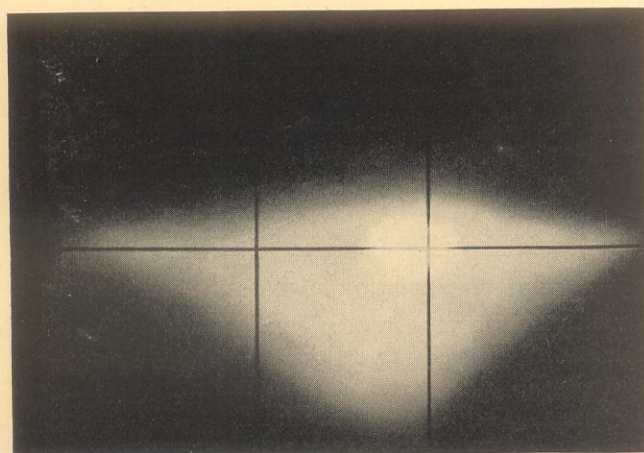
Use the upper or driving beam when aiming the lamps. Cover the right lamp and aim the left lamp so that the left edge of the hot spot barely touches the vertical lamp center marker directly ahead of it with the hot spot centered up and down on the horizontal marker.

After the left lamp is aimed, cover it and aim the right lamp so that the right side of the hot spot is ten inches to the right of the vertical marker directly in front of it and the hot spot is centered up and down on the horizontal marker.

No further adjustment is needed for the city or passing beams.



LEFT



RIGHT

PISTONS AND PISTON RINGS SUPER EIGHT

Several improvements have been made in the pistons and piston rings used in the Super Eight motors, and this is a review of the changes.

Beginning with the 16th Series Super Eight the Thermo-strut type of piston was adopted and it has been so successful that it was continued without change in the 17th Series. We are carrying only the new style piston in stock for all Super Eight motors and have furnished only this piston for a number of months.

The performance of the pistons and rings in the 16th Series Super Eight was, in the main, very satisfactory, but a few cases of broken rings were encountered and as an additional safeguard an improvement was obtained in the material of the rings themselves which went into production at the beginning of the 17th Series. The new rings are made of a special alloy material which provides the greatest possible factor of safety against breakage and these rings are being supplied for all Super Eight motor replacements.

We are satisfied that the 17th Series Super Eight will be as free from piston and piston ring trouble as is possible with any design, and that the 15th and 16th series motors will be equally satisfactory when the new material is used.

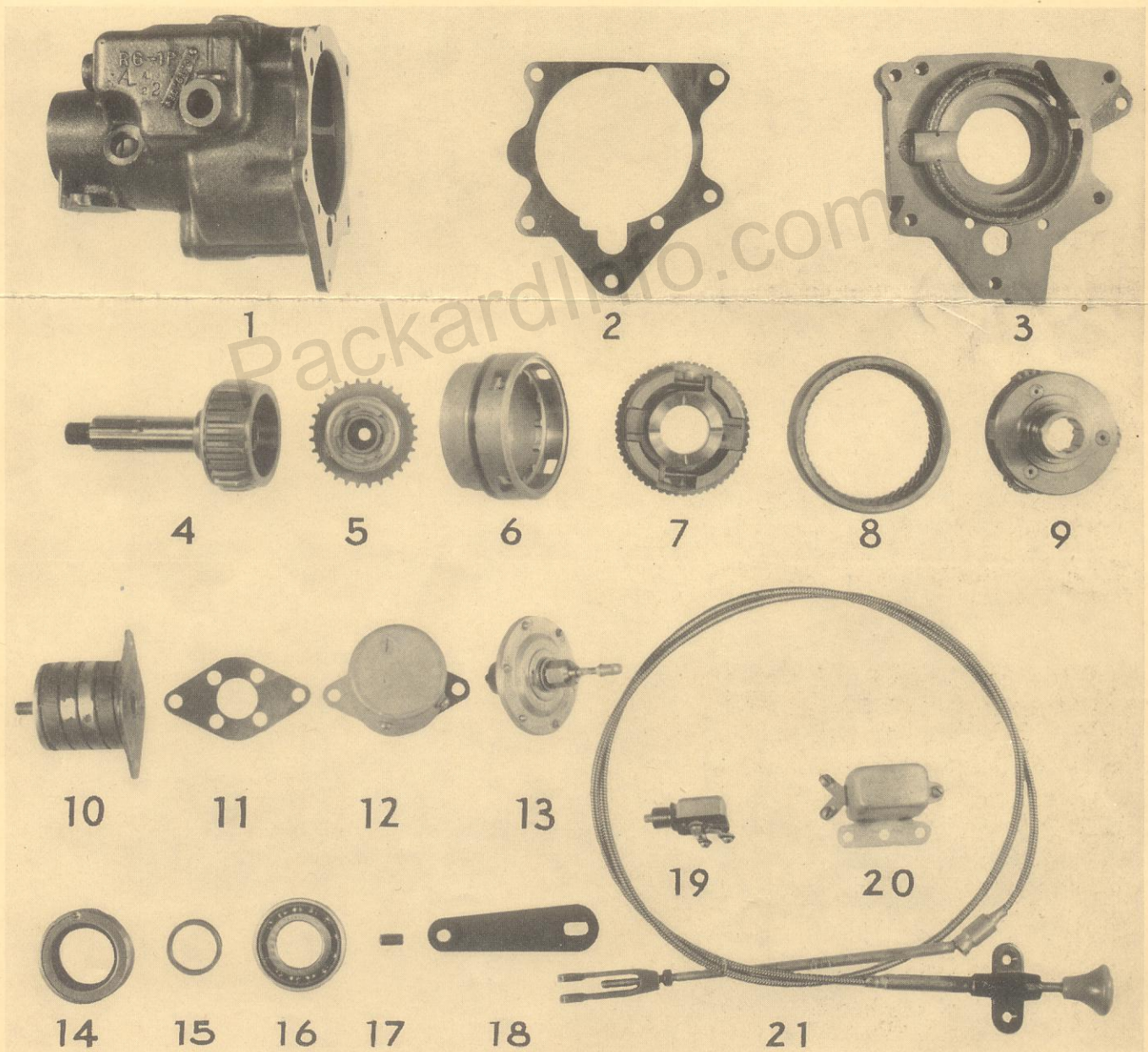
In the installation of new pistons in a Super Eight motor one precaution is essential. The rings should have a vertical clearance of .003" between the piston lands. Insufficient clearance is sure to result in broken rings under severe operating conditions. It is necessary that this be thoroughly understood. The tendency of any mechanic, in fitting the rings, will be to fit to a lesser clearance unless he understands the danger of the procedure. The normal gap clearance of .007" to .015" should be used.

If broken rings are encountered the piston lands should be carefully examined and the pistons, as well as the rings, should be replaced if the lands have been in any way damaged. Lands which are irregular and which do not hold the rings properly are apt to cause failure of the new rings.

In the fitting of new pistons or rings the upper end of the cylinder bores should be examined. A ridge at the top of the bore will greatly increase the possibility of damage to the rings and to the lands of the pistons themselves.

TRANSMISSION ECONO-DRIVE

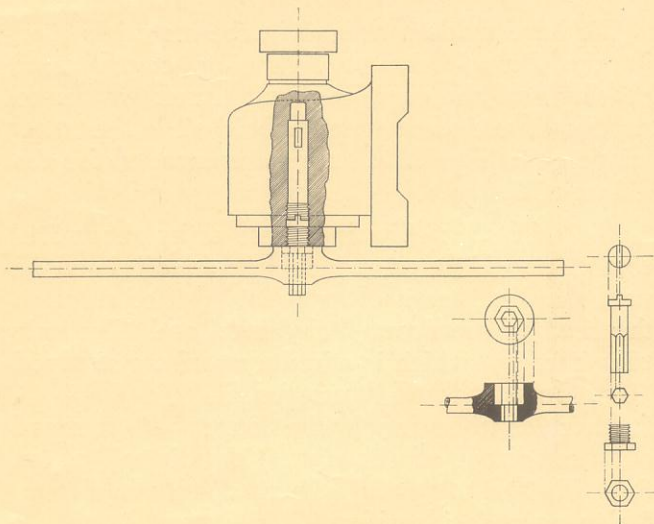
- | | |
|---|---|
| 1. 333868 Unit case | 11. 333788 Solenoid gasket |
| 2. 338504 Case gasket | 12. 333823 Solenoid assembly |
| 3. 333678 Case adapter | 13. 335250 Carburetor throttle guard |
| 4. 338494 Main shaft | 14. 333546 Main shaft oil seal |
| 5. 338645 Free wheeling cam and roller retainer | 15. 338476 Main shaft bearing spacer |
| 6. 338518 Unit clutch sleeve | 16. 335274 Main shaft bearing |
| 7. 338463 Clutch core and pawl | 17. 338457 Free wheel roller |
| 8. 338511 Ring gear | 18. 333894 Lockout control lever assembly |
| 9. 338514 Pinion cage assembly | 19. 335350 Solenoid switch |
| 10. 333790 Support insulator | 20. 338206 Solenoid switch relay |
| | 21. 335412 Lockout cable assembly |



This information will assist in ordering Econo-Drive parts.

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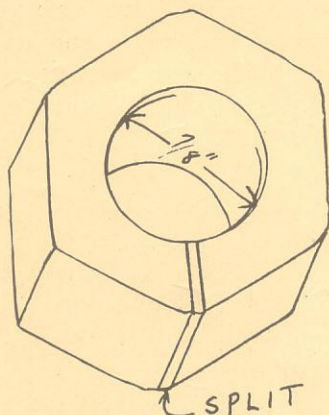
TOOL SUGGESTIONS



Mr. Butts, service manager of Earle C. Anthony, Inc., Los Angeles, California, presents the sketch illustrated by C. P. Kennedy of a special wrench for removing Houde Shock Absorber valve stems.

There is no question but what this is a very desirable tool and will remove the most stubborn valves and we are submitting this to our distributors and dealers so that they can make up this tool if they care to do so. It does the same job as ST5107 sold by the special tool department of the factory.

We have also received the suggestion illustrated from Roy C. Howard of the Rutrough-Gilbert Motors, Inc., Roanoke, Virginia, of a spread-nut for holding distributors.



It is made out of a $\frac{7}{8}$ -inch nut with the threads bored out to fit the stem of the distributor housing and is split so it will clamp the distributor firmly. This can also be made up in your own shop.

Neither of these tools will be carried in stock by the factory.

PREPARING CARS FOR DELIVERY

The 17th Series cars have been much improved as to paint and finish. We know this because our facilities have been much improved, our men are doing a much more careful job, and everywhere reports come to us that our paint job this year is vastly better than it was some time ago.

The field must realize that the fine finish and high luster are subjected to many hazards between the factory and destination. Everyone concerned in handling them must observe extreme care. Even then a certain proportion of the cars will go through storms, arrive at the destination soiled, hand-marked and, possibly, scratched.

A liberal allowance is made to cover cost of conditioning cars for delivery, but it comes to our attention that many cars are poorly washed and perhaps not polished at all before delivery. It must be clearly understood that to place a car in proper condition to deliver to an owner, no matter how good a job the factory may have done, it will require a very careful wash AND POLISH.

WASHING

To wash a new car thoroughly soak the surface with cold or lukewarm water—NOT hot water. Then it should be gone over again with a hose and clean sponge, using no soap except possibly on the wheels and chassis.

After all the dirt has been thoroughly removed, dry with a chamois which is clean to start with and rinsed often during the drying. Use compressed air for drying, if available.

Any scratches or damage done in transit should be carefully repaired.

POLISHING

No matter how clean the car may have been washed it will require a polish to restore the original luster.

An excellent polish is the "Packard HARD GLOSS," which we have examined carefully, and which we are carrying at the factory.

If, by chance, an occasional dull spot is encountered due to the necessity for some repair at the factory, and this spot has dulled after its original polish, it may be necessary to use a "compound"; but use only a compound with very little abrasive. Let the luster be brought out with "elbow grease" and not with abrasive.

The above procedure entails nothing difficult or beyond what must be considered necessary and a definite part of the distributors' and dealers' job in properly preparing cars for delivery.

SEASONAL ACCESSORY DISPLAY

Joe Corker, Accessory Manager of Packard New York, felt that more could be done in taking advantage of the possibilities of seasonal accessory displays. For this reason he made up a display, had a photograph taken of it and sent to all New York dealers suggesting that they make up a similar display.



It's a mighty good idea and it isn't too late to put on a little drive for winter accessories right now and follow it up later with spring accessories. This type of display costs very little and can be tied in with material supplied by the factory, such as the Radio and the Winter Posters. Crepe paper is best for a cover and is not expensive.

When you make up a display keep it clean, price the items on the display and call attention to it. Clean, attractive displays help to sell.

ECONO-DRIVE LUBRICATION 1700-1-2-3-5

We have made a change in the materials used in the Econo-Drive overrunning clutch pilot bearing and the engaging unit thrust washer to permit the use of the same hypoid oil in the transmission and overdrive as is recommended for the differential.

We will start shipping these units about December 1. Units in which hypoid oil is to be used may be identified by a hole drilled through the head of the Econo-Drive level and filler hole plug through which is wired a metal tag stamped "Use Only Packard Approved Hypoid Oil." A further identification is the letter "H" stamped on the bottom of the unit. Hypoid oil of an S. A. E.-90 body should be used only in Econo-Drive units so identified.

Mineral gear oil should still be used in the earlier units. See October 15 Service Letter.

ACCESSORY NOTES

The installation time for the PA-338017 Rear Compartment Hot Water Heater has been increased from 2.75 to 4 hours. We therefore suggest a list price installed of \$35.00 instead of \$32.50.

TOLEDO LUBRICATION

Packard Toledo has just opened their new lubrication and polishing department with the custom built background illustrated. It is one of the finest examples of modern merchandising displays for these departments that we have seen in a long time. It occupies the entire end of the service department with the entrance door directly in front of it and it produces a most effective and workable space.

