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GO BY THE SIGNS

Getting out of trouble is usually more difficult than preventing trouble. It isn't a pleasant job to be always on the lookout for trouble. On the other hand if you are sure from the signs that it's going to rain it is sensible to start out with the old umbrella. Signs of a heavy snow tell the wise driver to put on tire chains.

Preventing trouble is largely a matter of watching the signs. You already have the signs for your January and February Service business. Looking at these signs of labor, parts and accessories volume from the past year or so shows you plainly that either umbrellas or chains are necessary. Let's get them out now! Why wait? We are pretty sure that January and February business in the shop will be light. We don't need to wait

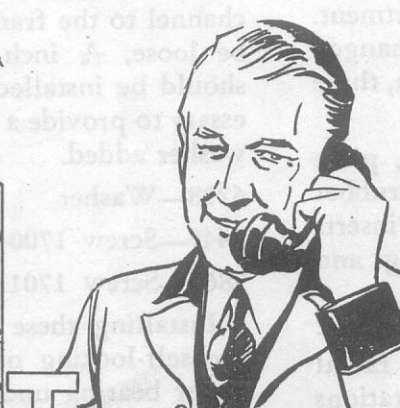
for the 1939 figures to come in to tell us that. So let's get going and do what we can to get all we can reasonably expect.

Is your owner follow-up file up-to-date? Is it really working full time? Are all the boys on the floor calling a few owners every day? Are Constant Reminder Cards being sent out each day? Are you doing everything you can on parts and accessory sales?

Take out your book on "Packard Service Selling Plans" and try some of the business-getting ideas that have worked for the other fellow. If you can't find your copy, write for one today. Don't wait for the end of the month to tell you how much you did not get. Go after what you need today! These three methods will work.



DIRECT MAIL



TELEPHONE



PERSONAL CALLS

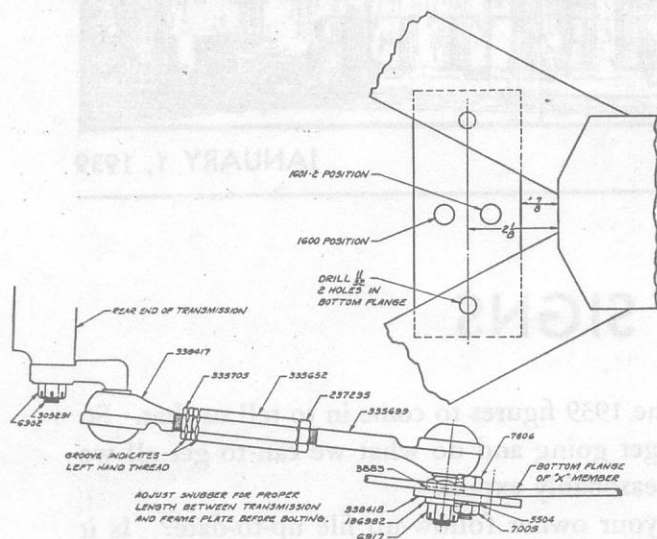
USE ALL THREE

CLUTCH CHATTER

1600-1601

A method of correcting clutch chatter in these cars was given in the July 1, 1938, Service Letter.

A new motor snubber equipment has been developed for use on these cars using the new 17th Series parts which supersede previous equipment.



338431—Motor Snubber Equipment

When installing the link, attach the front end first. Then lengthen or shorten the link so that the rear connection enters the frame plate hole freely and seats squarely. It is very important that the hardened washers 3883 and 136982 be installed and the self-locking nut pulled up securely.

Putting the engine mountings under a slight tension, by lengthening the turnbuckle, may help to further dampen particularly bad cases of clutch chatter. It may be found advisable to do this under certain conditions, but it must be remembered that doing so will increase the amount of engine sensation in the driving compartment. The length of the link should not be changed from the neutral position more than $\frac{1}{8}$ inch, three turns of the turnbuckle.

As a further corrective, Silenite inserts, piece number 333746 may be used to replace the rubber inserts in the rear springs. This change of inserts will increase the static friction of the springs and help reduce the tendency to chatter.

In particularly bad cases or those of long standing the clutch plates may have developed radial ridges. When this has occurred, the operations just described will not overcome the chatter. A new clutch plate will be required to complete the correction.

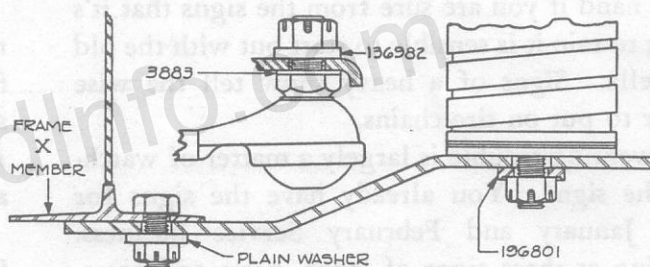
LOOSE MOTOR SNUBBER LINKS

1700-1701-1703

Some difficulty has been experienced with keeping the motor snubber links tight on these cars.

In some cases, on the early cars, washers may be found to have been omitted or the wrong washers used. If the proper washers are installed and the link tightened securely no further difficulty should be experienced.

A lock washer 5508 (not illustrated) should be used under the cap screw attaching the forward end of the link to the transmission. At the rear where the link attaches to the cross channel, a thin hardened washer 3883 is used on the snubber side, and a thick hardened washer 136982 is used under the Marsden self-locking nut. In some cases the washers were omitted at the rear connection, and the edges of the hex on the stud and nut cut into the cross channel, loosening the connection. Hardened washers that cannot be cut by the hex must be used and the nut tightened securely.



When ordering specify:

3883 —Washer, hardened (thin) —1 required
136982—Washer, hardened (thick)—1 required

Plain washers have recently been specified under the four nuts fastening the snubber cross channel to the frame. If these nuts are found to be loose, $\frac{5}{16}$ inch plain washers $\frac{1}{8}$ inch thick should be installed. Longer screws will be necessary to provide a full thread for the nut with the washer added.

6228—Washer 4 required
5449—Screw 1700-1701-1703 4 required
7861—Screw 1701A-1702-1703A-1705 4 required

Installing these washers will permit drawing the self-locking nuts up tighter and provide a better bearing under the nut.

The rear Econo-Drive support is also bolted to the snubber cross channel. The special cupped washer under the nut was originally installed

with the cupped edge to the frame. In this position the washer concaves slightly and does not permit the Marsden nut to lock. The washer, 196801, should be turned over, placing the cupped edge on the nut side. This will permit this nut to be tightened securely.

GEAR SHIFTER LEVER RATTLE

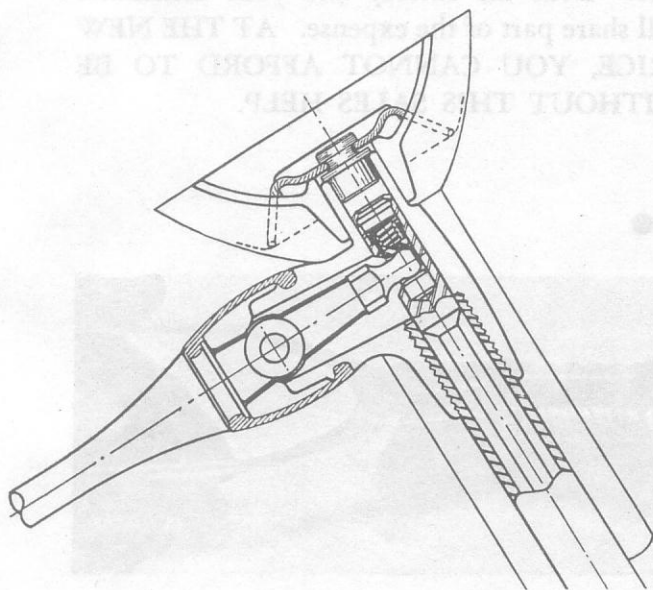
1700-1-2-3-5

We have made a change in production to increase the clearance of the upper end of the gear shifter tube in the steering wheel hub cup and have added a plug and anti-rattle spring.

These new parts may be installed in the earlier cars where a rattle has developed due to excessive clearance at the upper end of the gear shifter tube.

Remove the steering wheel and press the anti-rattle plug into the upper end of the shifter tube. Engage the spring with the groove in the plug and snap the ends in against the reinforcing wall of the steering wheel hub cup to put a tension on the tube.

Even a slight misalignment or a close fit of the gear shifter tube in the steering wheel cup may make the shift objectionably stiff. When this condition is encountered the tube should be freed up and given about .003 inch clearance in the cup. The anti-rattle plug and spring should then be installed to prevent a rattle developing.



338043—Steering Column Anti-rattle Spring Plug
338044—Steering Column Anti-rattle Spring

Do not lubricate the gear shifter levers. The adjustment of the gear shifter levers and the friction loading of the bell cranks to prevent rattle was covered in the October 1, 1938, Service Letter which should be reviewed.

PACKARD ATLANTA

From George Couch, General Manager at Atlanta we received this picture of G. O. Braswell, which indicates that in addition to doing a good job of service managing he is not so bad as a hunter.



CONNECTING ROD BEARINGS

1700-1701

Starting with motor number B4607 on the Six and with B303053 on the Eight the thickness of the connecting rod bearing shell was increased .010 inch. This increased the outside diameter of the shell .020 inch and required that the bore of the connecting rod be increased.

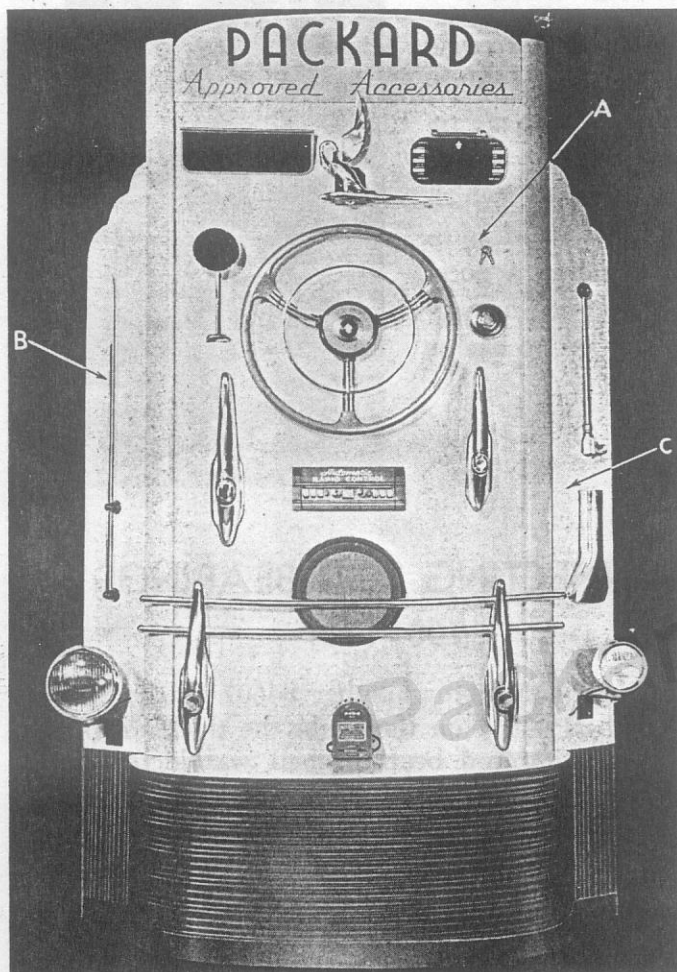
The thin and thick bearing shells are not interchangeable in the connecting rods. When installing new shells be certain they are of the same type as those removed. A positive means of identification is by the number forged on the shank of the connecting rod.

Forging No. 330613—requires thick bearing assembly—standard Piece No. 338827.

Connecting rod bearing shells are interchangeable in the 120-120B-120C-115C-1600-1601 and 1700-1701 previous to the above motor numbers and are supplied in standard .001", .002" and .003" undersize. Bearing shells are marked with a rubber stamp to indicate their size. In addition to the size marking, the new thick shell bearings will be identified by a star stamped near the size marking.

DISPLAY YOUR PACKARD APPROVED ACCESSORIES!

DEALERS' AVERAGE GROSS PROFIT FROM ACCESSORY SALES IS 40%.
INCREASE YOUR PROFITS BY SELLING MORE PACKARD APPROVED ACCESSORIES
THIS DISPLAY BOARD WILL HELP



Use this combination radio and accessory display board in your showroom or service station. Sixteen square feet of display area. All the holes are cut, all brackets provided. The washable, fabricoid covering is of a bright, selling color. The base is a dark green. The pillars and crown board are ivory with red cut-out letters for the word, "Packard."

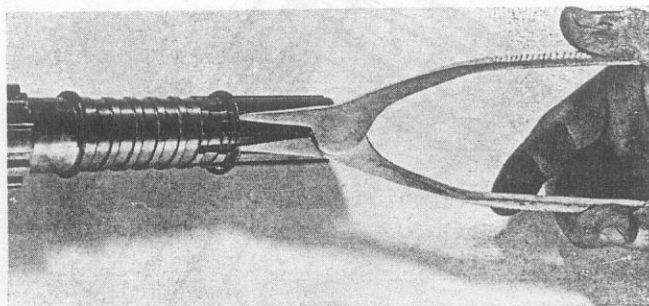
The board and stand can be bought as a complete unit, or, if you have a 1938 board, the center panel (A) and two wings (B and C) can be secured to bring your old board up to date.

This attractive display can be had at 1/3 cost! Both the factory and your distributor will share part of the expense. **AT THE NEW PRICE, YOU CANNOT AFFORD TO BE WITHOUT THIS SALES HELP.**

ECONO-DRIVE SNAP-RING PLIERS

These locking-ring pliers with square pointed jaws are necessary for removing and replacing locking rings on driving shafts.

One of these tools will be shipped to each distributor who has given us permission to do so. Others please order.



ST-5132—\$1.75 list

SUGGESTIONS OR QUESTIONS ARE ALWAYS WELCOME.

• ADDRESS—THE EDITOR, PACKARD SERVICE LETTER