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## PREVENTING MISUNDERSTANDINGS

No matter how carefully service salesmen handle customers and no matter how carefully the shop work is supervised and actually done, complaints will come up now and then.

What can be done to prevent these complaints, which too often are simply misunderstandings? Suppose we give you a list of the things that our experience shows causes most of this trouble. You may be watching most of them but overlooking one or two. It won't do any harm to check the list once in a while.

1. *Greet customers promptly.* Don't let a customer sit in his car or stand around while you finish using the phone, talk to a customer or finish telling your latest story to one of the boys. Greet him promptly and tell him you will be with him in a moment.

2. Write the order so that the shop will understand exactly what you want done. Don't forget explanatory notes showing what the customer wants—For instance—Motor Tune (economy), or Motor Tune (performance) or Brakes Adjust (pull to right) or (right front squeaks).

3. See that the owner understands what is to be done and what it will cost. If additional work or parts are required *always* call him.

4. If parts are replaced on which no credit is allowed, especially expensive ones, better hold them a few days, he may want to see them.

5. Inspect the car quickly while you are talking to the owner, not only for needed work but for conditions such as torn cushion, broken glass or damaged fenders. If you have mentioned such items he can't hold you responsible for the damage when he comes after the car.

6. Make promises carefully. Four o'clock is four, not four-thirty. If you find a promise can't be kept, call him.

7. See that the car is in good condition. Make sure the work has been done right and that the car is as clean or cleaner than when it came in. A wash job shouldn't be dusty when delivered, and be sure the controls and upholstery are clean. Watch windshields. You get a clean one for a gallon of gas. Why shouldn't you get the same attention on a service job?

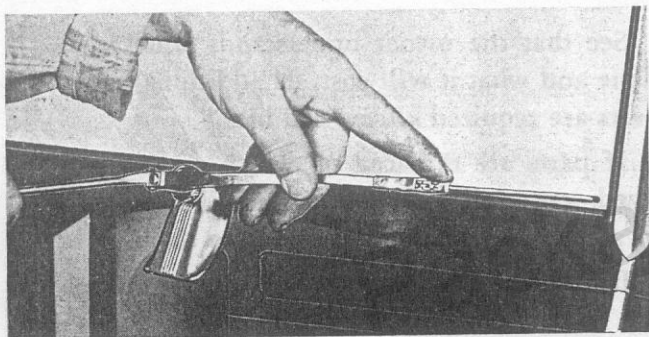
PACKARD OWNERS ARE BEST SERVED BY PACKARD

## TOUCH-UP LACQUER

A special brushing lacquer for touch-up purposes is available in any Packard color from the Service Parts Division in special five ounce cans with a brush attached to the cover. This material is ready to apply. A complete kit, including the eleven standard 1940 colors, and a half pint of the solvent, may also be obtained under piece 98738.

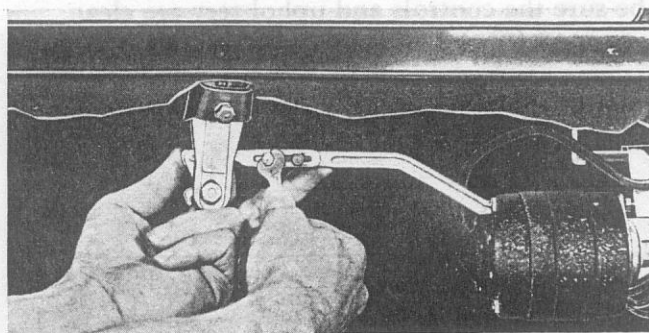
## WINDSHIELD WIPER ADJUSTMENT—1800-1-3-6

Some owners may ask to have the arc cleaned by the windshield wipers increased to provide a greater range of vision at the side. The arc of travel cannot be increased but the area cleaned may be rotated to clean farther on the outside by changing the position of the wiper arms so that they park in approximately a horizontal position rather than against the lower edge of the windshield frame.



This may be done by removing the wiper arm and reinstalling in the higher position. If the location of the serrations is such that the blades cannot be made to park opposite each other the transmission link on one side may be adjusted to bring the blade into the correct position relative to the other one.

With the blades adjusted to park in the horizontal position the arc cleaned will be extended about 21½" farther down at the sides. In this position a small portion in the center of the windshield will not be cleaned. If the parked position



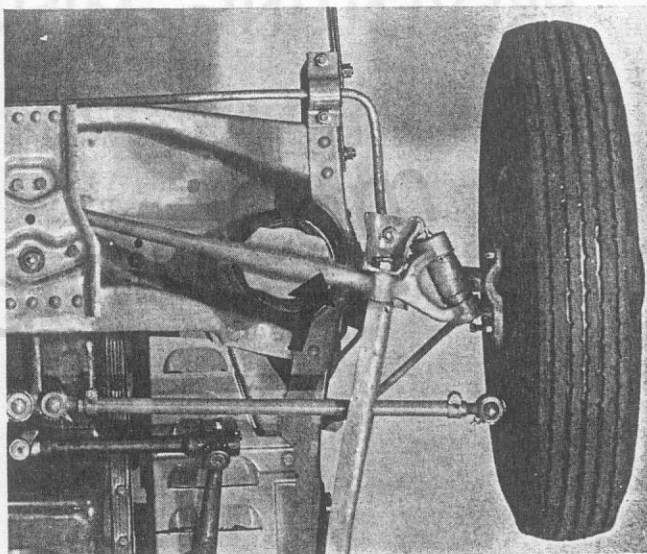
of the blades is not raised much above the horizontal they will remain within the area of the windshield blocked out by the radiator and will not interfere with forward vision.

## FRONT SPRING SQUEAKS 1800-1-3-6

Squeaks and clicks in the front suspension coil springs may develop in these cars, which do not have a full circular spring pad on the lower support arm.

This condition can usually be remedied by rotating the spring so that the tapered end of the coil is at approximately the center of the pad, directly over the support arm.

In this position the tapered end is held against the coil above it and cannot click against it as it may if unsupported.



End of coil at arrow—

## OIL FILTER LEAKS 18th Series

As the Oil Filter case cover gasket seats it may shrink slightly due to the heat and pressure of the oil so that a leak develops.

To insure against an oil leak developing at this point, checking and tightening the oil filter cover nut should be made a regular part of the fitting and delivery, 500 and 2500 mile inspections.

When the accessory oil filter is installed on the One-Ten and One-Twenty it should be made a point to check and tighten the nut once or twice during the first few hundred miles.

Whenever a new filter element is installed a new gasket should also be used. Gaskets are furnished with replacement elements.



## RIDE—18th Series

In handling ride complaints it is necessary to make sure that both front and rear ends are carefully neutralized.

Neutralization is checked by determining the friction lag. This has been explained in both the Shop Manual and the Service Letter, but we still find that the average service station does not appreciate the importance of the operation nor the necessity for doing the work just as accurately as possible.

The neutralization of the front end was covered in paragraphs Nos. 280 and 281 of the Shop Manual and in the Service Letter of November 1, 1938. Please bear in mind that in the 18th Series cars an additional point which must be neutralized is the torque arm rear end mounting.

In the 18th Series models we have found that neutralizing the rear end is more important than ever before. If this is not properly done the rear seat will give a stiff, choppy ride. The rear end as well as the front must be neutralized so that the friction lag does not exceed  $\frac{1}{2}$ ".

First, loosen the spring shackles and the U-bolts which hold the springs to the axles and bounce the rear end vigorously to make sure that the bushings are centered. Also, see that the springs are not shifted sideways so that they bind the shackles and in tightening the shackles and the spring U-bolts make sure that the shock absorber brackets are not twisted in the tightening operation. The U-bolt nuts must be seated evenly in order to prevent distortion of the springs and brackets.

In checking cars using the direct acting shock absorbers, you must see that the shock absorbers are lined up with the pins. Also make sure that the nuts have not been pulled up so tightly as to dish the washers because the dishing of the washers will bind the rubber bushings and stiffen the shock absorber action.

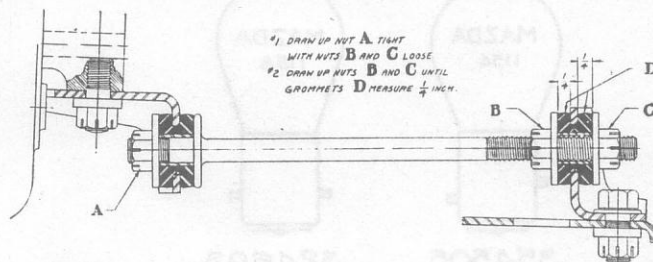
See that the fifth shock absorber is checked as described in Section 287 of the Shop Manual.

You will find that if the above work is properly done and if the friction lag when carefully measured is not over  $\frac{1}{2}$ " the ride will be satisfactory. It is possible, however, to take a further step in those cases where the rear seat ride is criticized as still too stiff.

The 18th Series cars use Silenite inserts between the lower spring leaves, and it will be found that the 5 A.L. lead buttons which we used in the 17th Series will soften the spring action. In the 110 and the 120 the lead buttons should replace the Silenite at each end of each lower leaf, and in the Super-8 the buttons may be used in the two lower leaves.

## ENGINE ROUGHNESS—18th Series

Some instances of roughness in Eighteenth series cars not equipped with Econo-Drive have been found due to improper adjustment of the engine snubber, or fore and aft stabilizer, between the rear of the transmission and the frame.



Your first step, upon a complaint of engine roughness, should be to neutralize the snubber link as follows:

1. Loosen nuts "A," "B," and "C" until snubber link and rubber grommets are entirely free.
2. Draw up "A" tight, leaving "B" and "C" loose.
3. Draw up nuts "B" and "C" until both grommets "D" are compressed to  $\frac{1}{4}$ " thickness.

## SPARE TIRE RATTLE—18th Series

Noise caused by the spare tires in the trunk compartment will generally be found due to the tire rocking on the floor pan. In extreme cases this movement may be enough to permit the shelf to strike the side of the body.

It will usually be found that the front tire clamp is set so high that when the rear clamp is tightened the tire rides up the incline in the floor instead of being held tight to the floor. The tire, being supported at only two points, is, of course, free to rock.

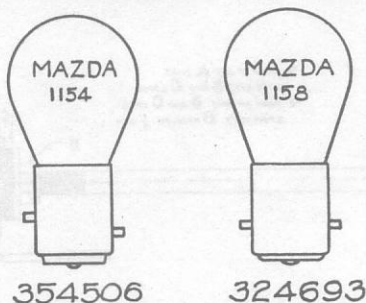
The best solution is to remove the forward clamp and bolt or rivet a  $\frac{3}{8}$ -inch thick piece of tire carcass approximately  $21\frac{1}{2}$ " x  $31\frac{1}{2}$ " in size to the concave surface. This is all that will ordinarily be required to hold the tire flat on the floor. If further shimming is required, wooden blocks or tapered wedges can be fastened to the floor pan under the tire with Parker Kalon screws where necessary to make the tire solid.

Care should be exercised not to tighten the rear clamp so tight that it distorts the floor pan, forming a hump on which the tire can rock.

## FENDER AND TAIL LAMPS

### All 18th Series

Both the Preliminary Service Parts List and Preliminary Shop Manuals are in error in calling for Mazda 1158 bulbs in the fender lamps of 18th Series cars. These lamps require Mazda 1154 bulbs.



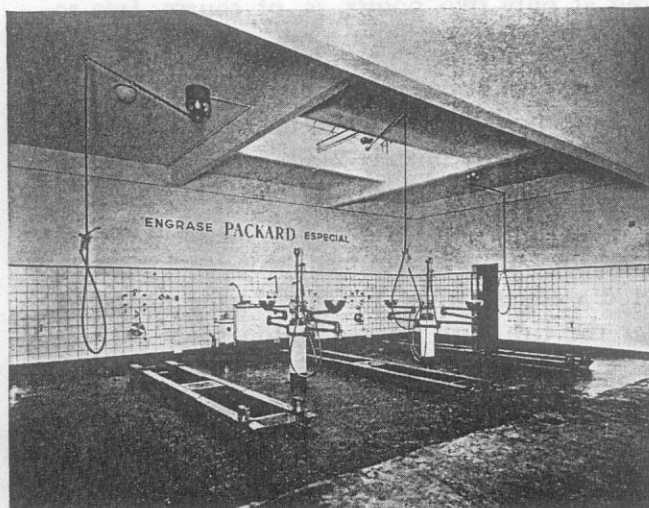
Both bulbs are double filament 21-3 candlepower and are the same except for the base. Mazda 1158 has common bayonet base, with the prongs directly opposite each other. Mazda 1154 has the new standard polarized base in which the prongs are offset. Needless to say, the two are not interchangeable in the same socket.

We are continuing the use of Mazda 1158 bulbs in the combination tail and stop lights for the present. This is the same bulb used in both 16th and 17th Series. In the near future, however, the socket will be changed to take the Mazda 1154 bulb.

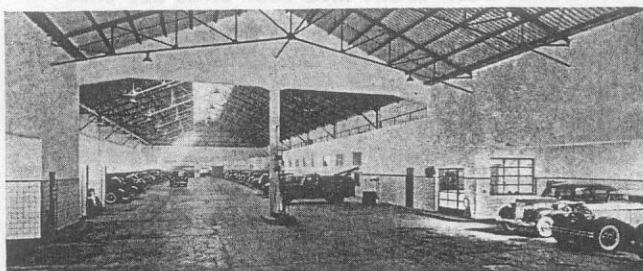
It will, of course, be necessary for you to stock both Mazda 1158 and 1154 bulbs in order to service Sixteenth, Seventeenth and Eighteenth Series.

## SERVICE IN BUENOS AIRES

Arocena and Tiphaine, Soc. de Resp. Ltda. of Buenos Aires, Argentina has a new building. Here we have the lubrication department. This general view shows to the right the parking place for cars ready for delivery. Parts department and offices are farther back on the same side.

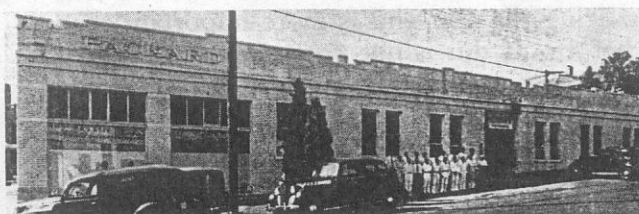


The walls are tiled in light blue with a red trim around the lower part. In the background, behind metal grillework is the adjustments or light repair



section. The car washing section is to the left. The total capacity of the service station is 100 cars, and these pictures prove it to be one of the finest.

## SERVICE IN TULSA, OKLAHOMA



Parrish, Incorporated, under the direction of G. Y. Parrish is justly proud of its building, its new lubrication set-up and its nineteen other good reasons why owners like Packard Service in Tulsa.

