



1939 FAIRS IN NEW YORK AND SAN FRANCISCO

From now until these two Fairs end we can look for an increased number of touring Packard owners.

Every Packard service man should lean over backward to give tourists the kind of attention that will leave with them a high regard for the Packard car and Packard service.

They will want the quickest service at fair prices, but above all they must have *correct work*.

Be honest with the tourist. If you don't know *for sure* what's wrong, admit it; but don't do "ineffective" work and take his money only to have him experience the same trouble after he leaves you.

Don't criticize the work of another Packard service station in front of the owner—nothing can be gained.

Never let an owner think his particular trouble is common to all our cars — let him think it's very "exceptional."

Leave other than emergency policy work until the owner returns home.

All Service Managers should understand thoroughly the Packard Service Policy, particularly as it applies to "tourists." Read carefully the Factory Service Trade Letters:

T-2882 (TL-209) dated Oct. 14, 1937

T-2894 (TL-213) dated Dec. 15, 1937

T-2902 dated Mar. 21, 1938

Unless you understand these arrangements and the routine for handling Warranty and Policy work, a great deal of confusion and dissatisfaction will result. In case of doubt on the part of a dealer about any question of Policy, call your distributor.

We want Packard Service to be uniformly good everywhere.

Very truly yours,

General Service Manager,
PACKARD MOTOR CAR COMPANY

ECONO-DRIVE BEARING PRELOAD — 1700-1-2-3-5

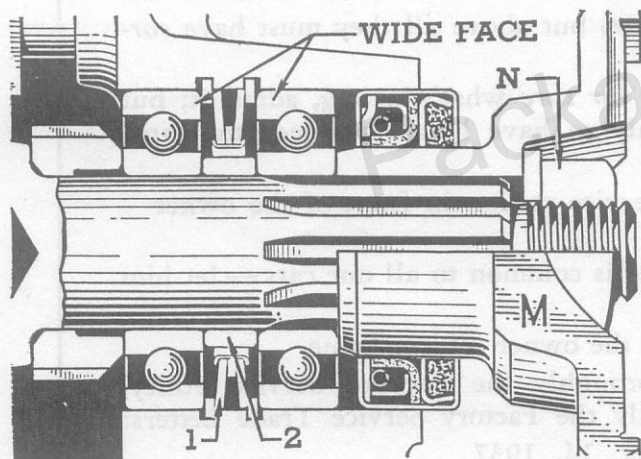
The Econo-Drive rear bearing mounting has been changed so that the preload will be applied by a spring washer assembly and solid spacer installed between the bearings rather than the manual adjustment previously applied by the collapsible spacer and tightening of the flange nut.

Units fitted with spring preload washers can be identified by the letter "M" stamped on the flat side of the universal joint flange.

The new spring washer assembly and solid spacer are now available through the Parts Department and should be installed in all Econo-Drive units that are disassembled for any reason. The following parts will be required:

341264 Spacer	1 required
341266 Mainshaft Bearing Spring Assembly	1 required

When the above parts are installed the letter "M"— $\frac{1}{4}$ " high should be stamped on the flat side of the universal joint flange.



Only the new type parts are being carried in service stock. The new spacer and spring assembly will be shipped on orders for the old type collapsible spacer 338476. Distributer and dealer stocks of the old type spacer should be scrapped.

Disassembly of the Econo-Drive units is substantially the same as described in the Film Supplement, "The Packard Econo-Drive" and the Service Letters of October 1, 1938, and January 15, 1939. After the unit has been disassembled and the bearings removed from the case, installation of the spring washer assembly is as follows:

1. Remove rear bearing retaining snap ring, piece number 338478 from case.

2. Put spring washer assembly (1) in case. There is no front or rear to the washer but care should be used to see that the cotter pins in washer are not caught under bearing retaining snap rings.

3. Install rear bearing retaining snap ring. The spring washer must be compressed to install the retaining ring. Use a brass drift and tap ring down and into seat in groove.

Reassembly is substantially the same as previously described in the Film Supplement, "The Packard Econo-Drive" and Service Letter of October 1, 1938.

The main shaft is assembled on the overrunning clutch and the new solid spacer put on the shaft. The case is then assembled to the unit, the rear bearing and oil seal installed and the case bolted to the unit. Then install the universal joint flange and pull the flange nut up tight using S.T. 5084 or similar long-handled wrench. With the spring washer, the bearings are automatically preloaded and it is no longer necessary to measure it on the flange.

HIGH SPEED MISS

A high speed miss or cutting out at speeds in excess of sixty miles per hour after the engine has warmed up, which may be mistaken for vapor lock, is usually due to starvation or running out of fuel. This complaint is likely to be found only in cars not equipped with Econo-Drive.

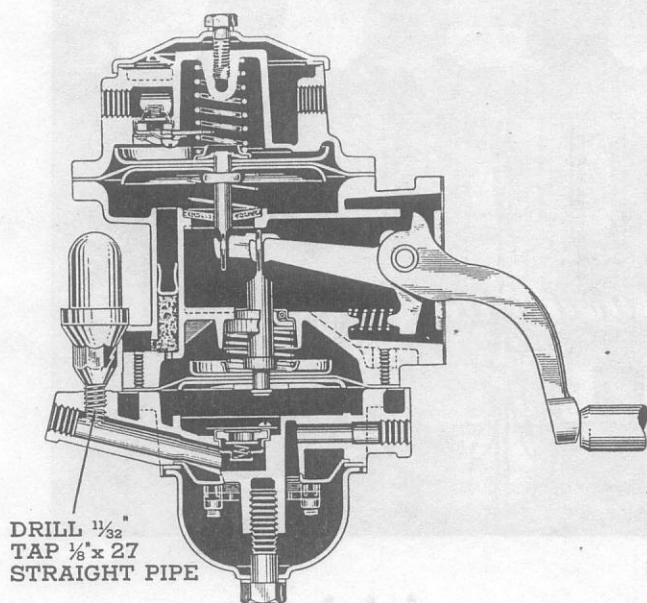
This condition is due to failure of the fuel pump at high speeds to supply gasoline to the carburetor as fast as it is drawn out of the float bowl so that the level of the gasoline is gradually lowered to the point where the main jet is uncovered and the carburetor actually runs out of fuel.

Although this condition is usually not encountered until speeds in excess of sixty miles per hour are reached, once it develops it will continue at lower speeds until all the air has been expelled and the fuel lines and float bowl are again filled.

The high speed capacity of fuel pumps which have been tested and found to be otherwise normal may be increased to supply a sufficient quantity of fuel by installing an air dome such as is used on the Super Eight. Air domes are carried

in service stock under piece number AC 1523319 with a suggested list of 45 cents each.

The installation can be easily made. After the



fuel pump is removed from the engine it is only necessary to drill out the cored recess in the discharge side, $\frac{11}{32}$ " inch, tap $\frac{1}{8}$ " x 27—straight pipe thread, and install air dome.

HEARSE AND AMBULANCE SPECIFICATIONS

With the Service Manager's copy of this edition of the Service Letter you will find a new cover for the 1939 Specifications on Hearse and Ambulance Chassis. The new cover is dated April 1, 1939, and is called "Special Edition Commercial Chassis."

This cover should replace the cover now on the special edition of the Commercial Chassis Service Letter issued under date of December 15, 1938. The old cover should be removed and destroyed.

SELL REPLACEMENT CARTRIDGES

Now, when so many people are conditioning their cars for spring and summer driving, be sure to include a new Purolator Cartridge with every lubrication sale.

The Packard Purolator filters the dirt and carbon out of the oil and restores its natural color, all in one operation.

As you know, these cartridges should be changed every 8000 miles. Many have been neglected during the winter, so start a campaign on this item NOW!

BODIES FOR SALE

The surplus materials department at the factory has on hand three used bodies. They are not complete in every respect but have glass, upholstery and practically all of the hardware. Before using they will require a cleaning of the upholstery and refinishing. They can be purchased very reasonably.

There is a 1001 five-passenger sedan, a 903 five-passenger sedan and a 1108 seven-passenger sedan.

If further information is desired, please write the Service Letter Editor.

DEPARTMENTAL SIGNS

SCIENTIFIC BRAKE SERVICE

Size 8" x 28", \$1.70 each—Single Face;
\$3.00 each—Double Face.

Now you can "dress up" your shop with departmental signs at a very low cost and no operating expense.

These attractive signs require no electricity. The specially designed chromium-plated letters stand out clearly even in poorly lighted shops. They reflect the light from any source, delivering a brilliant, readable message.

10 feet of chain furnished with each sign. Heavy channel steel frame makes sign very strong and permits use of either single or double-faced showing.

Distributors order from Factory Service Promotion Department. Dealers order from Distributors.

SIGNS AVAILABLE

Ladies' Rest Room
Men's Rest Room
Cashier

Parts
Used Cars
Specialized Lubrication
Steering—Axle—Wheel
Car Washing—Polishing
Radiator Flushing—

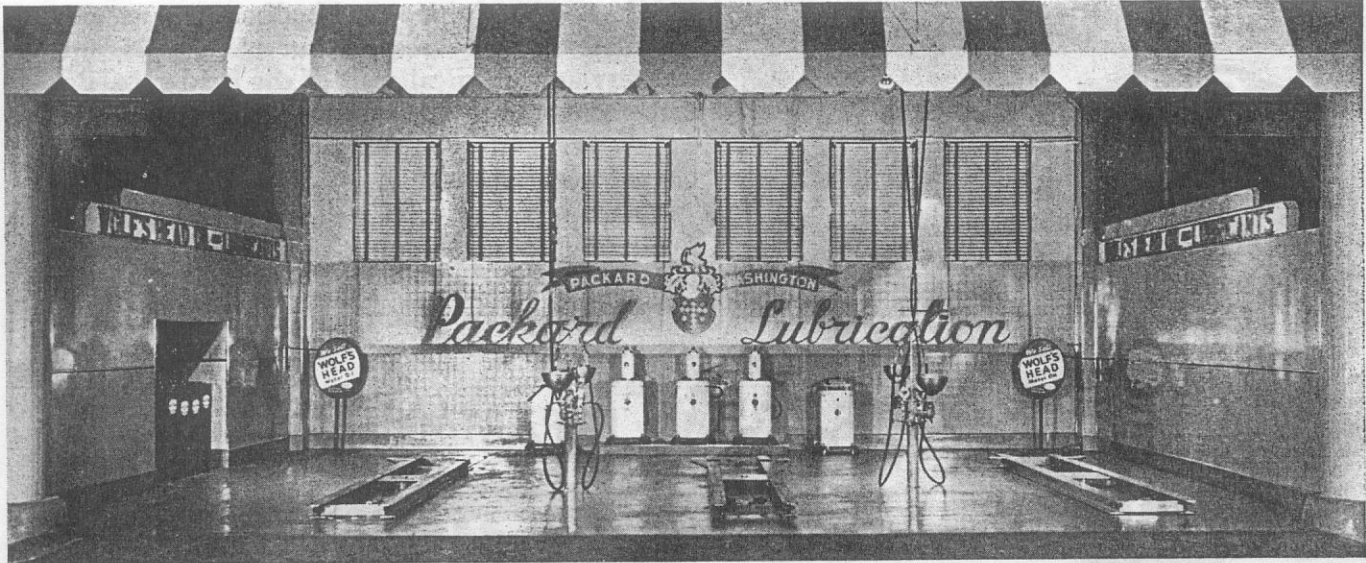
Repairing
Radio Service
Scientific Brake Service
Body Service—Metal
Bumping
Please Drive Here

Battery—Electrical
Motor Analyzing—
Quick Service

Tire Service
Service Dept.
Battery Service
Electrical Service
Thank You, Come Again
New Car Delivery
Service Entrance
Service Exit
Parts and Accessories
Customers' Waiting Room
Steering—Tires

(Specify Right or Left)

PACKARD WASHINGTON LUBRICATION



The boys in Washington had a real problem in working out a lubrication department that would really do a job. At the opposite end of the building from the entrance door was the logical place for the lubrication department. They built one, but the glare of light from a line-up of windows across the entire end of the building made it impossible to see. All the fancy background and equipment was in the dark underneath the windows so they decided to go modern.

They put in a new brightly colored background with wings which separated this department from other activities. They put in Venetian blinds to soften the outside light and under a valance they concealed floodlights. The decorations are unusual and the equipment is modern. With three lifts, the volume of work that can be turned out is a source of both pleasure and profit.

We don't know just who is entitled to the credit. Probably each one would say that the other one did the work. Mr. W. A. Richards is Service Manager and Mr. L. B. Roland is Assistant Service Manager.

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.

EXPORT PARTS

This is Jack North. He handles parts and accessory orders for all distributors outside of the United States and Canada. Trying to get the right



part into North China or South Africa at just the right time and at the right price must take a lot of fancy figuring that our domestic parts men don't have to bother with. The service men in various parts of the world will be interested in what a fellow looks like who can do these things so satisfactorily.

SUGGESTIONS OR QUESTIONS ARE ALWAYS WELCOME. ADDRESS—N. A. LULL—EDITOR PACKARD SERVICE LETTER