

C.R. Smith



WHAT BRINGS THEM BACK?

What is it that makes customers come back to the service station? A good follow-up system helps. Personal contacts and phone calls help. Letters, folders and post cards intelligently used help. Prompt, courteous service salesmen help. Prompt and correct billing of repair orders helps. But we still haven't the complete answer, because all of these put together do not give the owner what he came in to get. All of these things are trimmings. Important, yes, but still just a part of the job.

The real answer is to give the customer a quick, accurate diagnosis and a good lasting correction for his difficulties. You can sum it up in two words—Quality Workmanship.

It's quality workmanship that the customer expects when he drives into a Packard Service Station. In his mind this applies all the way along the line—to the salesman who meets him and diagnoses his trouble, to the parts man, to the mechanic and to the cashier.

Buying service is something like buying a pie. A pie may be bought as a four, a five, or a six piece dessert. Regardless of the number of pieces, they all have to be of the same quality of workmanship if the pie is to be called good. No single piece of the pie can be of poor quality any more than one part of service can be of poor quality and expect the whole result to be satisfactory.

The selling, the finding of the trouble, the fixing and the collecting has to be right as a whole. You can't fall down on any single item without spoiling the effect.

Quality is a close relative of cleanliness. Of course, you can have one without the other, but they are much better together. A good meal in a clean restaurant goes better than a good meal in a dirty restaurant. A good girl in a clean dress—well anyway you get the point—they go together.

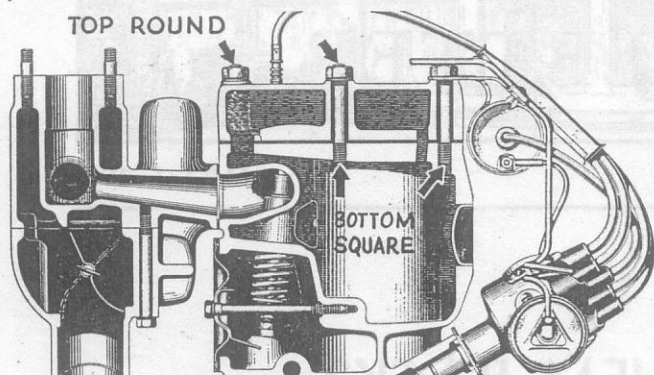
Likewise quality work goes with quality material and quality equipment. You have to have good tools to do good work in the shortest possible time.

And of course quality work can be done only by quality men—men who take pride in their workmanship. A man's pay may be the most important part of his job, but the fact still remains that pride of workmanship is a big factor in making a job worthwhile, and it goes a long way toward making life worth living.

It's pride of workmanship that keeps your chin up and your chest out, and never get the idea that it doesn't directly affect your pay envelope. Poor quality does affect sales. It does drive customers away. Quality workmanship on every job from every man produces the kind of service customers want. They will come back and they will tell others.

CYLINDER HEAD STUDS ALL MODELS

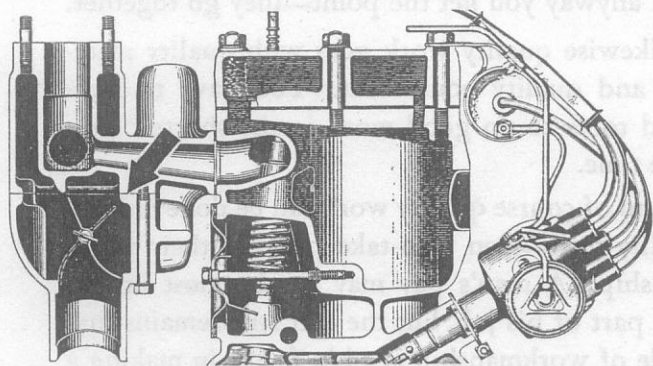
The thread on the lower end of the cylinder head stud is cut oversize to insure a tight seat in the block and prevent leakage from the water jacket.



For ready identification the end of the stud that goes into the block is cut off square and the top end that takes the nut is rounded. When installing new studs, coat thread with Perfect Seal gasket paste and seat securely in the block.

INTAKE AND EXHAUST MANIFOLD 1700-1-2

No gasket is used between the intake and exhaust manifolds where they are joined to form the hot spot, the faces of the joint being coated with



Perfect Seal gasket paste at assembly. Should an exhaust leak develop at this point, the manifolds should be disassembled, the joint cleaned thoroughly and recoated with Perfect Seal paste.

STICKING VALVES

Some trouble with sticking valves may be experienced in cars withdrawn from storage stocks unless the precautions outlined in the Dec. 15, 1938, Service Letter have been carefully followed.

Running the engine for short periods such as to move the car while in storage will cause condensation to form on the valve stems and guides, rusting them.

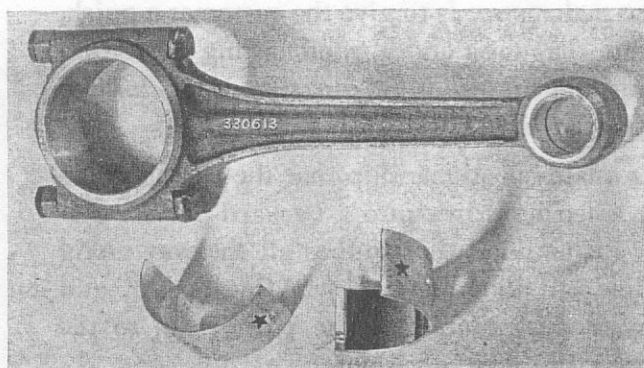
The rust accumulation may be sufficient to stick the valve while the car is being prepared for delivery in which case it can be corrected before delivery to the customer. Unfortunately if the rust accumulation is slight the valve may not stick until a slight amount of carbon has been added to the rust by the first few miles of operation in the hands of the owner.

When valves stick due to rust on the stems there is little that can be done to free them up and effect a permanent cure other than removing the valves and cleaning off the rust. Once cleaned up, the valves will not rust again in normal operation.

CONNECTING ROD BEARINGS SIX AND EIGHT

Service Stores division is no longer supplying the Sixteenth and previous series connecting rod and bearing assembly 320108. The Seventeenth Series rod 338834 is being shipped on all orders for the earlier type.

The two rods are alike and are interchangeable except that the Seventeenth Series thick backed bearing shell 335828 must be used with the late type rod.



This means that where one connecting rod only is changed in a Sixteenth or earlier series engine two different bearing shells will be required. The connecting rod requiring the thick backed shells is identified by the forging number 330613 on the shank of the rod. The thick backed bearing shell is identified by a star following the piece number stamped on the back.

MAIN BEARING SETS

The Service Parts Department is now prepared to furnish main bearings in sets at a saving over the total of the detail parts. Order as follows:

Pc. No.	Size	Models	Suggested List Price
AA-348315	Std.	115, 1600, 1700	\$6.50
AA-348316	.001 U.S.	115, 1600, 1700	6.50
AA-348317	.002 U.S.	115, 1600, 1700	6.50
AA-348318	Std.	120, 120-B, 120-C, 1601-2, 1701-2	7.50
AA-348319	.001 U.S.	120, 120-B, 120-C, 1601-2, 1701-2	7.50
AA-348320	.002 U.S.	120, 120-B, 120-C, 1601-2, 1701-2	7.50

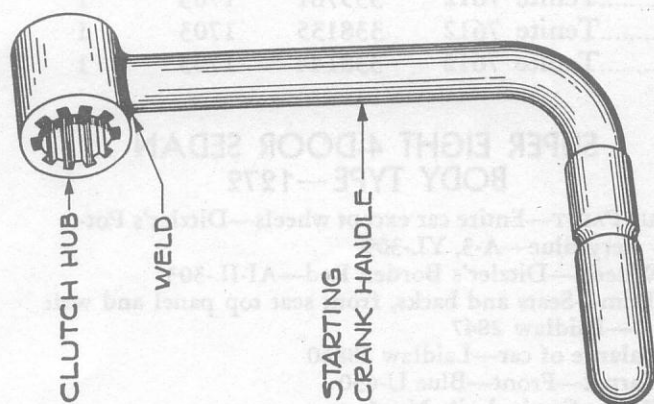
ECONO-DRIVE CARS

The motor numbers of the first cars using Econo-Drive assemblies with spring preload washers described in the April 1st Service Letter are as follows:

Packard Six	B-25487
Packard Eight	B-317768
Packard Super Eight	B-505773

TRANSMISSION CHECKING CRANK

A tool suggestion has been received from E. J. Watson, Shop Superintendent of Philadelphia. He claims this has been very helpful for working on and checking transmissions.



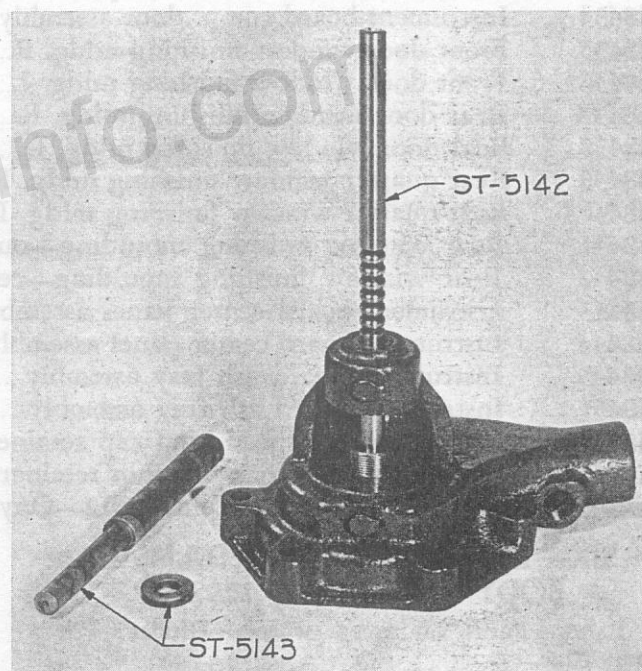
The illustration will give you the necessary information and shows a handle attached to a Sixteenth Series clutch hub plate spline. A similar tool could quite easily be made up in your own shop at very little cost and undoubtedly would pay for itself many times over.

SERVICE CAR

You may not be able to pick up such a good looking load with your service car, but you can have a car that will look just as good, and one that you can be proud of. The picture comes from Lowry and Wheaton, Redlands, California.



WATER PUMP TOOL SET



Tool ST-5142 Water Pump Bushing Burnisher . . \$3.00
Tool ST-5143 Water Pump Bushing Driver 1.25

Tool ST-5142 Bushing Burnisher is by far the most accurate tool of its kind. It does not remove metal from bushings but squeezes it to a smooth lasting finish to the correct size of the pump shaft.

These bushings should not be reamed as they are made of porous material and may score.

ST-5143 is used to remove the old and replace the new bushing. Shipped only on order.

SPECIAL RIVIERA MODELS

Cars put through as "Riviera" Models have special paint and upholstery and special color Tenite knobs and handles. We have assigned service piece numbers to the "Tenite" parts and the special window mouldings.

		Tenite No.	Same except color	Model	Req'd.
O-348419	Steering column gear shift lever knob.....	9898	338212	1700-1	1
O-348420	Steering column gear shift lever knob.....	7612	338439	1703	1
O-348421	Ventilator handle knob.....	9898	337057	1700-1	1
O-348422	Ventilator handle knob.....	7612	337624	1703	1
O-348423	Front door window regulator handle.....	9898	337066	1700-1	2
O-348424	Front door window regulator handle.....	7612	245194	1703	2
O-348425	Front door window wing regulator handle.....	9898	337067	1700-1	2
O-348426	Front door window wing regulator handle.....	7612	245195	1703	2
O-348427	Rear door locking rod knob.....	9898	337565	1700-1	2
O-348428	Rear door locking rod knob.....	7612	337622	1703	2
O-348429	Electric dome light switch.....	9898	328944	1700-1	1
O-348430	Electric dome light switch.....	7612	337625	1703	1
O-348431	Instrument board instrument panel assy.....	7612	335823	1703	1
O-348432	Instrument board comp. door assembly.....	7612	337423	1703	1
O-348423	Rear door window regulator handle.....	9898	337066	1700-1	1
O-348424	Rear door window regulator handle.....	7612	245194	1703	1
Grain No.					
O-348433	Instrument board instrument panel assy.	9173-SP-9325	333394	1700-1	1
O-348434	Instrument board comp. door assembly.....	9173-SP-9325	328954	1700-1	1
O-348435	Front door window finishing mldg. R.....	9173-SP-9325	331760	1700-1	1
O-348436	Front door window finishing mldg. L.....	9173-SP-9325	331761	1700-1	1
O-348437	Rear door window finishing mldg. R.....	9173-SP-9325	331766	1700-1	1
O-348438	Rear door window finishing mldg. L.....	9173-SP-9325	331767	1700-1	1
O-348439	Rear quarter window finishing mldg. R.....	9173-SP-9325	331780	1700-1	1
O-348440	Rear quarter window finishing mldg. L.....	9173-SP-9325	331781	1700-1	1
O-348441	Rear window finishing moulding—outer...	9173-SP-9325	331772	1700-1	1
O-348442	Rear window finishing moulding—center.	9173-SP-9325	331775	1700-1	1
O-348443	Instrument board center panel assembly....	9173-SP-9325	333155	1700-1	1
O-348444	Instrument board center panel assembly.....	Tenite 7612	335767	1703	1
O-348445	Instrument board ash tray assembly.....	9173-SP-9325	333359	1700-1	1
O-348451	Instrument board ash tray assembly.....	Tenite 7612	335761	1703	1
O-348452	Instrument bd. speed. dial cap retainer.....	Tenite 7612	338135	1703	1
O-348453	Instrument bd. clock dial cap retainer.....	Tenite 7612	338144	1703	1

Note—Tenite 9898—Cloudy Grey; Tenite 7612—Onyx

SIX—EIGHT—4-DOOR SEDANS BODY TYPE—1282, 1292

BLUE PAINT—Entire car except wheels—Ditzler's Pottery Blue
Wheels—Ditzler's Borden Red
Stripe on wheels—Pottery Blue
Trim—Seats and backs, front seat top panel and welt—Laidlaw 2847
Balance of car—Laidlaw 28860
Front and rear carpets to harmonize

GREEN PAINT—Entire car except wheels—Ditzler's Raleigh Tavern Green
Wheels—Ditzler's Milori Green
Stripe on body and bonnet—Milori Green
Stripe on wheels—Tavern Green
Trim—Seats and backs, front seat top panel and welt—Laidlaw 2804
Balance of car—Laidlaw 28230
Front and rear carpets to harmonize

SUPER EIGHT 4-DOOR SEDAN BODY TYPE—1272

BLUE PAINT—Entire car except wheels—Ditzler's Pottery Blue—A-3, YL-309
Wheels—Ditzler's Borden Red—AI-IL-303
Trim—Seats and backs, front seat top panel and welt—Laidlaw 2847
Balance of car—Laidlaw 28860
Carpet—Front—Blue U-630
Rear—Crushed pile No. 5

GREEN PAINT—Entire car except wheels—Ditzler's Raleigh Tavern Green—IL-271
Wheels—Ditzler's Milori Green—SW-357
Trim—Seats and backs, front seat top panel and welt—Laidlaw 28230
Carpet—Front compartment—No. 2 Mohair
Rear Compartment—Crushed pile No. 8
Instrument board—Onyx color Plastic
Steering wheel—Onyx color Tenite—Flexible type.