

R. Smith



## 1940 PACKARD SERVICE AWARDS



The Packard Master Servicemen, who have completed the 1940 Service Training Program, will very shortly receive their 1940 certificate cards. These are being sent with the graded No. 6 question sheets.

Those men, who completed the first three question sheets on time as indicated by the factory record, have previously received their Packard Master Servicemen's buttons.

Those who were enrolled but did not complete their papers on time and have now completed all six papers and sent them in to the factory prior to July 12 and have received satisfactory grades, are now eligible to receive both the button and the certificate card. Of course, only those who have completed all six papers with satisfactory grades are eligible.

There will be some who will be disappointed because they are not on the "graduated" list, and all that can be said is that we are sorry you did not find time to complete your papers on schedule. Certainly one of the qualifications of a good serviceman is that he does his work on time as well as that he does his work well.

During next fall and winter we hope to conduct another similar training program. We hope that both those who completed the 1939-40 program as well as those who did not complete it will participate in the next service training activity.

Packard Master Service Managers will be receiving their certificates provided they likewise

completed the entire course on time and with satisfactory grades.

The Service Award Plaques have also been awarded. Only those dealers and distributors, who obtained a satisfactory rating on the service development program and who participated in the service training activity, will receive the 1940 Service Award Plaque. It is a symbol of accomplishment through the cooperation of the management and the entire service department. It likewise is a challenge to maintain the high standard of Packard Service which you have set.

## MECHANICS, MECHANICS AND MORE MECHANICS

41,700 car dealers in the United States. 25,000,000 passenger cars calling for lubrication and mechanical service. A vast national program calling for mechanized equipment, aircraft, etc. Where will the necessary mechanics be found? and trained?

There's only one answer. Put the mechanically minded young men to work as helpers and apprentices.

Tell the schools in your community what they can do and cooperate with them.

Don't leave this job "to someone else"—it will never be done.

Here's an opportunity to do a constructive piece of work for the country—and yourself.

J. F. Page

PACKARD OWNERS ARE BEST SERVED BY PACKARD

## HIGH-SPEED BATTERY CHARGING

At the present time there is considerable activity in advertising and promoting the sale of equipment for the rapid recharging of storage batteries. As one of the advantages of this equipment, it is claimed that a person can have his battery recharged while waiting for a grease job or oil change on his car. If it were possible to do this without harming the battery, we would have no objection to it, but, unfortunately, this is not the case.

The manufacturers of our batteries report that the equipment they have tested has delivered approximately 8.4 volts at the battery terminals. If 8.4 volts are applied to a discharged 6-volt battery, the charging current will be from 160 to 200 amperes and this rate will only taper off to about 120 amperes at the end of 45 or 50 minutes. Obviously this rate is entirely too high for an automobile battery.

The results of this high rate of charge are:

1. Overheating of the battery. Temperatures of 150° to 175° F. are common.
2. Excessive gassing. The gas bubbles displace the electrolyte, causing it to overflow through the vent holes and spread over the top of the battery and connections.
3. Acid fumes can be plainly detected 12 inches or more above the battery. This can damage the upholstery of the car.

In view of these facts, we cannot recommend the use of apparatus of this kind.

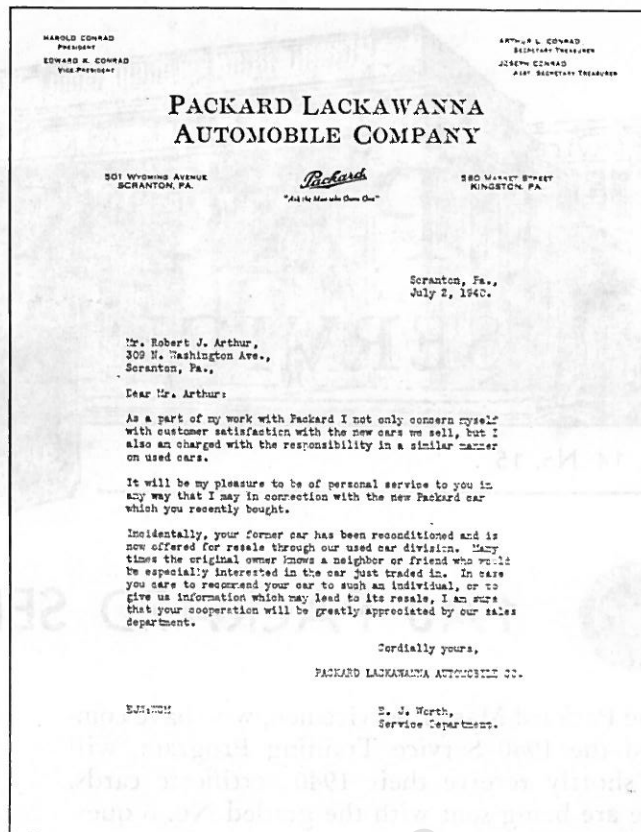
## THE LITTLE EXTRA ATTENTION THAT COUNTS

We can't use names without receiving definite permission, so we will simply say that a customer stopped in Denver. She received a type of service which impressed her as going a little beyond the ordinary. It had a little more thoroughness and a little more politeness in it, and after she left Denver she wrote the following letter:

"This is to say 'Thank you again' for your courteous attention to us and your satisfactory service on our car. We felt so safe after you fixed our car brakes and assured us everything would be all right for travel. We did have a pleasant trip and I want you to know we appreciate your kindness. You sent us off so happy over everything that we drove on to Salina, Kansas, that night.

"Thank you again for being so very nice to us. I wish our Packard dealer in ——— had a service manager like you.

Sincerely"



## STATION WAGON WARRANTY

The Hercules Body Company warranty is 90 days from date of delivery for the replacement of body parts, accepting claims for labor within the warranty period on the same basis as applies to the Packard chassis.

To participate in the warranty all replacement parts as listed in the Hercules Station Wagon Body parts list are to be purchased direct from them. They reserve the right to refuse credit allowances on any parts purchased locally.

When corrections are to be made within the warranty, the distributors and dealers should communicate direct with the Hercules Body Company at Evansville, Indiana. Their experience and advice in the proper corrective measures to be made will undoubtedly be most helpful and economical. A complete description of the trouble should be given, including Hercules Body number, motor and vehicle number, delivery date and mileage. If replacement parts are required they will be shipped immediately.

Station Wagon body parts claimed to be defective are to be shipped direct to them transportation charges prepaid. Claims for both labor and material should also be mailed direct to them.

In connection with warranty service on tourists' Station Wagons, any replacement or adjustment on the body, usually can be held up until the owner returns home to his selling dealer.

# PARTS AND ACCESSORY ORDER FORMS

PACKARD DEALERS PARTS OR ACCESSORY ORDER			
ORDERED FROM	CHANGE TO	Order No.	6676
ADDRESS	ADDRESS	DATE	
ORDER BY PART NUMBER USE YOUR PARTS BOOK	SHIP TO ADDRESS	SHIP VIA	CONFIRMING
IF UNABLE TO FURNISH PART NUMBER GIVE MODEL MOTOR SERIAL AND BODY TYPE NUMBERS WHEN ORDERING—PAINTED PARTS—SPECIFY COLOR—TRIM PARTS—SPECIFY SET NUMBER			
QUANTITY	PART NUMBER	DESCRIPTION	FOR SIXTH-BATTERY USE ONLY
QUANTITY	PART NUMBER	DESCRIPTION	FOR SIXTH-BATTERY USE ONLY

Packard Dealers' Parts and Accessory Order Forms are now available from The Reynolds and Reynolds Company, Dayton, Ohio.

These are carried in two styles. The serially numbered form, VTA-36, is carried with duplicate copies; the first copy white, the second copy yellow; twenty-five sets to a pad. These are priced as follows:

5 pads	125 sets	\$1.15
10 pads	250 sets	2.00
20 pads	500 sets	3.85
50 pads	1M sets	7.25

VTA-36A is the same except that all copies are printed on white paper and the forms are not serially numbered. These are carried fifty sheets to a pad and are priced as follows:

5 pads	250 sheets	\$1.00
10 pads	500 sheets	1.80
20 pads	1M sheets	3.25

These forms were previously carried by the factory. They are now carried in stock by The Reynolds and Reynolds Company of Dayton, Ohio, and should be ordered direct.

## LUBRICATION CAUTION ALL MODELS

Care should be used when lubricating the front support arm outer bearing.

On the Eighteenth Series cars the roller bearing retainer and sealing cap are formed in one piece,

with a lubrication fitting for each bearing. On previous series cars the roller bearings are held in by a sheet metal plug pressed in each end. On these earlier cars but one lubrication fitting is provided and the support arm pin is drilled to carry grease to the opposite end.

With either type, care should be used when lubricating these bearings with a pressure gun. Too much pressure may force out the plug or bearing retainer. The best practice is to use a hand gun when lubricating this point.

## HEAT IN CARS ALL MODELS

Several complaints of heat inside the body of the car have been traced to the battery box cover being off.

Our current cars are well insulated and the ventilation balanced so that inside body temperatures do not become objectionably high when everything is tight and body openings are closed properly.

When the battery box cover is left off, however, heat from the engine, which is carried away under the car, as well as the heat from the pavement is drawn up into the car interior, and may raise the inside body temperature to an objectionable degree.

Care should be used when replacing the battery box cover to make certain that it is securely fastened and will not be jarred loose in a few miles of operation.

The battery box cover is held in place by a lip on one edge of the cover engaging in a slot in one side of the body floor opening and a latch, turned by means of a screwdriver slot in the head of the nut, engaging in a longer slot on the opposite side.

One end of the latch is off-set down to engage in the slot. The other end, not being off-set cannot be readily engaged. When removing the battery box cover the latch nut may be turned in either direction.

When replacing the cover make sure that the lip is engaged in the narrow slot in the inner (right hand) edge of the opening. Then press down on the cover and turn the latch to engage the long slot in the outside (left hand) edge of the opening. Note:—To engage the latch, it must be turned in the opposite direction to that in which it was turned to unlatch.

Always try the cover before replacing the seat cushion to make sure the latch is engaged and the cover is securely fastened.



# THE NEW LUBRICATION-INSPECTION SERVICE

## SIX CHASSIS LUBRICATIONS

The six chassis Lubrication-Inspection Plan announced in the Service Letter of June 15 is now in effect. The new small size books, with a suggested listing of \$6.00, selling to the customer at \$3.90, are available, and orders should be placed with The Reynolds and Reynolds Company of Dayton, Ohio.

The new books contain six coupons which are exactly the same. They call for a complete chassis lubrication and a definite inspection printed on each coupon.

No. 7 coupon calls for a motor test. On new cars this can be handled in connection with the 2500-mile inspection coupon attached to the Owner's Service Card. On books sold to owners on other than new cars the motor test coupon may be used at any time, preferably after the car has been on the lubrication schedule for a period of approximately 3,000 miles.

The motor test includes a complete inspection. It does not call for any work which the inspection may indicate is necessary. It is merely a test or inspection coupon. There are fourteen items listed as follows:

- |                               |                                 |
|-------------------------------|---------------------------------|
| 1. Spark Plugs.               | 8. Condenser Test.              |
| 2. Compression Readings.      | 9. Distributor Point Condition. |
| 3. Valve Condition.           | 10. Distributor Point Spacing.  |
| 4. Piston and Ring Condition. | 11. Generator Output.           |
| 5. Battery Condition.         | 12. Generator Condition.        |
| 6. Starting Motor Condition.  | 13. Carburetor Test.            |
| 7. Coil Test.                 | 14. Automatic Choke Condition.  |

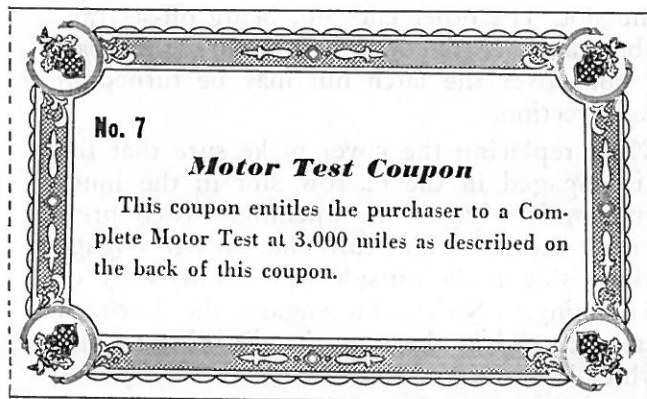
If you have motor analyzing equipment the car should receive a regular inspection on such equipment. If you do not have such equipment as the Sun or Allen motor analyzers, other shop equipment which is available may be used. The inspection is for the purpose of determining the condition of the motor, not for the purpose of correcting any condition which you find.

Please keep in mind that this is purely an inspection coupon. The inspection of spark plugs, for instance, might indicate that the plugs need cleaning and resetting. If so, such a report should be made to the owner. Compression reading means that the compression reading should be taken. It does not mean that any correction, due to any condition that may be found, should be made. The condition of the battery should be checked. This might be just a hydrometer check or better yet, it can be a complete check.

As stated, the purpose of the inspection coupon is to help the service station find out the exact condition of the motor and report the condition to the owner with a recommendation and estimate as to what may be necessary to put the motor in proper condition. It is a business builder if it is properly used.

We strongly urge you to consider the use of this new low-priced Lubrication-Inspection Service. It may be included in the delivered price of the new car; it should be included with every used Packard that you sell of approximately \$400. value and up.

If you have not previously used a Lubrication-Inspection Plan, we urge you to try this one. If you have used the coupon book plans recommended by the factory we urge you to try this new plan to reach the customers who feel the other plans are too expensive. This one is priced particularly for the Six owners. When you can talk to an owner about a \$6.00 plan which he can buy for \$3.90 and save \$2.10, you have something of definite interest to every owner, and we believe you will find that a lot of additional lubrication business can be picked up with this new service.



The Motor Test includes complete inspection of Compression, Ignition and Carburetion covering the following items:

- |                               |                                 |
|-------------------------------|---------------------------------|
| 1. Spark Plugs.               | 8. Condenser Test.              |
| 2. Compression Readings.      | 9. Distributor Point Condition. |
| 3. Valve Condition.           | 10. Distributor Point Spacing.  |
| 4. Piston and Ring Condition. | 11. Generator Output.           |
| 5. Battery Condition.         | 12. Generator Condition.        |
| 6. Starting Motor Condition.  | 13. Carburetor Test.            |
| 7. Coil Test.                 | 14. Automatic Choke Condition.  |