PACKARD SERVICE LETTER

VOL. 14 No. 2 JANUARY 15, 1940

START THE OWNER RIGHT

A great deal has been written on the subject of what makes an owner dissatisfied. There are many answers to such a question, but one which undoubtedly heads the list could be found in the condition, or lack of condition, in which the new car is delivered and in the little things which develop during the first few weeks of operation.

We should make sure everything possible is being done to get the new car into the hands of the owner in proper condition.

If conditions requiring adjustment are located early in the life of the car and definitely corrected, they are less expensive to handle, and certainly the owner is kept in a much better frame of mind.

Let's check into this procedure again and make sure that when a new car is delivered, there is also a service department contact and the Owner's Card and Inspection Coupons should be explained to the owner and he should be urged to take advantage of the inspections.

Let's see that a thorough job is done. For this purpose a simplified revised form of the New Car Fitting and Delivery PD-28B may be used. The cardboard copy of this form should start the repair order folder for each new car owner. This card should also be used when the 500 and 2500-mile inspections are made. Remove the card from the file and attach it to the cardboard copy of the repair order covering the inspection. Check each item and make any notations necessary. Return it to the owner's file when work is completed.

These contacts are your opportunity to thoroughly sell your service department and to create in the owner's mind that feeling of confidence which can only mean a continued series of satisfactory contacts with your service department.

PACKARD SERVICE
New Car Delivery and Inspection Order R. O. No.

Name Date 19
Street Phone Promised
City State Delivered

Paint	Trim	Model	Vehicle No.	Motor No.	Ignition Key	Comp. Key

	OPERATIONS	New Car	500 Mile	2500 Mile
	Fill radiator and tighten hose connections and drain plug			
	Tighten battery terminals and hold-down clamp			
	Check all lights, wiper, lighter, clock and horn			
	Fill crankcase to level and check air cleaner			
	Check and lubricate chassis, steering gear, transmission, differential, and brake master cylinder			
	Check toe-in and inflate tires to proper pressure			
	Tighten wheel hub bolts (remove tie-down clamps)			
	Start motor, check operation of starter, generator, oil pressure, gas gauge, heat indicator, carburetion and choke			
	Check operation of window regulators, door locks, key locks, and front seat control			
	Road test car (during test check clutch action and pedal clearance, handling of steering and brake action)			
	Wash and polish car and clean inside			
	Accessories Installed and Additional Work			

Stamp delivery date and name on number plate. ☐ Fill out Owner's Service Card. ☐ Place tools and Owner's Manual in car. ☐

Mechanic's O. K. Service Manager's O. K.

FORM PD 28B THE REYNOLDS & REYNOLDS CO., DAYTON, O. PRINTED IN U.S.A.

Order PD-28B from Reynolds & Reynolds, Dayton, Ohio—in duplicate—70c per hundred.

TRANSMISSION SPEEDOMETER PINION AND SHAFT

For Standard Transmission:

Piece Number	Number Teeth	Models	Ratio
347651	16	1803-6	3.9 to 1
335160	17	1701-3, 1601-3-4-5-6-7	4.9 to 1
335161	18	1700-1-3, 1803-4-5	4.36 to 1
		1701-3-5, 1803A Bus	4.54 to 1
		1701A-1703A, 1801A-1803A Bus	4.7 to 1
		1800	4.3 to 1
335162	19	1700-1801-3A	4.54 to 1
		1701A-1703A, 1801A-1803A	4.7 to 1
		1701A-3A-1801A Bus	4.9 to 1
		1801	4.36 to 1
		1801A	5.22 to 1
		(Use Adapter No. 348289)	
335163	20	1700	4.7 to 1
		1701A-3A, 1801A (Hearse and Amb.)	4.9 to 1

For Econo-Drive:

333699	18	1701-3	4.54 to 1
347536	18	1803-4-6-7	4.36 to 1
		1803A (7.50x16 tires)	4.7 to 1
333700	19	1705	4.7 to 1
347537	19	1801	4.36 to 1
		1801-5-8	4.54 to 1
		1801A (7.50x16 tires)	4.9 to 1
		1803A (7.00x16 tires)	4.7 to 1
333427	20	1700	4.7 to 1
		1701A-2-3A-5	4.9 to 1
347538	20	1800	4.55 to 1
		1801A (7.00x16 tires)	4.9 to 1

LAMP (LICENSE) REAR COMPARTMENT LID LOCK HANDLE ASSEMBLY 1800-1-3

On page 33, of the Eighteenth Series Preliminary Service Parts List, we list:

No. 348157 Lamp (License) Rr. Compart. Lid Lock Handle Assy. for Models 1800-1-3.

The handles carried under this number do not include small internal springs, washers, retainers.

The factory will hereafter supply:

No. 356606 Lamp (License) Rr. Compart. Lid Lock Handle Assy.

This includes the small internal detail parts.

Your parts lists and records should be changed accordingly and all orders sent to our factory should be entered under this latest part number.

The prices on No. 356606 assembly will be the same as on No. 348157.

IGNITION BREAKER POINTS 1800

Since the arrival of cold weather you may have encountered a few cases of hard starting or failure to start in the 1800.

When the motor starts with difficulty or will not start at all, the ignition breaker points should be examined. It may be found that the stationary point is "blued" to such an extent as to prevent a proper contact.

This breaker point condition is almost always associated with cold weather and with cars which are driven at slow speeds. In cold weather the voltage is higher and when the motor is run slowly the flow of current across the points may be in such volume as to cause this oxidized condition.

We are now carrying in stock a condenser of increased capacity, Auto-Lite Pc. No. IGW-3128A, which may be used when required. You will undoubtedly find that it need only be used in a small percentage of cases and these will be the cars which are driven at slow speeds.

When a car is driven at moderate or high speeds the larger condenser is neither necessary nor advisable. Too large a condenser will cause a transfer of the point material and will develop a miss.

The voltage regulator adjustment must always be checked when this point condition is found. Excessive voltage will burn the points even if condenser of increased capacity is used.

SERVICE QUESTION SHEETS

Up to date a total of 4,377 Packard servicemen have enrolled in the Packard Master Serviceman's activity and have received Question Sheet No. 1.

When the completed examinations are received, they are promptly graded and returned, accompanied by Question Sheet No. 2.

A number of Question Sheets No. 1 have not yet been completed and returned. If you have not sent yours in please do so at once.

Question Sheets No. 2 are being corrected and will be returned with Question Sheet No. 3 which will be ready about January 25.

The following servicemen have sent in Service Question Sheets with no identification other than their names. Please inform the Service Promotion Department of your dealer's firm name, city and state in order that we may return your papers. Hugh Campbell, L. R. Gilmore, Herman Jahns, H. J. Thalman.

OVERCHOKING

18th Series

This condition will not be experienced and these instructions do not apply to Code 10-39 E (1800) and 10-40 D (1803-8) and later carburetors in which the choke calibration has been changed.

We are still receiving reports of overchoking, which indicate that the instructions on this subject in the December 1 and 15 Service Letters are not being followed.

If you still have cases of loading and overchoking during the warm-up period with the earlier carburetors, review both articles, then make sure:

1. The regular or slow idle is set at between 8 and 10 miles per hour.

2. The entire choke mechanism is free and does not bind at any point.

3. The sides of the choke valve are not binding and that the edges are not cutting into the air horn throat, holding it shut.

4. The choke has been adjusted as lean as necessary to cause the choke to come off quickly and still permit the choke valve to close fully when cold.

Note: The choke is adjusted leaner by rotating the thermostat cover in the reverse direction to the arrow. The choke adjustment should be made cautiously—not more than one mark at a time. Too lean an adjustment (one in which the choke comes off too soon) will be indicated by false starts and a tendency to stall or pop back on acceleration. It may be necessary to richen the adjustment again with the return of mild weather in the early spring. If the adjustment is too lean, the choke may then fail to close fully, resulting in hard starting.

5. The hole and notch in the vacuum piston of the Super-8 have been soldered up.

6. The Super-8 manifold heat control spring has been tightened.

7. That on all cars the heat passages to the choke thermostat are clean, open and have no air leaks.

8. Radiator and fender grille covers are being used.

These points were all covered in detail in the previous issues of the Service Letters referred to. If you carefully follow each step in detail, it will provide satisfactory operation with but few exceptions.

In the occasional case where you have followed the above routine and the operation is still not entirely satisfactory, the fast idle may be made to stay on longer and overcome rolling and stalling by shortening the rod connecting the choke valve to the fast idle cam $\frac{1}{16}$ inch. This is best done by removing the rod and shortening it by bending at the lower end. The alteration should be done carefully by measurement, as it is important that the rod not be shortened more than $\frac{1}{16}$ inch. When reinstalling, check carefully to see that the rod lines up and does not bind the mechanism in any position.

If you have some cases on the 1800 or 1803-8 where difficulty has been experienced in getting a satisfactory adjustment of the choke thermostat, it may be desirable to install the new thermostat cover and spring assembly that went into production with Codes 10-39 E on the One-Ten and 10-40 D on the 1803-8. The new thermostats are less sensitive to adjustment and should be installed with the "A" two notches on the rich side of the mark on the housing.

If the choke to the fast idle cam rod has previously been shortened, it should be lengthened again or a new rod installed. Shortening the rod changes the unloader adjustment. With the new thermostat the unloader should be set standard. See Preliminary 1940 Shop Manual "Choke Unloader Adjustment," page 29 (1800-1), page 26 (1803-8), for checking and adjusting.

The new thermostats may be identified by the number cast on the cover.

Thermostat Cover and Thermostat Assembly

Stromberg No.	Model	Identification
382026	1800	12
382016	1803-8	11

PROPER USE OF HEATER SWITCH

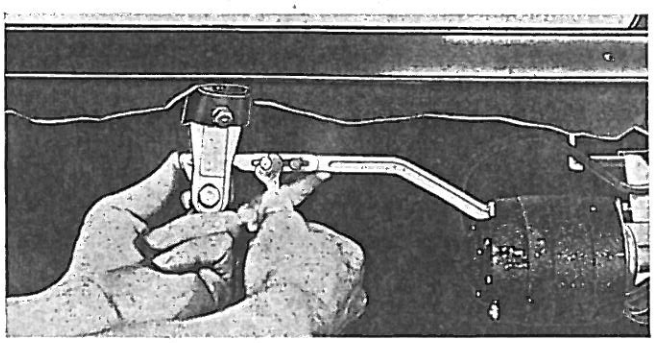
We believe in some cases Packard drivers are not getting the maximum efficiency out of our present dash heaters, due to not being entirely familiar with the operation of the heater switch.

With each heater we supply an instruction card with a note to "Hang this tag on switch knob" when the heater is installed. In many cases this is not being done. Please instruct all new car and service salesmen on the use of this switch and see that the instruction card is placed on the heater switch when the car is delivered. When the switch is turned one notch to the left the heat is blown from the front of the heater in the conventional manner. This delivers the maximum amount of heat with minimum defrosting. For less heat turn switch to second notch. Maximum defrosting and indirect heating are obtained by turning the switch one notch to the right, which reverses the direction of the heat, throwing it from the back of heater—diffusing the warm air throughout the car. For less heat turn switch to second notch. Heater door should always be open—when heater is in use.

WINDSHIELD WIPERS
1800-1-3-6

Some owners may wish to have the arc cleaned by the windshield wipers raised to provide greater vision at the top and sides. This may be done by installing 10″ wiper blades and reversing the parking cam in the wiper mechanism so that the blades will park in the outside position.

In order to reverse the cam, the motor and wiper mechanism must be removed from the car. File off the riveted over end of the cam drive shaft and pry the cam off the end of the shaft. Lift the cam as squarely as possible, being careful not to damage the serrations on the end of the shaft.



Having removed the cam and motor links, file off the riveted over end of the motor link pin and drive it out of the cam. Reassemble the motor links and washers on the pin in exactly their original position and install the pin again on the opposite side of the cam. Secure the pin in place by staking the end securely with a center punch.

When replacing the cam on the shaft, the links should be on the outside, away from the motor as before. Be careful that the links are in their proper position with the long link on the motor side. Place the cam on the serrations on the shaft in a position so that the corner of the cam diagonally opposite the pin has just closed the switch in the dynamic breaker. In this position, press the cam down to a solid seat on the shaft. Now rest the die cast gear housing squarely on a solid support and stake the end of the shaft to hold the cam in place.

After the motor and link assembly has been replaced in the car, but before connecting the motor and transmission links, run the wiper a few minutes and let it park normally by turning it off with the control switch. It will not park normally if stopped by turning off the ignition switch.

Now connect the motor and transmission links. Before tightening the screws pull the transmission link on the motor side (left) as far as it will go toward the motor—then pull back about $\frac{1}{16}$ inch and tighten the screws. The transmission link on the side away from the motor (right) must be pulled toward the motor and backed up $\frac{1}{16}$ inch before tightening the screws. This is exactly the reverse of the procedure to be followed when the blades are parked in the inside position.

Remove both wiper arm and blade assemblies and install the new 10 inch blades. When reinstalling the arm and blade assemblies, they should be interchanged—the one removed from the right installed on the left and the one from the left on the right. Hold the wiper blades in the desired outside parking position while tightening the screw which holds the arm on the operating shaft.

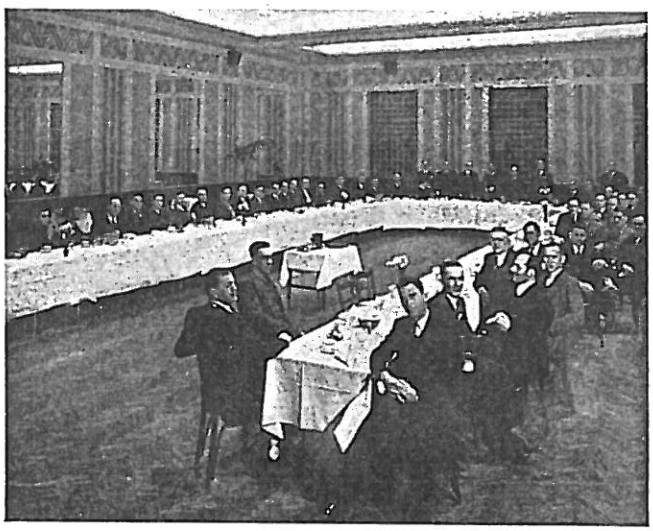
SPARK KNOCK—1801

In the Service Letter of November 15, 1939, we suggested that excessive spark knock in the early 1801 motors be corrected by the replacement of the light governor spring.

We are advised by Electric Auto-Lite that the spring which we listed as IGE-29 will be carried under piece number IGB-329, and in future orders specify the latter number, whether they are placed with Auto-Lite service stations or with us.

ATLANTA MEETING

A general service meeting brought out a very fine attendance of practically all the service men from Atlanta and their dealer organization. Mr. Couch, General Manager; Mr. Braswell, Service Manager; Mr. Aderhold, Service Traveler; Mr. Mulloy, Factory Service Representative and the Service Letter Editor "also attended."



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