C. R. Smith

VOL. 14 No. 21 NOVEMBER 1, 1940

SURE YOU CAN HELP MAKE PACKARDS BETTER!

We asked you to help and you have. These 1941 Packard cars are the best you ever received, and they came through right from the start in such fine condition that we want to thank you for helping us do it. You think we are kidding? Let me show you how you helped.

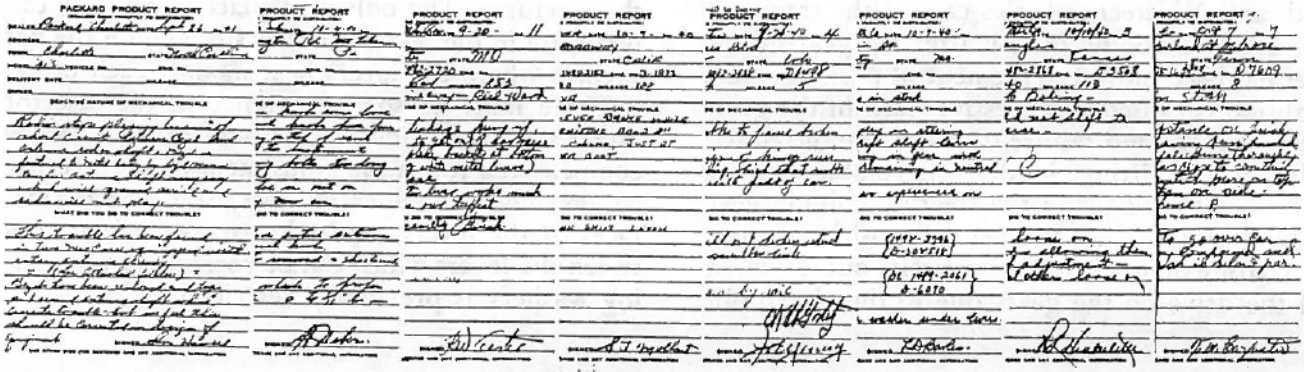
On the driveaway cars we asked for prompt return of the Product Report form described in the October 1 edition of the Service Letter. You fellows in the field responded and here is how it worked. A salesman driving a new car home turned the radio on and then started to adjust the antenna to the upright and then the extended position. As soon as he had it fully extended he forced the knob a little too far and the music stopped. Nothing he did changed the result. When he arrived home he had the set replaced. Nothing happened. The service man went to work on the antenna, corrected the short with some tape and sent in a Product Report with full details. The accessory department went to work with the electrical engineer and the vendor. An insulating bushing was designed, a piece number assigned, orders were placed for stock and in the next issue of the Service Letter an illustrated article with the complete story appeared to help the next fellow.

That service manager helped us and he helped you. The radio installation was quickly made better because of his prompt report.

Another example is the fellow in New York, who found some loose nuts on the clutch pedal linkage. He didn't say to himself, "I'll tighten these and maybe there won't be any more; anyway they will find it at the factory. If I report it they will think I haven't much to do, reporting loose nuts." He figured it the other way—"They asked for it and I'll give it to them."

What happened? The report came in; we investigated, found the condition and at once sent airmail letters to all the service representatives. We asked them to check cars and make sure this was watched. We found the trouble in production and corrected that. Was it worth his time to make the report? Sure it was! He helped us and you.

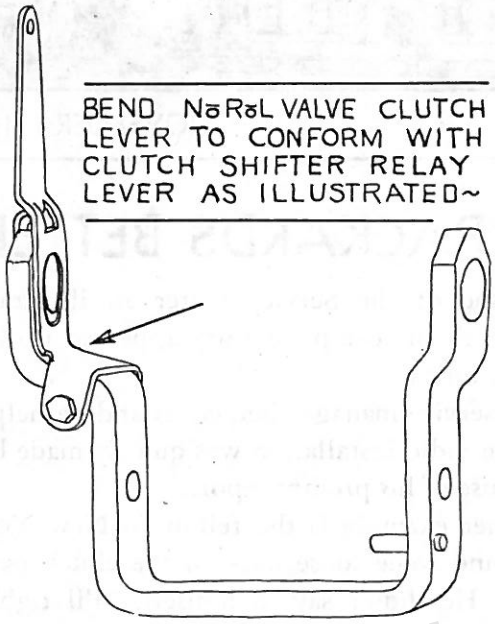
Let's keep the good work up. Take time to fill out and mail in Product Reports. They help us make Packard cars better. They get quick results.



NoRol INSTALLATION

1900-1

When installing the PA-338013 NoRol on a 1900-1 model car, it is necessary to bend the "control valve" clutch lever. This is a simple operation and can be done by following the attached drawing. We suggest that this work be done on the bench before the unit is installed.



DUAL STREAM "UNDER-SEAT HEATER" PRICE CHANGE

After studying conditions in the field, it has been advisable to increase the suggested list price, attached, of the under-seat heater from $29.95 to $31.75. This will increase your profit, as the dealers' and distributers' costs will remain the same. Please make this correction in your Accessory Price Lists, and inform your salesmen.

LOCKING IN GEAR

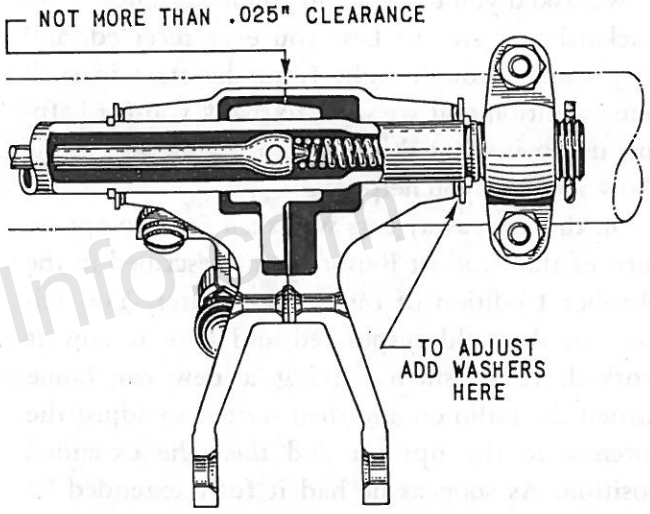
ALL 18th and 19th SERIES

Some cases have been reported in both Eighteenth and Nineteenth Series cars of the transmission gears remaining in low after the gear-shifter lever has been moved to the neutral position. This condition is caused by excessive slack in the gear-shifter linkage and failure to disengage the clutch fully before shifting. Under this combination of conditions the finger in the steering column gear shifter levers reaches the neutral position before the transmission gears are entirely out of mesh and the drive on the gears due to the clutch not being fully disengaged, pulls the gears back into mesh.

When this happens it is necessary to raise the bonnet and move the first and reverse shifter lever to the neutral position by hand before the gears can be shifted. This is only a temporary repair, however, and the condition should be corrected by adjustment of the shifter linkage.

Excessive clutch pedal free travel makes it necessary to depress the pedal farther before the clutch is fully released. The first step then would be to check the clutch pedal and adjust it to not more than 1½ inches free travel.

Take up all slack in the linkage by adjusting the turnbuckles in the usual way except that the rods should be adjusted $\frac{1}{16}$" to ⅛" short so that when connected there will be a slight tension on the linkage.



Check the clearance between the steering column gear-shift levers at "A" by prying them apart with a screw driver. There should not be more than .025" clearance. If more is found, it should be taken up by installing an additional washer at "B" between the spring and horseshoe retaining washer next to the first and reverse lever.

A number of steering column gear-shifter levers are being returned to the factory with the notation "excessive wear." In only a very few of the levers returned is there sufficient wear to justify these returns. The only two places that wear can occur are in the selector finger slot and on the flat surface where the levers bear against each other.

There must be some clearance in the selector finger slot. A considerable amount of wear can be compensated for in the adjustment of the steering column lever to bellcrank rods. Wear on the flat faces of the levers results in excess clearance between the levers which can be corrected by installing washers as previously described.

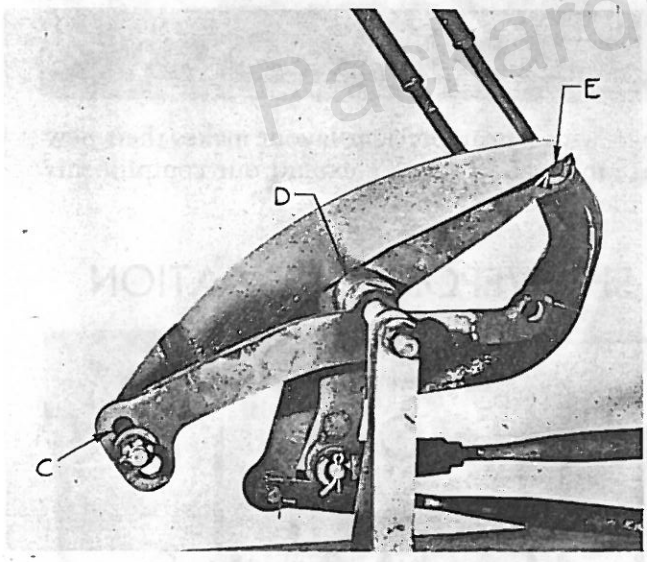
GEAR SHIFT

ALL NINETEENTH SERIES

A gear-shifter mechanism that is stiff and difficult to shift can usually be freed up and made standard by lining up and adjusting the shifting linkage.

The idler lever to transmission rods must be adjusted so that they are free and do not bind in any position. Disconnect the pin end of the rod from the transmission lever. With both the steering column and transmission levers in the neutral position the rods should enter the hole in the transmission lever freely. Bend the rod to provide more or less offset if necessary so that the rod will rest in the lever without any bind or strain. Be sure that the pin end of the rod is in line with the hole in the lever and that it is parallel with the holes through the clevis. Recheck the alignment of the rods in all gear positions to make sure that the rods remain in alignment throughout their entire range of travel. Clean off any excess paint and free up and lubricate all joints in the linkage.

The second and high gear assist spring is linked to the second and high idler lever in such a way that when shifting into either second or high the spring is thrown off center and pulls in the direction of the shift.



In order for the spring to give equal assistance in both second and high gear the spring must be so adjusted that in the neutral position the center of the assist spring anchor "C" is in line with the center of the idler lever bearing "D" and the hole "E" in the end of the lever.

The use of Steering Aligning Gauge ST5105 will greatly simplify this operation. When making the adjustment first take all slack out of the linkage by adjusting the turnbuckles in the steering column to idler lever rods. Then place the gauge ST5105 so that it rests on the second and high idler lever at "D" and "E" and adjust the anchor pin in the slot until it contacts the gauge at "C."

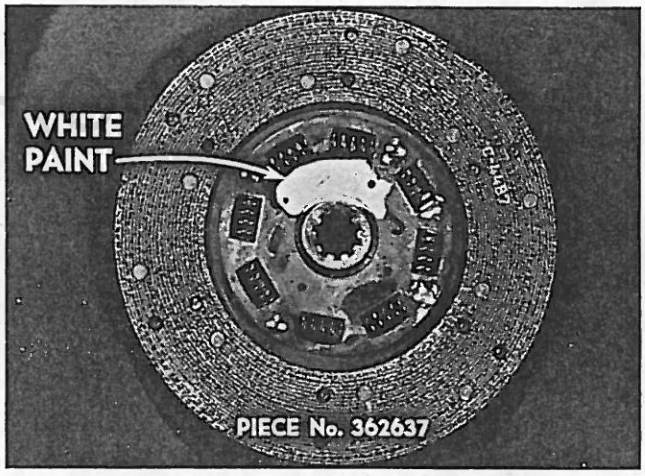
CLUTCH PLATES

1800-1 - 1900-1

Starting with the Eighteenth Series One-Ten and One-Twenty we have specified a higher clutch plate friction lag for Aero-Drive equipped cars than for standard cars. The high and low friction lag plates are carried under different piece numbers and are identified by paint marks on the hub.

The proper use of these plates and their identification was covered in the Service Letter of June 1, 1940 and the Service Slidefilm "Cracking the Tough Ones."

Due to some confusion here in the factory and in the field we have recently changed the color of the identifying markings of the plates for the non-Aero-Drive equipped cars from yellow to blue. The white marking of the Aero-Drive plates remains unchanged.



For 1801-1901 Aero-Drive equipped cars only.

The piece numbers and markings now used in both production and service are as follows:

Piece Number	Model	Identification
364307	1800-1900—Standard	Blue
354195	1800-1900—Aero-Drive	White
348801	1801-1901—Standard	Blue
362637	1801-1901—Aero-Drive	White
348802	1801A—Am. & Bus. Standard	Blue

There was some error in the original marking of clutch plates and now with this change in marking we suggest that in order to avoid confusion, all clutch plates in distributer and dealer stocks be checked against the piece number and re-marked according to the above table.

GEAR SHIFT ANTI-RATTLER

17th AND 18th SERIES

The instructions for installing anti-rattle buttons published in the October 15, 1940, Service Letter were incomplete.

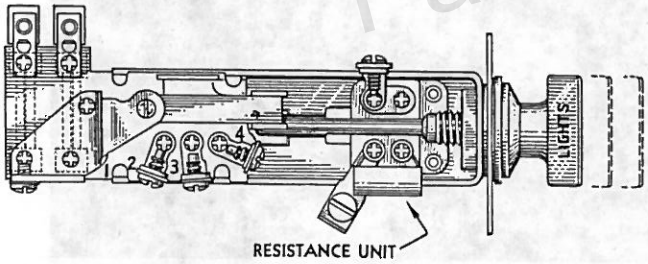
A dowel in the steering gear case that registers with a notch in the steering column tube prevents rotating the tube as described. In order to rotate the tube for easy drilling it is necessary to first remove the steering wheel and lift out the gear shifter tube anti-rattle plug spring. Then loosen the U clamp that holds the die cast shifter lever assembly to the steering column tube and push the tube up until it clears the dowel. It can then be rotated into a convenient position for drilling.

AERO-DRIVE INDICATOR LIGHT

19th SERIES

If you find cars in which the Aero-Drive indicator light in the speedometer dial burns all the time, the trouble will usually be found in the headlight switch.

On Aero-Drive equipped cars there is a resistance unit and switch set in the frame of the light switch near where it is attached to the instrument board. Pulling the switch knob out to the "On" position operates the resistance switch cutting in the resistance, thus dimming the signal light whenever the headlights are on.

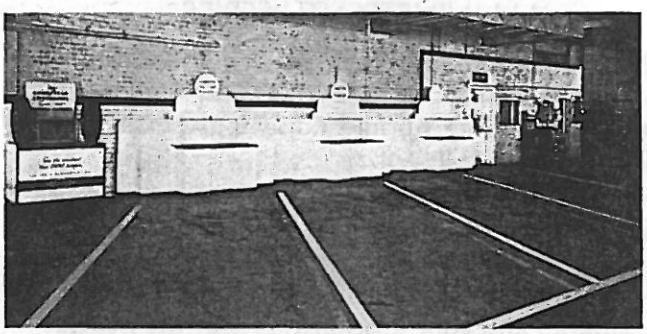


When the Aero-Drive signal light burns all the time it will usually be found that the resistance unit has been bent out of place and one of the bare wires at the end touches the frame of the switch or some other ground, completing the circuit and causing the light to burn.

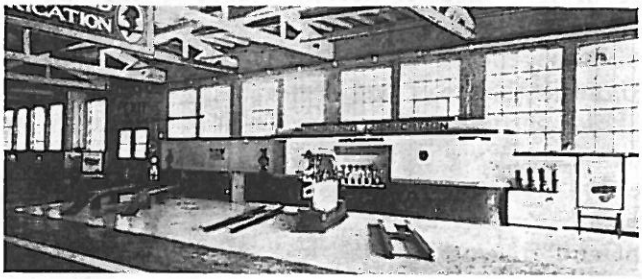
The correction, of course, is to line up the resistor so the wires no longer make contact with a ground.

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.

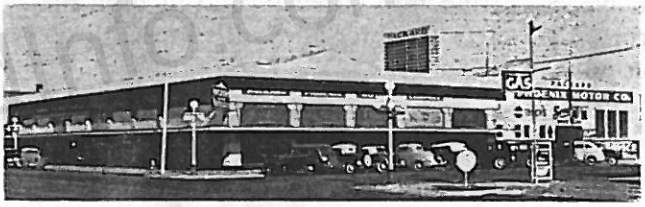
PHOENIX SERVICE



Packard in Phoenix is ably handled by "Shad" Bowyer, Distributer, and A. S. Pederson, Service

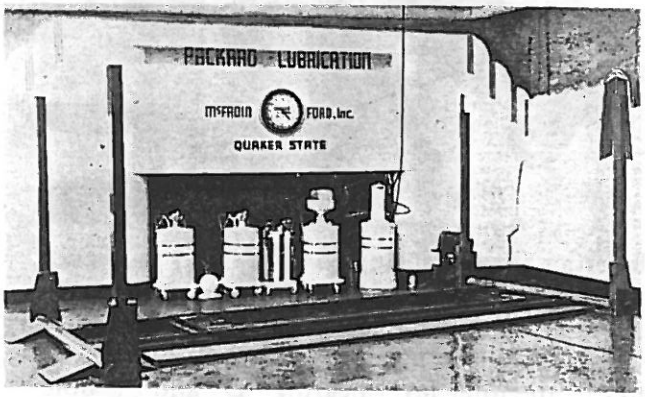


Manager, in their very modern set-up, which we are glad to show. The latest in equipment com-



bined with a neat, efficient layout makes their new place most effective. We extend our compliments on their efforts.

SHREVEPORT LUBRICATION



Another new and modern lubrication department makes its appearance in Packard Service. Shreveport and Service Manager, C. E. Turbeville, are justly proud of this corner.

PRINTED IN U.S.A.