



VOL. 14 No. 24

DECEMBER 15, 1940

To all Packard Servicemen everywhere:

Merry Christmas and a
Happy New Year



H. Page



J. Astor



Jack Harrison



J. D. Wilson



C. R. Todd



B. R. Hoxley



H. C. Taylor



P. S. Hildreth



J. R. Hildreth



H. K. Taylor



W. A. Hildreth



H. Haber



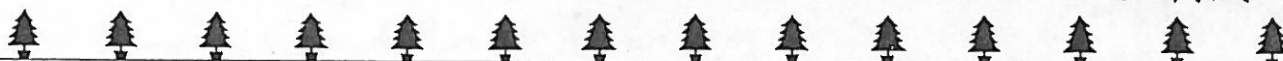
Sam White



Ted Thomas



N. A. Lull



VOLTAGE REGULATOR DON'T FORGET IT

You will recall the high voltage condition which was encountered in the 1800 last winter and last spring.

Excessive voltage which developed during the cold weather resulted in blackened breaker points and burned-out lamps. As the weather became warmer the condition was most apt to be noticed in rapid evaporation of the battery fluid.

Do not let your organization forget this condition. There may be 1800's on the road now with high voltage and if a car comes in with blackened points, or is having trouble with burned-out bulbs it is not enough to simply take care of the points or the bulbs. The trouble must be corrected at its source.

Articles covering this situation were included in several Service Letters, and you should review particularly the Letters of February 1, 1940, and April 1, 1940. Make sure that your owners have been properly protected.

It is a great deal better to check the voltage and make a correction when necessary, than to permit the owner to drive his car until it fails to start. The trouble comes very suddenly and usually when the weather is unusually cold.

STICKY VALVES

We have written to you many times on the subject of sticky valves and have cautioned you regarding the conditions which are most likely to cause this result.

The most frequent cause of sticky valves is an accumulation of rust in the guides and on the stems. This accumulation is a result of a succession of cold starts and cold stops.

If, for instance, a car in storage is started and stopped a number of times the moisture in the exhaust gas will condense on the stem or on the guide and result in a rust deposit. The deposit is most likely to form at the lower end of the guide.

The valves in all of our 19th Series motors have stems of a non-corrosive material which is highly rust resistant and for this reason the rust condition should be less serious than at any previous time. On the other hand, it's still possible to develop rust in the guide itself and the storage precautions which we have recommended in the past should still be observed.

This subject was last covered in the Service Letter of February 15, 1940.

WAS THERE A PROFIT?

Mr. X bought a car from Dealer A and moved to another city in a different distributorship. The car was still within the warranty period when he visited Dealer B and was charged for a lubrication job, an oil change and at the same time reported the gear shift lever was sticking.

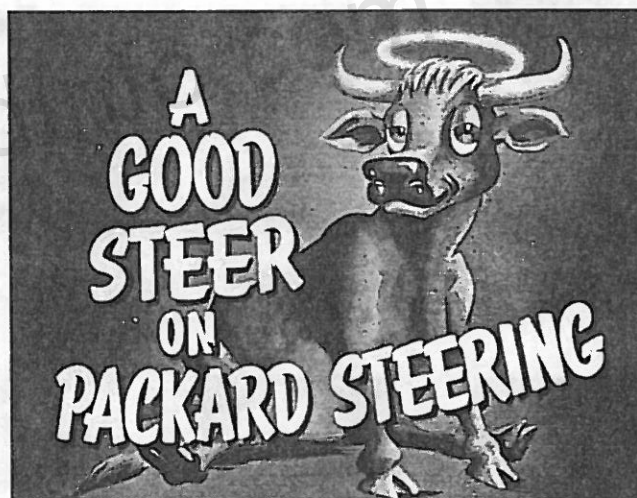
Nothing was done about this condition until the car had accumulated 4,113 miles. Dealer B then charged Mr. X \$3.00 for correcting the condition.

Mr. X complained to the factory; the dealer was given an opportunity to refund the \$3.00 charged for the work which should have been done no charge during the warranty period when it was reported.

The dealer refused.

Result: Mr. X traded his 1940 Packard for a 1941 Buick, and upon his recommendation his two sons have now also bought other makes.

How do you figure the profit Dealer B made on the \$3.00 he collected from Mr. X?



Wheel Fight, Dance Over, Wind Wander, Shimmy and Tire Wear are the five troublesome steering problems covered in the Service Film, "A Good Steer On Packard Steering" which is now being shown by Packard Distributors and Dealers.

This new film thoroughly covers each of these steering problems and gives a step-by-step procedure to be followed in correcting them. Be sure to see it!

Film Supplements on this subject are being mailed to all Distributer and Dealer points. Your service manager will give you one for the asking. Get it, study it and then follow the procedure suggested.

ELECTROMATIC CLUTCH AND NoRoL

The Electromatic Clutch and the NoRoL we are selling as an accessory do not function well together. For example, when stopping a car while going down a hill backward, such as going out of a driveway or the ramp of a garage, the brake is applied and remains on until the clutch pedal is engaged. To engage the clutch with the electro-matic device it is necessary to open the foot throttle with the result that when the clutch engages there is not only the effect of gravity on the incline to accelerate the car, but also, increased engine speed. The combination of the two means of acceleration causes the car to start backward with such an acceleration that control is difficult.

Later, we hope to work out a combination whereby the two devices can be used together. In the meantime, however, we suggest that you do not install a NoRoL on cars equipped with the Electromatic Clutch.

BODY NOISE 19th SERIES

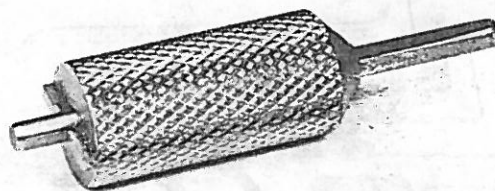
Some cases have been reported lately of a drumming noise in the Nineteenth Series cars. This condition is found in only a few of the cars and may come from either one of two places.

In cars manufactured prior to approximately October 15, 1940, the rear compartment floor pan may strike against the gasoline tank supporting straps causing the noise described. In production we are now placing a one-inch pad of body shims under the floor pan at the center of each gasoline tank strap. It is a relatively simple matter to check for the presence of these pads and to install them if necessary.

In some of the early coupes, the insulating pad that is cemented to the rear side of the X body brace behind the seat was omitted. This allows the rear compartment partition to strike the X brace. When this condition is found to be causing an objectionable noise, the partition should be removed and strips of one-inch thick body wadding cemented to the rear side of the brace to insulate it from the partition.

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.

ELECTROMATIC CLUTCH SCREW DRIVER AND WRENCH



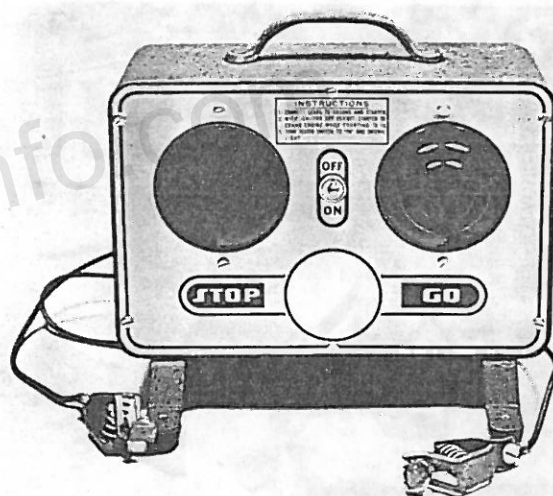
Tool No. ST-10175

Models 1900-1-3

Suggested List Price, \$1.00

This tool is used for adjusting first and reverse solenoid for faster or slower clutch engagement.

BATTERY TESTER STOP AND GO



Tool No. ST-5215.

Suggested List Price, \$9.95

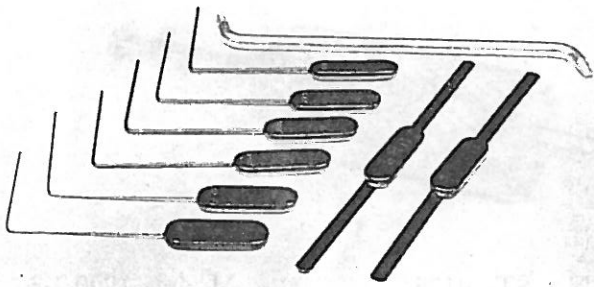
STOP AND GO Battery Tester, is a medium for merchandising battery service. You can show a customer in a few seconds whether or not his battery is in satisfactory condition without taking it out of the car.

1. Attach one clip to the starter terminal and the other clip to the ground.

3. With ignition off, permit starter to crank the engine for 10 or 15 seconds. Then hold the toggle switch on the battery tester.

3. If the green lamp lights, the battery and circuit are in satisfactory condition. If the red lamp lights, it indicates excessive voltage drop in the battery or starter circuit.

VOLTAGE REGULATOR ADJUSTING GAUGES AND FEELERS



Tool No. ST-5214. Suggested List Price, \$1.95

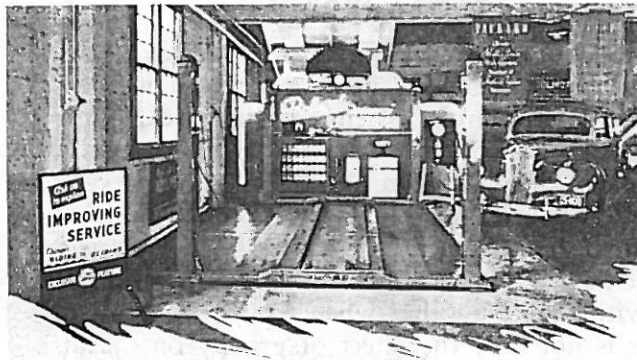
This regulator service package consists of six wire gauges, two feeler gauges, and one bending tool. It is essential for adjusting all types of automotive regulators.

ATLANTA



This fellow George Braswell, Service Manager of Packard Atlanta, is a "go-getter" when it comes to "bucks." He works on both kinds. Every year he steps out in the woods, gets a good one and proves it with a picture. The rest of the year he piles up the other kind of bucks in very satisfactory net profits from the operation of a fine service department. These show up on the profit picture, making both pictures very worthwhile.

MODERN LUBRICATION



Merchandising lubrication calls for a well located, neat, clean department. Good equipment and a well painted background invite your customers to use your lubrication facilities.

Neon signs added to the display are low in operating cost and add a great deal to the attention-getting ability of this department.

The word "Packard" in either block letters or script, as shown in the new Sign Catalog, is supplied in either Neon or the new Zeon. It is very effective in blue against white or in white against a blue background.

Illustrated is the very pleasing result obtained by the Costan Motors dealer at Hagerstown, Md.

PACKARD MASTER SERVICEMAN'S QUESTION SHEETS

There will be six Question Sheets in the 1941 Series. Each set of Question Sheets will be sent direct to Distributors and Dealers from the Factory at approximately six-week intervals. The individual serviceman will be responsible for securing his copies from his service manager.

Question Sheets are to be completed and mailed not later than the date specified on the paper direct to Packard Motor Car Company, Service Promotion Department, Detroit, Michigan.

In fairness to those who complete their Question Sheets on time, Service Question Sheets postmarked later than the closing date specified will not be accepted or graded. No exceptions will be made on this point!

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