



VOL. 14 No. 3

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## DON'T SAY WE DIDN'T WARN YOU



You won't be able to blame a fellow much if he sticks his chest out and struts a little when he starts wearing his Packard Master Serviceman's Pin. You won't unless you are one of those who doesn't get a pin because you never enrolled in the Packard Master Serviceman's activity and never answered and sent in the Service Question Sheets.

Only those servicemen who have completed the first three Service Question Sheets and received an average grade of 85% will be eligible to wear the

Packard Master Serviceman's Pin. Number One and Two Question Sheets have already been graded and returned to you. Number Three Question Sheets are now being sent out. You have until February 25 to answer and send them in to qualify for the Packard Master Serviceman's Pin.

Enrollments will be received up to February 25, 1940. There is still time to enroll.

You are going to feel awfully sorry for yourself if you're not on the receiving end the day the Packard Master Serviceman's Pins are passed out. But, don't say we didn't warn you!

Get an enrollment card, fill it in and hand or mail it to your Distributer's Service Manager. He will sign it and send it in to the Factory.

If you don't have an enrollment card, don't wait, write your Distributer today and tell him you want to get started in the Packard Master Serviceman's activity. You will immediately be sent the Preliminary 1940 Shop Manuals and Question Sheets Number One, Two and Three. Then, all you have to do is to answer all the questions and mail them in to the Service Promotion Department at the Factory not later than March 1, 1940. If you earn an average grade of 85%, you'll be one of those to get a Packard Master Serviceman's Pin.

If you don't get started in the Packard Master Serviceman's activity now, later when the pins are passed out, you'll wish you had. Don't say we didn't warn you!

## OWNERS' COMPLAINTS

### SOME SUGGESTIONS FOR PREVENTING THEM

Think about the last few owner complaints that you have handled or that have come to your attention. Try to figure out what caused each one. What was wrong and what did it take to straighten it out?

Weren't most of them caused by misunderstandings? And weren't most of these preventable misunderstandings? Here are some of the things that can be done to prevent misunderstandings.

1. Spend enough time to accurately diagnose the trouble and indicate on the order the result that you have promised the owner.

2. Write up the repair order clearly and accurately. Make certain that the shop will understand just what is to be done. Don't be backward about making special notes.

3. Make sure that the owner understands what is to be done. Briefly explain each operation that is written on the order. Your selling job is not completed until the owner knows definitely what the job is going to cost and has agreed with you that it is a fair price for the work to be done. If additional work or parts are required be sure to call him, and tell him the price when you get his authorization.

4. On parts that are replaced, for which the owner pays, be sure that you do not scrap the old parts until after the car has been delivered and the invoice paid or he has agreed that it is satisfactory.

5. The inspection you made of the car at the time the owner came in should have included anything unusual about the car—torn top, a cracked glass, a dented fender. Be sure these are mentioned to the owner. This, of course, should be done by trying to sell him on correcting the condition. The fact that you tried to sell him on fixing the various things will remain in his mind and he will not be in a position to blame the shop for such damage to the car as was indicated by these items.

6. Deliver cars when promised. Every service salesman knows the trouble that can be caused by failure to keep promises. Promises should be made with care and usually two checks should be made while the car is in the shop to see that the time is going to be kept. If there is any chance of running over, be sure that the owner is notified as far ahead as possible. In making promises it is always best to slightly over-estimate than to under-estimate.

7. When replacement of parts is required during the warranty it is not necessary to go into detail with the owner. Suppose you find that a

clutch plate is defective and must be replaced. You may think that you will please the owner by telling him that you are going to replace it free of charge, but it's better not to do it that way because he remembers as long as he owns the car that his car was not right when he bought it and that you had to supply new parts for it. Every time some other part requires replacement he feels that that too should be supplied without charge. He is quite apt to tell his friends and they to tell theirs and pretty soon everybody is hearing that on such and such a car the clutches were not good and are being replaced without charge. A better way to handle is to avoid telling the owner that you are putting in a new part. Don't even mention the part. Simply tell him that the trouble will be corrected and let it go at that. You will in this way be fulfilling the warranty and keeping the owner satisfied at the same time.

8. Deliver the car in good condition. Good condition refers to the work done on the car and the appearance of the car. Naturally you will want to make sure that the work has been done correctly. Also see that the appearance of the car is as good as when the owner left it. You get water, air and clean windows if you buy a couple of gallons of gasoline; why shouldn't you get as much when you visit the dealer's service station? Every car ought to go out with at least clean steering wheel, clean windshield and clean rear window. This is all right on the smaller job, but the amount of cleaning ought to be determined by the amount of the bill. The man, who pays a fifty-dollar repair bill, ought to have a car delivered to him washed and in good shape; whereas the man who pays a two-dollar repair bill probably wouldn't expect any more from a dealer service station than he would from a gas station in the way of courtesy service. Let's make sure, however, that at least we go as far as the gas station and let's keep in mind that courtesy service builds confidence and brings back business.

If you are going to set out to run a trouble-free service station this will give you a good list to start on. We can't guarantee that it will do a hundred per cent job but experience shows us that it will go a long way in preventing owner complaints.

## IGNITION CUT-OUT

### 18th Series

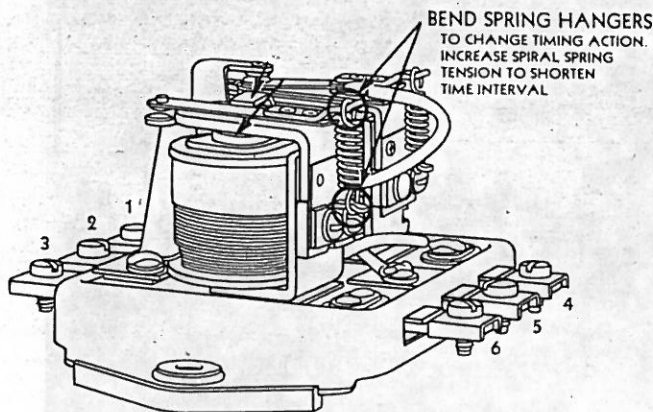
You may have some Econo-Drive equipped cars in which the ignition cuts out and the engine stops when decelerating in Econo-Drive.

This condition may be caused by improper adjustment of the Econo-Drive relay, which is mounted on the front of the dash.



A quick check of the relay may be made by holding the points on the upper coil closed with your finger. This will cause the lower points to close.

When the upper points are released, the lower points should open a split second later. If the lower points fail to open, the spring pressure should be increased by bending the lower spring hanger.



Repeat the above check each time after adjusting the spring hanger. It is important that there be a noticeable time delay between the opening of the upper and lower sets of points. If the points open together it will be impossible to operate the kickdown feature of the Econo-Drive.

## — IMPORTANT — IGNITION BREAKER POINTS 1800

In the Service Letter of January 15 we described an oxidizing of the breaker points in the 1800 which might develop from a condition of low speed operation and would be aggravated if the voltage regulator was set at too high a point.

Since then we have discovered another condition which may in some cases be responsible for dirty breaker points. The position of the distributor, directly back of the crankcase oil filler, makes it possible that oil fumes may enter the distributor through the forward hole in its cover and eventually cause a deposit of burnt oil on the points.

There is a distinct difference between these two point conditions. The deposit of tungsten oxide which was described in the last Service Letter and which is corrected by the new condenser, is an extremely hard scale. The deposit from burnt oil is soft and the points can very easily be cleaned with a file or a hone.

The possibility of the oil condition can be prevented by closing the forward hole in the distributor cover. Auto-Lite supplies a small rubber

plug under their piece number IGB-264 which can be obtained from their service stations or from us and which are installed on the cars we are now shipping.

We suggest that you obtain a supply of these plugs to close the forward hole when work on the distributor is performed. The rear hole should be left open for purposes of ventilation.

*Note:* Do not forget that high voltage will cause point trouble regardless of whatever else you do. You must always check the voltage. See the Service Letter of October 15, 1939.

## CARBURETOR AND CAMSHAFT 1803-8

A change has been made in the camshaft of the 1803-8 starting with engine number C-503674. On the new shaft the shape of the cams has been changed to provide an easier lift and so increase the valve tappet life.

The change in the camshaft required a corresponding change in the carburetor. The new carburetor is identified by a new piece number and a change in code letter. The two carburetors are not interchangeable and both will be carried in service stock.

When installing either a new carburetor or camshaft in the 1803-8, the engine number should be checked to determine which camshaft is being used.

### PREVIOUS TO C-503674C

Piece No.		Code
341717	Carburetor	10-40, 10-40A, 10-40B
348826	Camshaft	

### AFTER C-503674C

354640	Carburetor	10-40C, 10-40D
351751	Camshaft	

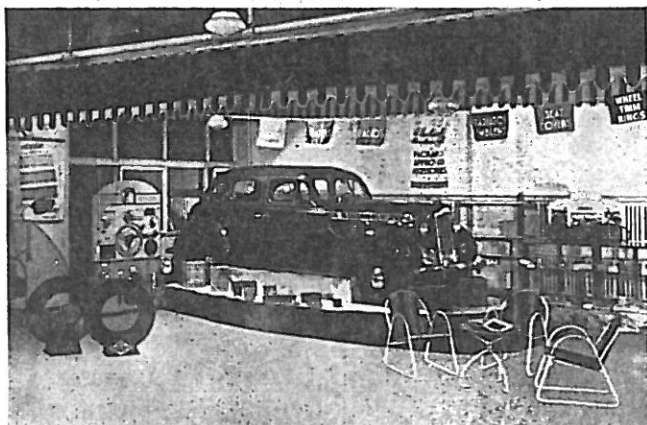
When the present service stock of early type camshaft piece number 348826 is used up, the later type, piece number 351751, will be supplied for service replacement in all 1803-8 engines. When installing the later camshaft in engines previous to engine number C-503674C, the original carburetor codes 10-40, 10-40A, 10-40B should be changed as follows:

Remove the No. 63 pump by-pass jet Stromberg piece number P-23742 and install No. 68 jet piece number P-24923. Also remove the pump piston, link and spring assembly, Stromberg piece number P-24638 and install P-24922. Change the code letter to "C".

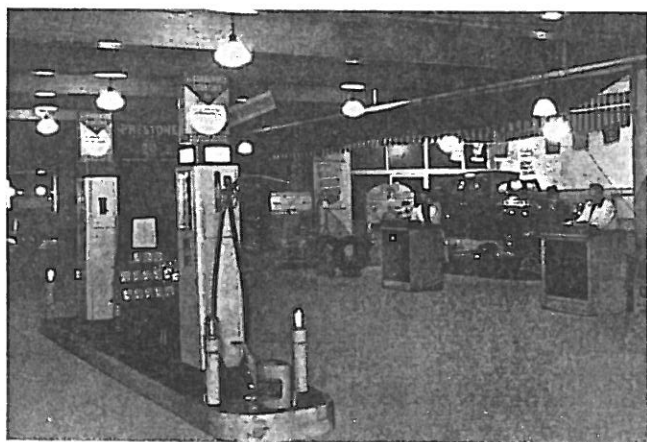
These carburetor changes should be made only when the earlier carburetor is to be used with the late type camshaft. The new parts increase the pump discharge and result in richness on acceleration and increased gasoline consumption when used with the early camshaft.

## FIXING UP

Putting the old sales appeal into service stations has a very definite connection with service sales volume and service profits. People like to do business in a place where the appearance is such that a feeling of efficiency is created by the neatness, cleanliness and practical arrangement of the service department.

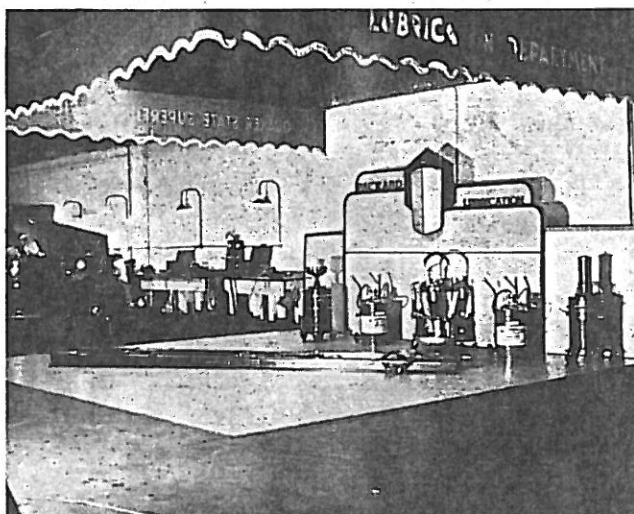


Cleveland has done an exceptionally good job as indicated by these pictures. A small and attractive waiting room is provided. It is worked out so that it is a practical set-up. A complete car is on display, and special accessory displays are also used. Those customers, who wait while the work is being done on their cars, are surrounded by selling appeals. They are not standing around in the way of moving cars, and as they wait they just can't help becoming interested in some new accessories or some special service that is right in front of them.



Note particularly the location of the service salesmen. Each one has a separate desk. He can talk individually to a customer. There are not two or three people standing around. They are located

so that as the customer drives in and steps out of his car, he is in front of a service salesman's desk. He is also in front of the waiting room and every-time he steps out of his car he practically runs into the attention that he wants and a selling atmosphere.



The picture above is of the very fine lubrication set-up of Broome Motors, Incorporated of Binghamton, New York, dealer of Syracuse. The lubrication department has been set up right next to the motor analyzing equipment. Mr. Whitten, President, and Mr. Girton, Service Manager, are to be congratulated.

## PARTS LIST CORRECTION

### 18th Series

Please make the following correction on page 74 of the 18th Series Service Parts List published January, 1940.

Tank Assembly—Gasoline

326662 Now shows model 1800

Change model application to read:  
1801-1A-3-3A-4-5-6-7-8

326663 Now shows 1801-1A-3-3A-4-5-6-7-8

Change model application to read:  
1800

It is important that these model applications be corrected in order that the proper tank will be ordered.

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.