VOL. 15 No. 1 JANUARY 1, 1941

PACKARD MASTER SERVICEMEN!

Once more we get under way with the Master Serviceman's training. We hope you are one of this group of wideawake men anxious to know more about this job of servicing Packard cars.

Keeping up-to-date and knowing the answers is just good business these days. Get your Question Sheets from your Service Manager and mail them in on time every time.

Identification Cards and Question Sheets have now been sent to Packard Distributers for redistribution to the 4,850 servicemen who have enrolled in the 1941 Packard Master Serviceman's Activity.

Question Sheet Number One

Due to the last-minute rush of enrollments, we were unable to complete the distribution of Number One Question Sheets as quickly as planned. In fairness to those who received their Number One Question Sheet too late to complete and return it before the closing date January 1, 1941, we are extending the time for the return of Number One Question Sheet until January 15, 1941.

Number One Question Sheets will be graded as soon as they are received at the factory but none will be returned until after the extended closing date. After the graded Question Sheets have been returned, no further Question Sheets of that number will be accepted or graded.

Question Sheet Number Two

Number Two Question Sheets were mailed direct to Packard Distributers and Dealers on December 30, 1940, in quantities determined by the number of enrollments received from each point. The individual serviceman is responsible for securing his copy from his service manager, answering it and returning it to the factory before the final closing date, February 10, 1941. There is ample time if you act promptly. The closing date will not be extended.

COURTESY LIGHTS

19th SERIES

We now have available a service installation of front compartment courtesy lights which can be sold to the owners of the earlier 19th Series cars not fitted with these lights.

In order to simplify the wiring in the service installation only the front compartment lights are operated by the door switches. This, however, should give a very satisfactory result. After the front door has been opened and the front compartment light is on it is a relatively simple matter for the one opening the car to snap on the rear compartment light switch while unlocking the rear doors.

All necessary parts are under one piece number, and the suggested list price on the parts is $2.00.

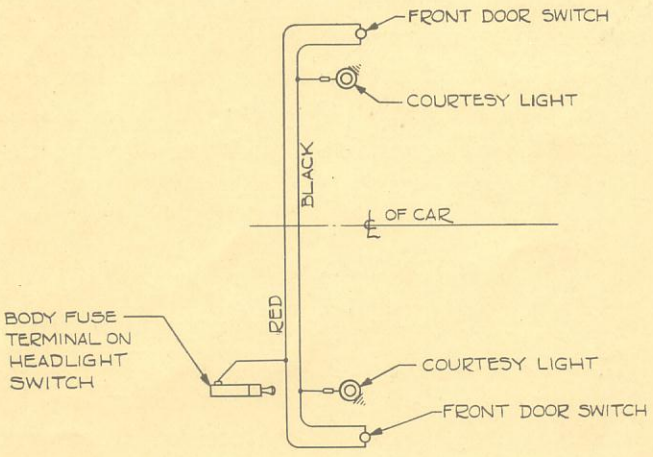
D373332—Inst. Board Courtesy Light Equip.

The equipment is made up of the following:

366482	Courtesy Light	2
7776	Screw	2
342165	Door Switch	2
318928	Door Switch Screw	4
366476	Cable Assembly	1
366478	Cable Assembly	1
240668	Connectors	2

The installation is made in 1.6 hours as follows:

1. Drill one 13/64" diameter hole in each corner of the lower flange of instrument board approximately 7/32" from the front edge and between the two rivet heads at that point.



2. On the face of each front door hinge pillar measure down 5" from lower edge of top hinge and drill 13/16" diameter hole in center of pillar.
3. Use courtesy light switch flange as a template, and center punch for the two No. 40 (.098") diameter above and below the large center hole.
4. Feed the two cable assemblies over the upper part of instrument board from left to right and connect to lights and switches as shown.

ELECTROMATIC CLUTCH

19th SERIES

The standard adjustment of the Electromatic Clutch as you receive it is we believe a satisfactory adjustment for the majority of drivers under average conditions. You may have occasional cases, however, where it is desirable to alter the adjustment to meet unusual driving conditions or a personal preference on the part of the owner.

One of the features of the Electromatic Clutch is that the adjustment can be quickly and easily tailored to suit individual requirements. Perhaps the best way to do this is to ride the car with the owner. Then as he demonstrates his objection an adjustment can be made at once without returning to the shop. This will give you an opportunity to try several adjustments if necessary until you find the one that just suits that particular owner.

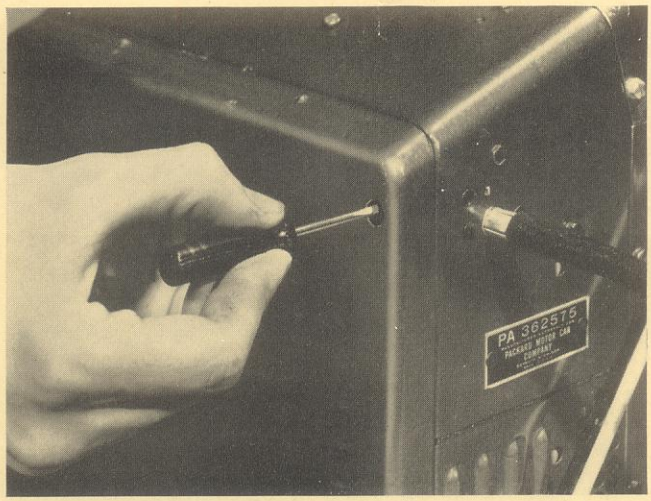
All servicemen realize, of course, that clutch slip causes clutch facing wear and your first reaction will probably be to make the clutch engagement just as sharp as possible without grabbing. This, of course, is the proper procedure but in doing so, do not lose sight of the fact that with the Electromatic Clutch, the small precise movement of the car for parking and creeping through traffic that was formerly done by slipping the clutch with the left foot, is now done with the right foot on the accelerator pedal. Do not set the engine speed so low or the clutch engagement so sharp that you lose maneuverability.

With the Electromatic equipped cars the clutch engagement will be found to sharpen up a little as the car is broken in and the initial factory setting has been made a little soft accordingly. We suggest that you not be too hasty about changing the original setting for as the engagement sharpens during the "break-in" period, you may have to adjust it again.

The bulletin, "Packard Electromatic Clutch Operation, Adjustment and Owner's Instruction," was attached to the Service Manager's copy of the December 15, 1940 Service Letter. This bulletin covers the subject thoroughly. Study it carefully. The engine speed at which the clutch just starts to engage and the car just starts to move is covered under "Item 4"; the rate of clutch engagement under "Items 5 and 6."

RADIO

CAREFUL ADJUSTING



Synchronize each radio with the antenna after both have been installed on the car. To do this simple operation, remove the chrome snap plug in the top right-hand corner of the radio case and rotate the adjusting screw with a small screw driver. Approximately 1/4 turn to the right or left will be all that is necessary.

It is advisable to have the antenna fully extended and the car standing in a shielded spot while this adjustment is being made. Tune the radio to a weak station around 1400 kilocycles and adjust the antenna compensator until the maximum volume is obtained.

CAREFUL INSTALLING

We have received a few complaints regarding the bottom edge of the radio chassis case coming in contact with the instrument panel and causing a squeak at this point. To overcome this squeak, loosen the two wing nuts which support the radio against the instrument panel. Insert a small piece of rubber or tire tape between the radio case and the instrument panel. Tightening up the wing nuts will squeeze this insulator between the radio and the instrument panel, preventing it from becoming dislodged.

BACKING LIGHT BRACKET

When installing PA-358977 Backing Light on a 1900-1901 car equipped with the fender guards, PA-364602, it is advisable to use a new bracket PA-373184, which carries the light higher so as to clear the fender guard. Distributer's net is 40c, and the dealer's suggested net 50c.

OIL BATH AIR CLEANERS

When cleaning and refilling the reservoir of Oil Bath Air Cleaners, be sure to use the weight of oil recommended to suit the season of the year.

S.A.E. 50 engine oil is recommended for use for this purpose during the summer months. During cold weather, however, this heavy oil will become so thick that it not only does not function to remove dirt from the air but may actually restrict the flow of air to the carburetor and so reduce engine performance and increase gasoline consumption.

S.A.E. 30 engine oil is recommended for cold weather use.

RAISING STEERING WHEEL

19th SERIES

In the April 15, 1940 Service Letter, we described a method for raising the steering wheel of the 18th Series cars approximately 1½ inches by turning the steering column over so that the shifter lever is under rather than over the column and using an offset gear shifter lever.

Similar equipment is now available for the 19th Series cars. All necessary parts are included in one kit which may be ordered under piece number 373176, Equipment to Raise Steering Wheel.

HOW NOT TO HANDLE AN ADJUSTMENT

From our customer relations file we find correspondence from a customer who purchased a model 1800 from a dealer.

He had trouble with the electric windshield wiper during the warranty period. The trouble should have been taken care of without charge.

Some argument developed concerning the handling of the charge, and eventually the customer paid for the correction. He wrote the factory and the matter was referred to the distributer.

A report was received to the effect that a refund was being made to the customer. A second letter was received from the owner saying that no word had been received. A second report was sent to the distributer with the same results.

A third letter was received from the owner; a third report was sent to the distributer. This one received the personal attention of the service manager. He made certain that the dealer made the refund. It was found that the original credit had been received by the dealer, who had neglected to pass it on to the customer.

Just a little oversight, but what impression did this owner receive of Packard Service?

SPRING AND SHOCK ABSORBER

19th SERIES

FRONT SPRINGS

Body Type	Pc. No.	Color	Load	Rate
1900				
All	362823	Red and White	1430	69
Taxicab	362860	Green	1625	77
1901				
All Std.	348377	Yellow and Blue	1525	74
All F.W.E.	326860	Green	1625	77
1903-6				
All Std.	335692	Red and Silver	1750	77
All F.W.E.	338166	Yellow and Silver	1870	90
Darrin Victoria	326861	Silver	1700	77
1904-7				
All Std.	354690	Orange Red Blue	1870	95
All F.W.E.	354691	Orange Red Purple	1990	100
1905-8				
All Std.	351256	Purple-Silver	2050	100
All F.W.E. LeBaron Std.	354710	Yellow Red Silver	2175	120
LeBaron F.W.E.	364609	Green Red Purple	2300	120

FRONT SHOCK ABSORBER VALVES

	Rebound		Compression	
Pc. No.	Code		Pc. No.	Code
367523	3½-A-5		338065	2-A-1
367523	3½-A-5		338065	2-A-1
367524	3½-B-5		367527	1¾-A-3
338779	3-B-5		354880	2-A-3
354875	3-Bd-5		367526	2-Aa-3

REAR SPRINGS

Body Type	Pc. No.	Load	Rate	Code
1900				
Sedans	367720	850	105	A
Coupe	367721	750	100	A
Station Wagon	362794	1270	155	G
Taxicab	364618	1200	120	F
1901				
Std. Sedans	367722	930	110	B
Conv. Sedans	367724	1010	110	B
Station Wagon	362794	1270	155	G
Coupe	367723	820	100	A
1903-6				
Sedans	367725	970	110	C
Coupe	367962	850	100	D
Conv. Coupe Darrin Victoria	364660	880	100	D
1904-7				
All	367726	1000	110	E
1905-8				
All Std. All F.W.E.	367961	1200	122	H
LeBaron Std. LeBaron F.W.E.	364663	1320	122	H

REAR SHOCK ABSORBER VALVES

Pc. No.	Code	Pc. No.	Code
367511	2-4/4	351569	A-2
367512	1½-4/4	367515	A-1½
367512	1½-4/4	367515	A-1½
367511	2-4/4	351569	A-2
371806	2½-2/4-2/6	371805	C-4
367511	2-4/4	351569	A-2
367520	2-5/6	367519	A-6
367514	2½-6/6	367518	B-6
371922	2½-7/6		
367514	2½-6/6	367518	B-6
371922	2½-7/6		

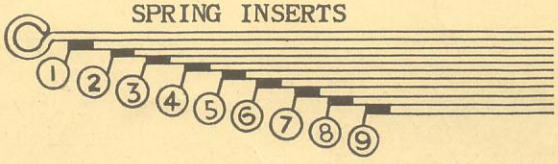
REAR SPRING INSERT LOCATION

Code	1	2	3	4	5	6	7	8	9
A	S	S	S	⅜ R	7½ AL	5 AL			
B	5/16 R	S	S	10 AL	7½ AL	5 AL			
C	S	S	S	5/16 R	10 AL	7½ AL	5 AL		
D	S	5/16 R	5/16 R	5/16 R	10 AL	7½ AL	5 AL		
E	S	S	5/16 R	5/16 R	5/16 R	10 AL	7½ AL	5 AL	
F	5/16 R	S	S	S	S	S	S	S	
G	S	S	S	S	S	S	S	S	5 AL
H	5/16 R	5/16 R	S	S	S	5/16 R	5/16 R	5/16 R	7½ AL

358492—Silenite
347427—5/16" Rubber
354799—⅜" Rubber

327753—5% AL
327954—7½% AL
327726—10% AL

SPRING INSERTS



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