



COME BACKS



There may be several things that upset Mr. Average Owner but one that belongs near the top of the list is our old friend the "come back" job. If a man has a particularly complicated condition develop in his car and brings it in for you to correct he may not be greatly upset if you don't get it the first time, but even this owner won't be any too kindly toward the idea of bringing the car back the *third* time to have it fixed.

What do you do to prevent the "come back"? Naturally the man who talks to the customer is a very important part of this procedure.

Let's say you had a rather finicky job come in. You put it in the shop and after it comes out the shop foreman says, "We've set that job up standard and our road test yesterday showed that it was all right. This morning we went out again, and while it seems to be all right I'm not 100% satisfied with it. He wants the car this morning and I haven't time to do anything else with it."

Let's tell the customer we would like to have him take it and try it out. Tell him that we are not absolutely sure of it; ask him to be patient with us, try it out today and let us call him and find out just how it acts. It would be better to do this rather than turn it over to him and let him think that it is all right and have him find out different.

Be sure to tell the cashier to hold up that invoice until we have word from the owner that we have fixed the car. If we send him a bill or try to

collect for it now and it still isn't fixed, you sure will have him upset.

Try that old stunt of having a rubber stamp made to print a star about a half-inch across. When a service salesman writes an order on a "come back" he stamps the star at the top of the order. This is an indication to the man who is to work on the job that his inspection should be particularly thorough.

Every job with a star on it ought to be turned back to the service salesman by the foreman. They ought to check it together to make sure that it is right. If necessary, call in the service manager. In fact the service manager who is really on the job should insist upon having called to his attention every order that has a star put on it so that he can personally check to make sure that the car is right.

Should a car come back the third time two stars should be placed on top of the order, and in this case the man who writes the order, the shop foreman, and the service manager should get together and make absolutely certain that the condition is corrected.

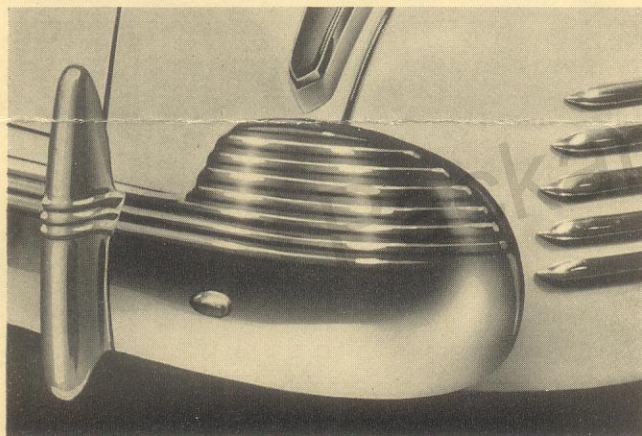
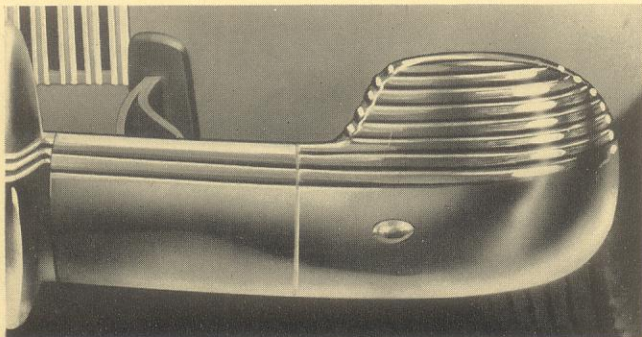
If you can't find such a rubber stamp in your place, get one made in a hurry and buy a red ink pad to use with it. Get a good lively red and a good big star. Explain to all the boys what they are and what they mean. Pay particular attention to your inspection on these jobs, handle the customer frankly and you will find your second and third "come backs" few and far between.

ACCESSORY OF THE MONTH

These Fender Guards are bolted over the regular bumpers, protruding above and beyond to provide extra protection to the deep, wide fenders of the 19th Series cars.

They prevent the bumpers of another car from over-riding and damaging the extreme end of the bumper. This extra protection stands guard whether the car is standing in a congested parking lot, on the street, or when driving in heavy traffic.

They will fit either the front or rear bumper. Available for 19th Series Six and Eight cars only.



SPRING AND SHOCK ABSORBERS CORRECTION

In the January 1, 1941 Service Letter, the 1900 Taxicab front spring 362860 was listed. This number is incorrect. The correct number is 326860. Please make the necessary changes.

1941

MECHANICAL SPECIFICATIONS CORRECTION

In the September 15, 1940 Service Letter $1\frac{1}{2}^{\circ}$ $15' +$ or $-1\frac{1}{2}^{\circ}$ was listed for the caster angle on the 1903-4-5-6-7-8. This is incorrect. The correct angle is $1^{\circ} 15' +$ or $-1\frac{1}{2}^{\circ}$. Please make the necessary changes.

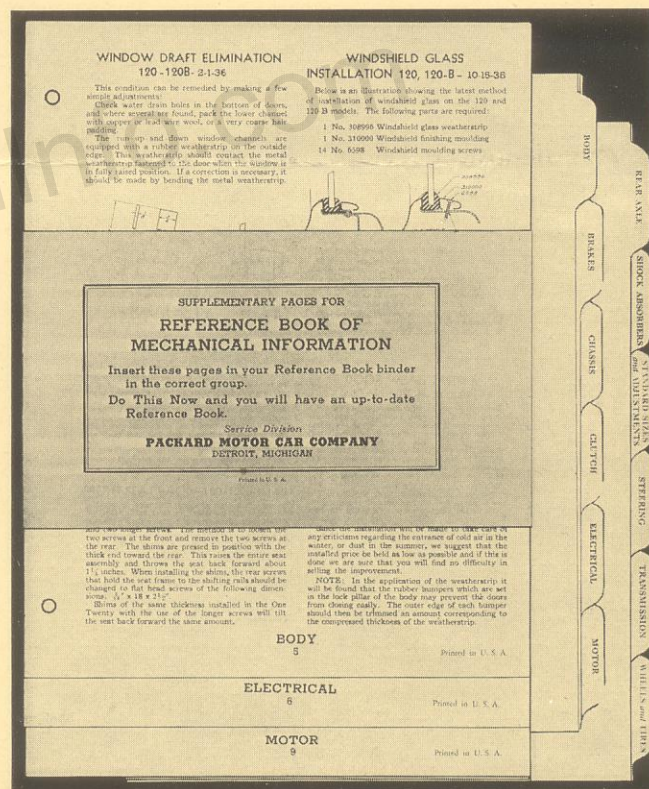
RAISING STEERING WHEEL CORRECTION

In the January 1, 1941 Service Letter we described a method for raising the steering wheel. The piece number 373176 was listed as the equipment needed. This is for the 1900 Models.

Similar equipment for the 1901-1A and all Super-8 Models may be ordered under piece number 373609.

MECHANICAL REFERENCE SUPPLEMENT

A supplement for the Mechanical Reference Book is now available. This is made up of all articles dealing with mechanical subjects which have appeared in the Service Letter from Jan. 1, 1940, to Jan. 1, 1941. All articles dealing with one subject are printed on one page, so that the page can be filed behind the proper index tab.



The index tabs and supplementary pages are punched for standard three-ring binders. A sample set of these new pages is being sent to each distributor and dealer, and additional sets, as well as index tabs, may be obtained through your distributor. They will form very handy reference books and also serve as an index to Service Letter articles.

FRONT FENDER FLAPS

It has been suggested that we supply the field with some form of front fender flaps which would protect the running board and body from stones, water and mud thrown from the front wheels.

All things considered the most practical installation is the mounting of a rubber flap on the front fender brace just back of the tire. These flaps can be obtained for your customers from any auto supply house and they are both cheap and easily installed. Any equipment we might make up would be produced in such small quantity that the cost would be excessively high.

It must be realized that with present fender and body designs all cars will suffer more from stones and splash than they did in the past, but the application of these flaps will do a reasonably good job and one which will compare favorably with the result obtained in competitive cars.

STICKY VALVES

19th SERIES

As we have frequently pointed out in the past, the most common cause of sticking valves is a deposit of rust in the exhaust valve guides.

This deposit develops from a series of cold starts and stops so that it is most likely to occur in cars which are started in storage or in slow driving conditions in cold weather.

We have found more frequent indications of rust deposits in the 19th Series cars than we had expected, and we have determined why this has been the case. The crank case and valve chamber ventilation in the current motors is not as effective as it has been in the past. This means that the lack of circulation in the valve chamber permits increased condensation and it also reduces the amount of oil which is drawn up from the crank case and which, in itself, helps to protect the valves and guides from rust formation.

We have been able to increase the crank case ventilation to the desired point in a very simple manner. The oil filler has been lengthened so that the upper end of the filler is in the fan blast and a new type of cap has been adopted. The new cap is open on one side and the opening faces toward the front of the car and helps to admit the air.

You will require for any Packard 110 or 120:

1—373545 Motor Oil Filler Assembly

1—373550 Motor Oil Filler Cap

You will find a groove at the upper end of the oil filler and it should be installed so that the

groove is facing outward, toward the side of the car. The cap is correspondingly grooved so that it can only be installed in one position and when the groove is thus located the opening in the cap will face forward to receive the air from the fan.

We found that in the Super 8 the taller filler was still ineffective owing to the presence of the oil filter in front of it. The oil filter deflects the air upward over the filler cap. The Super 8 motor, therefore, requires an air duct which is a tube mounted horizontally above the filter so that the air will be carried directly back into the opening in the side of the filler cap.

Each Super 8 installation, therefore, will require in addition to the filler and the cap:

1—373593 Motor Oil Filler Air Duct Assembly

The air duct assembly is simply a piece of tubing with two brackets welded in place. In making the installation the oil filter is loosened and the slotted ends of the bracket are slipped over the studs behind the filter. It is well to use self-locking nuts, Pc. No. 6902, in place of the plain nuts when tightening the air duct and filter.

It is not necessary to use this air duct in a Six or an Eight even when the motor is equipped with a filter. The position of the filter on the Junior motors is such that it does not interfere with the flow of air to the filler.

The new design will go into production about the time this letter is received and we will be glad to furnish the parts for motors which are not so equipped.

Do not think that even the entire elimination of rust deposits will eliminate sticky valves. There are other causes which are beyond the control of the car manufacturer.

In some cases sticky valves are caused by deposits of gum from the gasoline. When this is the case the intake valves are usually affected. Gasoline gum starts as a soft sticky deposit but may harden to an appearance similar to shellac. It is most easily identified by the fact that it can readily be dissolved with lacquer thinner.

Sticky valves may also be caused by a deposit of carbon or oxidized oil at the upper end of the exhaust valve stem. The amount of the deposit varies with the type of oil used and it is most apt to be found in motors which are driven at high speeds or operated at high temperatures.

We must do all that we can to prevent rust formation but if we turn the motor over to the customer in the proper condition the matter of gum formation and the deposit of oxidized oil or "varnish" is something which is out of your hands and our own.

USING STATION WAGONS

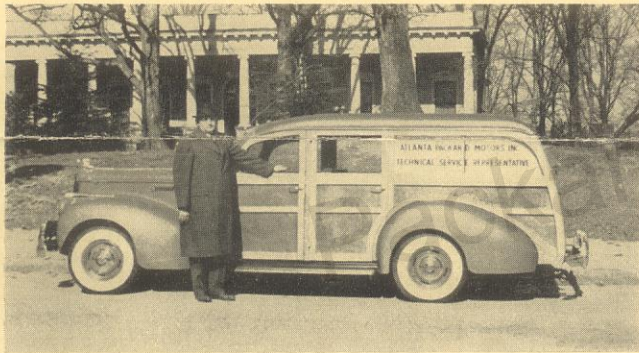
We have received pictures of several station wagons which are in double duty use as demonstrators and service, accessory and parts salesmen. Reports indicate quite a satisfactory number of demonstrations and some unusual results as far as parts and accessory sales are concerned. With their selling equipment for Jacksonville is C. E. Cripe, for Atlanta, G. L. Aderhold and for Chicago, Geo. Tibbitts.



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