



VOL. 16, NO. 20

OCTOBER 15, 1942

WINTER LETTER

WHEN WINTER COMES

Treating CARS right means

- REGULAR LUBRICATION
- ALL SAFETY ITEMS CHECKED
- CORRECT SEASONAL ATTENTION
- FRESH THOROUGHLY PROTECTED

Treating TIRES right means

- MODERATE SPEED
- ACCURATE ALIGNMENT
- REGULAR ROTATION
- CORRECT INFLATION

Treating YOURSELF right means

- A "CAR HEALTH" CHECK MADE ON YOUR CAR
- AUTHORIZED PACKARD SERVICE
- ASSURED QUALIFIED PARTS AND SKILLED WORK

PACKARD HOMETOWN MOTORS
120 Main Street
HOMERIDGE, ALABAMA

You will want to be sure your Packard is adequately protected during the winter months to safeguard the essential drive you will be driving. Lower mileage and less frequent use of your car places added importance on winter conditioning.

We are anxious concerning the proper protection of your Packard and offer the following suggestions:

1. Clean and Adjust Carburetor
2. Clean Gasoline Strainer
3. Adjust Choke Thermostat
4. Check Manifold Thermostat
5. Test Battery—Clean & Tighten Terminals
6. Check Water Pump and Belt
7. Distributor Points—Clean and Adjust
8. Set Ignition Timing
9. Inspect and Tighten Hose Connections
10. Flush out Cooling System
11. Tighten Cylinder Head Nuts
12. Check Clutch and Brake Pedal Clearance

Stance \$0.00 Lights \$0.00 Super Lights \$0.00

APPROVED ANTI-FREEZE IS STILL AVAILABLE

Please let us have your car as soon as possible to avoid the rush of winter preparation work. Under winter conditions an appointment will save you time.

John Henry Smith
Service Manager

Winter preparation work will very soon be here and with it lots of customers. Maybe you have made plans to spread the work out so that you can handle more of it and get the most out of it.

Winter mailing pieces do this for you if they are mailed in small quantities over a two or three-week period. By spreading the work, you have more time with each customer and have a chance to sell him what he needs.

But what happens after the winter preparation season is over? Your present volume may not hold up? You may think it will and we hope so but business is like an automobile—it is built with a reverse gear and sometimes the brakes don't hold.

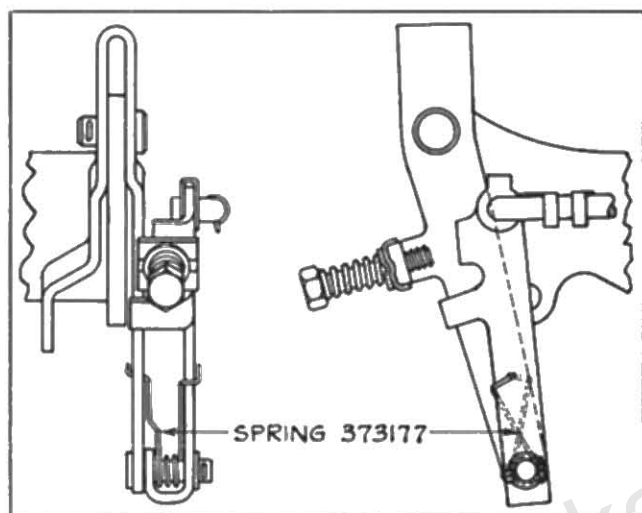
As a service manager you are interested in planning ahead—you know from experience that the best time to advertise is when you have business and customers—not after the business and the customers have left you. It has always been easier to hold business than to get it back. Now is the time to do everything you can to hold it.

Plan ahead—use a winter mailing piece. Try the 1942 Service Winter Letter as shown or use Reminder Post Card No. 26. Mail something to all owners—a few each week. Call owners on the phone and ask them if they got the letter—suggest a definite day when you can handle their work. See General Letter 537.

ELECTROMATIC CLUTCH VALVE ADJUSTMENT

This may explain some cases in which the electromatic clutch does not seem to hold its adjustment.

The illustration shows the levers at the forward end of the control valve. It also shows the small wire spring which surrounds the pin and bears against the two levers. The purpose of this spring is to push the spool rod linkage back toward the valve unit so as to remove the slack from the spool rod operation.



This spring was omitted on the control valve assembly of a number of the Clipper models which were electromatic equipped. It is not *necessary* to the operation of the electromatic but we believe that it is helpful in cases where the car has been in operation long enough to develop lost motion in the linkage.

We suggest, therefore, that if you find an electromatic which is not easy to adjust or one which loses its adjustment, you see whether the spring is in place. If not, it can easily be installed by pulling the cotter pin and slipping the control lever off the clevis pin. The spring is:

373177—Electromatic valve linkage spring.

Please understand that the installation of this spring is in no sense a cure-all. The success of the electromatic adjustment will depend on the care with which it is made. The spring may, however, make the adjustment somewhat easier.

In working on the electromatic adjustment you should make sure that the spool rod slides freely. If it is at all sticky it should be slid out, by removing the link, and thoroughly cleaned. *It should not be lubricated.*

SERVICE IN THE FUTURE

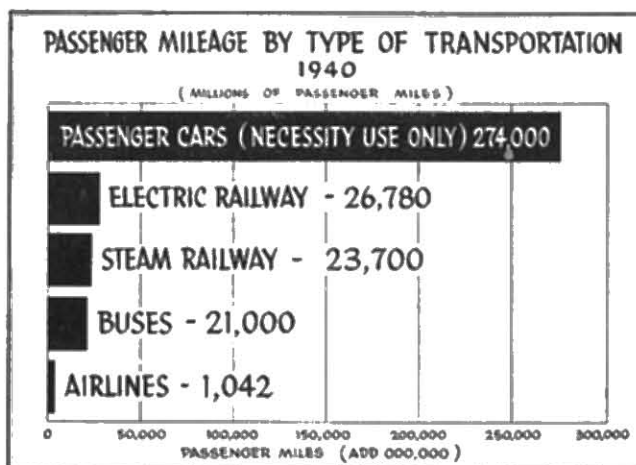
In spite of restrictions the government has placed on the use of automobiles, the country must depend for transportation very largely on privately owned cars. True, these restrictions will result in lower speeds and less miles driven but as long as cars are used at all, they will need replacement parts, adjustment and repairs.

The Office of Defense Transportation, O.D.T., which controls both public and private transportation facilities has stated many times that the public transportation systems such as railroads, street cars, busses, airlines, etc., are totally inadequate and cannot possibly furnish anywhere near the necessary facilities required to keep the war effort moving.

Actually, passenger cars covered $3\frac{1}{2}$ times the mileage covered by all other public transportation systems—two hundred and seventy four billion miles in one year.

From all this it must be obvious that we not only have a service job to do, but that this service job, as definitely stated by the Office of Defense Transportation, is absolutely essential to the war effort.

No man who is physically fit will be exempt from the country's call if the necessity becomes great enough, but automobile service men will be considered just as necessary as workers in the war plants, because the passenger cars, busses and trucks of the country must be kept rolling.



A.M.A. 1942 FACTS

WATER PUMP LEAKS

Perhaps you have noticed that a large percentage of water pump leaks develop immediately after the anti-freeze has been drained in the spring or after it has been installed in the fall.

You may also have found that the water pump is in good condition except for the thrust washer which bears against the pump housing. Sometimes the bearing surface of the washer will show small blisters which prevent the washer from seating properly.

We have not been able to definitely determine the cause of the blisters. It is possible, however, that they are caused by draining the water system and pouring in cold water while the pump is still hot.

We suggest that in filling the water system you use hot water if the motor is hot and cold water if the motor is cold. This is easy to do and it *may* prevent some leaking pumps.

See the article in the Service Letter of July 15th, 1942 regarding water pump leaks.

SERVICE IN OGDEN, UTAH



REAR SPRING INSERTS

A change in the condition of the spring inserts will cause a definite change in the riding qualities of the car.

Normally the inserts will last for a long time, but this will not be the case if the spring leaves are lubricated. This, of course, should never be done, but it is sometimes performed by an independent shop which considers it part of the regular chassis lubrication. Sometimes it is the result of a mistaken effort to remove what is thought to be a spring squeak.

Lubrication of the spring will decompose both the rubber and the Silenite inserts. It is not apt to affect the lead inserts because they are protected by the cups in which they are installed. The breaking down of the rubber and Silenite, however, not only changes their own friction characteristics but also permits the ends of the leaves to come together.

When the leaves come together at the ends the riding qualities of the springs will be entirely upset. In addition to this, you may find a snapping noise when the car starts, similar to that which might be made by a loose universal joint flange. This noise is caused by the end of the spring changing its contact with the face of the leaf above it.

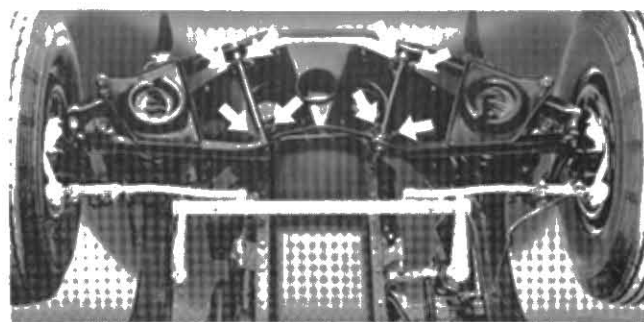
In making the Health Check, or any other inspection, you should note the condition of the inserts, and suggest the replacement of those which should be renewed.

You are apt to find the lead inserts in reasonably good condition. They are near the center where there is less movement, the material is harder, and they are protected by the cups and seals in which they are mounted.

The lead inserts, however, may develop squeaks, and it may be necessary to repack the cups with grease. (See the Service Letter of May 1, 1942). This squeak is easily located by rocking the rear bumper slightly.

When spring inserts are replaced, be sure that the proper inserts are used. The spring tables in the Parts Book indicate the correct set-up.

VARIATION IN FRONT WHEEL CAMBER



In checking front wheel camber on the Clipper models, you must always make sure that the lower support arm inner bracket bolts are tight.

The bolt nuts are cotter pinned but the bracket may loosen, in spite of this, enough to permit it to shift. This, of course, would cause a change in camber.

It is a very simple matter to try the nuts without removing the cotter pins. If the nuts are loose, the cotters should be removed so that the nuts can be properly tightened.

OVER-SEAS NEWS

Lionel E. Leon, formerly Service Manager for his father, Distributer at Johannesburg, South Africa, is now an R.A.F. Squadron Leader.

After twelve months in the Desert, "Cookie" has been resting at an Operational Training Unit. At this Unit he is doing a certain amount of instructing. He has been in so many theatres of war and has seen so many different countries since he joined the Royal Air Force some 2½ years ago, that he is almost a veteran of war.

He particularly asked his father to write and say that he constantly thinks of his friends in the States and hopes one day to return to our midst.

Another Packard serviceman joined the overseas forces and cables his safe arrival for duty with the Packard Marine Division. All who know Jack Harrison from Coast to Coast will join us in our "best wishes."



ORDERING PARTS

The distributer in St. Johnsbury, Vermont, has been assisting its dealers in ordering parts according to I. A. Preston, Parts Manager. He has been using an addressed business reply card which supplies him with proper information to ship the car parts. Since the L-158 order, he has added a certificate of compliance, across one end of the card with a rubber stamp. Isn't it possible more dealers would order more parts if more distributors would make it more easy?

GASOLINE ECONOMY POSTAL CARDS

PACKARD <i>Gasoline Economy</i> SUGGESTIONS	
	
WHAT YOU CAN DO <ul style="list-style-type: none"> • The accelerator is the faucet of the gas tank, a "heavy foot" keeps it open and the gas quickly pours out. • A "light foot" on gas supply means smooth starting, avoids quick, costly acceleration, and results in most economical driving. • Moderate, consistent speed produces the best mileage. • See your authorized Packard Dealer today. 	WHAT WE CAN DO FOR YOU <ul style="list-style-type: none"> • Tune your motor properly and set the timing with all the advance it will take. • Clean and re-set spark plugs and points. • Check distributor, coil and condenser. • Clean air cleaner and filter cap and re-ad. • Adjust carburetor, reset float, carburetor settings are already "lean." Changes from standard can only be made at some sacrifice of performance.
<p style="text-align: center;">JONESVILLE PACKARD CO.</p> <p>39 JONESVILLE, MICH. PHONE 0642</p>	

Card No. 39

A new and very timely Reminder Post Card, No. 39. It tells your customers what they can do and what you can do for them about Gasoline Economy. How they can get the most miles out of every gallon of gasoline they can now buy. Your customers are very much interested in this subject today. Before a lot of harmful adjustments are made and unsatisfactory results obtained which may be blamed on the car, why not get your owners to come to you with their problems?

Many of these problems are individual ones and can only be handled satisfactorily after an individual examination of the car and a talk with the owner to find out about his driving habits, driving problems and the condition of his car.

Urge your customers to come to you for Gasoline Economy Suggestions. These cards are supplied by the factory no charge. They are printed on government one cent post card stock and a charge is made for the stamps. Imprinting your firm name is charged at the following rates. 100 cards cost \$1.00 for stamps and \$.65 for imprinting firm name—additional cards cost \$1.00 per 100 for stamps and \$.10 per 100 for imprinting.

Order Gasoline Economy Card number 39.

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.