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IMPORTANT!

**CARS IN STORAGE**

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When cars are to be stored for an indefinite period, it is necessary to take precautions which are not required when the storage period is limited.

First make sure the car is in standard condition. If any corrective work is required it should be performed now. Naturally no claim against the factory, covering the original condition of the car, would be considered when it is put into service at some later date.

**LUBRICATION:**

The car should be thoroughly lubricated and all oil levels checked. This will prevent the rusting of the frictional surfaces.

**TIRES:**

The wheels should be jacked up and blocked to take the weight off the tires. It is not necessary to lower the pressures because normal leakage will take care of this. Tires are best stored in a dark, cool room but normal storage conditions would be reasonably satisfactory.

**COOLING SYSTEM:**

The cooling system should be drained. Before draining, add double the normal quantity of Packard Rust Preventive to the water in the system and run the motor long enough to permit it to circulate. After the system has been drained, a thin coating of this soluble oil will remain on the inside of the radiator and cylinder water jacket and will retard any rust formation. If the cooling system contains anti-freeze it need not be drained unless you wish to do so.

**MOTOR:**

The normal storage practice should be followed. Gasoline should be drained and the motor run long enough to empty the carburetor. Spark plugs should be removed and oil injected through the spark plug holes. The motor should be cranked with the starter long enough to spread the oil so that it will protect the cylinder walls, piston rings and valve stems.

**BATTERY:**

The battery should be removed and kept in a charged condition. If you have no facilities for doing this, arrangements should be made with a local battery shop and, preferably, the local representative of the battery manufacturer.

**CLUTCH:**

The clutch pedal should be blocked down so that the clutch will be disengaged. This will prevent the facing of the driven plate from sticking to the flywheel or the pressure plate. This sticking develops most rapidly when heat and humidity are high, but will develop in time under any normal weather conditions.

**FINISH:**

Plated metal parts should be covered with a good, protective coating and the car itself should be covered to prevent dust from imbedding itself in the lacquered surfaces.

As a protection against moths the trim material may be sprayed with naphthalene.

## CARBURETOR TIGHTENING

In checking the carburetor adjustments it is always good practice to make sure that the screws which hold the sections of the carburetor together are tight in order to prevent air leaks.

It is possible, however, to overdo this operation, especially where a die-cast boss is involved. If excessive pressure is put on the screw the die-cast boss may be distorted so that in spite of the gasket the sections of the carburetor do not seat properly.

The air leakage which results is most apt to be noticed in a surge or light throttle miss between 20 and 30 miles an hour. There is no good way to check the condition except by disassembling the sections of the carburetor and trying the faces with a straight edge.

## AC AIR CLEANER OILING INSTRUCTIONS

The instructions for oiling both Heavy-Duty Oil-Bath-Type and Oil-Wetted-Type Air Cleaners as given on the instruction label on each Air Cleaner recommends SAE 50 engine oil. This oil has been generally withdrawn from the market and is obtainable at only a few oil stations.

For this service SAE 90 straight mineral gear oil is now recommended as an alternative for summer use. This oil is of comparable body to the SAE 50 engine oil. Do not use an EP (Extreme Pressure) lubricant of the SAE 90 grade. For winter use or for all temperatures below 32° F., SAE 20-W engine oil is recommended.

## A NEW PARTS STORE



ASHEVILLE, NORTH CAROLINA

## LOW OCTANE GASOLINE

You have undoubtedly heard reports regarding the possibility of a change in the character of the gasoline which will be commercially available. It has been suggested that there may be a reduc-

tion in the supply of gasoline of the higher octane ratings.

Whether or not these rumors become a fact, you should understand the effects of such a change so that you can discuss the problem intelligently with your customers.

A reduction in octane rating makes the motor more sensitive to spark knock, but any changes in the spark timing or the compression ratio which would reduce the tendency to knock would also reduce the efficiency of the motor. This would apply both to gasoline economy and to motor performance.

The owner should understand that there may be an indication of spark knock on slow, heavy acceleration, particularly if there is a carbon deposit in the cylinders. Unless the knock is so loud as to be definitely objectionable, it will not be harmful and the owner will lose more than he gains if an attempt is made to eliminate the noise. The efficiency of the motor will be reduced.

Suggest to the owner that if he finds the noise objectionable he can drive with a lighter accelerator pedal. This is in any case desirable in order to save gasoline. He can also shift gears more frequently instead of trying to pull away in high gear at a low car speed.

Cleaning carbon will, of course, put the motor back in its original condition as far as spark knock is concerned if the other adjustments are standard, but in pointing out that this work can be performed, the owner should also understand that the manner in which he handles the car will be a factor in the result.

In addition to spark knock, there is another condition which is usually referred to as preignition. While spark knock is a "clatter" which occurs in all the cylinders and is uniform in its character, preignition is an extremely sharp noise which is more irregular in its symptoms and is apt to be more severe.

Preignition develops when the mixture is ignited by incandescent matter in the combustion chamber. It may be caused by hot carbon, by rough surfaces or sharp edges in the cylinder head or, perhaps, an overheated spark plug porcelain.

Spark knock is affected by the spark timing but preignition may continue even if the spark advance is reduced. It is best corrected by the use of a thicker cylinder head gasket or by a double gasket.

We repeat, however, that the retarding of the spark and the reduction of the compression reduce the motor efficiency and neither of these steps should be taken without a realization on the part of the customer of the unfavorable results.

## LET'S FIGHT!

Distributors and Dealers have discovered that service can be profitable when good mechanical work and an adequate supply of parts is combined with prompt, courteous, careful consideration of the customer.

We know how to get good work done. It's a matter of combining the efforts of a good mechanic with good, modern equipment and tools, good supervision, good inspection and keeping posted on the latest and best methods of performing each operation. We know how to assure an adequate supply of parts. This is a matter of combining a well-trained parts man with proper bin space, and records to assure the correct ordering of parts based on sales, seasonal requirements and common sense.

We also know how to give service that combines promptness, courtesy and careful consideration of each and every customer. With less manpower on the floor, we must learn how to promptly serve more customers. The answer to this in many places is to add some "greeters" and show them how to take the simpler orders such as lubrication, polish and wash jobs. Maybe such a man has been a new car salesman or maybe he is the boss himself. Find one or two men who can help out during the early morning rush. With a little coaching they can greatly relieve a congestion on the floor. They can greet the people promptly and soon will be selling a lot of service work.

Courteous, careful consideration of all customers we likewise know a great deal about, but it pays to keep talking about it because we all forget or get too busy to think much about it.

One thing is happening right now in many service stations. We are getting a lot of new customers. People who now believe that, since their Packard must last a long time, feel that they should give it the best possible attention. Other people are buying used Packards and are becoming Packard service customers. Let's remember new customers are just as valuable as old customers and, if handled right, will soon be old customers. Some of these customers won't be dressed like the old Packard customer. They are defense workers making big money, but for their money they should receive the same good workmanship and

proper handling that has made Packard service famous.

This type of service is again a matter of combining supervision, training and a real desire to build service volume through satisfied customers. This is no time to quit—it's time to fight—fight for business. The champion is the fellow who can take the blow and come back with a new and better attack. He knows how to combine all his fighting power. That's what makes him a champion. Let's get all of our fighting power working and see this thing through.

## WHAT DOES THE CUSTOMER WANT?

Another article on handling Packard Service by R. B. Parker, General Manager of Packard-Philadelphia, on the subject of "What the Packard Service Patron Wants":

### PUNCTUALITY IN ALL OUR ACTS

The customer expects us to be alert and punctual in all things—in greeting him when he arrives—in getting his order written up—in getting the job done on time—and in settling any complaint he may have to make.

There are those who are inclined to be slow and late in their general make-up—those who annoy others by an attitude that is interpreted as indifference—those who find it easier to procrastinate in making a decision or undertaking an unpleasant task than meeting the issue and "getting it back of them."

The customer invariably regards our estimate as to when a job can be completed as a promise and becomes very critical over any failure of ours to "keep a promise." It is interpreted as dishonesty.

There are times, with the fluctuations of shop work volume that any repair shop has, or because of unanticipated complications in the work itself, when a job cannot be completed at the time when we might fairly have estimated at the start it could. In such case, we should at least contact the owner in time to prevent his arriving too soon and waiting around, or so that he may make other arrangements for his transportation.

**PUT YOURSELF IN THE CUSTOMER'S SHOES—WHAT WOULD YOU WANT?**

## SERVICEMEN DISCUSS SERVICE PROBLEMS



BILLINGS, MONTANA



CHICAGO, ILLINOIS



BOSTON, MASSACHUSETTS



NASHVILLE, TENNESSEE

## WHAT OTHERS ARE DOING

In these columns we will present every worthwhile idea we can find in operation in the field for increasing service traffic or service volume. Study what the other fellow is doing and send in everything that's working for you. Let's all help each other see this thing through.

## PACKARD

BERRY MOTOR CAR COMPANY  
106 WEST 21st ST. SAINT LOUIS

January 15, 1942

### TO PACKARD OWNERS:

In these times of limited car production, we realize our responsibility to Packard owners to assist in keeping their cars running, and at a low up-keep cost.

With this in mind, we are expanding our service facilities for taking care of your every service need, both for your Packard and cars of any other makes which you may own.

A special department for cleaning and polishing has been added, and experienced men are on duty to give you the best job possible. This is very important in preserving the finish of a car.

We also offer a complete tire service designed to get for you all the mileage possible from your tires. This includes a thorough check of each tire and changing them from one wheel to another, which makes them wear more evenly, thereby increasing the mileage they deliver.

We are also equipped to regroove tires. This operation renews the non-skid feature and is desirable if the tire has become smooth, but not worn enough to require recapping.

These services are offered in addition to complete mechanical repairs, including motor ring jobs and reconditioning at attractive prices.

We invite you to drive into our Service Department and we shall be pleased to make a free inspection and furnish prices and other details.

Yours very truly,

P. W. Pelsue,  
Asst. Manager

ASK THE MAN WHO OWNS ONE

SAINT LOUIS



Uncle Sam  
asks your  
cooperation

TAKE GOOD CARE  
OF YOUR  
PRESENT PACKARD!

DON'T NEGLECT  
THESE SERVICE NEEDS

Lubrication every 1000 miles  
Properly aligned wheels  
Spark adjustment  
Carbon removal

Proper brake adjustment  
Motor tune-up  
Ignition check-up  
Valves reground

Every Packard owner can aid in America's defense by taking good care of their car and making it last longer. We're here to help you to do it because the Packard factory placed us here to render that service for you. As authorized Packard representatives, we have trained men and special tools and machinery designed to give you the maximum of long wear that Packard builds into its cars.

LAURENT & NIELLO

816 Pine Street  
St. Louis 11, Mo.

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SAN FRANCISCO