



VOL. 16, NO. 6

MARCH 15, 1942

## I AM A SERVICE MAN—SO WHAT?

This country is at war and we and our allies must win it—quickly, we hope. Everybody needs some kind of transportation to get to the place where he'll do the most good toward the war effort.

The kind of transportation he uses depends on a number of things which needn't be repeated here. BUT—transportation of *some kind* must be available or we won't be able to get the men to where they can be used to make the things the Army and Navy and Air Corps need to win the war. Obviously then the job of Servicing Automotive equipment is essential.

If you don't believe it, look at these charts showing how much "Necessity" transportation must be provided by personal cars and how much more mileage they cover than *all other* means of transportation.

The Packard Motor Car Company is going to do everything within its power to keep Packard Cars serviced and running efficiently. We believe there's work, important work, to be done. Good mechanics and other

service men are needed to do this job regardless of how long a war it's going to be.

Furthermore, service will be needed *after* the war ends. So it looks like a steady and important job you service men have. That's what we think.

General Service Manager

### 75% OF CAR USE FOR NECESSITY

TO WORK	BUSINESS TRIPS	TO MARKET, SCHOOL	RECREA- TION
33%	30%	12%	25%

← 75% ESSENTIAL →

### 77% OF TOTAL MILEAGE IS PASSENGER CAR MILES

PASSENGER CAR (NECESSITY USE)				77%
■	ELECTRIC RAILWAY	}		23%
■	STEAM RAILWAY			
■	BUSES			
	■ AIRLINES			

## DRAINING ANTI-FREEZE

Some of your customers will undoubtedly bring up the question of whether their anti-freeze should be saved when the cooling system is drained in the spring.

It has always been our recommendation that anti-freeze be discarded, even though its freezing point may be unchanged.

This is in order to prevent corrosion. All good anti-freeze solutions contain rust inhibitors, but these inhibitors will in time become ineffective. When this occurs the rusting of the interior of the water system, and particularly the radiator, will develop rapidly.

Inhibitors may lose their effectiveness because of the leakage of gas across the face of the head gasket into the water system. Also, the hotter the motor runs, the more quickly the inhibitor will break down, so that hard driven cars will suffer most.

It is impossible, therefore, to tell how long an anti-freeze will remain non-corrosive, and the safest procedure is to discard it in the spring.

At present, it appears that anti-freeze will be available this fall, although naturally no one can guarantee that this will be the case. If an owner wishes to save his anti-freeze we suggest that you discuss the situation with him, pointing out that he must accept the risk of corrosion if it is used again.

When the system is filled with water in the spring, *do not forget to add Packard Rust Preventive*. The cost to the owner is small and is out of all proportion to the value of the protection given to the water system. Corrosion and rust develop much more rapidly in hard summer driving, and summer protection is particularly important.

## CONVERTIBLE TOP DRESSING

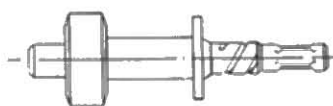
A new dressing for convertible tops has been approved. This material is supplied in either black or olive tan. It does not leave a glossy finish. The material is sprayed on with a paint gun, or it can be applied with a brush. It waterproofs the top, rejuvenates the cloth and provides a long-lasting color which withstands fading with long exposure to the sun. This material will not crack when the top is raised or lowered.

It can be secured through your distributor by ordering under the following Packard Approved Accessory No.: PA13255 Black Convertible Top Dressing, 1 Qt.; PA13260 Olive Convertible Top Dressing, 1 Qt. Dealers' suggested cost is \$1.50 and the suggested list price is \$2.75. This quantity is enough for the average top.

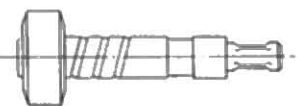
## TRANSMISSION SPEEDOMETER PINION AND SHAFT

For information on models previous to 1900 see Service Letter, Vol. 14, No. 2.

Pc. No.	No. Teeth	Models		Ratio
335163	20	1900	*C	4.55 to 1
335162	19	1900	C	4.3 to 1
347537	19	1900	**NC	4.3 to 1
347538	20	1900	NC	4.55 to 1
335161	18	1901-3-4-5-6-7-8	C	4.36 to 1
335162	19	1901-3A-5-8	C	4.54 to 1
335160	17	1901-3-4-6-7-8	C	4.09 to 1
335161	18	1903A Bus	C	4.54 to 1
335162	19	1901A-3A-Amb. and Hearse	C	4.7 to 1
335161	18	1901A-3A-Amb. and Hearse	C	4.7 to 1
335163	20	1901A-Amb. and Hearse	C	4.9 to 1
335162	19	1901A Bus	C	4.9 to 1
335162	19	1901A-3A	C	5.22 to 1
354976	17	1901	NC	4.09 to 1
347536	18	1901	NC	4.36 to 1
347537	19	1903A-1901-5-8	NC	4.54 to 1
347538	20	1901A	NC	4.9 to 1
347537	19	1901A	NC	4.7 to 1
347537	19	1903A	NC	4.7 to 1
367650	16	1903-6	NC	3.9 to 1
354976	17	1904-7-3-6	NC	4.09 to 1
347536	18	1903-4-6-7-5-8	NC	4.36 to 1
347537	19	1901-A	NC	5.22 to 1
347537	19	1901A-3A Bus	NC	4.9 to 1
347536	18	1901A Bus	NC	4.7 to 1
347536	18	1951	NC	4.36 to 1
347537	19	1951	NC	4.54 to 1
354976	17	1951	NC	4.09 to 1
347538	20	2000-20	NC	4.55 to 1
347537	19	2001	NC	4.3 to 1
347537	19	2001-A	NC	4.9 to 1
347538	20	2001-A	NC	4.9 to 1
347538	20	2001-A	NC	5.22 to 1
347537	19	2001A Bus	NC	4.9 to 1
347536	18	2001A-3A Bus	NC	4.7 to 1
354976	17	2003-6-23	NC	4.09 to 1
347536	18	2003A 7.50-16 Tires	NC	4.7 to 1
347537	19	2003A 7.00-16 Tires	NC	4.7 to 1
347536	18	2004-7	NC	4.36 to 1
347537	19	2005-8-21	NC	4.54 to 1



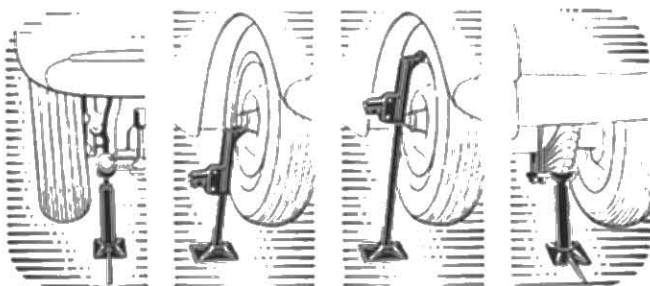
\*C-with collar



\*\*NC-without collar

## USE OF JACK

How many of your owners do you suppose are familiar with the operation of the jack in the current model cars?



Very few drivers look at the jack until it becomes necessary to change a tire. By this time the Owners Manual has usually disappeared. Even when it is in the glove box it seldom occurs to the driver to look at it.

Many drivers become hopelessly confused. They figure that it is a bumper jack and never think of using it against the rim of the wheel.

While you are talking tires to your customers we suggest that you make sure that they are familiar with the jack. This is the sort of thing that is easy to do, costs nothing, and indicates a real interest in the customer's welfare.

Note: Perhaps you had better make sure first that you can work it yourself.

## STARTING CIRCUIT 20th SERIES CLIPPERS

If the engine does not crank when the accelerator pedal is depressed, the circuit, which includes the solenoid on the starter motor and the switch on the carburetor, should be checked.

The circuit is grounded from the "A" post on the voltage regulator through the generator. By grounding from the "A" post to the dash the generator wire "3A" and the generator are eliminated from the circuit.

If the engine will then crank when the accelerator is depressed it indicates that the ground is not completed at the generator. This may be caused by sticking brushes or by a poor contact between the brushes and the commutator.

If the engine still does not crank when the "A" post is grounded the trouble may be in the starter switch on the carburetor. It may be checked by shorting across the two wire leads at the carburetor switch. If the engine then cranks the trouble is in the switch.

If the above tests do not locate the trouble the solenoid switch may be shorted out by bridging

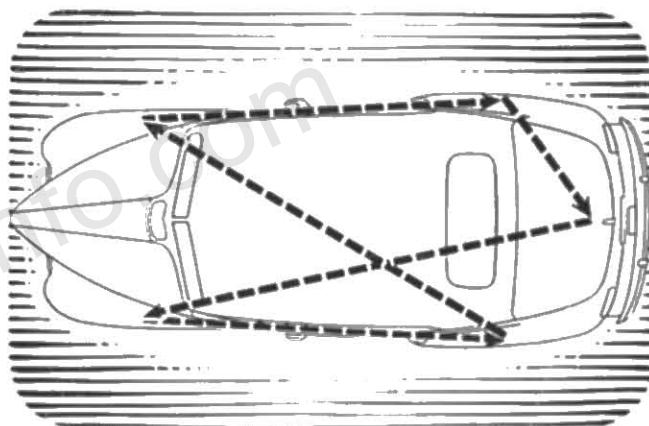
across the hot lead from the battery to the starter motor post. If the motor then cranks the trouble has in all probability been located in the solenoid switch.

This switch sometimes fails to operate because of a sticky plunger, and sometimes because the current in the solenoid coil does not overcome the spring tension.

NOTE: The above instructions cover those 20th Series Clippers with the additional wire running from the solenoid switch to the "A" post on the voltage regulator. The 19th Series Clippers and some of the early 20th Series do not carry this wire. In these cars the circuit is grounded in the solenoid switch.

## CROSS-SWITCHING TIRES

This illustration shows the standard procedure used in cross-switching tires, including the spare. The reasons for changing in this manner are based



on the variation in tread wear. Under average operating conditions the ratio of wear is as follows:

Left front	14%
Left rear	29%
Right front	19%
Right rear	38%

You will note that the right rear tire, which wears the most, becomes the spare, and that at the next switching operation it is moved to the left front where the wear is the least.

You will also note that in shifting tires from the rear to the front, the direction of rotation is reversed. This tends to equalize the wear which develops in the rear tires due to starting traction. When the free rolling front tires are moved to the rear the direction of rotation is unchanged.

In some cases it may be found that unusual operating conditions have caused a noticeable variation in the normal ratio of wear. When this is the case the above table will be helpful in placing the tires so that the wear will balance up.

## BODY POLISHING— HIGHER PROFITS

The sale of body polishing jobs will increase as car owners condition their cars—both mechanically and appearance-wise—for the duration.

To the car dealer polishing is a most desirable activity—No expensive equipment—small inventory investment—rapid turnover of shop space—no highly skilled help—fine margin of profit.

For some years we have polished all Super Eights and all drive-aways with Packard Hard Gloss before delivery from the factory. This Packard Hard Gloss gives a good result.

Our present stock of Packard Hard Gloss is being offered to the first comers at bargain prices—bigger profits for you.

	Old Price	New Price
PA-356774 Luster, Pt.	\$ .65	\$ .40
PA-356775 Luster, Gal.	2.80	2.10
PA-356776 Cleaner, Pt.	.65	.40
PA-356777 Cleaner, Gal.	3.35	2.10

Set up a real polish department and advertise it to your owners.

## CONVERTIBLE TOP BINDING

In cleaning a convertible top, special attention must be given to those cases in which rust stains have developed in the material at the binding.

It will be found that the rust comes from the tacks which are used to secure the binding. It will also be found that the rusting is most likely to occur in those tacks which come in contact with the wire lacing in the binding.

Even tacks which are rustproofed or cadmium-plated (our own tacks are plated) may become rusty when they come in contact with the brass wire. This is probably due to electrolytic action.

The safest procedure to prevent rust from developing again is to renew both the tacks and the binding. We are now carrying in stock "Hidem" binding which does not contain any wire, and the tacks which we are now supplying have a heavier cadmium plating than was formerly obtainable.

When tacks and binding are replaced, the safest plan is to purchase both tacks and binding from us, specifying the purpose for which the tacks will be used and stating that the "Hidem" binding is to be supplied.

## A LOGICAL APPEAL TO CAR OWNERS AT THIS SEASON

If your service department isn't busy at this time, call your owners on the phone.

Remind them that only by keeping your men busy can you continue to render efficient service. Ask them whether they realize the seriousness of a possible elimination of authorized parts and service facilities to keep their cars running.

Then point out that this is always a quiet period for service, although we are looking for a very heavy spring service demand with its inevitable delays and hurried work.

Follow this reasoning with the request that you be allowed an opportunity to give the owner's car a "Health Check," at no expense to him, and that you and he can then discuss what work to have done now and what might be postponed until later.

It is well, also, to suggest the possibility of financing repairs by easy payments out of income.

For quick results use the telephone.

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.



Have you  
PROTECTED  
THE Finish  
ON YOUR PACKARD

Keeping that "new car" appearance is a matter of thorough cleaning and applying a treatment of Packard Hard Gloss - Our Price \$8.00

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No. 6

Here is a suitable post card offered at no charge—you pay only the postage.

Order quickly—Our supply is limited.

## SMITH AND SMYTHE

The customer with an unusual or hyphenated name, such as Smythe or Worcester-Jones, is generally sensitive about it. Incorrect pronunciation may offend him. And if his name is just plain Smith, he probably wants to be addressed as Mr. Smith, rather than Smitty.

It flatters a man's vanity to have his name remembered. This is one of the "little things" in the service relationship; but if you train yourself to remember names, your customers will like to deal with you.