

SAVING MANPOWER



The urgent need of both the armed forces and industry for skilled mechanics has brought up the question of training women for service station work.

The factory decided to take some action to prove that women can be found who, with training and supervision, can become efficient as mechanics' helpers, lubrication workers, car shifters, parts department helpers and in other activities. An ad was run in a Detroit paper with rather discouraging results apparently due to the fact that the service station address was not given in the ad but only a box number. A second ad was run and applications were received. From these, 6 were carefully selected with respect to their apparent willingness and adaptability to mechanical type work. The ages ranged from 20 to 35.

A small amount of time was spent on classroom work using Shop Manuals and Technical Charts to explain the reasons for and the general operations of certain parts of the car. Some time was spent in watching mechanics do various operations. Then after being supplied with a kit of essential tools, a pair of coveralls and a cap, they started to work under the mechanics' supervision.

Already, with three weeks experience, these women have proved their value. On brake work for instance, the helper removes the wheels, cylinders, brake shoes, etc., cleans all the parts, replaces the linings, installs the shoes and replaces the wheels. The skilled mechanic then makes the final adjustment. Thus, the only time required of the skilled man is in the final adjustment.

On a carbon and valve job, the mechanic's helper drains the water, removes the cylinder head and valves, cleans the carbon, cleans the valve stems—in fact, does everything but reface the valves and seats and make the final adjustments. Imagine the time saved by the mechanic.

Women were quickly trained on lubrication work, flushing and refilling radiators, cleaning and filling shock absorbers.



From this experience it becomes apparent that a large number of mechanical jobs can be done by women and with proper supervision

and training many can be done entirely by women. It is quite clear that the time of skilled mechanics can be made more productive by means of these helpers. Only work which requires a high degree of skill should now be done by skilled men. The preparation and disassembling of these jobs along with the reassembling and all jobs requiring a lesser degree of skill should now be performed by mechanics' helpers. This is a patriotic duty in the conservation of skilled manpower.

With service more and more becoming the major source of income and with the very definite responsibility of maintaining cars essential to the war effort, we feel that everything possible must be done by distributors and dealers to maintain adequate service facilities. It is clear to everyone that automotive transportation is essential to the winning of the war. The demands for manpower to carry on the war are tremendous and it is not only our suggestion but our urgent request that every service organization undertake immediately the job of training women in the many activities in the Service Department to which they can readily adapt themselves and assist in this problem of conserving the skilled manpower so urgently needed by our country.

SHORTED SPARK PLUGS

When you are called on to start a car which will crank but will not start, your first step is usually to wipe off the outside of the spark plug porcelain.

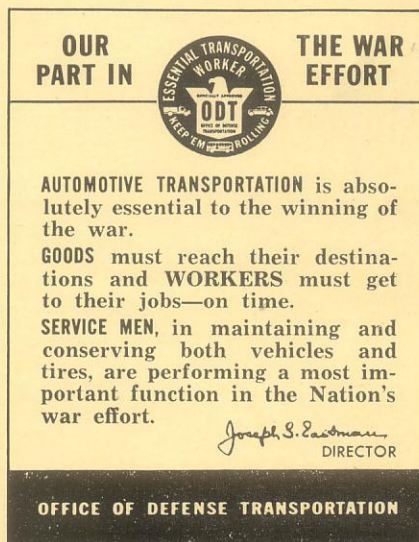
A collection of moisture on the outside of the plug will cause it to short. It may be simply the condensation which collects during a cool summer night after a hot day. It may be that the car has been out in the rain or snow.

In any case, the moisture permits the current to short across the outside of the porcelain is corrected by making sure that the porcelain is clean and dry. You may have noticed, however, that the trouble almost always occurs when the porcelains are dirty. A clean porcelain very seldom shorts.

This information is probably an old story to you, but it is not known to the average owner. He could save himself annoyance and save you a trouble call if he knew what to do.

It is best to wipe off the porcelains often enough to keep them fairly clean because this prevents the trouble from developing. If the plugs are neglected, the deposit which forms is rather hard to remove.

ODT POSTER STAMPS



HAVE YOU USED YOURS?

MANPOWER AND YOU

You service men are all familiar with the "Essential Transportation Worker's" Program, approved by the Office of Defense Transportation (ODT).

Every service station has a poster telling the car owners and the public that Automotive Transportation and Maintenance is absolutely essential to the Winning of the War.

You all have received an insignia to wear.

Men over 38 are no longer being drafted for the Armed Forces; and NOW automotive mechanics, automotive electricians, body repair men, have been definitely classified by the War Manpower Commission—which includes Selective Service and U. S. Employment offices—as essential occupations.

Therefore your government considers that you are definitely doing your part in the war effort.

"Goods Must Reach Their Destinations and Workers Must Get to Their Jobs on Time."

If you have friends who feel that they are not using their time and ability to the fullest extent in the jobs they are now in, why not suggest they return to "essential automotive service work."

We're all interested in three things: Keeping cars running; keeping the business alive so that service is available and—Winning the War.

Let's all work to Win.

CAR STARTER SWITCH

(Carburetor Switch)

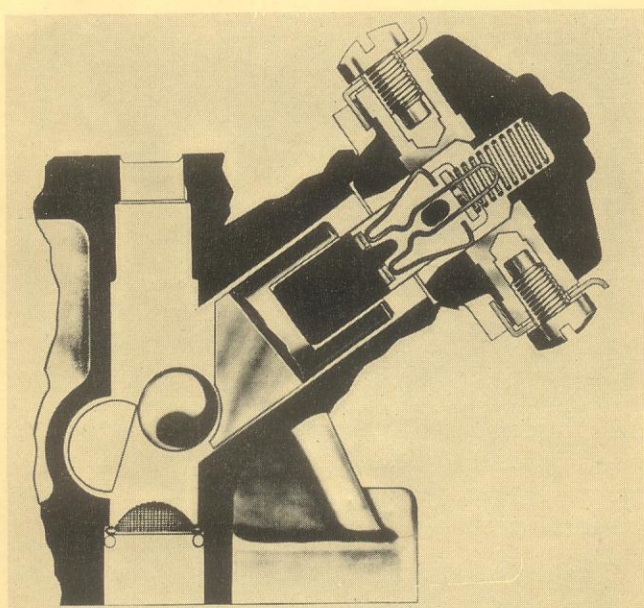
It will help you to check the action of the carburetor switch if you are clear as to the manner in which it operates.

Simply turning on the ignition switch does not crank the engine because the starting circuit is still broken at the carburetor. When you depress the accelerator it closes the carburetor switch, and the starter motor will then continue to operate until the carburetor switch contact is broken.

If the engine does not crank when the accelerator is depressed, try shorting across the two switch terminal screws. If the engine then cranks, it shows that the switch contacts are not closed.

The failure of the switch points to close is usually a matter of adjustment. Opening the throttle fully at the carburetor will tell you whether this is the case because a full opening will operate the switch. You may find that the throttle linkage has developed lost motion, and the removal of the lost motion may cause the switch to engage at the proper point.

Make sure that the screw which holds the switch in place is tight. A loose screw will permit the ball to lift the entire switch assembly and fail to close the contact points. Never readjust the switch unless you know that the linkage and the switch itself are tight.



The other starting condition which may develop is exactly the opposite of the above. You may find that the starter motor keeps on spinning after the engine has started. This

means that the switch contact did not break when the engine started. You can make a quick check by removing one of the switch wires with the engine running and the starter motor turning over. If this stops the starter motor, it shows that the switch was not breaking.

The failure of the switch to break contact may be caused by the failure of the ball to lift. The suction of the manifold should lift the ball, permitting the coil spring to push the brass contact spring down, thus breaking the circuit. Make sure that the ball is free to lift.

There is another reason why the switch may not break the circuit. If the brass contact spring is sticky it may remain in the closed position even after the ball has lifted and the plunger dropped clear. Make sure that the contacts are smooth and clean so that the brass contact spring will slide down to the off position as soon as the plunger drops.

If a readjustment of the switch is necessary, the instructions in the Service Manual should be followed, but you should not make an adjustment until you are sure that the linkage is in good shape and the switch itself free to operate properly.

You may have wondered why the need for an accurate adjustment is emphasized. It is because proper starting of the engine depends on the position of the throttle when cranking begins.

If the engine cranks before the throttle has opened the proper amount, the choke will not have tripped and gone to the closed position and the throttle will not have reached the fast idle point. On the other hand, if the engine does not crank until the throttle has opened too far, the choke will have gone by the closed position and started to open again.

When an owner complains of hard starting, you must be sure that the switch is properly adjusted and also that the proper operation of the accelerator pedal in starting is thoroughly explained.

• • •

We Have Been Appointed Official U. S. Government Tire Inspection Station

Bring your tire problems to us. Buy your tires here.
Plan to have your tires inspected when you are in for
service and save time and gasoline.

PACKARD SALES AND SERVICE, INC.
350 GEORGE STREET NEW HAVEN, CONN.

You can still buy New and Used Cars. Ask us!

HOW DO YOU STAND?

Analyzing what you are selling to determine whether or not you are simply order takers on small items or salesmen on step-up selling is both interesting and profitable.

In a recent issue of the Service Letter, we showed how this should be done and what the results of surveys already made were showing.

We just received a letter from George Kloetzer, General Service Manager in New York with some figures and comments and surveys recently made. The first line of figures shows what an outside company has been doing. They represent the number of times each item listed appears per 100 Repair Orders. The second line represents the averages of the Service Departments of the Bronx, White Plains, Springfield, Brooklyn, Newark and 11th Avenue Service Stations. The third line represents the averages of surveys received from all over the country. Three thousand repair orders have been checked.

	Motor Tune	Carbon and Valves	Adjust Brakes	Reline Brakes	Refill Shock Ab- sorbors	Wheel Align- ment	Repack Ft. Wh. Br'ngs
Outside Co.	12.8	1.3	8.0	2.3	2.9	3.3	6.5
N. Y. Br's	14.3	5.8	8.2	4.9	5.4	6.2	6.2
Packard	13.4	3.8	10.	3.6	2.9	6.9	3.8

The New York Branches are doing a better job than the outside company on all but one item. On the other hand, they are behind the averages of the Packard figures on two items. It is interesting to note however, that their proportion of brake relines to brake adjustments and carbon and valve jobs to motor tune up jobs is more satisfactory than the Packard average. In other words, they are doing a good job on step-up selling.

Such breakdowns point out many interesting things and allow special effort to be put where it will do the most good. While the past few months in service business may not have been a "selling period," many things indicate that we are fast approaching such a time and surveys of repair orders will be particularly valuable in directing your selling efforts.

If you have not already made a survey of approximately one month's repair orders and reduced it to a per 100 basis, we urge you to do so now so that you can have your selling plans all made.

TIRE INSPECTION DUE NOW!

TIRE INSPECTION for the first National OPA Tire Inspection Period of December-January is starting now.

As an Official Tire Inspection Station, we are ready to inspect your tires according to OPA regulations.

In order to conserve both gasoline and tires, may we suggest that you plan to have your tires inspected when you are coming in for some service attention your car may need—such as—

LUBRICATION STATE INSPECTION MOTOR TUNE-UP
WINTER SERVICE OPERATION WHEEL ALIGNMENT
BRAKE ADJUSTMENT PROTECTIVE POLISH OPERATION

BE SURE to bring your Tire Inspection Record—Form R-534—Part B

WE INSPECT ANY MAKE OF CAR

PACKARD HEADQUARTERS

OFFICIAL TIRE INSPECTION STATION No. 2

1231 N. Broad Street Poplar 4700
(Above Girard Avenue)

BLUE CORAL WINNERS

The first Packard Blue Coral Contest has been completed. Many Packard service salesmen turned in an aggressive selling job.

In effect, a separate contest was held for groups of four different sizes. The winners are listed:

GROUP A—1 Man Organization

\$25.00—L. Wegener (Woodward) Detroit 46 BCT'S
\$15.00—C. S. Thurman, Macon, Ga. 27 BCT'S
\$10.00—O. Heinrich (Grosse Pointe) Detroit 25 BCT'S

GROUP B—2 Men Organization

\$25.00—J. D. Verner, Atlanta, Ga. 39 BCT'S
\$12.50—J. C. Sewell, Atlanta, Ga. 31 BCT'S
\$12.50—J. Day (Hubbard Woods) Chicago 31 BCT'S

GROUP C—3 Men Organization

\$25.00—R. Carlson, Evanston, Illinois 39 BCT'S
\$15.00—O. Drouillard (Jefferson) Detroit 38 BCT'S
\$10.00—L. Goodman (Jefferson) Detroit 35 BCT'S

GROUP D—4 Men Organization

\$25.00—J. Kouba (Wells Street) Chicago 43 BCT'S
\$ 7.50—H. Gabrielsen (Wells Street) Chi. 18 BCT'S
\$ 7.50—N. Roberta (South Shore) Chi. 18 BCT'S
\$ 5.00—G. Boss (Wells Street) Chicago 14 BCT'S
\$ 5.00—H. May (Wells Street) Chicago 14 BCT'S

Packard-Detroit and Packard-Chicago have been selling Blue Coral for a number of years and according to reports, doubled their business during the contest. This was a particularly good job. We believe that by continued effort on your part, you can secure a nice additional business through Blue Coral sales.

The manufacturers of Blue Coral have already sent checks to the winners of this contest.

SUGGESTIONS OR QUESTIONS ARE ALWAYS WELCOME. ADDRESS—EDITOR PACKARD SERVICE LETTER