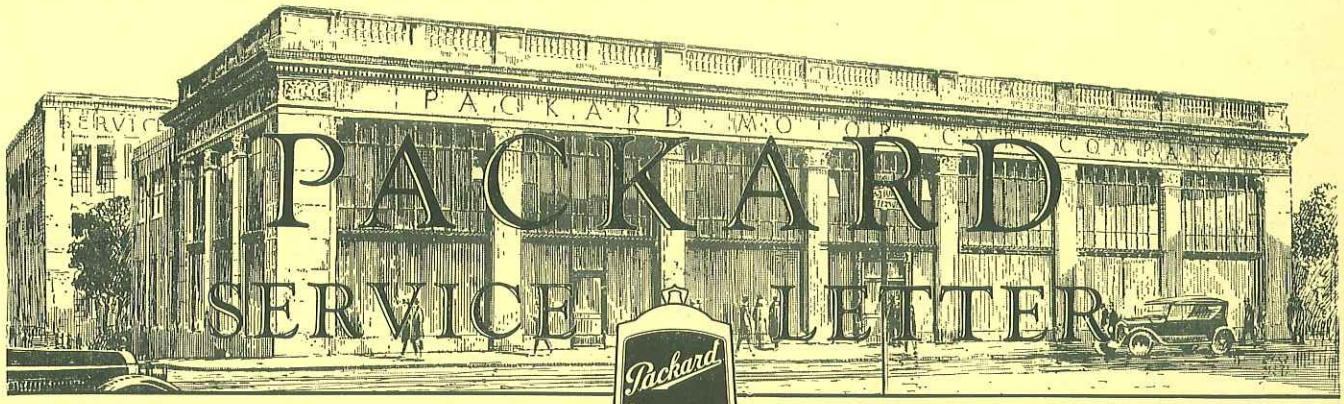


VOL. 17, NO. 11 JUNE 1, 1943

JUNE SERVICE PROMOTION

Maintaining service volume in the East is a job. In New York they are out fighting for it—Here is their plan.

What with the "Pleasure Driving Ban" upon us again—let's analyze our Service Operations, to add lines of Service Revenue that do not depend upon extensive driving. We did this last spring, when gas rationing first came, and we developed side-lines that bolstered our Service Sales considerably.

Let's look at the obvious steps to insure good Service Sales for June—

1. *Right Now*—get out your Repair Orders from November 1st, 1942—through May—and list the names and type of work needed by those customers to whom you were unable to give the "Full Treatment" to because of press of business in your shop.
   Most dealers have a "gold mine" laying among the RO's written during the past six months—and a 'phone call—or a postcard—will bring a lot of them in for necessary work.
2. *Get a new BLUE CORAL* program set—we all did a swell job selling BLUE CORAL last summer—we know all about it—and whether a customer is driving his car once or seven times a week—FINISH PRESERVATION is vital during the warm months. Read again the Blue Coral bulletin.
   In Meriden, Connecticut, last Thursday—our dealer there ran an ad asking for car washers and polishers, and from the applicants secured two men—they had completed 3 BLUE CORAL treatments, and had 12 MORE booked ahead.
   There's plenty of GROSS in selling BLUE CORAL—get after it again—
3. *Get after these two easily-sold accessories*—
   A. *Seat Covers*—now more necessary than ever—as the customer's cars are still several years away from possibility of replacement—and upholstery is wearing out.
   SEAT COVERS are HOT—In our White Plains Branch yesterday — Bill Mulloy was helping Ed Vitz for a day—and the two of them had sold 6 sets of covers on the last 7 RO's written.
   We still have a good supply on hand—order some—and start selling.
   B. *Floor Mats*—most customers' cars have floor mats that are beginning to "come apart"—and with the reduced cost of mats to you—you have a good profit in this essential-appearance item.
4. *Get after Batteries*—check the battery on every car that comes into the shop—months of little driving, coupled with the past long winter, have reduced the efficiency of most car batteries. Impending restricted battery manufacture may result in serious shortages next winter—so SELL BATTERIES NOW—
5. *Start Selling TIRES*—Work with your distributer on a tire deal and go to work.
6. *Keep after these high-profit items*—
   A. *Vacumatics*—we sold thousands of them last year—
   B. *Electrical Protection Treatments* — it will soon be thunder-shower time—
   C. *Anti-Freeze*—take orders now and "seal the deal"—be sure you've ordered a sufficient supply.

Most of us have not done a good promotion job of Service Selling for six months, because we've been too busy—

And we'll keep right on being busy—if we SWING INTO SELLING SERVICE—instead of taking orders—FOR JUNE.

Fill out the Packard Service Quota Sheet for June—and we'll pick up volume just like we did last June.

STOCK PLENTY OF MERCHANDISE—*AND MERCHANDISE IT.*

ADJUSTING THE ELECTROMATIC CLUTCH

The following comments do not outline the electromatic adjustments completely. They simply cover a few of the points where mistakes are most likely to be made. (The full description is in the Manual and in the Service Letter of January 15, 1941).

Do not try to adjust the electromatic with the motor set for a slow idle, because it will be very sensitive. If you will first set up the idle to the equivalent of 8 to 10 miles per hour you will find the adjustment much easier. Of course the motor must be warm and properly tuned up.

First make sure that with the motor idling the two levers at the forward end of the electromatic unit are against their stops. (These are the throttle lever A and the control valve lever B.) Also, see that the engine speed adjusting screw C is set for the proper gap.

There should be very little increase in motor speed at the point where the clutch starts to take hold. If the motor speeds up too much the engagement will be jumpy. Shorten the spool rod D to reduce the motor speed.

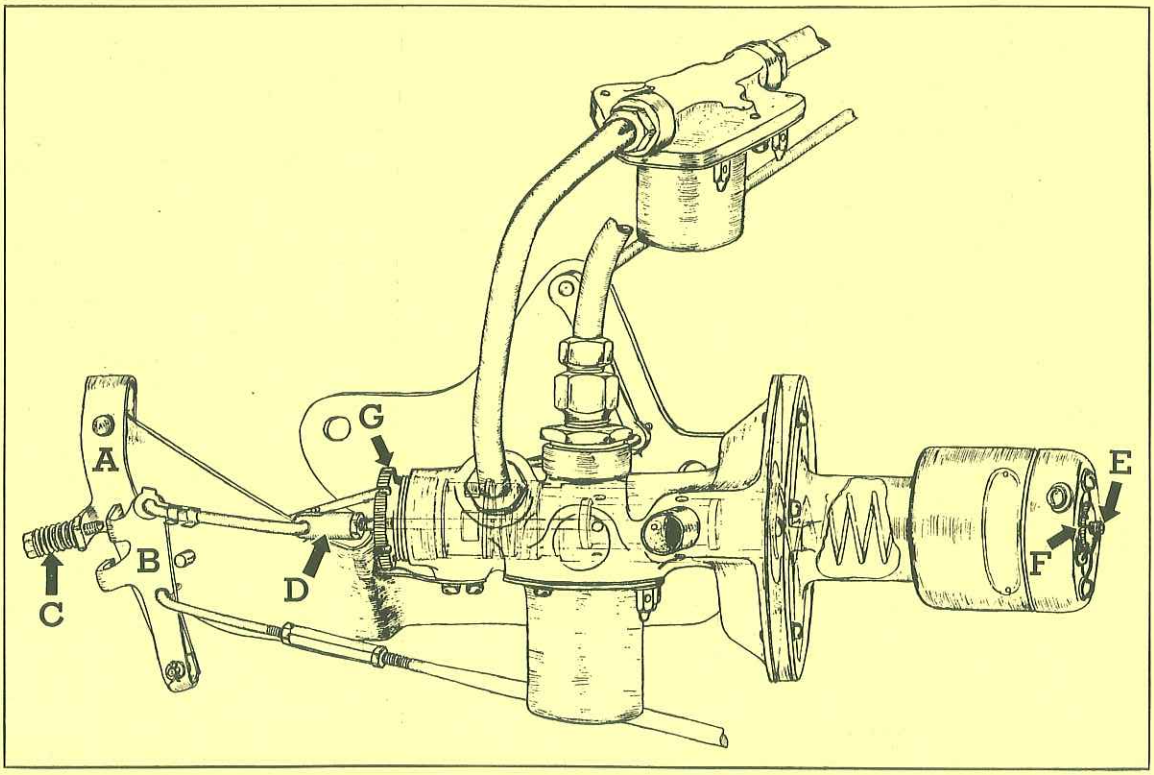
Watch for a sticky spool rod. If the spool rod is gummy there will be an unusual difference between the cold and the hot engagement. The engagement will be very sharp when the unit is cold and will become soft as it heats up.

When you change the adjustments at the rear of the solenoid unit E&F you also change the motor speed at the point of clutch engagement. Softening the adjustment increases the motor speed. It is necessary, therefore, to recheck the spool rod after a change in the first or second speed adjustment.

Do not forget the body plug G at the forward end of the unit through which the spool rod shaft passes. The position of this plug controls the slippage of the clutch after it first starts to take hold, as the motor is given more throttle. If the slippage is excessive the body plug should be backed out to increase the speed of engagement. The idea that the body plug controls only the engagement under *full* throttle opening is not correct.

In checking the complete adjustment, therefore, you must first see that the various stops in the linkage are properly set. Then bear in mind:

1. The spool rod controls the motor speed at which the engagement starts.
2. The adjustments at the rear (the knurled nut and the Allen screw) control the first, or light throttle, engagement.
3. The body plug at the forward end controls the speed of engagement as the throttle is opened further.



NO RATIONING ON THIS

The average service salesman has been so busy trying to get cars into and out of the shop that he has become almost an "expediter" rather than a salesman.

Conditions won't stay that way and selling will soon come back as the principal job. It would be well to check up on your selling tools and see if any need cleaning and sharpening.

Some of the things to be checked are:

Your interest in the customers' needs.
Your interest in the needs of the shop.
Your ability to quickly and accurately diagnose troubles.
Your ability to present your recommendations so the answer is yes.
Your ability to always be courteous to customers and fellow workers.
Your alertness to please customers.
Your tone of voice and cheerful manner.
Your ambition to improve in your work.
And, your enthusiasm about your work and your organization.

Check your selling tools with this list and honestly try to improve those that have become rusty. During these times let's make Packard Service outstanding in thoroughness, workmanship and courtesy. Let's give Packard customers more helpful, more efficient and more friendly service than they ever had before.

As one advertiser puts it, our assortments may not be as big as in the past, but we assure you our service, our manners and our merchandise are as good as ever. There is no rationing of courtesy at our stores.

REAR SPRING INSERTS

Many complaints of soft rear springs or excessive "strike through" can be very easily corrected.

If the rear spring leaves have been lubricated, under the mistaken idea that this is the proper procedure, you will undoubtedly find that the rubber and Silenite inserts are in bad shape. (The antimony lead inserts are not apt to be affected.)

The action of the oil on the rubber and Silenite causes these inserts to decompose, so that they not only lose their friction but also allow the leaves to come together. This means that the friction is taken by the leaves, and the character of the ride depends on their condition.

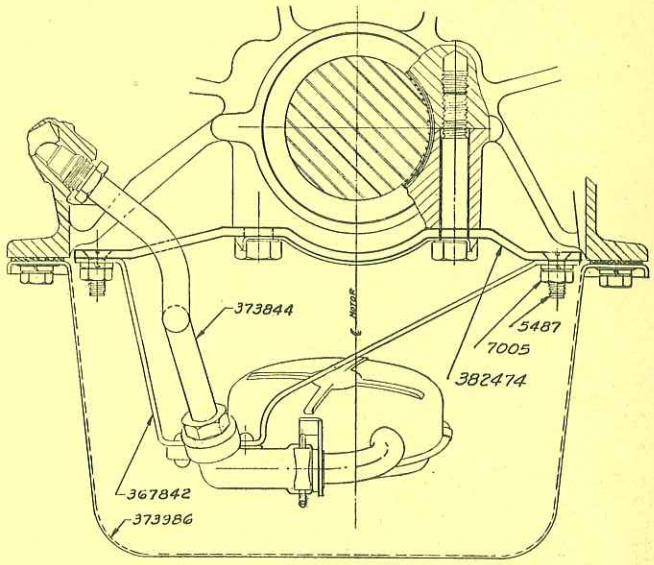
Sometimes a car loses its ride so gradually that the owner does not know that it has occurred. When the car is given a chassis lubrication you have an excellent opportunity to inspect the springs and to sell the owner a new set of inserts if it is found that they are needed. See that the man handling the lubrication rack checks the condition of the inserts and reports the cars which need attention.

Generally speaking, damaged inserts will be replaced with new inserts of the same type, as shown in the parts book. In some cases, however, the owner may wish a slightly firmer ride. When this is desired, the innermost pair of rubber inserts in each spring may be replaced with Silenito, since their frictional resistance is greater.

MOTOR OIL PAN 120-120B-120C-1601-2, 1701-2, 1801-1A, 1901-1A PACKARD EIGHTS

Due to a shortage of standard oil pans, Piece Number 356564, we find it necessary to substitute the Clipper Oil Pan, Equipment No. 382475, for the models mentioned.

To install, remove old strainer assembly and replace with Clipper type. Because there are no bosses located at No. 6 bore to accommodate the strainer bracket, it is necessary to fasten a support underneath the main bearing cap bolt heads. If fins on casting interfere, file for clearance.



Using old indicator stick, insert with flat side toward the front, fill pan with 5½ quarts of oil and recalibrate stick. If stick fits tight bend slightly toward the front.

Order Part No. 382475 Oil Pan Equipment, which includes the numbers shown.

RADIATOR INLET FLANGE

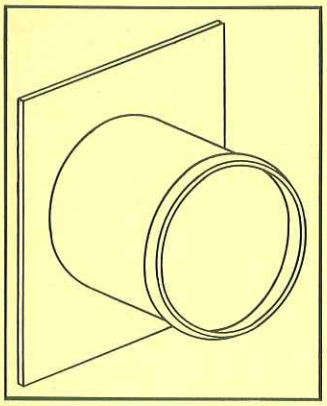
Here is a condition you may find in some of the radiators of the 2000 and 2001 cars.

During the production of these cars, an extreme shortage of brass developed, and all available material was required for war purposes. We were advised by the radiator manufacturer that it was impossible to make or obtain the brass inlet flange at the top of the radiator. In order to complete the radiators necessary for production it was necessary for them to make the inlet flanges of steel instead of brass.

A supply of brass was later available, but in the meantime a certain number of radiators were produced with the steel flanges. These may not give any trouble. On the other hand the steel may corrode, particularly if an improper anti-freeze is used or if the water does not contain a rust inhibitor.

If this occurs, it will be necessary to replace the inlet flange. The original flange is both riveted and soldered to the face of the upper tank, but in making the replacement it would be difficult to rivet the new unit in place.

We will accordingly make up some special flange which may be ordered as follows:



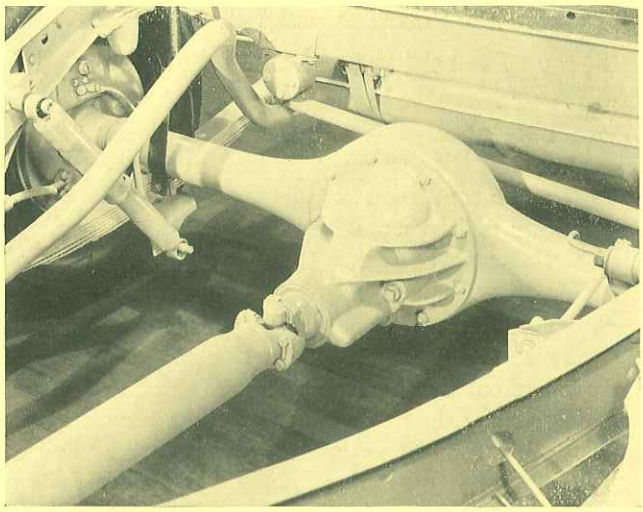
Part No. 382669
Radiator
Inlet
Flange

You will see in the illustration that we have increased the area of the flat face so that the riveting is unnecessary. The increased soldered area is enough to hold the flange securely. The two pieces of the flange are silver soldered together, and the melting point is so high that the soldering of the flange to the radiator—with ordinary solder—will not disturb the silver soldered joint.

We suggest that you do not order any of the new flanges simply for stock purposes, because the present construction may give no trouble. You now have the information, however, to meet the condition if it develops.

DIFFERENTIAL CARRIER NUTS

Oil leakage at the differential carrier nuts, unless it is corrected, will eventually cause serious damage to the differential gears and bearings.



Copper washers are used under the self-locking nuts in order to prevent leakage around the threads, but in some cases the washers are damaged in tightening the nuts. When you find the nuts loose it is apt to be caused by the condition of the washers and not by the backing off of the nuts themselves.

If the leakage is not serious a slight tightening of the nuts may be sufficient. If the nuts are quite loose it is probable that the replacement of the copper washers will be advisable.

We suggest that when you install new copper washers, piece No. 237673, you use a thin $\frac{3}{8}''$ steel washer such as No. 221009 between the copper and the nut. The steel washer will prevent the copper from "spinning out" and cupping into the recess in the face of the nut.

The steel washer listed is only $\frac{1}{32}''$ thick. In tightening a self-locking nut, such as these carrier nuts, it is absolutely necessary that the threaded end of the bolt project beyond the outer face of the nut. This permits the locking action of the nut. Do not add a steel washer unless it leaves enough free threads on the bolt so that the nut can be properly locked.

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