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MAKING ADJUSTMENTS DURING THE WAR

Those who handle adjustments in retail stores should be having an easier time during the war—with less goods and more customers there should be fewer complaints. For patriotic reasons people should be more tolerant of the inconveniences and lessened services that accompany war conditions.

According to an expert on the subject this, however, is only half the story as it does not take into consideration war's psychological effect upon human nature.

People are more or less nervous, worried, excitable and fretful. They are not easily soothed. They quite willingly accept hardships and make sacrifices but have less control and quickly become irritated. They are difficult to reason with. For those who handle adjustments it is well to keep this in mind. As you know, any grievance becomes magnified when time is allowed to think about it. The greater the length of time, the more often the details are reviewed and the more weight is added to each detail. By the time the complaint is registered the customer is about ready to explode.

Extreme patience, sympathetic understanding and much reserve is required in listening to the customer's version. It is very unwise to interrupt and attempt to answer each point. This tends to emphasize them. It is dangerous to offer any defensive explanation.

Just be a good listener and keep in mind you are dealing with a lot of pent up emotions easily aggravated by opposition. Your job is much easier if you let these emotions wear off as they will if you use tact and patience. Let him finish

his story—he wants to tell it—so let him. At the time, he is not interested in what you might say. He is too much occupied with making a complete story to listen to you.

Let him finish completely and you will find his complaint gradually will narrow to one or two major points. The minor points would have been emphasized if you had interrupted him. Now they fade into the background and you can concentrate on the main issue.

Once the main issue stands out you are ready to do one of two things. Either the fault is yours or it isn't—if it is admit it quickly and frankly but always in a way to make the customer sympathetic.

A simple explanation of how you try to avoid such mistakes with a reference to the human element under war-time conditions even in the best organizations. Follow this with an honest expression of regret over what happened and invariably you will soften the customer's feelings.

Accept any interruptions gracefully, answer frankly and briefly any point brought up, but always come back to the main issue. This procedure will put you on top of the deal. Never close a complaint interview without telling the customer his patronage is appreciated.

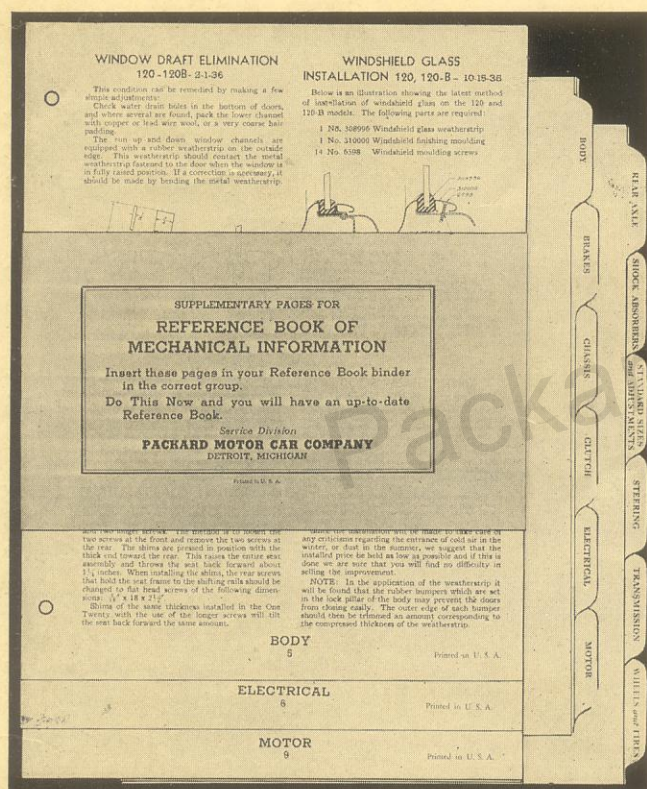
In some instances it's good strategy to ask the customer what he would suggest as a fair adjustment. He usually starts out with, "Well, I don't want to be unreasonable." Then you make a suggestion and a fair compromise usually results.

(See next page)

The same course is followed even though you are not at fault. State your own case briefly and tell definitely what you will do about his request and politely justify your decision. Again close with the statement that his business is appreciated.

This procedure is well known to those who handle complaints but it is important to review it at a time when all possible skill is required to handle complaints so that good will is rebuilt and retained.

REFERENCE BOOK OF MECHANICAL INFORMATION



Two supplements containing all of the articles of a mechanical nature appearing in Service Letters from January 1, 1943 to July 15, 1943 are included in the Service Manager's copy of this issue. Some previous issues of these supplements are still available with index sheets.

Made up as illustrated, it forms a quick reference book of value to the Service Manager and the shop. Much time is saved in looking up articles in Service Letters since all articles will appear in its general assembly group.

If additional copies are desired, write the Service Letter Editor.

CLUTCH CHATTER

A driver who engages the clutch by speeding up the motor excessively and permitting the clutch to slip is very apt to develop chatter, particularly in low and reverse.

Chatter is aggravated by soft motor supports, which permit the motor to rock, and by looseness in the stabilizer connecting the transmission and the frame, which permits the motor to shift fore and aft.

Chatter is also encouraged by softness in the rear axle mounting. This may be due to weak rear shock absorbers or to springs which have lost their leaf friction, because of inserts which are in poor condition or because of improper lubrication.

In handling a chatter complaint you should, therefore, make sure that the motor and rear end are firmly mounted. This may be all that is necessary.

If the chatter continues, the clutch plate must be replaced if a correction is necessary. Be sure to examine the facing for indications of oil, because either oil from the motor or grease from the transmission will cause chatter. Any leakage should be corrected before the new plate is installed.

LUBRICATION STICKERS

There has been some request for a Lubrication Door Jamb sticker which included space for wheel alignment and tire cross-switching. Such a sticker is now supplied by Reynolds and Reynolds, form number SA-103.

This is the type with the linen covered adhesive back, no wetting required, easy to apply. Tells your customers when to come back. Don't let customers forget where you are.

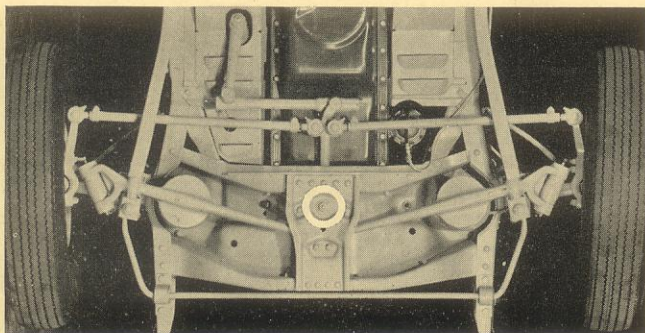
Imprinted with your firm name they cost only \$3.95 for 250—\$5.95 for 500 or \$9.75 for 1000. Order direct from Reynolds and Reynolds, Dayton, Ohio.

DEALER EMBLEM HERE	
250 —	\$3.95
500 —	5.95
1,000 —	9.75
Add T M's —	7.70
OWNER	
SAVE TIRES	
ROTATE TIRES	
At _____	Miles
ALIGN FRONT WHEELS	
At _____	Miles
CHANGE ENGINE OIL	
At _____	Miles
LUBRICATE	
At _____	Miles
TEST BATTERY	
At _____	Miles
DEALER NAME AND ADDRESS HERE	

STEERING CENTER CRANK LUBRICATION

A steering center crank is used in the models previous to the Clipper.

This crank is hinged on a pin mounted in the frame front cross member and the bushing is lubricated by a Zerk fitting.



There is a tendency to overlook this fitting in performing the chassis lubrication. If it is neglected the bushing will wear rapidly and the replacement of the bushing, and probably the pin, will be necessary.

In many Packard service stations lubrication racks are now being operated by men without previous Packard experience. These men may not be familiar with this center crank construction.

The presence of the Zerk fitting, therefore, should be called to their attention.

HYDRAULIC VALVE TAPPETS —SUPER EIGHT

Some Packard mechanics still are not clear as to the difference between the delivery of oil to the hydraulic valve tappets of the 18th and 19th Series Super Eights, and the method used in the 20th Series.

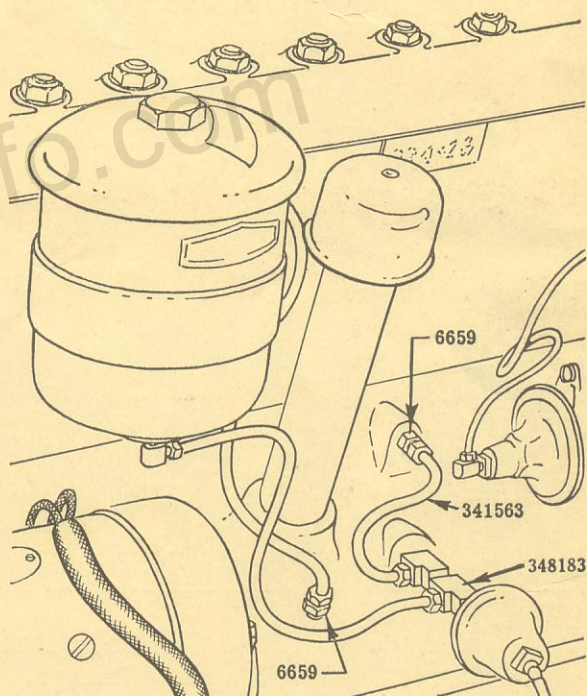
In the two earlier models the oil passed through the oil filter on its way to the tappets. In the 20th Series the oil goes direct to the tappets without passing through the filter.

In these earlier cars our only serious problem with the hydraulic tappets was noise which developed after the motor became hot. The noise was caused by the fact that the oil pressure was insufficient to fill the lifters and take up the clearance.

The hotter a motor gets the thinner the oil becomes, so that tappet noise which developed after the motor became hot, and disappeared at lower temperatures, was a sure indication that the pressure was insufficient. Since the oil reaching the tappets had to pass through the filter, it is obvious that any reduction in the flow through the filter would reduce the oil reaching the tappets.

In the 20th Series motors, therefore, it was decided to deliver the oil direct to the tappets. In this way the oil pressure in the tappets was increased, and ordinary variations in pressure, caused by thin oil or a hot motor, still left enough oil in the tappet mechanism.

This change was easily made in the older models, and was suggested in the Service Letter of June 15, 1941, using piece number 378858—Oil filter kit. We suggest that you refer to that Service Letter for details of the installation.



In making the installation be sure that there is a restriction in the inlet elbow at the bottom of the filter. This is a $\frac{5}{64}$ " hole. Unless the restriction is in the elbow so much oil will pass through the filter that there may not be enough left for the tappets.

If the original design is giving no trouble from a noise standpoint, there is nothing to gain by making the change. If, on the other hand, you have a noise problem, the changeover is the simplest solution.

25 YEARS

"July 14 was a gala day for Roland J. Weber, Parts and Accessory Manager of Packard-Chicago. It marked the completion of twenty-five years of service with Packard-Chicago. He joined the Chicago Branch in 1918 as a mechanic's helper at Grand Rapids, which then was a branch of Chicago.

In 1920 he came to Chicago and went to work for Rudy Rosain in the Parts Department. He did such a fine job that he was later appointed branch parts auditor under the direction of Comptroller F. E. Kuhrt.

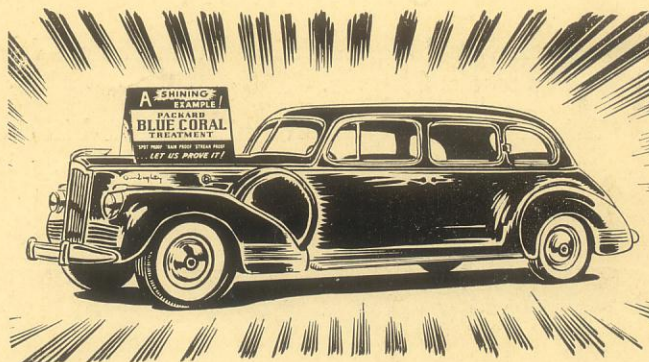
In 1929 he became manager of the Parts Department and in this capacity he has continued to serve well, in recent years building up a splendid shop supply business with dealers. Last year he took over the additional duties of managing the Accessory Department. Going through two wars and two depressions in the Parts Department hasn't taken its toll as far as this young fellow is concerned; he has but few gray hairs.



In 1934 he married Ardes Carlson, a clerk in the Cost Department of Packard-Chicago. On his anniversary Ardes and son Rodney presented Mr. Weber with a set of golf clubs, as he has taken up golf very seriously of late. Others remembered him with flowers and gifts. It was a day he will not soon forget.

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.

SELL BLUE CORAL



This is *NOT* a new type of Automobile finish but *IS* a product which has been used for many years by Car Dealers and Distributors throughout the Country. However, it has been adopted by the Factory as an Approved item for Packard owners.

A Packard Blue Coral Treatment cleans off all accumulated film of dirt and grime, restoring the original color and lustre of the lacquer. It then burnishes the surface to a hard glass-like finish that will retain its brightness for many months. When the finish becomes dusty and dirty it is only necessary to *wash with water* to restore its lustre.

You can set up a Blue Coral Department as a permanent and profitable part of your business. The Factory will furnish—gratis—sales promotion material such as Banners (17" x 8') and Folders for owner mailing.

If you are now featuring some other brand of Polish or Treatment, it will pay you to change over to Blue Coral, as it is a fine, exclusive product and therefore easy to sell. Furthermore, it retails at prices which will appeal to the average owner. For example, you can do most jobs for about \$12.50 (if not too dirty) and still make a nice profit.

	Dealer's Net	List Price
PA-13280 Packard Blue Coral Cleaner.....	\$1.50	\$2.50
PA-13285 Packard Blue Coral Lustre—3-oz. jar	.60	1.00
PA-13290 Packard Blue Coral Lustre—8-oz. can	1.40	2.25

The Banner and Folders mentioned above will be furnished gratis with an initial order of twelve (12) or more Kits. *Be sure to mention them on your order.*

HAVE IT—SHOW IT—SELL IT