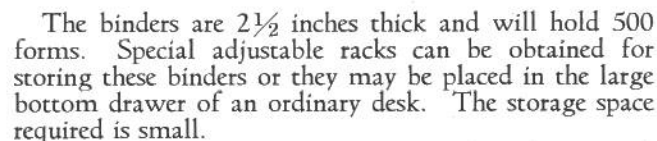


No. 2. Some preference is shown for the newer visible type file and we have therefore adapted the D-19 card to the visible type card ($4\frac{5}{8}" \times 7\frac{1}{2}"$). The card and binder shown are sold under the trade name of Vis-U-All Stock Record Equipment. The feature of visibility at low cost is obtained in this equipment.



The back of each binder is equipped with a special window which allows you to subdivide your records into several books without the necessity of opening each book to see what it contains. As your requirements grow you can add additional binders to your system at a small cost.

Each Vis-U-All outfit consists of one 1½ inch ring Vis-U-All Binder, one 15 division insertable tab index, and 500 Stock Record cards.

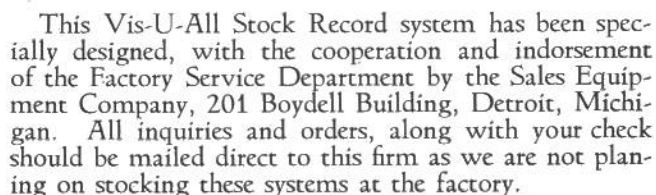
This equipment is sold in units of 4. You should select a unit of such size as will best suit your requirements.

UNIT NO. 1 consists of from 4 to 8 outfits which will hold from 2,000 to 4,000 Records. Sells for \$11.50 for each outfit.

UNIT NO. 2 consists of 8 to 12 outfits for 4,000 to 6,000 records. Sells for \$10.50 for each outfit.

UNIT NO. 3 consists of 12 or more binders for 6,000 or more records. Sells for \$9.75 for each outfit.

All single additional outfits will be priced at \$11.50 for each outfit.



No. 3. For the larger stock rooms we are suggesting the Acme Visible type file. These are now in use in our three Branches and give very satisfactory results.

The card used is adapted from the D-19 and carries the same information. It has a metal hinge which hangs on a steel hanger and makes the card easy to handle in the drawer, and it can easily be removed. This type file stands a lot of hard wear and is somewhat faster in operation than the box type file. In the larger departments there is a saving in help and a more accurate set of records as a result of such an installation. Prices on this equipment can be obtained locally. They run about \$96.00 for a 12 drawer cabinet which has a capacity of 960 cards of 8x5 size. Additional cabinets of 6 or 12 drawers can be added as required.

Cards for this type file may be purchased through the Packard factory. Prices will be quoted separately according to whether the standard card is used or one made up special.

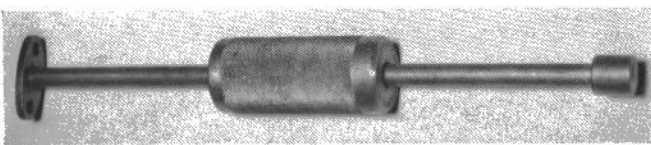
Let us repeat it again—make certain that one of these types of stock record cards is in use in your Parts Department, and see that it is kept up to date at all times and that it is used for ordering parts. This is the only way you can guard against the sad condition of throwing to the junk man the profits of the Parts Department.

Bearing Cap Puller

There has been added to the special tool list a very handy and inexpensive tool for removing the rear main bearing cap on all models. This tool was developed by Mr. A. Bonadurer an experienced mechanic working for the Packard Distributor in Portland, Oregon. We are glad to show Mr. Bonadurer's photograph.



All who have had occasion to take down a rear bearing know how difficult it is to remove it without damage. By the use of this new tool it becomes a very simple operation and no longer is there any need for prying and hammering.



The tool is very simple and consists of a steel rod about one foot long. On the upper end is fastened a flange the same as the flanges on the oil manifold. Slipped over the rod is a heavy loose fitting steel handle which slides up and down. On the lower end of the rod is screwed a steel nut which acts as a stop and keeps the handle from falling off the end of the rod.

The flange on the upper end of the rod is fastened to the bearing cap in the same manner and with the same screws used in the oil manifold. The heavy sliding handle is then lifted upward on the rod and allowed to drop down against the nut on the lower end, thus jarring the bearing loose and pulling it straight down.

No shop can afford to be without this tool. ST 718 rear main bearing cap puller. Price \$1.10 each.

Gasoline Filter Screen

Sometimes a car will stop on the road apparently due to a stoppage in the gasoline system.

Naturally all things which previously have caused such a condition will be checked, but apparently no trouble found. If the screen in the gasoline filter is removed it will be found that although it looks perfectly clean that it is entirely blocked up with very small particles of dirt which cannot be removed even with a high pressure air line or thoroughly washing with gasoline.

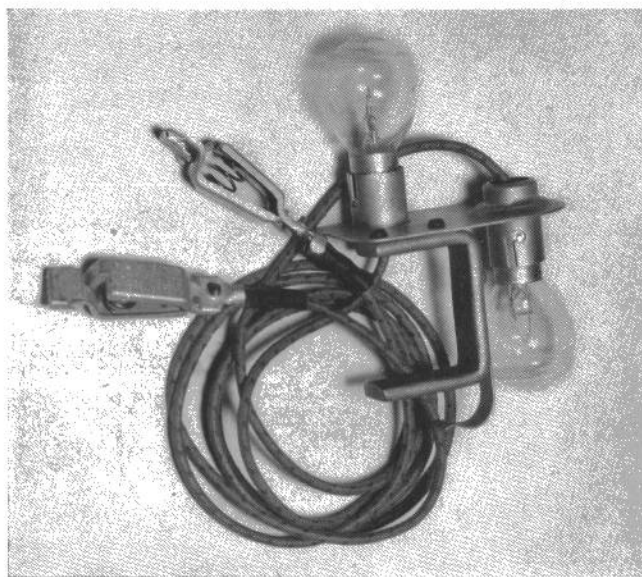
It will be necessary to install a new screen to overcome this difficulty.

Timing and Ignition Checking Light

Every service man knows the importance of proper and accurate ignition timing. Nearly every one uses a different method therefore a large number of cars are running around improperly timed.

How much better it would be if we all used the same method and had all Packard cars accurately timed.

There has just been added to our stock of special tools a device for the checking of ignition and timing which is both simple and inexpensive.



It consists of a small plate with a clip on one end. On each side of the plate is mounted a bulb socket, each socket being fitted with a bulb. There are two wires each about four feet long leading from the two sockets. On the end of each wire is a clip.

Remove starting motor and clip timing device to crank case at edge of starter motor hole. Clip end of one wire to live terminal on horn and the other to primary lead terminal on distributor unit. The bulb connected to the horn will burn steady and give plenty of light so that marks on fly wheel can be plainly seen. Turn on ignition switch and advance spark. Turn motor slowly by hand until the fly-wheel mark (spark I) is directly in line with the pointer. At this point the bulb connected with the primary terminal on distributor should go out indicating that the points have just broken on number one cylinder.

This checking can be done by one man where other methods require two. The tool should be ordered as ST 724 Timing and ignition checking fixture. The price is \$1.25.

In connection with this subject we recommend re-reading the article on Ignition appearing on page 4 of Packard Service Letter, Vol. 2, No. 17.

Door Hinge Pins

A great many squeaks and rattles in closed body doors could be avoided if, every time a car came in for an oiling and greasing job, a few drops of oil were put on the door hinges. Hinge pins like any other parts require lubrication but are so often overlooked.

When Winter Comes

This is the season of the year when certain precautions should be taken on the part of the owner if he is to avoid annoying and perhaps more serious troubles brought about by cold weather.

If you have not already done so we advise by all means that a letter be sent to all owners calling their attention to those things which need to be done in order to provide winter motoring satisfaction.

We give below a suggested letter which may or may not suit you. If you have something you like better use it. The idea is to assist the owner in getting the best results from his car during the time of the year that the ill prepared car can so easily encounter trouble. The items of precaution contained in the suggested letter are old perhaps but they are ever pertinent at this time of the year.

Mr. Packard Owner:

With winter just around the corner we wish to call to your attention certain precautions which should be taken if you are to avoid annoying motor car troubles which are brought about by the cold of winter.

1. Cooling system—drain, flush and refill with anti-freeze solution.
2. Transmission and rear axle—drain, and thin down or refill with winter lubricant.
3. Battery—inspect, test specific gravity and clean terminals. If battery is low, zero weather will ruin it.
4. Winterfront and louvre covers—install. Keep a summer temperature under the hood.
5. Carburetor, gasoline tank, vacuum tank and lines—drain and clean out to remove sediment and water.
6. Generator—clean and adjust charging rate to suit winter driving.
7. Motor—tune to insure proper operation during cold weather.
8. Heater—install; we have several types for your selection, any of which will keep the car comfortable on the coldest of days.

We will be glad to take care of these items for you. If you will leave your car early in the morning we can have it ready the same afternoon provided you will let us have it before the big rush of work begins.

Yours very truly,

PACKARD JONESVILLE CO.
Service Manager.

Far Away Service

Pleasing to us here at the factory was the receipt of an advertising questionnaire from Smarang, Dutch East Indies. A large sugar exporter and merchant, in reply to the question, "What one thing more than any other led you to buy a Packard?" replied "The excellent service given by the Packard agents, Messrs. Fuchs and Rens, Ltd."

It is obvious that in faraway places the success of the automobile is largely dependent on the service back of it, and the majority of our foreign distributors realize this. It is also obvious—except to a few—that American buyers are more and more asking the question, "What kind of service do they give?"

Associate Editors Attention!

In the Packard Service Letter of June 15, 1928 we announced the appointment of six Associate Editors, the duties of whom were to furnish the Letter with some helpful and instructive information.

Of these Associate Editors, four collaborated with us to the extent that we are indebted to T. E. Reigelman, Packard-Hollywood; Albert Jourdain, Packard-Montreal; E. Wimmer, Packard-Chicago and John Sickinger, Packard-Syracuse, for some excellent material. To these men we extend our sincere thanks.

As apostles of silence, G. M. Godley of Packard-Dallas and R. J. Henderson, Packard-Atlanta would make President Coolidge look like a chatter-box. However, they are both good scouts and we forgive them for their negligence with the hope that they will soon be inspired to write a helpful article from their book of experience and for the benefit of their fellow men.

Six new Associate Editors are now appointed. Again we do the appointing without consulting the appointees. We hope that this will be a real productive "sixsome."

Here they are:

G. A. C. Bear, Service Manager, Packard-Toronto
Roy Beydler, Service Manager, Packard-New Orleans.
H. K. Fletcher, Service Manager, Packard-Tulsa.
R. M. Dodge, Service Manager, Packard-San Francisco.
J. N. Gaither, Service Manager, Packard-St. Louis.
W. T. Orpwood, Service Manager, Packard-Baltimore.

Remember now fellows, no writers cramp, press of business, or any other time frazzled alibis. Make your "stuff" interesting to the small dealer as well as the big distributor. Shop short-cuts, customer handling, follow-up methods, in fact anything that pertains to the giving of good service is what we want. If you can accompany your articles with photographs, so much the better. All right boys get out the old pens and let's go.

Correction of Leaking Ventilators

When a ventilator leak is encountered in one of the current models it will invariably be found that the leak occurs with the ventilator closed and stops when the lid is opened. (This applies to first run of current model cars and not to present open type ventilators.)

This means that the difficulty will be found in the small trough containing the sponge rubber gasket, because the closed lid causes the water to build up on the outside of this trough, whereas the opening of the lid permits it to pass into the ventilator pan which carries it off in the usual manner.

The first step to take is the removal of the rubber gasket. Next drill $\frac{3}{16}$ " holes at the four corners of the trough so that any water which enters will be able to drain back into the large pan instead of building up in the trough itself.

The gap between the turned down edge of the cowl and the outer edge of the trough should then be filled with dum dum putty at the corners, and before replacing the rubber gasket the four corners of the gasket should be notched on the under side so that the replacement of the gasket will not block the drain holes which have just been drilled.

We Welcome Suggestions and Inquiries from Packard Service Men
Address All Communications Care Editor, Packard Service Letter