



## Our Christmas Greeting

**W**E WOULD like nothing better than to have every man in the Factory Service Department lined up and then have every reader of the Service Letter pass down the line so that we could clasp his hand. We would like to tell him that we are glad he is one of this ever increasing family of Packard Service Men, and that we appreciated his efforts during the past year.

Since this is not possible, our next wish would be that we could send each one of you a personally signed Christmas card but even this is out of the question, so we have written a few lines which we want you to take as our Christmas message along with our sincere wish that you have a most enjoyable Christmas and happiness throughout the coming year.

**C**HRISTMAS should bring to all of us an appreciation of the joy of those friendships which the past year has created or enriched. At this time of year we all take on a sort of friendly attitude toward each other and the world as a whole. While we may have relinquished some of our faith in Santa Claus, we still must come to the conclusion that this old world isn't so bad after all, and we brighten up some and even send a few greetings to our acquaintances wishing them a happy Christmas season.

Unfortunately the many and varied affairs which go to make up the lives of those who find themselves in service work are so complicated and of such a rushing nature that we too often not only lose sight of, but even forget, our ultimate goal which is just what the Christmas season is intended to bring to our minds, the joy of living or call it Happiness if you will.

It is a fact that so long as the aim of each of us has honestly been to increase the general happiness of those about us, our prosperity is continued to grow.

The measure of prosperity which has come to the factory this year has been due not alone to painstaking engineering effort and accurate manufacturing methods, but to the ability of the management to determine what will most completely fulfill an owner's idea of happiness in his transportation requirements.

Reports that come to us and the results of a constant coast to coast contact lead us to believe that particularly from a service standpoint, we are today delivering a car which more nearly approaches that ideal than ever before.

Likewise, the prosperity which has come to you, to the dealer, and to the distributor during the past year when traced back to find its source, leads us to that same word—Happiness. It is because your work has made Packard owners happier with their cars than ever before that we have all prospered this year.

We extend to our readers a deep appreciation for their efforts during the past year in endeavoring to make Packard Service "Intelligent Service Rendered with a Great Good Will."

—THE FACTORY SERVICE DEPARTMENT

"Better Service Means More Car Sales"



## How to Greet a Tourist

"Good Morning, Mr. Jones, I hope you had a very enjoyable trip. It must be getting quite cold up in Michigan" (after opening bonnet of car and noting from properly filled out numbering plate that the car, motor number 176764 was sold by the Detroit Branch on 12-21-28 and is therefore within the guarantee, he continues) "I was glad to have an opportunity to meet Mr. Hardesty at the annual meeting of Service Managers at the factory last fall. We will certainly try our hardest to render the type of service that he does with the larger facilities at his command. I'll be very glad to see that your car is ready at noon, as promised as I know you are anxious to get on your way."

In other words, why not use the numbering plate as a card of introduction for the visiting owner. It is more than a record for the selling distributor—it's an assurance that the owner will receive the full benefits of the guarantee when he becomes a tourist.

What kind of an opinion do you think develops in the owner's mind when a service man from some smaller organization informs one of your owners that you have overlooked protecting his interests by failing to fill in this plate? How much better for both the customer and for you if the customer can be handled as we have suggested.

The tourist season is opening for the Southern boys, so let's all help by making certain that each tourist has his numbering plate introduction card properly filled out. It will help the owner and it will show both the owner and the stations which he visits that you have his interest at heart.

Suggested by ROY-BEYDLER

Service Manager—New Orleans



ST 710 Stamping Set Makes This Job Easy

## Hints from Mechanical Supervisors

### Preventing Radiator Rust

When a radiator is removed from a car and is to be off more than fifteen or twenty minutes, it is a good plan to plug the bottom outlet and fill the core full of water then stand it up until you are ready to replace it on the car. This does away with the possibility of any sediment which might be present hardening and later causing rust holes. This applies especially to older cars. Very likely you have had cases where customers have come in for a carbon and valve job and later returned with an overheating condition due to a plugged up core or a rusted radiator. It is such instances that this precaution is taken.

We have a suggestion from "Dick" Young, New York City, on a clever rack for holding a radiator when removed from a car. It is "A" and is made to hold a radiator on each side. The frames are slightly smaller than a radiator and the piece which holds the two frames at the top would be about eight inches wide with a notch in the side to hold the thimble cap. The cross piece at the bottom, on which the radiator rests, should be about four inches off the floor and a strip of felt around the bottom prevents any scratching of the shell. The radiators are held almost upright so that the rack fits in well with the first suggestion, and is very handy in any case where a radiator is removed from a car.

### Proper Operation of Circuit Protector Fuse

When inspecting new cars, remove the dash fuse and try the lights. They should light with the fuse out. If this precaution is not taken and a man should find a blown out fuse on his car at night and the lights wouldn't light, he would wire across the fuse and the chances are he would burn out the generator.

Should you find a car where the lights do not burn with the fuse removed, you will very likely find that the two washers on the screws holding the resistance unit on the fuse block are not making a good contact. These should be cleaned and tightened after which you will find that the lights will burn with the fuse removed as they should. It is important that the short, which caused the fuse to blow out, be located as soon as possible and the fuse replaced with another of 30 amp. 25 volt capacity.

### Noise at Cowl and Windshield

Occasional cases have been reported where considerable work has been done in tightening up the body braces at the top of the pillar on the right front corner of the body. Attempts at tightening the instrument board have also been made to eliminate this squeak which seems to be coming from the corner about where the instrument board joins the cowl at the ends. We have found very few cases where any such work is necessary.

Remove the four screws from the center door hinge, which is attached to the stationary body pillar, and open the windshield so that any possible noise from this source will be detected separately. Drive the car and you will generally find that the noise is gone. In this event when reattaching the center hinge, insert a shim equal to the thickness of the offset produced in loosening the hinge.

We are calling this to your attention since the upper and lower hinge are mounted at the outer ends of the door and it may be that the center point is working under a strain if not in direct line with the other two.



### Setting ignition timing on Six and Eight motors

Where timing is checked through the starter motor inspection hole we find when setting the ignition timing on a motor a quick and accurate way is to set the distributor by No. 1 cylinder. Remove No. 1 spark plug, wire and connect a piece of insulated wire to it long enough so that the other end will reach the pointer on fly wheel housing where timing is read.

Start motor and idle it down to less than 300 RPM with full advanced spark. Then remove starting motor carefully. Next hold wire which is attached to No. 1 plug at the pointer on the housing. The arc from the wire will show the spark timing mark on the fly wheel. If timing is correct, the mark on the fly wheel will appear at the pointer and will appear to be in the center. If timing is late, the mark will appear to the right of the pointer, and if early, to the left. It should then adjust the distributor so that the mark will appear exactly at the pointer.

Always make sure that the motor is running at a speed of 300 or less so that automatic advance will be setting.

### Just How Efficient Are You?

What does the public think about your service? Your own opinion may be that you are operating your business in an efficient manner, but if you were to stop and look around a little and see how others operate their business you might find it advantageous to make some changes.

We all learn by comparison. If we could not compare one article with another we could not determine the relative value of any product. We judge the superiority of one automobile to another by comparing their respective performance, workmanship, materials, etc., and in exactly the same manner it is possible for you to analyze yourself. You may be operating what you consider a first class Service Station, doing a fair amount of business, taking pains to display accessories well, and showing yourself to be a firm believer in the flat rate system of repair work, but unless you see how other organizations are operated you really do not know just how efficient you are.

No one man has all the brains. It is by watching others that you are enabled to get an idea that may work out advantageously for you. The process of finding out just how good you are depends a great deal on what you adopt as a standard; in other words, your standard must compare favorably with that of other high-grade merchandising organizations. If you are carrying on your business in a town of small population, it may be better for you to forget the places of business in your own town, and go to the city and make your comparisons with the organizations of wider scope there.

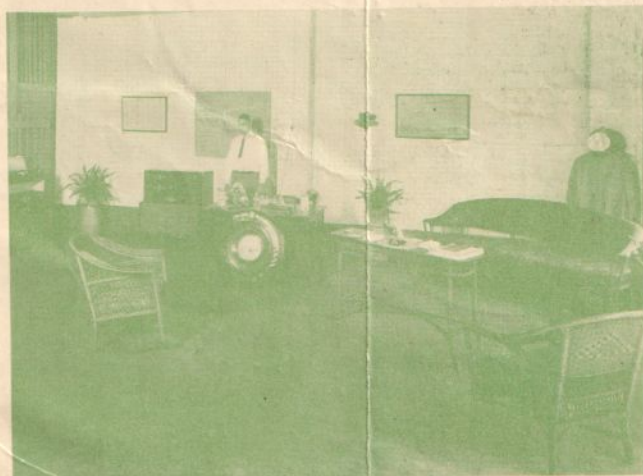
In checking yourself up, it is also well to go to trades outside of the automobile industry and observe how they operate, how the salesmen meet their customers, how the merchandise is displayed; in fact, to observe their whole system.

We service men are a part of the world's greatest industry, so why not operate our department on the plane of highest efficiency?

By G. A. C. BEAR,  
*Service Manager, Toronto.*

### The Right Impression

We have stressed the importance of the effect upon the owner of properly impressing him with the right attitude concerning your method of doing business just as soon as he drives in. You possibly have thought that while the idea sounded good it also sounded like too much money. We think this so important that we are going to prove to you that it can be done for very little money, and about the best way we know of is to show you some places where just this has been done.



Here is Brother Hall's place in Orlando, Florida. He had a very ordinary building to work with. He cleaned up the floor and painted it. He used some white paint on the walls. An inexpensive set of wicker furniture, a touch of color from flowers and ferns, a picture from the factory, a city map for convenience of tourists, a few accessories, and you have a very presentable service sales office combined with an attractive waiting room. You couldn't help but get a favorable impression of the ability of this place to take care of your car, and you would just naturally expect clean fair dealings from the man who was responsible for running a place of this kind because you would know that he had your interests and your comfort in mind.

If you haven't already given this part of your station the thought and attention it deserves, there is no better time than now. You cannot over-estimate the importance of establishing in the mind of the customer a favorable impression of your methods of conducting your business.

### Transmission Lubricant

The transmission lubricant recommended in Service Letter Vol. 2, No. 14 has been sold under the name of Staso Transmission Lubricant (Packard Specification). Packard Distributors and Dealers have been receiving a special price on this lubricant, but because it is nationally distributed at a higher price, some confusion has resulted.

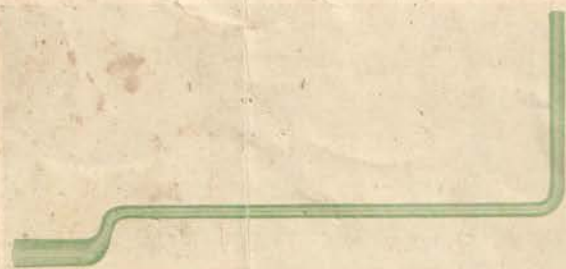
In order to maintain the present 5c a pound discount to Packard Distributors and Dealers, it has been thought advisable to change the name in order to avoid this confusion. It will now be known as Floyd's Transmission Lubricant Special for Packard cars. This must be ordered from Frank Harris Floyd, 747 Beaubien Street, Detroit, in order to obtain the special price. Our experience and our desire to acquaint you with a satisfactory lubricant at a very fair price lead us to recommend this for transmission and steering lubrication.



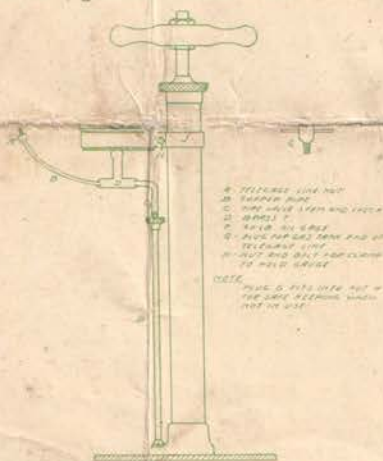
## More Tools

Additional suggestions on shop tools have been received and we are trying out a number of these in the special tool department. We want to thank the following this month for sending in tools or suggestions:

Mr. Lawrence Conners, Earle C. Anthony, Los Angeles; Mr. Earl J. West, Packard Oklahoma Motor Co., Tulsa; Mr. Mellen Smart, Packard Motor Car Co. of Boston, Boston; Mr. R. A. Norris, Lackawanna Automobile Company, Scranton; Mr. J. F. Fernley, Packard Inc., Philadelphia; Mr. Leo Milroy, Earle C. Anthony, Los Angeles; Mr. Jos. L. Borgett, Garretson & Co., Perth Amboy, N. J.; Mr. P. E. Barlow, Packard Motor Car Co. of Detroit, Detroit; Mr. J. C. Darsky, Packard Seattle Company, Seattle.



A body bolt tightening wrench sent in by Mr. Smart. This is made of  $\frac{1}{2}$ " cold rolled steel.



A Gas Line Test Pump by Mr. Milroy. This is made of a tire pump and a 40lb. gauge.

## New Type Carburetor

Cars will be reaching you soon with an "A" after the motor number. These cars are equipped with new type carburetor and you will find instructions concerning adjustments in the information book accompanying the car. Technical letter 1860 has also been issued giving the construction and adjustments.

It is important, since the information books covering the new carburetor will have the same color cover, that you make certain that the correct book is delivered with each car. The books to deliver with the new carburetor are marked on Page One—"Revised to December, 1928."

## "Oh Jim, Telephone!" and No Jim

Harry Fuller, Service Manager at Columbus, Ohio, has a clever way of keeping track of the men in his organization whose work frequently calls them out of the building. He evidently has experienced the usual trouble with the black board system generally used, in that those leaving the building do not take the time to pick up a piece of chalk and write on the board the fact that they are going out nor do they make the necessary mark to indicate that they have returned. We will let him describe it for you.

NAME	
FULLER	IN
RICHARDS	OUT
ALLEN	IN
TYSON	OUT
FINKEL	IN
WILSON	IN

"We purchased a small black board 18 x 24 inches, some small brass hinges from the ten-cent store, and cut out some small strips from sheet steel. We soldered the sheet steel to one-half of the edge and then painted the words 'In and Out' on the sides of the black metal strip in white. We then screwed the hinges to the board and it was ready to put up."

We placed the board on the wall near the service office and where it could be seen while talking over the telephone. It has worked out very satisfactorily and has saved us many steps, as we can tell at a glance whether the service salesman is in or out.

## A Hint On 626 Motor Tuning

We have one or two instances where the usual motor tune-up will be performed and after we are through the motor seems to function perfectly. The owner takes the car only to return with the report of "not right". The answer is that in tuning the motor and adjusting the carburetor, the auxiliary air valve spring cover is off and is not replaced until the motor is running to the tune-up man's satisfaction. When the cap is replaced is the time the trouble occurs as the auxiliary air valve stem strikes the top of the cap, consequently it holds open the valve and permits too much air to enter at idling speed, also not permitting a full choke when motor is cold. In addition to the stem striking the top of the cap the adjusting nuts will foul the cap. Should you run into this condition the remedy is to file enough off the top of the valve stem to prevent the cap from interfering.

H. C. ARMSTRONG, Seattle.

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