



VOL. 4 No. 11

JUNE 1, 1930

Service to Tourists

THE New York Service Department has sent out to all of its sub-branches and dealers a bulletin on the subject of Service to Tourists. We felt that they covered the subject so well that we are reprinting the bulletin.

It would, we believe, be to everyone's advantage to call this matter again to the attention of all who come in contact with customers during the touring season. We feel that the matter cannot be over stressed.

The bulletin reads:

With the touring season beginning, service stations will be called upon from time to time to take care of customers' cars from different parts of the world.

In addition to the usual courteous, efficient service extended to your customers, nothing should be left undone to assist the tourists wherever possible, keeping in mind that they are away from home and perhaps in a section of the country entirely new to them.

Furthermore they are on a pleasure trip, their time may be limited and hotel reservations might be awaiting them at their next destination. So then, immediately upon learning of their service needs, their cars should be taken care of as promptly as possible.

The service salesman should be sure to inquire where the customer might be reached in the event that he finds it necessary to get in touch with him, also in leaving the service station, if the customer desires a taxi, the service salesman should see that one is called for him.

Upon completion of the work, the service salesman should ask the customer whether he can be of any further assistance, such as directing him to the next destination, etc.

Occasionally a question of accepting checks in payment of repairs will arise and this must be handled carefully and with intelligent discretion. In this connection you can help the customer by telephoning or telegraphing the bank for verification of the account.

Where the car is within the warranty period, the customer should be charged for repairs in the usual way, however, material supplied to replace defective parts *must not be included in the invoice*, nor should any charge be made for transportation on such parts, either for the new part or for returning the old part for credit. Credit may be secured from the factory upon the return of such material properly identified.

Whenever a customer tells the employee of the unsatisfactory service received at some other station, the employee must not in any way run down or belittle the shop or workmanship referred to and instead of belittling their service, he should uphold the particular branch or dealer, endeavoring to change the customer's opinion to a favorable one.

Again let us call your attention to the importance of taking care of tourist cars in the proper manner so that they will leave your station with a fine impression of Packard service.

GENERAL SERVICE MANAGER

*The Annual Service Managers' Convention For 1930 Will Be Held
The Early Part Of September—Make Your Plans Accordingly—
It Will Be Bigger And Better Than Ever.*

"Customers often judge Packard by what they think of You"

Cylinder and Piston Lubrication

The diameter of the connecting rod bleed holes in the current model motors has been increased in order to provide additional lubrication for the cylinders and pistons.

The hole was formerly $\frac{1}{16}$ " in diameter (No. 52 drill size), and has been increased to $\frac{1}{8}$ " in diameter (No. 30 drill size). The change went into effect on the 726-33 with motor No. 299600, and on the 740-45 with motor No. 185800.

We suggest that this change be made in any Sixth or Seventh series motors in which oversize pistons are fitted, because we feel that it will result in smoother operation of the motor together with longer life of the cylinders, pistons, and rings. The additional lubrication will also be of assistance in preventing sticking valves.

After drilling the hole, the groove in the connecting rod bearing should be widened so that the larger hole does not overlap the sides of the groove.

Service Advertising

This photograph shows two very attractive booklets used by New York and Chicago branches for their spring mailing piece. They are both done in colors and on very attractive paper. There are a few distributors who have been using on their service mailing list a type of letter, card or booklet which is not consistent in style and design with the literature which the Packard owner received as a new car prospect.

We are of the opinion that a great deal of care should be used in designing mailing pieces for service work in order that the owner may retain his impression of a



fairly high grade and efficient organization throughout the various departments. Such pieces of follow-up literature should be consistent in style and can be made so without a great deal of expense if the proper thought and attention be given this matter when it is decided to get up such mailing pieces.

Let us be careful not to give the Packard owner the impression that since he has purchased a Packard car, we are not willing to spend any money on the material which we mail him from the service department. It is important that his impression of the service department be maintained at just as high a level as was his impression of the sales department during their selling campaign.

A Plan for Tourists

When a fellow you know pretty well starts patting you on the back and telling you how good you are—look out—he very likely has a favor to ask, but when a stranger steps up and says your work has been very satisfactory and the attention he has received has been very courteous—then you have earned something.

IF YOU WILL BE KIND ENOUGH TO REGISTER HERE, IT
WILL ENABLE US TO GIVE YOU BETTER SERVICE.

NAME	Milton Wenzel
STATE & CITY	Maplewood N.J.
WERE YOU WAITED ON PROMPTLY	yes
WERE THE CHARGES SATISFACTORY	yes
DID YOU RECEIVE COURTEOUS TREATMENT	yes
WILL YOUR NEXT CAR BE ANOTHER PACKARD	yes
IN YOUR OPINION, IS OUR SERVICE SATISFACTORY	yes

NAME	Carson Serris	Dec 10 1929
STATE	Richville Pa	(3-16)
WERE YOU WAITED ON PROMPTLY	yes	
WERE THE CHARGES SATISFACTORY	yes	
DID YOU RECEIVE COURTEOUS TREATMENT	yes	
WILL YOUR NEXT CAR BE ANOTHER PACKARD	yes	
IN YOUR OPINION, IS OUR SERVICE SATISFACTORY	yes	

NAME	Mr. Wm. Stubby
STATE	Newburgh N.Y.
WERE YOU WAITED ON PROMPTLY	yes
WERE THE CHARGES SATISFACTORY	yes
DID YOU RECEIVE COURTEOUS TREATMENT	yes
WILL YOUR NEXT CAR BE ANOTHER PACKARD	yes
IN YOUR OPINION, IS OUR SERVICE SATISFACTORY	yes

FOR BETTER SERVICE
Tourists Please Register Here



Have you ever tried to improve your service by first finding out what was wrong with it? Here is a little plan doped out by Mr. Mooers of Richmond.

The sign attracts the tourist and the book does the rest. New car prospects have the book pointed out to them and we have a hunch that the boys in the shop are rather careful to make sure that Mr. Tourist has a good reason for writing down a few favorable comments. Mr. Mooers says the plan works—it doesn't cost much, why not try it out?

When Changes Were Made

We are listing a few breaking off points on recent changes.

The oil pump body air release tube was discontinued on the 726 with motor 301200 and on the 740 motor on number 186348.

The carburetor gasoline pump rack and pinion gear cover was added on the 740 motor beginning with number 185537.

The carburetor aspirating tube and the screen are included after carburetor 30778. This equipment is explained in TL1895.

The carburetor gasoline pump air bleed hole changed on speedster motors only beginning with carburetor 30779.

The steel backed camshaft front bearings were added on 726 motors beginning with number 301245.

The new type damper facings are used beginning with motor 297766 on the 726 motor and with number 185337 on the 740 motors.

Connecting rods have been drilled with bleed holes to improve cylinder lubrication on the 726 motor beginning with number 299600 and on 740 motors on number 185800.

The differential gear under number 124616 has been drilled with three holes size No. 22, equally spaced to increase lubrication to the axle shaft splines. This went into effect approximately May 1 and on rear axle unit No. 302148 on the 726 and unit 186761 on the 740.

Noise in Purolator Oil Line

Technical Letter 1890 explains the installation of an oil pump air bleed. This admits a slight amount of air into the oil lines to act as a cushion. It satisfactorily takes care of the oil pump noise but may cause a "frying" noise in the oil line between the flood valve and the purolator, or in the purolator itself. This may sound like a dry clutch pilot bearing and the remedy is to change the oil line from a $\frac{1}{4}$ to $\frac{3}{16}$ inch tube. This change was made in production shortly after the addition of the air bleed.

Body Service Film

You have waited a long time for some definite instructions on servicing Packard bodies. These are now ready for you in the shape of a service film and Mr. Hammerl, Body Quality Engineer, has assisted in producing this film. It is one that we know will be of considerable value in your work. It deals with the usual



difficulty encountered in service work and gives you definite methods of correcting items which the customers call to your attention in this line of work.

Do not overlook the importance of body service work. It is just as important that the body receives periodical care as well as the chassis. All service men should be familiar with the information given in this film, which is available with a lecture, at \$3.50.

Service Posters

If you have not already done so, you will want to place your order for Service Posters. We have so far developed a series of ten posters, all of which have been shown in previous issues of Service Letter. They may be ordered individually, or the entire service of twelve may be ordered and they will be shipped to you direct. If you wish certain posters out of the group, they may be ordered separately and the service may be started at any time.



No. 10 "CAR READY"—50c each

The posters are $13\frac{1}{2}$ " x 39" and are done in two and three colors. They may be used with or without the frame, which is made so that a poster at a time can be inserted, adding materially to the appearance of the poster. The price of the frame is \$1.50.

The posters make a very attractive addition to your Service Station equipment—they not only have a favorable impression upon your customer, but also upon your mechanics and service salesmen. They give the entire organization something to strive for and they assist you in rendering better service.

Personal Mention



Among those who have recently advanced to positions of importance in the Service Department, or from other departments, are George Kloetzer, who has for a number of years held the position of Specification Manager for the New York Branch. He has been promoted to General Service Manager of

that organization, succeeding our good friend Col. J. W. Florida, who has resigned.

We congratulate George upon his appointment and feel that we are in a position to assure him of the full co-operation, not only of the Service Department here at the factory, but of the Service Managers throughout the country.

We learn from Mr. J. F. Avery, District Manager of the Pacific District, that David S. Craven has become the Service Manager at Salt Lake City. His extensive experience in this division of the business is proof that he will enjoy much success in his new responsibility. He also notifies us of the recent appointment of George Meyer as Service Manager at Spokane.

Mr. Edward Harris, who has very ably performed the duties of Service Manager for the Packard dealership at Pasadena, California, recently celebrated his tenth year with Packard. He started with Packard as a mechanic and soon became a Service Salesman and about eight years ago was appointed Service Manager.

We appreciate receiving these notices concerning the personnel of the Service Department and we want every one connected with the Service Department of the Packard field organization to know that the Service Letter is issued for their benefit and in the interest of better Packard service.



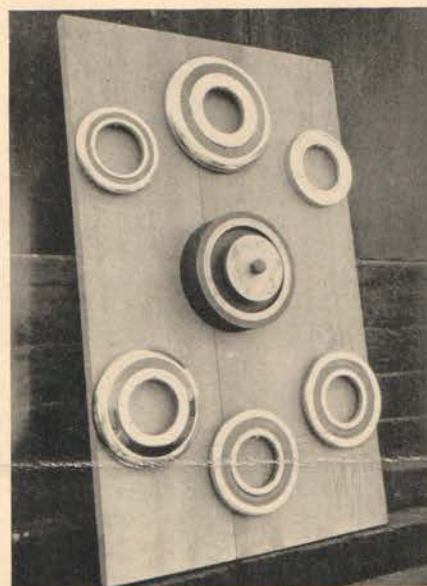
We welcome the newcomers and along with the old-timers, congratulate them upon their advancement in the Service Department.

Albert Jourdain, Service Manager of Montreal, decided to find out just how much Ed Gorlitz knew about Packard cars. Ed, as you know, is Mechanical Supervisor in the northeast territory, he decided some time ago that he knew quite a bit about Packard cars. Ed was rather sore when Albert wanted to make a bet with him that there were three things on one of their Packard cars that he couldn't fix. Albert claimed that he couldn't make the motor hit on more than two, that he couldn't adjust the front wheel brakes and that he couldn't take

the leak out of the cowl ventilator and you can see by the picture that Ed lost the bet. Mr. Jones, General Manager of Montreal, insisted on Ed taking a ride just to prove that Packard did know something about building automobiles way back in 1903 and Ed's test indicated that there wasn't a thing necessary on the car.

Tool Winner

The special tool department has awarded a prize to Mr. C. J. Tingey, Shop Superintendent at Los Angeles, California, for a suggestion which he sent in a short time ago. The accompanying view shows the recrimping tool for the wire wheel hub cover.



If these are removed for any purpose, such as replating, it is very difficult to fasten them back on again without the use of this tool and the Special Tool Department has in file the necessary information for making them up.

Clutch Chatter

A considerable improvement has recently been made in the clutch engagement of the 740 and 745 cars.

You will find that the clutches of the cars which you receive in the future will engage more smoothly and softly without the chattering action which was formerly noticeable at times.

This improvement has been effected by a careful selection of the flat release springs which are mounted at the outer circumference of the clutch plate in order to provide an equal tension, and by eliminating the grinding operation on the clutch facing.

If any of your 740 or 745 customers are complaining of the manner in which the clutch engages, we suggest that you order a new clutch hub and plates assembly, returning the old unit for credit.

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