



VOL. 4 No. 16

AUGUST 15, 1930

SPECIAL NOTICE!

Register Now for the SERVICE MANAGERS'
ANNUAL CONVENTION Held at DETROIT
SEPTEMBER, 10, 11, 12



Registration Post Cards Have Been Sent To Every Distributer
and Dealer. Use the Form on the Back Page, If Yours Has
not Been Received



What About Tomorrow?

THERE is one problem facing every service station today which requires some serious thinking. This problem promises to become more acute in the next few years and your answer to it must be ready.

A few years ago the "alley shop" was a problem which as a whole the Packard Service Station met successfully because of its improvement in methods; its standardized prices, its clean shops, its courteous treatment of owners in the shop and its persistent owner follow-up.

Today an entirely different type of independent shop is bidding for your most profitable service operations. These shops are on the best corners and have a most modern type of building and equipment for specialized service. We are referring to the new Super Service Station, not the kind that sells gasoline and throws in a tire check, battery check, water check, oil check and cleaned windows with a smile and a "thank you," but an outgrowth of this. These new places sell only the "cream" of service work and without any policy account too—Lubrication; washing, wheel aligning, brake adjusting, fender bumping and touch up, tire service, battery service, motor adjusting, steering adjusting, cooling system serv-

ice, and more, are among their list of profit producing jobs.

Some morning, visit one of these places, take the first ten cars to arrive—every one of the owners of these cars spends some money cheerfully, and on top of the work done he very likely buys some gas and oil. Notice that in every case the owner waits for his car—notice also that the bill is ready and then notice particularly that he pays cash for the work. Now go back to your station and the chances are that you will have to wait for ten cars for quite a little while. Study these ten jobs—you will probably find that two of them are thirty day free adjustment jobs; three of them are legitimate warranty jobs, three more are small jobs on a charge account basis and the remaining two are service jobs and on one of these you very likely have quite a job in selling the owner that at 16 months and 17,000 miles he should pay for a new spring.

There you have the picture—it may not have reached your town, but it's on the way and you will have to meet it sooner or later.

What's the answer? You may sit back if you please and say, "That little stuff doesn't bother me; there's no money in wash jobs, batteries or oil and anyway we haven't room in our station to take care of that kind of work." Alright, big boy, go on back to sleep, if that's your idea, but soon you won't have any profitable work and it won't be long before you won't even have a job.

In the first place you will admit that you have lost some of this type business—let's see why this is: First you haven't been organized or equipped to render this cash and carry type of service—it may be that your location is very inconvenient for the majority of owners in your city and it may be that inside your station the arrangement and appeal is far from right. Then, too, it is likely that your parts service is far from adequately balanced for quick service.

Here is the answer—proper arrangement of your shop; proper equipment, a well balanced stock of parts, a trained service sales force, a personalized persistent follow-up system. If you have been reading Service Letters you have the answer in your own hands—the trouble has been that you haven't gone after these things hard enough—you may have to spend some money to get the right result and you will be wise to *do it now*.

If your shop isn't easy to get into and out of, make another door; if it isn't light enough to work in, make some windows in it; if you haven't got a grease rack, brake tools, washing equipment or wheel aligners, start looking for them *today*—Get that dead stock of parts out in the light and go through it with a fine tooth comb—quit fooling yourself that because the books show an inventory of five or ten thousand dollars that you have any parts—check every piece and keep those that are worth keeping and get those you need—Study every service salesman you have and improve on their methods and sales ability—Go over your follow-up system and make sure it's working right and that it is getting you results.

We are prepared to help you on every one of these items—we want to help you whether it's on layout, equipment, training personnel, parts stocks or follow-up systems.

Let's get together and hold these Packard owners—you and we know more about Packard cars and their service requirements than anyone else—let's convince Mr. Packard Owner of this and retain his business.

Filling Universal Joints

Mr. C. E. Anderson, Uptown Branch of New York City, uses a special tank which he makes up for filling universal joints and describes this as follows:

We take a three-gallon expansion tank which is used in hot water systems, make up a plug to go into the top of the tank with an extension pipe running to the bottom. Attached to this plug is a $\frac{3}{8}$ " rubber hose with an ordinary valve at the end of it fitted with an alemite nipple. In one of the other openings in this tank we fit another plug equipped with a Schrader tire valve so that we can inflate this tank to 40 or 50 pounds of pressure, thereby forcing the oil through the hose and through the open valve into the universal joint.

The procedure of filling the joint is to remove the bottom plug, put an alemite connection in it, remove the top plug, connect the tank and open the valve allowing the universal joint oil to run in from the bottom, filling the joint and until it oozes out at the top; then the top plug can be installed, the hose disconnected, the joint turned a $\frac{1}{2}$ turn so that the alemite fitting will be on top

and then the alemite fitting removed and the plug replaced. This procedure is a very short one and does fill the universal joints efficiently and quickly. We have two of these tanks in our shop and it is not necessary to put air in them only about once or twice a week if they are made tight in all the fittings.

We believe others will find this a very useful addition to their shop equipment.

Another Building For New York

Service Headquarters for the six branches of the Packard Westchester Company, located at White Plains, New York, county seat of one of the most exclusive of the many elite regions around New York.



The White Plains Packard Service plant was erected at a cost of \$250,000, and will serve as the hub of Westchester County Packard service, augmenting other facilities at Rye, Mt. Vernon, Bronxville, New Rochelle, Yonkers and Ossining.

Modern planning distinguishes the building: A maximum of natural light for workshops, a wide ramp connecting the three floors, luxurious lounge. Every provision has been made for upholding the Packard tradition of service in this latest of the long line of service plants from coast to coast.

Shock Absorber Expansion Tanks

Technical Letter No. 1903 describes the installation of the expansion tanks which have been developed for Packard shock absorbers.

These tanks can be applied only to those shock absorbers having the metering valve mounted on the top. The early Sixth series shock absorbers carried the valves on the side, and no tank has so far been developed for this equipment. We hope to have something in the near future, however, and the announcement will come to you as soon as the equipment has been developed.

It has been our experience that in the application of the expansion tanks it is not necessary to disconnect the shock absorbers in order to eliminate the air from the working passages. Providing the shock absorber is mechanically in good condition it is necessary only to apply the expansion tank and see that it is filled with oil. The operation of the car will cause the air to work upward and the oil to find its way downward.

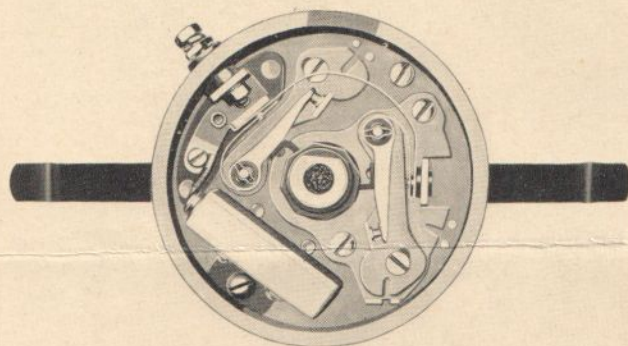
After the tanks are installed the front wheels should be turned to each hard-over position to check for an interference between the brake support plate and the tank. If necessary the stop screws should be readjusted.

It will be found that the saving of time in filling the shock absorbers is so great that the complete operation covering the application of the expansion tanks will cost less than the expense formerly attached to disconnecting the shock absorbers in order to fill them with oil.

New Type Distributors

A new design of Northeast distributor designated as type 10896 is now being used on seventh series cars to provide a means of adjusting the breaker points for synchronization.

The illustration shows the new type and altho it is advisable to have breaker points open simultaneously, it is not absolutely necessary and contact will give satisfactory operation if one set opens three or four engine flywheel degrees later than the other set.



The recommended method of synchronizing these contacts is as follows:

Remove distributor cap and rotate breaker cam to a point at which the rubbing blocks on the breaker arms are on the highest point of the breaker cam lobes.

Adjust contact gaps to .020 inches. To do this, loosen adjustable contact breaker locking screws and with a screw driver inserted in the slot in the bracket, move the bracket toward or away from the breaker cam, whichever is necessary to obtain the gap of .020.

Connect the test lamp across each set of breaker points with ignition switch turned on; turn over engine with hand crank and check test lamps for synchronous lighting. If it is found that a non-synchronous condition exists, it may be corrected as follows:

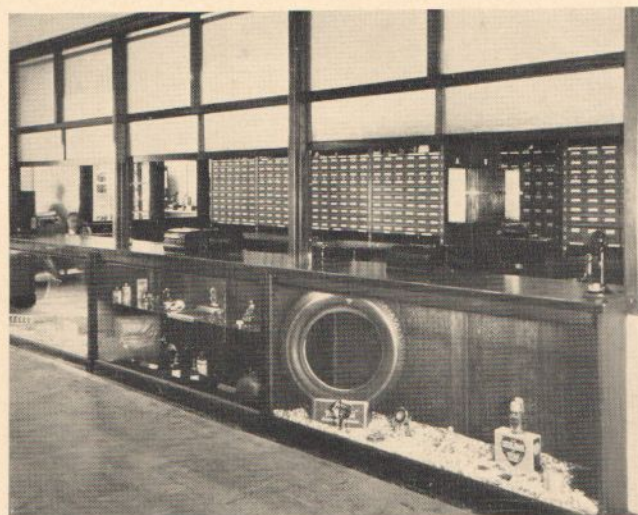
Turn the engine by hand until both contacts just begin to open, which will be at the instant the test lamps light.

Loosen adjustment locking screws in place, provided for radial adjustment and with a screw driver, inserted as a wedge between two dowels and the slot in the plate, force the adjustable breaker plate in a clock-wise direction, when its contacts open after the other set and in a counter clock-wise direction when its contacts open before the other set.

Tighten the adjustment locking screws and turn the engine by hand so that the breaker points close and begin to open again.

If the non-synchronous condition still exists, repeat the operation described. A variation of .001 to .004 in the contact gaps is permissible, but the contact gaps should not be less than .018, nor more than .022.

Boston Stock Room



Here are two views of the Boston stock room. The customers' counter presents an exceptionally attractive appearance; it is provided with lighted show cases for the display of accessories.

You will notice the sliding doors which make it possible to lock the stock room completely. On the counter are sales registering devices and at a convenient distance from the counter is the location record, on the end of the bin section on the center aisle. Any customer would be favorably impressed by the appearance and efficient methods of this department under the direction of A. H. Snow.

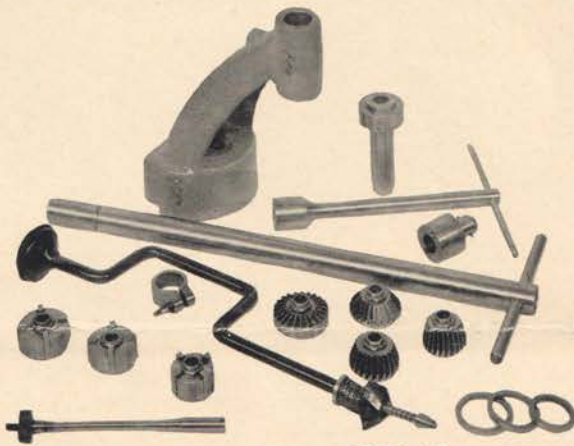
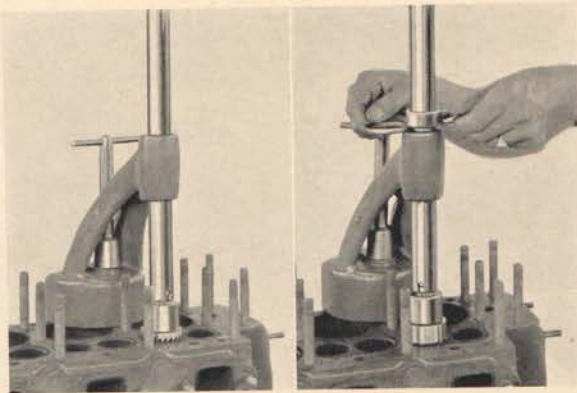
The second view shows Boston's method of hanging fenders; this gets them up out of the way and keeps them from being scratched; it uses the overhead space to very good advantage. Where such space is available this method of storing fenders is well worth considering.



Reduced Prices On Special Tools

Was \$70.00—Now \$60.00

VALVE RESEATING EQUIPMENT

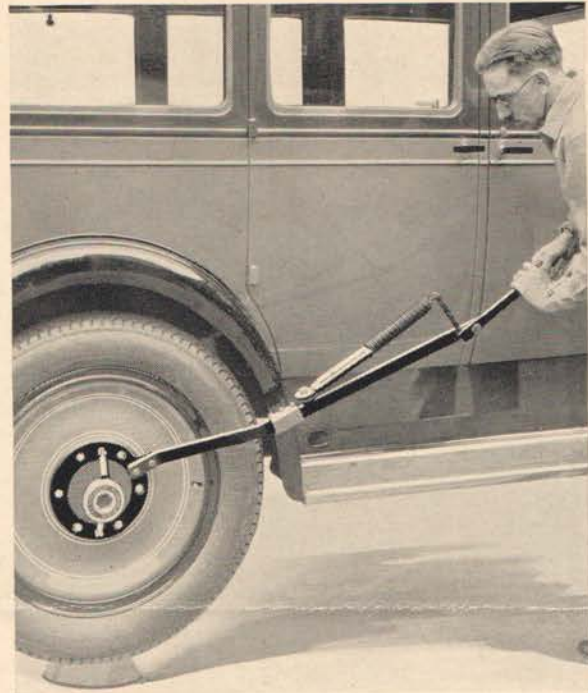


Tool No. S. T. 669—All Models

A precision tool for reseating valves accurately in line with the guide. Also counterboring and fitting replacement seats. You cannot properly service valves without this equipment. By fitting replacement seats many cylinder blocks thought scrapped can be saved and serviced again.

Was \$19.00—Now \$15.00

BRAKE TESTING SCALE With Two Adapters



Tool No. S. T. 658—6 and 8 Models

This tool makes it possible to accurately equalize and adjust the Bendix brakes on Packard cars. It will not only save you time, but makes possible equalization which can be obtained in no other way.

BE SURE AND REGISTER!

Packard Service Managers' Convention, Sept. 10, 11, 12

MR. LULL, Service Department

The following will attend the Service Meeting:

1. Name _____ City _____
2. Name _____ City _____
3. Name _____ City _____
4. Name _____ City _____
5. Name _____ City _____

Do you wish us to make hotel reservations? _____ Approx. rate? _____

How many in room? _____ With whom (By No.)? _____

Reservations will be at Hotel Tuller.