



VOL. 4. No. 7

APRIL 1, 1930

## Packard Workmanship

**N**OW is the time of the year when a great deal is heard about cleaning up and painting up—our homes are turned inside out—our basements and attics are given an M-631 operation—the back yard gets an order for a clean carbon and grind valves and generally our desk and our work bench come in for some extra cleaning. In fact the whole shop is gone over and takes on the appearance of having been presented with its new spring suit.

All of this is sort of an annual habit and its a mighty good one, but it does not, by any means, finish the job of getting ready for the spring and summer business—it is simply a good start. It goes without saying that a Service Station of today needs to cater to the lady customer. Our places must be neat and clean to start with.

The big job is to get ourselves ready—we also must be neat and clean, but whereas you think we mean this to apply to appearance only, this is not the case—what we are driving at is Packard Workmanship. This implies neat, clean, efficient work. After seeing that our clothes and our smiles are on right, lets take a look at our

work. Follow yourself around today and make notes of those things you do which can be improved upon—if you write orders—take a look at a few of them—can you read them? Do they mean exactly what you intended them to mean? If you meet customers, are you always as obliging as you should be—if you were the customer would you be entirely satisfied? If you work in the stock room, take a few moments and stand outside the shop, or the customer's window and see what kind of service is being given. If you are a mechanic, are you trying to “just get by” the inspector or foreman, or are you really trying to please the owner of the car by doing every single job you get so that his idea of Packard Workmanship is that it can't be beat. If the last repair or adjustment you made was on your own car, would it suit you?

After all the main thing a Service Station is for is to fix cars—make certain we do this and the other things we referred to will follow. Don't overlook the fact that Packard Workmanship means having the *right* kind of a place in the *right* kind of order operated by the *right* kind of people who do the *right* kind of work.



**NOW IS THE TIME - EVERYBODY HELP**

*“Courtesy Always Pays — And You Are Paid To Be Courteous”*



## Budd Door Catalog

The Edward G. Budd Company, Service Department, 12141 Charlevoix Avenue, Detroit, Michigan, have issued a door catalog containing illustrations and dimensions of over 180 different types of doors for bodies which they have manufactured. This catalog not only contains illustrations and dimensions of doors for Packard bodies which they manufactured, but also contains these for other manufacturers' bodies which they built. The beading or panelling of the door is very clearly shown on the illustration to assist in ordering any of these which might be required. The body types which they made for this company were:

|               |           |                      |
|---------------|-----------|----------------------|
| Body type 287 | Model 433 | Four-passenger Coupe |
| Body type 307 | Model 533 | Four-passenger Coupe |
| Body type 297 | Model 343 | Four-passenger Coupe |
| Body type 317 | Model 443 | Four-passenger Coupe |

When any replacements of doors for these bodies are necessary, we will endeavor to procure them for you, but possibly one of these catalogs would assist you in handling your door problems on these types of bodies and as they contain illustrations of other manufacturers' doors, they might be used to very good advantage in your Used Car Department should any of the cars taken in on trade require a new door.

If you will write the Edward G. Budd Manufacturing Company direct at the above address, they will, upon request, be very glad to furnish you one of these catalogs.

## Damper Facings

There is now in production a cadmium plated vibration damper equipped with four friction discs instead of two. This, of course, was done to prevent sticking caused by rust. The friction discs are half the previous thickness and are treated with graphite, two being installed in the place of one. These can be used in the old type damper and will stop a sticking condition without changing to the cadmium plated damper. This is accomplished by having two surfaces of the friction discs in contact with each other so that if these surfaces which come in contact do rust, the damper will operate because slippage will take place between the two surfaces of the graphite treated discs. Therefore, do not change an entire damper in case of freezing up, merely change the discs.

## Manifolds

There have been some reports on the breakage of manifolds at the flanges, or the stripping of the studs themselves. We have found that this condition can be stopped by the use of a heavier flat washer under the nuts. This change has been made in production.

## Radiator Protection

There are quite a few repair operations which necessitate the removal of the radiator. The usual method is to drain and remove, but the difficulty is in finding a place to put the radiator assembly while making repairs on the motor. An even more serious problem is the protection of the inside of the core. When the water

is drained even for a short time, a hardening and flaking takes place resulting in rusting. It is possible after re-assembling and delivering the car that a report will come back on a leaking radiator or an overheating condition.

The best way to handle radiators temporarily removed is to immediately fill them with water and plug the outlet with a wooden plug. Then have a wooden rack made in the shape of an "A" so constructed that it will hold two radiator assemblies, one on each side. They should be off the floor about 10 inches and held nearly in a vertical position, that is slanted together at the top just enough that the weight of the assembly will hold it on the rack.

## Bodies Equipped With Aerials

This list will give you the starting point of bodies equipped with Radio Aerials.

|          |       |          |     |
|----------|-------|----------|-----|
| Body 403 | 10761 | Body 417 | 176 |
| 404      | 1913  | 418      | 266 |
| 405      | 1049  | 423      | 29  |
| 406      | 2650  | 424      | 118 |
| 407      | 882   | 425      | 304 |
| 408      | 794   | 426      | 128 |
| 413      | 229   | 427      | 34  |
| 414      | 1088  | 428      | 44  |
| 415      | 736   | 454      | 16  |
| 416      | 841   | 455      | 42  |

## Service Car of Santa Monica



We can imagine that the young ladies in Santa Monica sort of hope that something will happen to their cars so that a service call will be necessary.

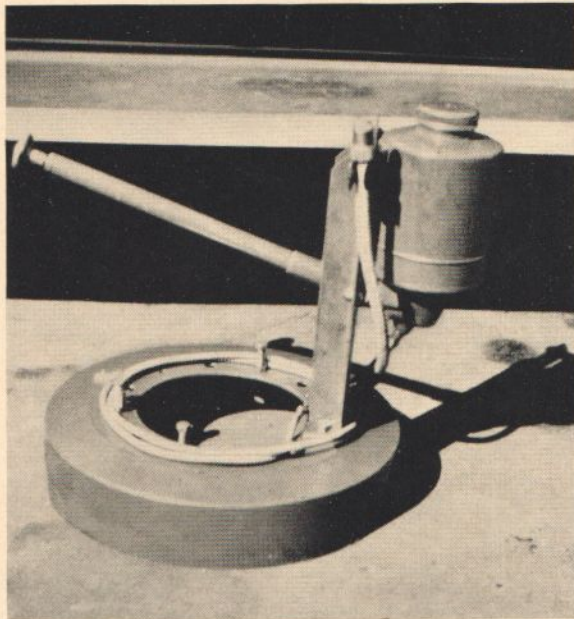
## Spark Plugs

Some places have the mistaken idea that Ethyl gasoline is detrimental to spark plugs. This is not the case. With the use of Ethyl, the porcelain of the plugs will show a gray rough deposit, but this is harmless. We are of the impression that many plugs are being changed when it is not necessary, to correct some motor condition that may be caused by many different things. If the spark plug gaps are too wide, it may cause a miss on a hard pull or at high speeds. If too close the motor will not idle properly.

Lets clean the plugs and set the gaps .027 instead of changing so many plugs and see if we do not get about the same result.

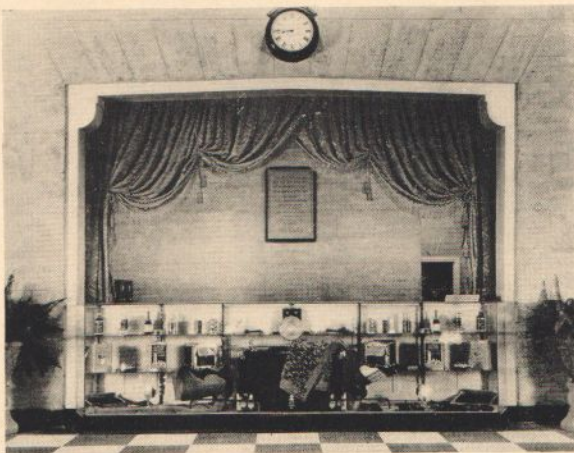


## Filling Shock Absorbers



Hollywood, California has been using a very simple and successful method of filling shock absorbers. It is done by using a Chassis Lubricator tank and pump assembly, mounted on an old brake drum as a table. To the outlet of the pump is fastened a flexible steel tube about ten feet long with an alemite connection on the end. Remove the shock absorber filler plug and screw in the alemite connection on the end of the tube; operate the pump in the regular way, rocking the car as the plunger goes down. To let the air out of the shock absorber, merely loosen the metering valve.

## Accessories in Des Moines



The Des Moines Accessory Department should do a big business on the theory that accessories well displayed are half sold. We compliment them on the very attractive arrangement of their counter show case which is located in the new show room.

Don't forget the show case on your clean up campaign. To be effective, it must be clean and attractive; it must present seasonal items. Use some of the views shown in Service Letters to trim your cases.

## Kansas City Service Station

These are views of the new Kansas City building. The Service Department occupies over 46,000 square feet of light, well arranged space. There are windows on four sides and a skylight in the center. The parts and tools are located in the center of the shop and the service sales counter, which is also used for accessory display, is in a direct line as the customer drives in. It is far enough from the door so that congestion is avoided, the offices of the service manager, stock manager and service billing are grouped together for easy handling of routine. An attractive and convenient accessory display and waiting room completes the picture.

The Reid-Ward Company are certainly to be congratulated upon the result of their efforts to work out such an ideal layout. With such an organization as they have and a standard Packard building to work in, we are justified in expecting some wonderful results.



## Condensers

Sometimes condensers are changed when all that is required is to clean the bottom of the condenser support plate where the screw holds it to the distributor plate. Make sure the hold down screw is tight. If there is not a good contact at this point, it will act the same as a bad condenser, burning points and causing a generally bad running motor.



## An Effective Card

### Suggestions Welcome

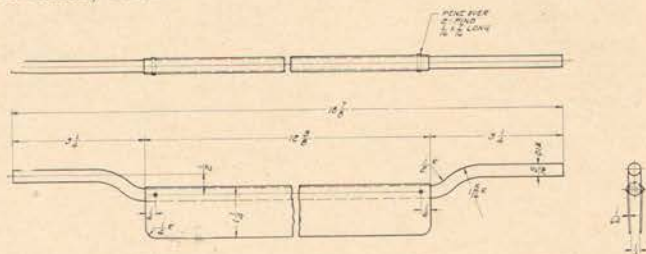
The management is desirous that their service shall be maintained at the highest possible standard, also that its employees perform their duties with full regard to the comfort and convenience of each Packard owner. It is possible that many constructive ideas looking to the further improvement of its service may be received if it is known they are welcome and will have careful consideration. They may be addressed to—

F. R. Baumgartner  
Gen. Manager

PACKARD DEALER, Inc.  
Detroit, Mich.

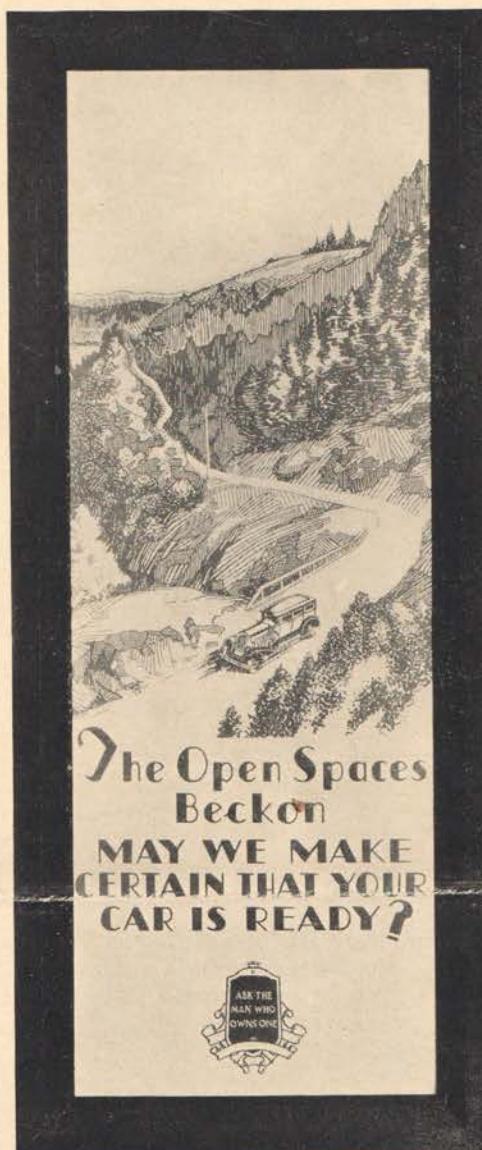
### Special Tool Winner

The winner for the month is Mr. S. B. Smith of Astoria, Long Island. His suggestion was a device for protecting the front gear case cover gasket when assembling the lower half of the crankcase. It is an inexpensive outfit to make and the picture will give the necessary details.



We want you to feel free to send in any suggestions at any time and to correspond with the Special Tool Department concerning any suggestions which you may have for the betterment of tools which are supplied on the standard ST numbers.

## Service Poster



No. 9 SPRING POSTER

Poster 50c each; Frame \$1.50 each

### Emulso Oil

A year or so ago, we advocated the use of Emulso oil in the cooling system to guard against rust and radiator stoppage. This can be obtained from the Sun Oil Company and one pint should be used in each car, pouring it into the radiator. It is a thick black oil before using, but turns into a white milky substance when mixed with the water. It will prolong the life of the water pump and keep rust from sticking to the inner surfaces of the entire cooling system.

When conditioning cars for spring and summer driving, after removing the anti-freeze solution, flush out the cooling system and try the Emulso solution.

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

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