



We ask you—Is it fair?

CASHIERS who handle any large amount of money are nearly always covered by a bond. Very few cashiers work except in specially built cages, or behind barred windows. Valuable records and cash receipts are kept, at least for the night, in safes. It is quite probable that, if the "cash on hand" reached several thousand dollars, a special trip to the bank would be made. All of which good business practice dictates as necessary. Common sense tells us that these precautions should be taken.

With regard to our cash, we take even more precautions; we balance our cash accounts daily, we balance our bank accounts at least each month. We spend good money to buy cash registers to protect our cash. We devise all sorts of methods to make sure that every last cent we take in is properly recorded and carefully protected.

Now take a walk out into the shop and let's see if these same precautions are used. First, we will stop at the place which is usually most neglected in this respect, the Parts Stock Room.

Let's compare these two items and see if we can figure out why one should receive so much attention in its care and the other so little. First, let us show you two pictures. The first one is a check (a good one) for \$10.00; it represents some cash received. We use this because we are not allowed to print a picture of a \$10.00 bill, and anyway we haven't one to take a picture of.

The second picture is of a part which cost your company \$10.00. Now where did we find this and do you think we had any trouble borrowing it long enough to take a picture? Do you think it will be missed for sixty days?

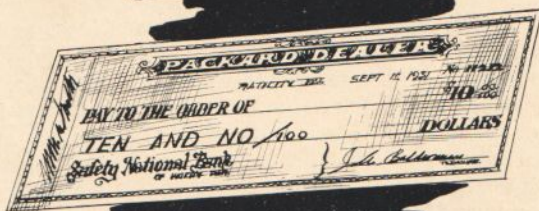
The peculiar thing about these two items is this: The first one, the check, is worth \$10.00, no more and no less. It was located in the cash register in the cashier's cage, and we had to do a lot of explaining to borrow it

long enough to show it to you. If it is not returned very shortly, the cashier is going to start out after it and nothing but that check, or a ten dollar bill will satisfy him. If we forget to return it, or simply say "It's lost," we will be called some rather unpleasant names. All that thing is worth is \$10.00, but look at the fuss that's made about it.

Now take a look at this other thing. It cost \$10.00, but it is worth \$16.70, that is what you will get for it. This item is worth \$6.70 more than the other one, and surely it is worth the same care and protection. Let's see if it receives it. Is it kept in a separate compartment with other similar pieces? Is it clean, or properly protected as in a cash register? Is it in a specially protected room with barred windows, as in the cashier's cage? Has it been properly recorded and has the account been properly balanced?

If the stock accounts were out of balance, this one \$10.00 item plus its \$6.70 profit, how much fuss would be made? Just one more question—Is that check kept around your place for two or three years before you cash in on it? Not on your life, no such chances are taken. But how many of those \$10.00, or even \$1.00 parts are allowed to remain unguarded and unwatched for two years or more? You wouldn't be surprised if after holding the check for two years, or more, that it came back to you marked "no funds." Well then, you needn't be surprised to find that your parts, neglected for the same amount of time, will prove of "no funds" value.

There seems to be only one answer to this question—a properly operated Parts Department, adequate equipment for the protection of your parts stock and adequate records properly kept and balanced. The perpetual inventory card balanced with the stock in the bin at regular intervals and by continuous test checks, will protect your parts inventory against careless loss or obsolescence loss.



Don't Overlook the Startix

Although most Ninth Series cars are now being delivered with the Automatic Starting Switch, the service salesman has a large market among owners of previous series cars. This is easy to sell if you will just demonstrate it. Let the circular furnished by our Accessory Department help you.

Heaters

Most of your owners, who haven't a heater, want one. They appreciate the comfort a good heater brings. Don't overlook any part of this profitable market. To serve it we have the Packard-under-the-seat heater which is approximately 40% more efficient this year than last, due to the use of a larger radiator and improved registers with shut-offs in them. It, of course, furnishes heat to both front and rear compartments and does not decrease leg room in the front compartment. Installation holes are incorporated in both body and motor of Eighth and Ninth Series cars.

To complete our heater line-up, we also have the Packard Tropic-Aire and Kelch heaters. Both are popular and easy to sell.

Begin your heater selling campaign now. Get ready to serve your owners and then let them know you are so prepared.

Tuning Motors With Late Type Carburetors

In some cases, difficulty is encountered in tuning motors equipped with a carburetor with the vent tube leading from the float chamber to a position above the butterfly valve. You will find in such instances that it is much easier and quicker to obtain a correct adjustment if you will first turn the carburetor adjustment down two full turns and run the motor until it is hot, then adjust the carburetor and a satisfactory result will be obtained.

New Inexpensive Signs

We are offering two new signs at prices which will make them specially attractive. The first one shown is a sign which may be used for used car specials, new car announcements, accessory sales, or any similar purpose. A set of stencils accompanies the sign, which makes it possible to easily make your own sign and to change it daily. Waxed crayons are used and the sign



P101 \$10 NET

is printed, or written on the glass panel. It is removed by simply wiping it off with a clean dry cloth. The sign stands fifteen inches high and the glass panel is twenty-five and a half inches long. The frame is bronze and the lighting is accomplished by two bulbs located in the base, the light shining through the glass panel.

The second sign is an interior window sign; seven by twenty-five inches. The letters are three inches high and are white on a black background. When the sign is lighted, the letters become red to give the appearance of Neon. The border is chrome plated and the balance of the sign is finished in dark green. This is furnished complete with the cord and chains at \$9.50.



P950 \$9.50 NET

726 Sedan Body Wanted

Mr. B. P. Wilkinson of the Blair Motor Car Company in Altoona, Pennsylvania, wishes to obtain a 726 sedan body. If you have such a body available, will you kindly get in touch with him.

Tire Covers and Protectors

The Accessory Department has available metal tire covers with chrome mouldings in the center of the outer ring and on the side plates.

Block and moulding cover

6.50 x 19, PA-2692.....List Price \$14.00

7.00 x 19, PA-2688.....List Price \$18.00

Lacquer and moulding cover

6.50 x 19, PA-2694.....List Price \$19.00

7.00 x 19, PA-2690.....List Price \$21.00

The Accessory Department now has available a tire cover protector guard for the 903-904 models. Any of your customers having a metal tire cover mounted in the rear on any of these cars will appreciate knowing of the protection this guard will give.

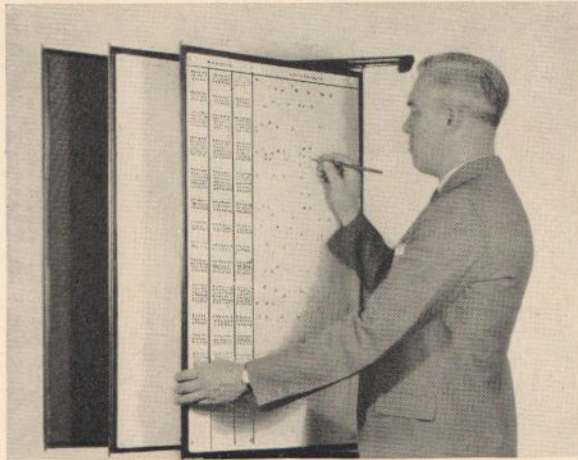
Equipment for Follow-up System

An inexpensive installation for use with the follow-up system, being recommended by the factory, may be obtained from the Multiplex Display Equipment Company. These may be purchased either locally, or your order will be handled through the Service Department, if you will mark it for the attention of the Editor of the SERVICE LETTER.

A wall bracket to accommodate six wings, as illustrated, may be obtained for \$6.00. The wings, which will accommodate one set of forms on each side, may be obtained at \$5.00 each. You may order just as many wings as are necessary to take care of the size of your file, and wings may be added, as additional sheets become necessary.

The forms for this type of follow-up record cost seven cents a set and in making the installation, we recommend

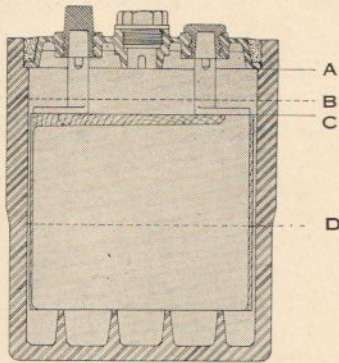
that isinglass be used over the narrow strip on which you have typed the owners' names, addresses and vehicle records. This will keep the file clean and make reference to it very easy.



If you are not operating this very simple and inexpensive follow-up system, will you please write us for further details. This is the one owner follow-up system which can be operated at practically no expense and very little time is required to keep the record up-to-date. We will be very glad to mail you full details and a sample set of the forms.

Some Dope on HiLevel Batteries

When a fully charged A-617-SP HiLevel Battery leaves the factory, the electrolyte level is $1\frac{1}{8}$ inches above the tops of the separators. This level is shown



at A in the sketch. Under the same conditions, the acid level in an A-617-S is at B, or only $\frac{3}{8}$ inch above the separator tops. By actual measurement, the HiLevel, A-617-SP, has four times the volume of acid above the rewatering line of the Rubberib A-617-S and about 42% greater total electrolyte volume than the Rubberib. Moreover, the specific gravity of the acid in the HiLevel is only 1.250 as compared with 1.280 in the Rubberib.

Now, what is to be gained by the greater volume and lower concentration in the HiLevel? Just this: A negligent car owner checks his battery about every three or four months. Depending upon the weather and the degree of service, the electrolyte level in the ordinary 17-plate battery might drop to $2\frac{1}{2}$ inches below the plate tops in this time, as pointed out at D. Under these conditions, the gravity will be 1.355. This strong

acid chars the separators and makes for short life. Simultaneously, the partially exposed plate surfaces give no service and become badly sulphated. The plates are further injured, since strong acid tends to increase self-discharge in the negatives and accelerate grid corrosion in the positives.

If the same owner has equipped his car with a HiLevel, and has given it like service so that the same volume of water has evaporated, then the acid level in the battery will be at C, or $\frac{1}{8}$ of an inch above the top of the plates. Thus sulphation, due to air exposure, would be completely eliminated and all the injurious effects of strong acid cited above would have been avoided since the concentration of the HiLevel electrolyte at this point would be only 1.300.

The service which a HiLevel battery will require we estimate to be an inspection as to the electrolyte level once approximately 3 to 4,000 miles; the ordinary battery would require this inspection every 1000 miles. This would be a decided advantage to the owner, as under ordinary driving conditions, which we estimate to be 1000 miles per month, he would only have to have his battery serviced once every 3 to 4 months, which would relieve him of the necessity of watching his battery so close, and it would also relieve all Packard distributors of the necessity of inspecting and watering batteries as often as in the past.

Servicing Carburetor Silencer and Air Cleaner

This device has a two-fold purpose: (1) a Silencer which eliminates intake noise through the carburetor and power roar in the intake manifold and (2) functions as an efficient Air Cleaner.

The Air Cleaner element of this device is wetted with oil, so that dust particles in the intake air are collected by these oily surfaces. After these surfaces are covered, the Air Cleaner ceases to function and dirty air passes into the engine, causing wear.

The Air Cleaner element can be quickly re-operated by removing it from the engine and washing it by moving the cleaner up and down in a can of gasoline—then re-oil it by dipping the entire assembly in some new or used engine oil, allowing excess oil to drain off, and then reassemble on the engine. This should be done regularly every 2,500 miles or oftener if extremely dusty conditions prevail.

This cleaning operation makes the Air Cleaner just as good as new again.

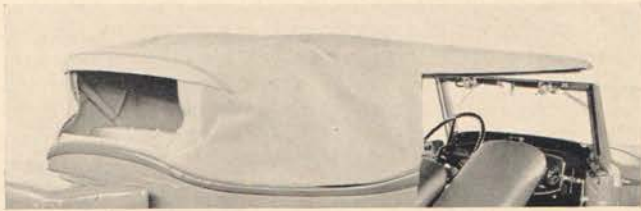
Returning Transmissions

Should you find it necessary to return a complete transmission assembly to the factory, you should make certain that all of the oil is drained out of the case before packing it for shipment, otherwise as the case is handled in transit, the oil leaks out over the entire assembly and accumulates considerable dirt. It is necessary upon receipt at the Factory that the transmission be completely cleaned before it can be disassembled for inspection.

If it is found that this precaution is not being taken by distributors, it will be necessary to deduct from the credit allowed a sufficient amount to cover the expense of draining and cleaning the transmission. Please see that these instructions are made clear to your Shipping Department.

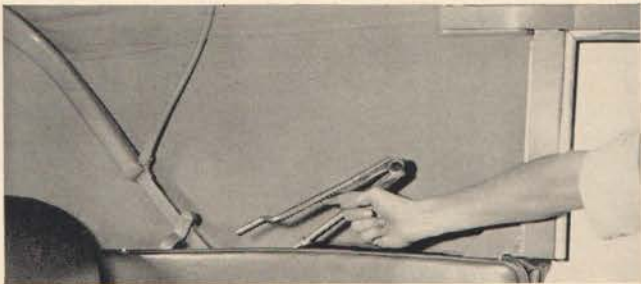
Lowering Convertible Victoria and Coupe-Roadster Tops

The steps to be taken in their proper order for the lowering of Victoria tops are as follows:

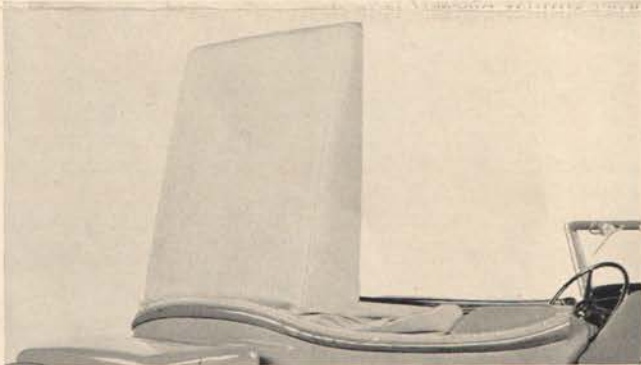


FIRST, unfasten all of the snap fasteners.

SECOND, lower the windows in the doors to prevent marring.



THIRD, release the header bar from the top of the windshield, after which the rear curtain should be loosened and folded down inside the compartment provided for that purpose.



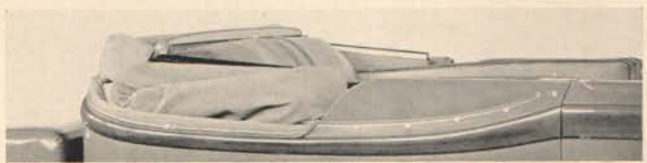
The adjustable landau arms on the Victoria should then be released and folded back. A catch is provided for holding these in the folded position, and it is neces-



sary to turn the arms around, as shown, before dropping them into the catch. This is important, otherwise in folding the top down, it will come in contact with the arms. This step is not required on the Coupe, as no



landau arms are required. The top may then be folded back, as shown in the third view, folding the material neatly in and stowing it away in the compartment behind the rear seat. It is important that all of the material be folded in such a way that none of it comes between any of the folding side or cross pieces.



The locks holding the side rails should then be released and the rails broken and folded in, as shown. After this operation, the locks should be closed, and it is, of course, important that the catches on the header bar be folded in so that they will not interfere when this piece is closed



against the side rails. The top material should all be folded out in back, as the rails are closed.

A push button is located at the top of the back seat; by pushing this down, the seat may be pulled forward approximately an inch and a half, allowing sufficient room for the folding in of the bows and the top material.



The space provided for the folded top in the Coupe is adequate without moving the seat back. The material should be folded over at the ends and rolled in, after which it may easily be stowed away in the space provided.

The top boot is then attached, and the result shown in the last views will be obtained.



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