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DEC. 15, 1931

An All-Year Christmas

SOMEONE has suggested that it wouldn't be a bad idea, upon entering the Christmas season this year, to begin an "all-year" Christmas. It was not intended that this should mean an all-year Christmas from purely a commercial standpoint, but rather from the standpoint of goodwill and friendliness. This should be extended over the entire year by all of us.

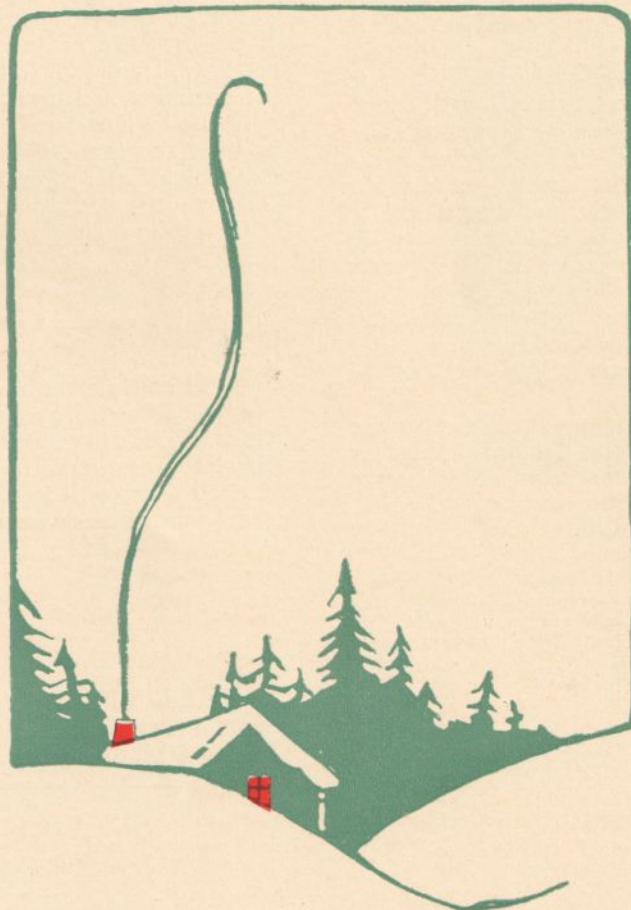
There is not much doubt that this year, more than ever, the whole world needs an additional supply of friendliness and kindness.

During the coming year of 1932, we should make an additional effort, right at home among our own organization, to be sure that our hand clasp is warm and friendly; to give an encouraging slap on the back and to be especially careful about hurting the feelings of other fellow workers.

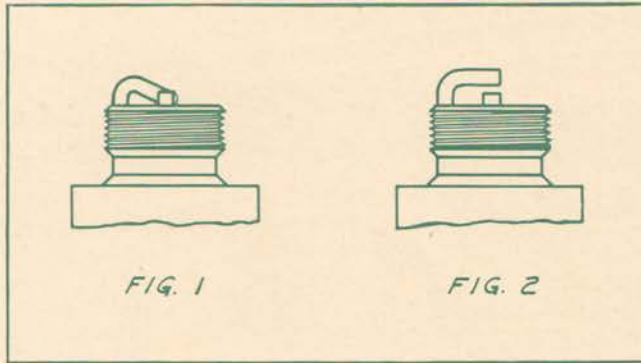
The Christmas spirit from this standpoint is a beautiful thing and there is no reason why it should not be prolonged throughout the year, rather than restricting it to just the Holiday season. The world needs this kind of Christmas.

If we would just take time to do a little appraising of our present lot in life, we would find a great many things to make us feel a real joy. There are already encouraging signs in the sky and we firmly believe that the coming years will grow brighter. It is certain that if everyone would be a little more *thoughtful*, and a little more *cheerful*, and a little more *helpful*, the process of bringing peace and joy to a troubled world would be greatly simplified.

Our best wish to you is that this friendly spirit of Christmas may be with each one of you throughout the years to come.



Spark Plugs Important



Correct spark plug gap is important—use feeler gauge and gap all plugs to .025 inch. A wider gap insures smooth idling, but is apt to cause a miss at high speeds or on a hard pull. In some of the 14 m/m plugs, the electrodes were formed to give a side gap (See Fig. 1). Our experience shows that an end gap gives better performance and we recommend that, when installing new plugs, you change the position of the side electrode to give an end adjustment. Use pliers and bend the side wire only into position shown in Fig. 2.

Packard engines are fitted at the factory with certain types of spark plugs which are especially suited for average operating conditions. However, there may be a few instances of extreme operating conditions where it becomes necessary to select a set of spark plugs having a different "heat range" than those supplied as standard equipment.

For instance, a spark plug which may give good service under normal operation may be entirely unsatisfactory when the car is used in especially severe service, such as long runs in hilly country under full load or high speed runs for long distances (this occurs more frequently in trucking operations). In such cases the standard equipment plug may run too hot, causing rapid burning away of electrodes and in extreme cases pre-ignition. The remedy in this instance would be to install a set of cooler plugs to overcome this high temperature condition.

On the other hand there may be an instance of a car being operated at very low speeds where the runs are short and stops frequent with the engine idling while standing. Spark plug fouling may be experienced in this type of operation and the remedy would be to install a set of spark plugs which will run hotter and keep the carbon burned away.

The table which follows has been made up by the AC Spark Plug Company. It shows the proper plugs for current model cars and includes recommendations for the earlier models which should be followed in case you wish to use AC plugs on these cars as well.

Model	For Normal Driving Use Plug Type	To Remedy Pre-ignition Due to Fast Driving Use "Cooler" Plug	To Remedy Fouling Due to Slow Driving Use "Hotter" Plug
All 9th series.....	K10	K9	K12
All 8th series.....	Z	Z1	
All 7th Series.....	Z	Z1	
HA head on 7th and 8th series.....	G-11	G-9	G-14
All 6th series.....	I	Y	Z
5th series 6 and 4th series 8	Z	Z1	

4th series 6 and 3rd series 8.....	Z	Z1	
HA head on 4th, 5th and 6th series.....	Z-1	Y	Z
All prior models	A	Y	

Plugs that are badly worn or that have been in use for 10,000 miles or more should be replaced. Old or wornout spark plugs waste 1½ to 2 pints of gasoline per hour, cause hard starting, slow acceleration and poor idling.

Gaskets High Compression Cylinder Heads

When installing high compression cylinder heads in the place of standard heads on 740-745-840-845 models, it is advisable to install the special cylinder head gasket, piece 179567, which was designed to be used with the high compression cylinder head.

If you will compare the standard gasket, piece 170062, with the high compression gasket, piece 179567, you will note a difference in the section between number 4 and number 5 cylinders. If the standard gasket were installed with the high compression head, the gasket would project into number 4 and number 5 combustion chambers ¼ of an inch. The intense heat would burn off the copper reinforcement, leaving the open edge of the gasket exposed to the explosion pressure. The tendency would be to blow out the gasket partition between number 4 and number 5 cylinders.

Chassis Oil—New Price

The Accessory Department has announced a reduction in the list price of quart cans of chassis lubricator oil, PA-1377, from \$.75 to \$.55.

Distributor and dealer prices in 55 gallon drum lots have also been reduced. This oil is made to factory specifications and is the only oil that should be used in the chassis lubricator system. Many of your owners will find the quart size a convenient one to carry in their car or to keep in their garage.

Preventing Windshield Squeaks

For some time we have been endeavoring to locate a substance to use for preventing squeaks at the windshield where it comes in contact with the rubber weatherstrip in the closed position. It is not satisfactory to use any material which will attack the rubber and we have found that the use of bees' wax is most satisfactory and we suggest that it be used at this point.

Notice!

MR. SERVICE MANAGER—be sure you get your personal copy of the Service letter—one copy marked like this is mailed to each dealer and distributor.

**SERVICE MANAGER'S
PERSONAL COPY**

Shop Caps

ST-819 covers the Shop Cap which is now priced at 8c each. These are carried in various sizes and should be ordered accordingly. The sizes carried in stock are $6\frac{7}{8}$, $7\frac{1}{8}$, $7\frac{3}{8}$, $7\frac{1}{4}$ and $7\frac{5}{8}$.

The first shipment of caps was not graded according to size and some misunderstanding has developed because of this. These are now carried according to size and should be ordered as required.

Body-Wanted and For Sale

Mr. Burnett, Vice-President of Packard Little Rock, Inc., Little Rock, Arkansas, writes us that they have an owner of a 443 phaeton, who is interested in trading this open car body for a sedan body. The body now on the car is in perfect condition and they would appreciate locating a sedan body within a reasonable distance from Little Rock. If you are interested in such an exchange, or have a sedan body at a reasonable price, will you please get in touch with Mr. Burnett.

The Johnson Motor Company of Fulda, Minnesota wishes to obtain a used body which will fit a 726 chassis. If you have a body either open or closed which fits this requirement, will you please get in touch with Mr. F. W. Johnson.

Carburetor Adjustments— Large Motors

Some time ago a suggestion was made that the condition known as "gas boiling" could be considerably relieved by the installation of an aspirating tube of the screen type. When this change was made, the metering pin was changed from the shorter to the longer type. The short pin was approximately $\frac{1}{4}$ " shorter than the long pin.

When the float chamber vent tube was designed and put into use, the equipment number, under which this was shipped out, also included the latest type slotted aspirating tube. This tube should be used only with the long metering pin. Therefore, if you have any jobs with which you are having difficulty in obtaining a proper adjustment of the carburetor, after the installation of the vent tube, check to see whether or not you have the long needle valve. If not, change it and then with the motor hot, make the carburetor adjustment and you will find that satisfactory results will be obtained.

Winter Motor Oils

Do not forget that during cold weather a lighter motor oil should be used.

An oil which is heavy enough for hard driving in hot weather will be too heavy for winter service in those localities where the temperature during the winter varies between zero and the freezing point.

A heavy motor oil greatly increases the drag on the starter motor at low temperatures, and many hard starting complaints can be traced to this cause.

This subject has been fully covered in the information book for several years, but we find that it is not given proper emphasis by a certain proportion of our service stations.

New Series Service Posters

We feel that you will be particularly interested in the new series of Service Posters. They are the same size and the same price as those which have been used for the past two years. They are printed on a slightly lighter grade of cardboard and are intended for use with the Service Poster frame in which you will find that they stand up in a very satisfactory manner, especially if two posters are put in the frame at the same time, thus obtaining the additional stiffness to keep them from bulging in the frame. It is printed in four colors.

The Holiday poster, which we are showing, is particularly attractive and possibly is rather a new idea for Service Station use.



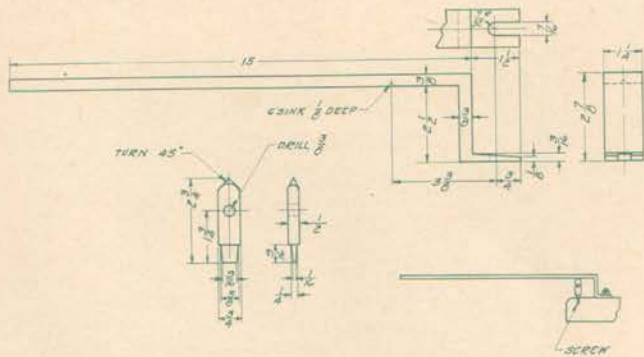
We plan a new series of these posters, one issued each month, dealing with the building up of Goodwill in the mind of the customer and several on direct appeals, such as the one shown in the December 1st issue of the SERVICE LETTER on "Winter Preparation."

If you are not already using these posters, we suggest that you send in your order. We will add your name to the list to receive one each month on the basis of fifty cents per month. Your name may be added, or withdrawn from this list at any time. We believe that for the slight cost over the period of a year, you will find this method of building Goodwill in the minds of your service customers to be very effective. Let's do everything we can during the coming year to make our service appeal even more strongly to our service customers.

Special Tools

We have, during the past month or so, received several tool suggestions and among them is one which has been awarded a prize.

We have had very few suggestions on Ninth Series tools and yet we believe that many have been developed which would be of interest to other distributors. The Special Tool Department should be used as a clearing house for special tools and short cut repair methods. We urge you to send in your ideas. We will continue to mail out checks on those which we feel are of particular value.



Mr. Horton of Philadelphia was the winner with a suggestion for removing the plug from the cylinder head when installing a hot water heater. His idea is shown in the picture.

Other suggestions, details or blue prints of which will be carried by the Special Tool department and supplied upon request, are as follows:

A tool for installing the motor oil pan without interfering with the front cover gasket was submitted by Mr. Large of Fon Du Lac.

Mr. Simpson of Milwaukee has designed a hook that is inserted in the universal joint flange when removing and replacing the transmission.

Mr. Davidson of Wheeling, West Virginia sent in a sketch for a plunger type pump for checking the automatic lubrication system.

Mr. Edwards of Jamaica has designed a tool for inserting and broaching spring bolt bushings.

Mr. Nevergold of Pittsburgh designed a tool for removing inside door lock handles. This, however, has been covered by ST-829 shown in Vol. 5, No. 19.

A puller for removing the pilot bearing has been designed by Mr. Tingey of Los Angeles. A similar tool is carried under ST-812.

An offset wrench for tightening spring clip nuts has been submitted by Mr. Canoles of Baltimore.

Mr. Wright of Shreveport has worked out a special puller for removing the distributor shaft without removing the valve covers.

Mr. Birch of Washington sent in two suggestions, one a cutter for cutting down valve guides and the other a holder for inserting screws in the radiator neck when installing the side mounting water pump on Sixth Series cars.

Right Now!

Right now is the time to get that new follow-up system started. You have about two weeks before the first of the year and in that time you can easily get your follow-up system started so that entries can be made starting January first. You will, in this way, have the benefit of a full year's record. The cost is very little. The work to get it started requires very little time. You need every bit of service work that you can get. A follow-up system is the only way to go after those customers who are not coming in regularly. Do not trust this to your memory. *Know* when your customers are not coming in. *Know* how and when you have been in touch with them.

The wall type follow-up system is the least expensive, is kept up-to-date with the least effort and it works.

The man who writes the service repair orders can easily keep this record up-to-date. Simply put a cross in the space indicating the week in which the customer comes into the service station. If the customer does not come in for sixty or ninety days, call him on the telephone. Show on the record, by the letter "T," the fact that you have called him and place the "T" in the square indicating the week in which the call is made. A week or two later, if he has not come in, write him a letter. Indicate this action in the proper square by a letter "L". If within another two weeks he has not come in, send someone to see him. Show this on the chart with the letter "H" indicating "House call."

Make out the record as shown on the back page of Vol. 4, No. 23 of December 1, 1930. The first part of the form is made to fit a typewriter. Be sure and leave spaces between the A group, the B group and so on. This allows for new owners. Make your original record just as accurate as possible, figure on about 100 names to each sheet, which will leave about thirty blank lines for additions.

The sheets may be simply tacked to the wall if only two or three sheets are required, or for very little money you may obtain the Multiplex equipment as shown in Volume 5, No. 18 dated September 15 of 1931. The bracket which will accommodate six wings, or twelve sheets may be purchased for \$6.00, the wings are \$5.00, they accommodate one set of sheets for each side, or approximately 200 names for each wing. When completely filled, they will accommodate 260 names. You can add additional wings at \$5.00 each, as you require them. They are supplied in exact size to fit the form.

If you wish a sample set of forms to try out this system, we will be very glad to mail it with complete instructions. Additional forms will cost you seven cents per set, the set being made up of one sheet for the names and car record, the other for the postings for the entire year. Figure your requirement on the basis of 100 customers to a sheet.

If you have an obsolete follow-up system that requires a lot of time to keep it up-to-date, we urge you to try out this Syracuse system. You will be surprised at the ease with which it is kept up-to-date and you will find that you are keeping in much closer touch with all of your customers. You will agree with us that an *inexpensive* system, which does a *thorough job* in keeping you in touch with your customers, is something that you cannot afford to be without during the coming year.

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