



Winter, and What to Do About It!

WE are not going into detail on how to prepare a Packard car for winter driving. There are, however, three items that we would like to call to your attention.

First, read General Letter G-478 and send in your order for the number of winter mailing pieces required for your territory. Winter precautions give you an excellent opportunity of contacting your owners. You should take advantage of the low price of the mailing piece offered by the Factory. You will notice from the sample supplied that it can be mailed at the 1½¢ rate.

The second thing is to have your service salesman begin now to make certain that each owner is familiar with the procedure required to start his particular car. You are now dealing with three different carburetors and the starting instructions differ. You will save yourself considerable trouble if you will start now making certain that owners are familiar with the procedure that applies to their cars.

Please note particularly the instructions on the Twin Six on which the choke is automatic and the procedure for starting is opposite to that on the Eight. On the Twin the throttle button must be all the way out and you do not have the pumping action of the accelerator that you do on the other cars. Make sure that these points are clear to your owners.

Third, be sure that not only the charging rate of the generator is correct, but that the regulator cuts out at the correct voltage.

Some mechanics still believe that it is sufficient to check the generator charging rate and that if the generator is charging 18 to 20 amperes, the result will be satisfactory; this may not be the case. If the battery charge regulator cuts out at too low a voltage, the battery will not maintain its charge and the regulator should be checked as follows:

All Dyneto battery charge regulators are calibrated at the factory, and should not be readjusted without first carefully checking with volt meter to determine whether or not they are operating properly.

To make this check-up, first see that the battery is charged and in good condition and that all connections are clean and tight. Connect volt meter negative lead

to general terminal, and positive lead to motor for ground, start the motor and run at a speed that will allow generator to build up a voltage of approximately 7.5 volts. Allow about fifteen minutes for the regulator heating coil to heat thoroughly. If the regulator operates before this time has elapsed, it is operating at too low a voltage, and it should be adjusted. If the regulator does not operate during this time, increase the engine speed enough to cause generator to charge at a still higher rate, and let it run until the voltage reaches 8 volts. After running at this rate for a time, if regulator does not operate, it should be adjusted for a lower voltage.

To make adjustment when the regulator is cutting in too early, shut off the motor, and remove the regulator cover. Use ignition point wrench and turn the adjusting screw to the right, or down, a fraction of a turn. This increases tension on the operating blade, which will require more heat to open. Replace the regulator cover and start the motor. Allow it to run at a charging rate that will give approximately 7.5 volts at generator terminal. After running about five minutes, if the regulator does not operate, increase the rate to between 7.8 and 8 volts, and if it operates at this voltage, the unit is properly adjusted. If it operates before this at 7.5 volts, repeat the adjusting operation until the proper adjustment is reached.

To adjust for lower voltage, follow the same procedure, except to turn the adjusting screw to the left, or up, which will decrease the tension on the operating member. Unless the regulator cover is replaced after each adjustment it is impossible to get the correct setting, because the blast from the fan will prevent thermostatic blades from operating.

If ammeter hand fluctuates excessively, it is an indication that the regulator is adjusted low, and this can be eliminated to a great extent by setting the adjustment higher. The proper adjustment for the least fluctuation of the ammeter hand is 7.8 to 8 volts, in that this voltage occurs where battery charge voltage curve makes a sharp turn upward. The fluctuating condition is not serious, and unless the owner complains, it is not advisable to attempt to eliminate it.

"EVERY OWNER A SALESMAN"

About Gasoline

We have received two or three complaints from the field and have had two or three cases here at the factory where we have had sticky intake valves, fuel pumps and carburetors on cars taken from storage.

These conditions have been carefully investigated and in every case the trouble was caused from gummy gasoline.

Gasolines now produced of high anti-knock value are made from cracked gasolines and all have a tendency of depositing gum, of a varnish or shellac-like nature, on standing.

This condition is peculiar to most all gasolines whether it happens to be Ethyl or other blends. This is not an entirely new subject, but has become more pronounced with the larger production of cracked gasolines.

Here at the factory we are draining all cars which go into storage and have drained, starting last week, all of the cars which were in storage. They will be filled with new gasoline when they are put into service. This trouble will probably be encountered on cars stored in the field.

There will be a certain number of cars which have become gummy through standing and to remedy this condition, we believe that by filling the tank with a mixture of half benzol and half fresh gasoline and running this out, that most of the trouble will be cleared up and thus prevent a tear down of the engine.

This week we took a car, in which the motor was idled sufficiently long to burn up fifteen gallons of the gasoline that had been in storage for several months. At the end of this time, we tore down the motor and inspected it for gum. We found the undersides of the intake valves badly coated and some of the intake stems down as far as three inches from the head were also very sticky, sufficiently so, to cause sticky intake valves.

We then built the engine up without removing the gum and again idled the motor using ten gallons of the benzol-gasoline mixture. At the end of this run, we again tore down the engine and found that the gum had all disappeared from the stem of the valves and some had been removed and loosened from the underside of the valve head.

We believe this treatment will clear up any cases of sticky intake valves caused from gummy gasoline.

W. H. GRAVES, Chief Chemist.

Short Cut for Removing Differentials

When you have occasion to remove a differential assembly, you will save considerable time by using the following procedure. First, have made two twelve-inch screws of the same size and thread as the rear axle case to brake assembly screw. Remove one from each side of the axle and insert one of the twelve inch screws, then remove the balance of the screws, holding the axle case to the brake assembly. You will find that by pulling out the wheel and complete brake assembly far enough to release the rear axle shaft from the differential assembly that the differential assembly may be slipped out of the housing and the same, or a new assembly, slipped in without any difficulty, after which the wheel, brake and shaft are slid back into place, the old screws removed and the standard ones inserted.

A Bargain



Buy While They Last at Cost Price

\$.95—Includes Handle and Socket

CYLINDER HEAD NUT SPEED WRENCH

Tool No. S. T. 226— $\frac{3}{4}$ " Opening

Tool No. S. T. 227— $\frac{5}{8}$ " Opening

The special tool department is offering 15 Cylinder Head Nut Speed Wrenches with two (2) different size openings— $\frac{3}{4}$ " and $\frac{5}{8}$ ". They are made of toughest steel, chrome and nickel, with removable sockets. The speed handle is adaptable for any standard size socket that mechanics have in their tool box, as most mechanics have sockets but no speed handle.

We believe they are the best made speed wrenches of their kind and within every mechanic's price range.

Note: We have only a limited supply.

Muffler Back Pressure

It will sometimes be found that after a long period of hard driving a car will lose its maximum speed, in spite of the fact that the motor appears to be in perfect condition.

When this occurs in cars such as the Twin Six which are driven very fast, it will be advisable to examine the muffler for a possible increase in back pressure. The extreme heat may have caused a partial collapse of the passage through the muffler.

The interior of the muffler can be examined without its removal if the exhaust pipe and tail pipe are disconnected, and a flash light held at one end.

If the interior shows a straight unobstructed passage, no further action need be taken.

New Type Daily Record

TODAY'S SERVICE PROMISES						
CUSTOMER'S NAME	REPAIR ORDER NO.	PROMISED	PROMISE FULFILLED	CHECK-UP	WILL BE READY	
					YES	NO
1		AM		AM		AM
2		PM		PM		PM
3		AM		AM		AM
4		PM		PM		PM
5		AM		AM		AM
6		PM		PM		PM
7		AM		AM		AM
8		PM		PM		PM
9		AM		AM		AM
10		PM		PM		PM
11		AM		AM		AM
12		PM		PM		PM
13		AM		AM		AM
14		PM		PM		PM
15		AM		AM		AM
16		PM		PM		PM
17		AM		AM		AM
18		PM		PM		PM
19		AM		AM		AM
20		PM		PM		PM
21		AM		AM		AM
22		PM		PM		PM
23		AM		AM		AM
24		PM		PM		PM
25		AM		AM		AM
26		PM		PM		PM
27		AM		AM		AM
28		PM		PM		PM
29		AM		AM		AM
30		PM		PM		PM

D-111 8c Net

The cut shows the new vehicle record form. This takes the place of the Daily Vehicle Record. We believe that the new form will be of assistance in enabling you to keep promises made on service work.

The form will continue to serve as a repair order register and in addition gives you the necessary columns in which to keep track of the promise made, the time the job was checked and the time of delivery. This form will continue to be sold as D-111, the price being reduced from 15c a pad of 25 forms, to 8c a pad. Size 8½" x 11".

Oil In Stabilizers

Some service stations are overlooking the checking of oil in the bumper stabilizers used on the Deluxe and Twin Six cars.

It is very important that exactly the right amount of motor oil be used for the efficient operation of the stabilizers. When checking, if the oil is found to be dirty, it is important that the reservoir be thoroughly cleaned before adding the new oil.

The correct amount of oil to use is 85 CC's. You should have a container marked so that exactly 85 CC will be used. This is slightly less than 3 ounces.

It is also important that when reassembling stabilizers that Form-A-Gasket be used under the bolt head to prevent water from entering the case.

We have emphasized the fact that the correct amount of oil must be used. Our service supervisors report that distributors are not heeding this warning. The stabilizers will not operate satisfactorily unless 85 CC are used. Secure one small container and have it measured at a drug store, then use only this container.

How Would You Handle This?

Mr. Jones, a Packard owner in your territory, now operating a car about fifteen months to two years old and a fairly live prospect for a new car in the near future, took a trip during his summer vacation. He toured in his Packard car and had one or two instances in connection with Packard service that were not at all satisfactory to him. In two cases repairs were made to his Packard car, which did not come up to his expectations, as far as the mechanical work was concerned. In both instances the invoices exceeded his expectation. Some discussion developed in both instances but no adjustments were made and upon his return to your city, he brings the invoices and his tale of woe to you.

THIS IS WHAT THE HOME DISTRIBUTER DID. He listened very attentively to the full details concerning the customer's story, as told to the distributor visited in each case. He went over each invoice in detail with the owner. While he did not come right out and say so, he inferred that the owner had been overcharged, or incorrectly charged. He told the owner that similar repairs would not have been so expensive in the home distributor's service station and he told him to simply forget about it and he would get in touch with the visited distributor and see that matters were straightened out.

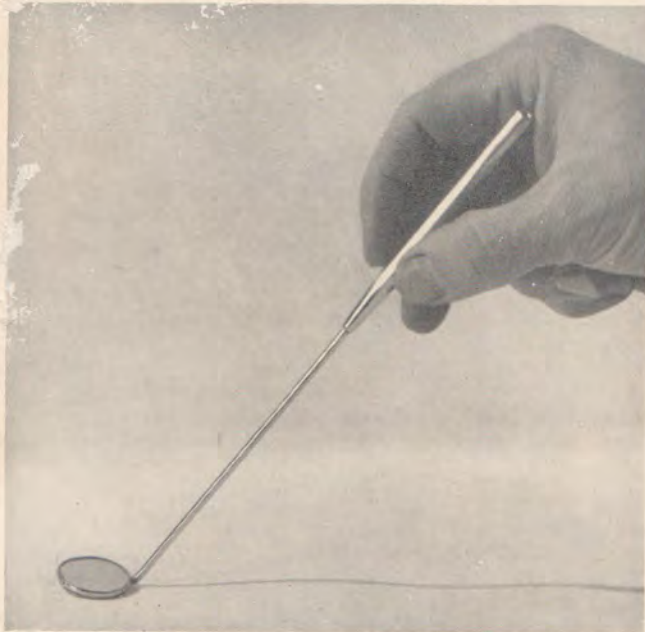
THIS IS WHAT HE SHOULD HAVE DONE. The owner has had certain repair work performed on a contract which he entered into with an independent distributor in another town. The owner is not satisfied with the results. It is unreasonable, however, for the owner to expect either the home distributor, or the car manufacturer, to take over the responsibility of securing an adjustment from the service station performing the work. In view of the fact that he contracted with a distributor for a given amount of repairs, is it not his own responsibility to handle the matter with the service station that performed the repairs?

Of course, everyone concerned is glad to use their best efforts to help satisfy the customer, but we must not lose sight of the fact that the responsibility is his own. In matters of this kind the customer is very willing to turn the entire job over to the home distributor and then bring pressure to bear upon him to secure a satisfactory settlement.

Neither your organization, nor the factory can hold itself responsible for work performed by some other distributor. These are entirely independent organizations and the repair operations which they performed were the results of definite contracts with the owner into which neither you, nor the factory entered.

It is true that the factory can exert a considerable degree of pressure where we feel that the factory policies have not been enforced, but when it is simply a question between the customer and the service station performing the work as to the manner in which the repair work was performed, or the charges which were made, it is hard for either the home distributor or the factory to be of much assistance. The only thing to do was to obtain the whole story from the customer, assuring him of your interest in his obtaining satisfactory service for his car. Then point out clearly that as far as any agreement which he made with some other distributor is concerned, the responsibility of securing any adjustment, or refund on work performed, is a matter for him to follow up with the dealer performing the work.

Special Mirror



CAMSHAFT AND OIL PUMP GEAR MIRROR

Tool No. S. T. 896 Model 905-906 Net \$1.00

The mirror is for timing the oil pump and camshaft gear assembly.

After the front camshaft bearing assembly is removed place the mirror inside the motor and locate the two teeth marked "oo;" these are at the back of the camshaft gear. Mark these with a red pencil on the opposite side of the gear, then locate the tooth marked "o" on the oil pump drive gear and line up the marks. If the gears are not properly placed, the distributor shaft will not drop into its proper spline.

Do Customers Appreciate Attention?

EDITOR=Packard Service Letter:

I happened to pick up one of your pamphlets "Service Letter" and was greatly interested and impressed with it. If all Packard owners receive the courtesy from the service managers and district managers as I received from Mr. Medlicott and Mr. Wastrum, there would be no need of salesmen to sell cars, but customers would go back for repeat orders.

All Packard owners should go to the Service Stations because firstly they know just what it will cost for repairs and secondly they have the advantage of a service manager's supervision and experience. Of course, the tendency is if one is in trouble on the road, to go to any garage for repairs and I think if all dealers and service stations would cooperate and attend to the wants of Packard owners wherever they may be, this would be a great sales talk and medium, since agreement for reimbursement for parts and labor could be arranged between the station in which car was repaired and bought. I have a 126 and it is as good today as a few years ago, have but little trouble but go to service station when I need help.

Again say if all managers cater to their customers as Mr. Medlicott does to his, you can truthfully say "ASK THE MAN WHO OWNS ONE."

DR. FREDERICK P. LOWENSTEIN
Springfield, Mass.

A Precaution

Judging from the condition of many cylinder blocks received in the RG room, it is apparent that on many overhaul jobs, not much attention is given to the thorough cleaning out of the cylinder water passages. Possibly the same condition is true where radiator cores are replaced. It is extremely important in attempting to overcome an overheating condition, particularly on older cars, where the radiator core exchange is used, that the balance of the cooling system be thoroughly cleaned out. If corrosion and sediment is left in the cylinder blocks it will soon clog the new radiator core and the result will be a displeased customer. Likewise, if you replace a cylinder be sure the water flow through the radiator is O. K.

Use A Winter Poster!



We have in stock a number of Winter posters of the type illustrated. This is furnished in three colors, blue, white and black. They are 14 $\frac{1}{4}$ " x 39" and are specially priced for a quick clean-up. We will supply them while our stock lasts at 25c a piece. In ordering, please specify "Cold Weather" service poster.

SUGGESTIONS OR QUESTIONS FROM READERS ARE ALWAYS WELCOME. HOW CAN WE MAKE THE SERVICE LETTER OF MORE VALUE TO YOU? ADDRESS LETTERS—NORM. LULL—EDITOR—PACKARD SERVICE LETTER.