



VOL. 6, No. 4

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More About Our Service Policy

IT is possible that we left unsaid some things which should have been said in further explanation of our new Warranty and Service Policy outlined in Trade Letter T-2556 and in Vol. 6, No. 3 of the SERVICE LETTER. We would now like to make this clear:

1. In substance our new Warranty and Service Policy varies only slightly from the old. As far as the owner is concerned we want to take care of him just as well or better than we ever have; and the Packard company is going to stand back of its cars with just as liberal a policy with respect to replacing defective parts as they have always done.

2. As far as the tourist is concerned, he will be taken care of just the same as he has always been taken care of with the exception that if any part has to be replaced during the Warranty period, he will not be billed for it, but he will be billed for any purely labor operations, such as adjusting brakes, cleaning carbon and grinding valves, motor tune-up, etc. If this work is done during the warranty period he will presumably take his bill back to his home service station.

3. A question has come up concerning the handling of defective equipment, or trade accessory items, such as instruments and electrical equipment. The handling of any defective material under this classification will be exactly the same as it has always been, that is, the manufacturer or agent of a given kind of equipment will

repair or replace it according to the terms of their warranty. Where the terms of the manufacturer's warranty do not cover the same period as that covered by the warranty of the Packard Motor Car Co., the matter should be referred to the Factory Service Department.

Labor claims for replacing material under this classification will be handled the same as for labor claims covering parts replaced by the Packard factory, except that the distributor submitting the claim will be required to show the credit memorandum listing the replacement of the material by the manufacturer or agent, along with their invoice covering the labor. The labor claim will then be passed upon in the usual way.

4. As far as distributors and dealers are concerned, about the only important change we have made is that the Company now agrees to pay a part of their warranty expense.

We are giving you this information because it seems to us that this best answers the three questions which have been asked us since our announcement of the new Warranty and Service Policy. Some people seemed to have gained the idea that we were cutting down on our policy towards our owners. This is not the case. We intend to be as liberal as before; and in addition to this we want to give more assistance to our distributors and through them to dealers in order to enable them to satisfy Packard owners to the fullest possible extent.

NOTE—A SPECIAL SERVICE MEETING SHOULD BE HELD AT WHICH THE NEW WARRANTY AND SERVICE POLICY AND ITS APPLICATION SHOULD BE MADE CLEAR TO EVERY SERVICE MAN.

CORRECTION

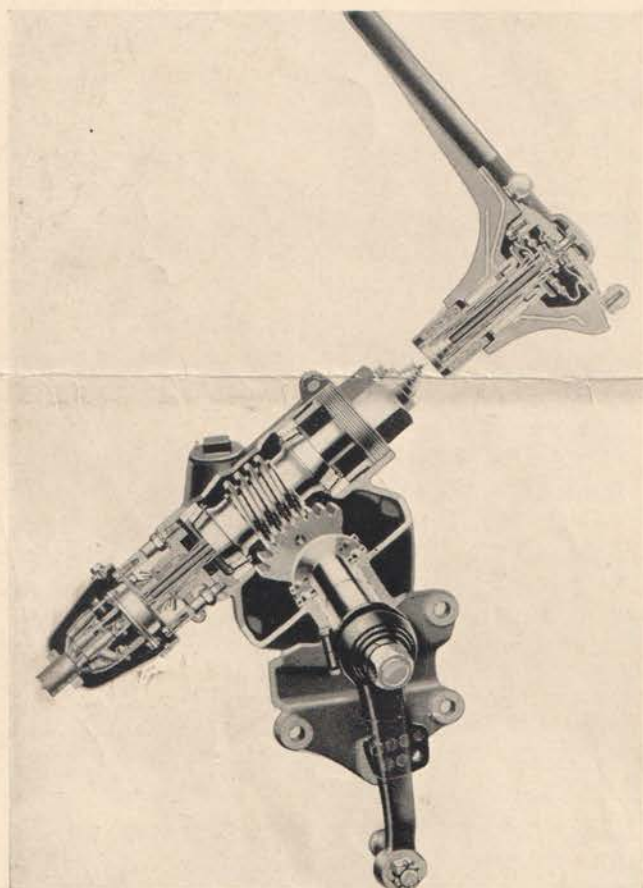
Balanced Connecting Rod Equipments

The article on this subject appearing in the SERVICE LETTER of January 1, Volume 6, No. 1, was misleading in that it states that with the exception of 443-640-645 series, the Ninth Series type rods will be supplied in balance equipments. This is not the case. Equipments under part number 98015 for use on 626-633 cars are made up of the regular Sixth Series rods.

We wish to make clear at this time that Ninth Series type rods are used in balanced sets only in the Seventh, Eighth and Ninth Series equipments.

Will you please mark your parts records accordingly?

Steering — Light Eight



The steering gear is of the worm and sector type, having three adjustments for accurately assembling the parts with correct relation to each other and to compensate for wear.

Just the right amount of reversibility is provided in the steering gear to obtain the smooth, self-restoring tendency from the front wheels in regaining their straight-ahead driving position after making turns. The ratio has been changed from 15 to 17 to 1.

The steering gear worm and sector are made of nickel steel and hardened. The steering worm and shaft are mounted on taper roller bearings and the end thrust of the sector shaft is taken on ball thrust bearings. The worm and sector are lapped together to obtain smooth, easy operation.

Cars are being shipped with Cities Service Type M lubricant as it has been found most satisfactory. It should be continued for standard results.

Used Bodies for Sale

Dillon Bros., 300 Pershing, Springfield, Missouri, have notified us that they have a 726 sedan body for sale, paint scheme "A". Upholstering and paint in good condition. Please write Mr. Lyman Dillon for price.

Fred A. Brown, Inc., Elyria, Ohio, reports the following bodies, both in good condition.

1—726 sedan body—paint scheme "K"

1—433 sedan limousine body—paint scheme "K"

Please write Fred A. Brown for prices.

Rear Axle Lubrication

The Hypoid gears used in the rear axle of our cars have always needed a special high load carrying lubricant and at one time there was only one lubricant available that would carry the loads. This lubricant has been recommended by us since the adoption of these gears.

Other automobile manufacturers have since adopted Hypoid gears and most of the reputable oil companies have been working to develop a satisfactory lubricant for this purpose.

The Society of Automotive Engineers have also recognized the necessity of the higher load carrying lubricants and have in the past year completed specifications on them. These lubricants are called E. P. or "extreme pressure" lubricants and the specification states:

"For lubrication under conditions where extreme pressures are encountered, special 'extreme pressure' (E. P.) lubricants can be supplied by a number of manufacturers. These lubricants are intended for use where pressures are too great to permit maintenance of 'fluid-film' lubrication.

"Lubricants containing solid materials in suspension are undesirable for ball or roller bearing lubrication.

"On account of the many different conditions under which these lubricants are used and on account of the different methods of manufacture, a single detailed specification is not applicable to all transmission and rear axle lubricants and as a result the car owner must depend upon the oil company for the quality of the product, using the S. A. E. viscosity numbers as a means of obtaining lubricants having the desired viscosity or body."

Tests completed at the factory and by others have shown many oils satisfactory for our rear axle lubrication and therefore it has seemed advisable to change our recommendations for rear axle lubricant from a trade named article to the S. A. E. numbers, the same procedure as followed on motor oil and transmission lubricants.

The test work has also shown that only one lubricant is necessary for year around service and, therefore, our recommendation is S. A. E.—90 E. P. purchased only from a well known reputable company.

It is advisable to change the rear axle oil in a car every fall, to make sure a winter lubricant is available, and that any bodying up of the oil which might have taken place during hot weather is removed.

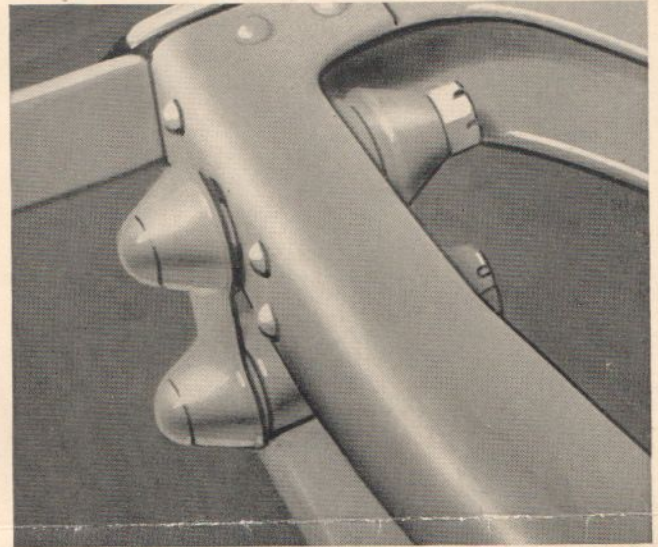
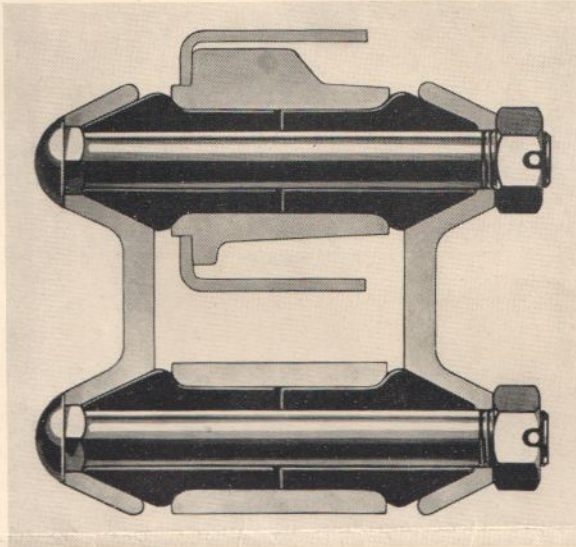
Light Eight Springs and Shackles

The front springs are semi-elliptical, 40 inches long and $2\frac{1}{4}$ inches wide. They are mounted on the under side of the front axle and are shackled at the front end. The rear springs are semi-elliptical, 56 inches long by $2\frac{1}{4}$ inches wide and are shackled at the rear end.

Both the front and rear springs are mounted with compressed rubber bushings which provide a quiet flexible mounting that does not require lubrication or adjustment.

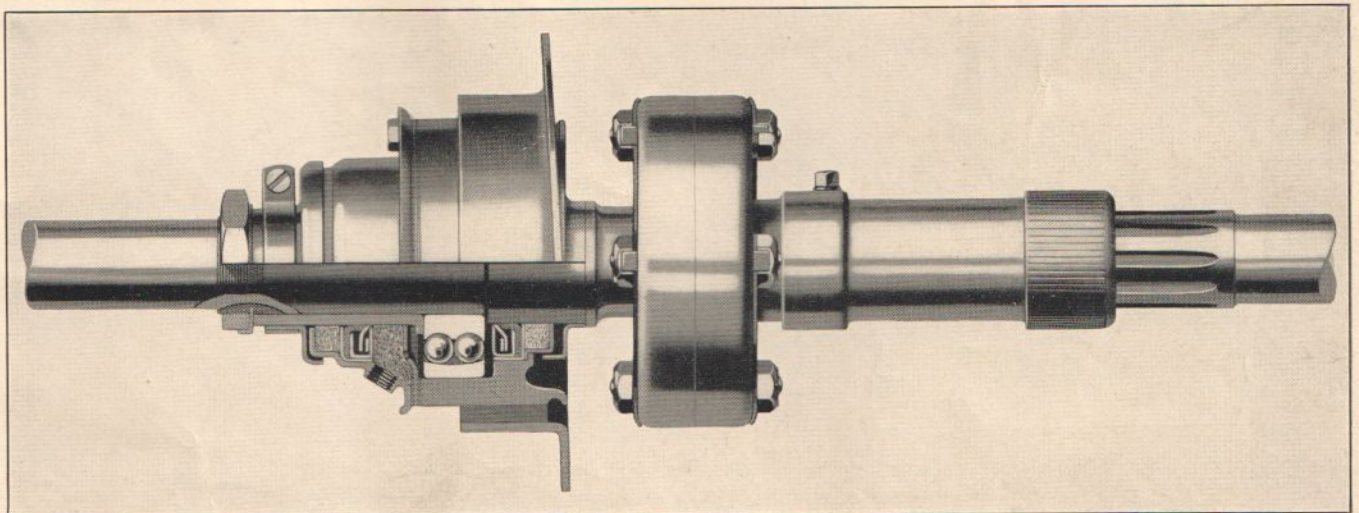
Springs are supplied for the front under part number 201612. These are 825 pound springs with 275 rate of action. For the rear on the sedan and the coupe sedan (two door) part 201620 is standard. This is a 1175 pound spring with 145 rate of action. For the coupe and the coupe roadster the standard rear spring is number 201622. This is a 1025 pound spring with a 145 rate of action.

All springs are fitted with flexible metal covers which retain all of the original spring leaf lubricant and effectively exclude water and dirt. This insures a uniform spring action and the elimination of annoying squeaks.



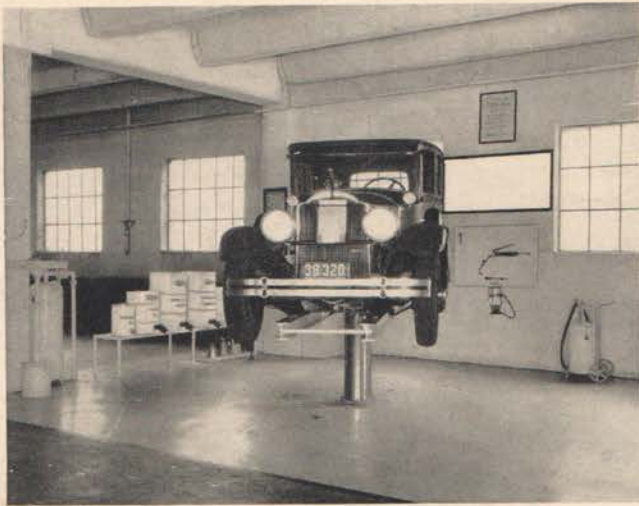
Lubrication of Center Bearing On Long Wheel Base Universal Joint Shafts 9th Series

The Service Supervisors report one or two cases where they have found distributors removing and attempting to service the center bearing on the long wheelbase universal joint shafts on Ninth Series cars, on the report from customers that they were noisy. The first step to take in a case of this kind is to make sure that not only the bearing, but the front retainers are thoroughly lubricated. You will usually find a noise at this point to be due to the fact that the felt retainers have become dry and hard and the remedy is to thoroughly lubricate them. This should be done by attaching an Alemite connection in the place of the Bijur connection, then by using an Alemite gun filled with chassis lubricator oil, force the oil in until it runs out the level hole on the right hand side. This will thoroughly saturate the felt retainers, as well as the bearing. You will find, in practically all cases, that this will eliminate the noise. The Alemite connection should, of course, be removed and the Bijur line attached.



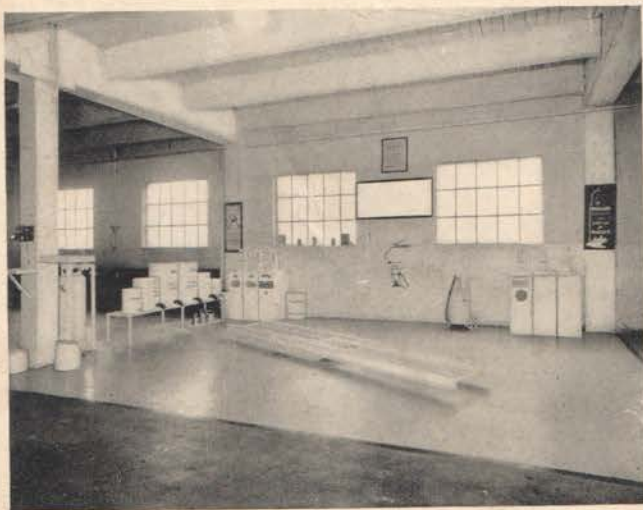
Lubrication Business

Since some time in 1926 or 1927, the business of "lubrication" has developed from the grease job and has taken on the nature of a science. It has become highly specialized. Not only has automobile construction changed to make this necessary, but lubricants are made in such a great variety of forms, to accomplish various purposes, that a great deal of training is necessary nowadays to properly handle this type business.



We have been much interested in the general trend of distributors and dealers in their attempt to hold, or to regain the lubrication business on Packard cars. Many places have made a definite study of this problem and have added equipment and developed personnel for this purpose. You will be interested in the two views of the Packard Seattle Company, showing an exceptionally attractive installation, which, without doubt, will materially increase their total service volume, as a result of increased lubrication business.

It is our suggestion that a great deal of thought be given to this matter of lubrication business. We firmly believe that today it represents the backbone of all service business. The Service Station that can properly lubricate a car, gets new customers, not previously using their



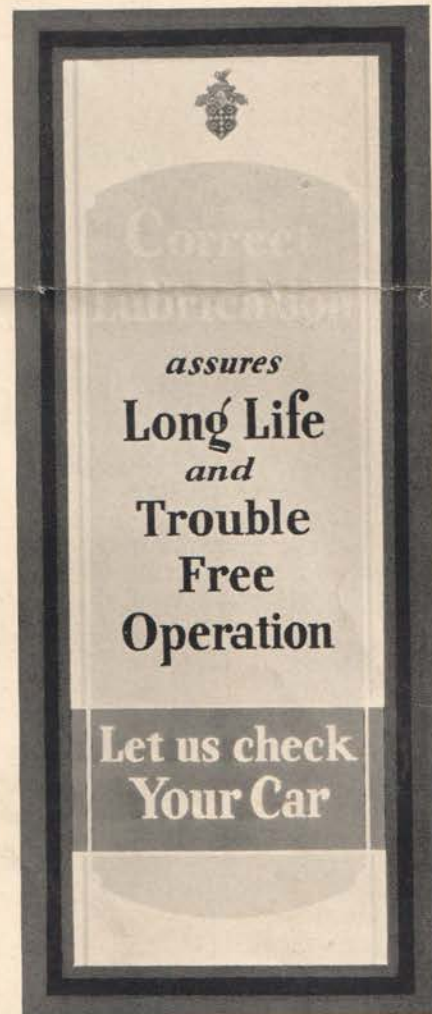
service and does a better job of holding on to old customers. Oil companies use lubrication service to sell the other materials which they handle. The authorized dealer should use authorized lubrication to bring customers in for regular service work. It is one of the best methods that you can use to maintain regular contacts for the future sale of additional work, as well as new cars.

We will continue to publish information on this subject and will show you, from time to time, views of lubrication installations, which have been made by distributors or dealers and which have produced an increased service volume.

We have issued, and have available, at fifty cents each, three different posters on the subject of "Lubrication." The first is shown in SERVICE LETTER, Volume 4, No. 2. The reading on this poster is "Regular service attention on the basis of mileage gives best results."

The second poster is shown in SERVICE LETTER, Volume 5, No. 16. The reading is "Your car deserves Packard lubrication."

The last poster issued is the one shown in this edition and should be ordered as service poster—"Correct Lubrication".



"CORRECT LUBRICATION"
POSTER 50c—SIZE 14 x 39
FRAME \$1.25

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