PACKARD SERVICE LETTER

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Dead Stock

THE reduction of Parts Department expense has been a necessary and commendable practice. There is however a real danger in attempting to save a relatively small item on the salary account at the expense of a very large item in the way of a write-off for obsolescence.

Watching carefully the ordering of required parts is not enough. It is just as important that the parts now in the bins be watched. They have a habit of growing old rapidly and once the use of the part has decreased because of the age of the car or the season of the year it is very seldom that any increased activity is noticed. Parts activity is not a matter of car models nor is it a matter of age. It is based upon one thing alone and that is sales. "How many did you sell in the last 3 months—divided by 3 is the amount to carry."

There are two other things to be considered. First, is the part seasonable in its sales and are you going into or out of the season when sales are high? Second, is the part for an old model car and if so will the sales hold steady or drop off? Order the 30-day supply based on sales, less a reasonable amount according to the answers to these two questions. That is the A B C of ordering and like all rules it is subject to exceptions. The exceptions are based upon common sense—something every stockman must either have or get.

The next step might be called D24 otherwise known as New Parts Return Request. We can hear you say, "Oh we have tried those, and they don't do any good." The answer to that one is "Right—but it's the way you use them." Let's explain what happens—

Theoretically the Factory Parts Department should have in stock every thing you may order. Actually, that's not possible and because it's not possible we maintain complete shops which are able to produce all sorts of parts in all sorts of finishes—Now what do we carry in stock? Naturally we carry just what you order and the quantity is also based upon your orders. If you and a number of other parts men over order on certain items we also over order. If several of you who have over ordered allow those items to remain in your bins for 1, 2 or 3 years and then ask us to take them off your hands it's easy to see that we can't grant your request because *you* have caused us to be over-stocked and because *you* have held your over-supply until the period of activity has dropped off or stopped all together.

If you don't order on the basis described and if you don't go through your cards at least every 90 days to list the items on which sales have stopped then the D24 is of practically no value.

Obsolete stock is produced in two ways—First by poor ordering and second by leaving an over-supply in the bin. Both of these are within the control of the parts man providing he has the assistance of the Service Manager for his cooperation, the auditor for his figures and reports and the General Manager for his advise. Like every other job in the service department this one is not a one-man affair, it requires the effort and help of all. Write-offs for parts stocks are expensive. The time to prevent them is when they are growing *not* when they *have* grown.

Anti-Freeze Solutions

In planning your anti-freeze sales for this winter you will appreciate this information—

There is always considerable discussion about the proper anti-freeze solution to use or recommend for our cars, therefore, the following data are given to show the important advantages and disadvantages of each type.

There are four general types of anti-freeze as follows:

I Prestone or Ethylene Glycol
II Glycerine and GPA glycerine solutions
III Alcohols, denatured and Methanol
IV Salt solutions

TYPE I

Prestone (trade name) is ethylene glycol with a corrosion inhibiter and anti-seep material added. This is an excellent anti-freeze as it is water soluble; gives equal protection against freezing with any other material of the same strength; does not evaporate at motor temperatures; does not affect the lacquered finish on the cars, does not tend towards excessive seepage leaks; and is relatively resistant against decomposition, or, in other words, can be used for several seasons provided it is taken out in the summer time and used only during cold weather.

TYPE II

G. P. A. (Glycerine Producer's Association) glycerine is a satisfactory anti-freeze. It contains a corrosion inhibiter and anti-seep material. It is water soluble and gives satisfactory protection against freezing if used as shown in the table below. It does not evaporate at motor temperatures, does not affect the lacquered finish on the cars and does not tend toward excessive seepage leaks. It is subject to oxidation with accompanying rusting of iron and steel parts with long periods of usage. It is however perfectly safe for one winter's operation, and may be good for two or three winters if there is not over 15,000 miles of driving.

High gravity, yellow distilled and C. P. glycerine, may also be used as anti-freeze mixtures. Crude glycerine should never be used because it usually contains salts which promote corrosion.

High gravity, yellow distilled and C. P. glycerine, also should not be used unless mixed with some rust inhibiter such as soluble oil in the ratio of 1 pint to 3 gallons of glycerine. All glycerines are water soluble and give good protection against freezing if properly proportioned. Glycerine solutions do not evaporate at motor temperatures, do not affect the lacquered finish, and do not tend towards excessive seepage leaks, but do oxidize the same as G. P. A. glycerine and should be used on the same basis mentioned above.

TYPE III

Alcohols, either denatured (188 proof) or Methanol, are probably the most generally used radiator solutions.

Alcohols are water soluble and give adequate protection against freezing if properly used. They do not decompose and are not appreciably more corrosive than water. They do not tend towards seepage leaks and will not hurt the motor if mixed with the motor oil.

The big objection to alcohols is that they boil or evaporate out of the solution at motor operating temperatures and consequently must be replaced frequently in order to maintain adequate protection against freezing. This precaution is often forgotten and a frozen radiator is not uncommon with alcohols used as an anti-freeze.

Another disadvantage in the use of alcohols is the fact that the lacquer finishes are particularly liable to become spotted in case alcohol is splashed or spilled on them.

There is no preference for either denatured alcohol or Methanol except cost. Use the cheaper if an alcohol is to be used.

TYPE IV

Salt solutions are sold under a variety of names, and while they prevent freezing if properly mixed should *never* be used as an anti-freeze in an automobile as they are very corrosive to engine jackets, solder in the radiator, pumps, etc. Salt solutions are sometimes represented to be free from corrosion because of the addition of a rust inhibiter but these are usually without merit and should not be used.

Never use an anti-freeze material that you do not know the contents of. Beware of any but those listed above.

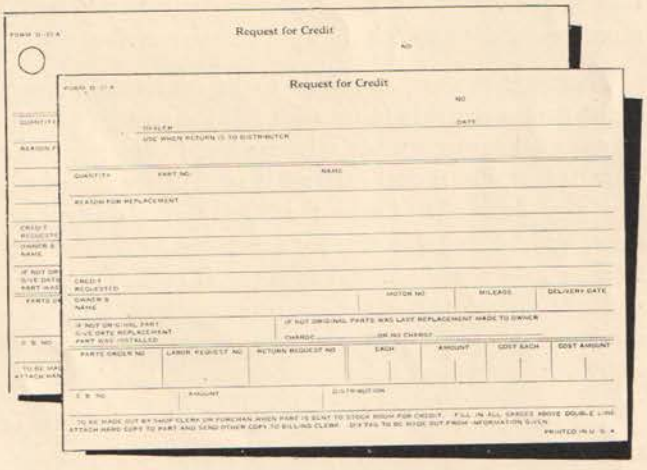
FREEZING POINTS

The freezing points given here is that temperature in the cooling process at which crystals begin to form. The temperature at which the entire mass becomes solid is several degrees lower, perhaps 10 degrees F. Hence a temperature lower than that given in the table may not injure the engine or radiator but ice crystals may prevent proper circulation, so the table given should be adhered to.

PER CENT ANTI-FREEZE BY VOLUME

Freezing Point	Prestone	C. P. Glycerine	G. P. A. Glycerine	Denatured Alcohol (188)	Methanol Pure	Methanol Anti-Freeze
Plus 20° F	17.0	21.0	37.0	20.0	13.0	16.0
Plus 10° F	25.0	31.0	55.0	30.0	21.0	27.0
0° F	32.0	40.0	70.0	38.0	28.0	36.0
Minus 10° F	38.0	47.0	81.0	45.0	34.0	44.0
Minus 20° F	44.0	53.0	92.0	51.0	39.0	51.0
Minus 30° F	48.0	58.0	100.0	57.0	43.0	57.0

D-107-A is a Time Saver



D-107-A—4" x 6"—40¢ per 100

This form is a new one and will save a lot of time and trouble. It has two uses, first it will give the parts man an adequate story on each part returned for credit from the shop and second it will serve as a return tag for parts sent from a dealer to a distributer. In the shop when a part is removed for credit or exchange the information required is available and most of it is found on the

repair order. It is a simple matter for the shop foreman to fill in the spaces on the form and attach one copy to the part returned—the first copy is sent with the time tickets to the billing clerk and is filed in the Repair Order Envelope.

When the parts man makes up his D-14 claim tags each part will have on it a tag with the necessary information. If the D-107-A is used correctly many hours will be saved and credits will be handled with more speed.

D-105 Repair Order Envelope

D-105—8″ x 9″—35¢ per 100

The small size Repair Order has been standardized in our stock and the size of the Repair Order Envelope size has also been changed. It is now 8″ x 9″ and supercedes the old size envelope. Only the smaller size Repair Orders and Repair Order Envelopes will be carried in stock.

Selling Lubrication Contracts

The Cleveland Packard Company have done as good a job as any one we have heard of in connection with the sale of Lubrication Contracts. Here is a little story they use in presenting this service to their owners.

"Few of us remember that a horse has to be fed, watered, cleaned and bedded regularly and that he has to be shod occasionally and that the "Vet" has to look him over once in a while. If he not properly *Maintained* we would not have a good horse for very long.

"The point we wish to make is that your car—the iron horse of the present day—is certainly worth *Maintaining* and if it is placed on the *Packard Lubrication Service* it will get the proper attention and will be kept in condition so that it will render better performance.

"The *Packard Lubrication Service* provides for a change of motor oil every thousand miles in addition to caring for the lubrication of the entire car. The fan belt, front end chain and clutch are adjusted and the battery and its terminals are inspected and cared for. The entire car is given a surface mechanical inspection and its general condition is reported to you.

"This work takes the car out of active service for about one-half day and costs $4.50 per thousand miles. There is no question as to the necessity of such maintenance nor is there any question as to the price being unusually low.

"Some of our owners have raised the question of 'Why not allow my neighborhood gas station to take care of this maintenance problem?' The answer is that they cannot render the mechanical inspection or give the adjustment service, nor have they the personal interest in Packard cars.

"The wrong grease in the differential would be a rather costly affair for a Packard owner, because it takes only one wrong application of material to ruin parts.

"There must be merit to our *Packard Lubrication Service* for we now have *Five Hundred Owners* who use it and the real test of its worth is in the fact that they continue to use it."

Another Promotion

We are glad to announce the advancement of L. H. Harter of 11th Ave., New York City, to the position of 11th Ave. Sales Manager. This promotion was made from that of Service Sales Manager and again we say that service-trained men do have a valuable background for sales work. O. K. Larry, let's see those sales orders!

An Owners Suggestion

I feel that it is essential for service departments of Packard to be manned with mechanics equal to the quality of the car. Courteous helpful suggestions not based on "how much can we get" will keep purchasers satisfied.

Carburetors—Tenth Series

When a Tenth series motor is stopped the heat of the motor and carburetor will displace a portion of the gasoline in the float chamber, and this fuel will overflow from the main jets and fall on the throttle valves.

Since the throttle valves are a close fit against their walls, this gasoline collects above the valves and gradually leaks out around the throttle valve shafts. This leakage does not indicate an incorrect condition.

If it is found difficult to obtain a good idling result with these carburetors, you may find that the difficulty is due to leakage of the auxiliary jets, caused by the fact that the by-pass valves do not seat tightly. This leakage can be determined by removing the air cleaner with the motor running. No gasoline should leave the auxiliary jets with the throttle closed.

If leakage is noted it can be corrected by cleaning or replacing the by-pass valves.

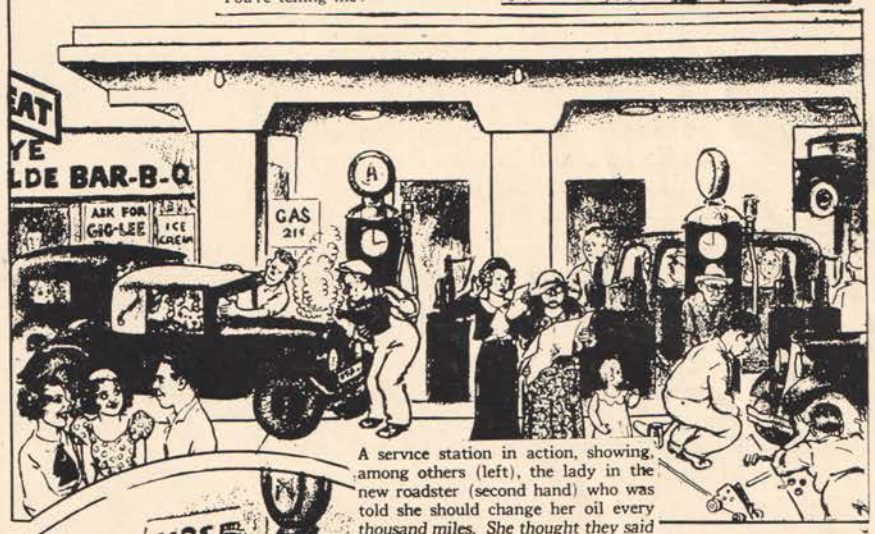
Service Station

by W. E. Hill

"You gotta have your brakes relined." Service station mechanic bringing sad news to a motorist from under the car.

All the boys who work at the service station (even when covered with oil and grease) have great appeal for the town girls who think nothing of going blocks out of their way just to hear Joe or Bud say, "You're telling me!"

The customer who likes to tell the service boys about how he traveled 9,000 and some miles in the old bus and never had a repair. (Service station boys hate to hear things like this.)



A service station in action, showing, among others (left), the lady in the new roadster (second hand) who was told she should change her oil every *thousand miles. She thought they said* "water."

Unhappy wife and mother waiting around while papa drives around the block with a service station mechanic. It seems there's a knock in the engine to be checked up. The family of a motor car owner who is always hearing a knock, or a squeal, will spend a lot of idle hours waiting around service stations. There is, in consequence, a move on foot to make service stations more homelike.

Nothing gives service station boys greater joy than the arrival of a motorist with a big used car bought at a bargain. Because, after the valves have been ground, the battery insulated, the steering gear tightened, and the brakes lined, there will always be a number of little odd jobs to do inside the hood.

Manager of a service station telling a proud motorist, "You've certainly got a fine engine there!" This puts a motorist in such a good frame of mind that he won't care what the expense mounts to.

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