PACKARD SERVICE LETTER

VOL. 8 No. 22 NOVEMBER 15, 1934

S-E-R-V-I-C-E

A GREAT deal has been said and written about what service ought to be. It would seem that everything that could be said on this subject has already been said a good many times. Service has never reached the stage where it can be marked 100%. The reason is not always in the effort put into making service better, but is due to the fact that owners' ideas of service change.

The one thing we can be sure of is that our service is sincere. This is an old word and often misused. It might help to go back to the original meaning. Short-cuts and slip shod methods are not an invention of the Nineteenth Century. Long before our time, in fact it seems to have occurred back in the boom days of the Roman Empire, it was a practice among stone masons to fill cracks and imperfections in their work with wax. This made it possible to get the job by the inspector. The job, however, was not so satisfactory after the first bright sunny day, when the wax started to run.

Contractors soon got wise and started writing into their agreements with the head of the stone masons' unions the words "Sine Cere", meaning without wax. Therefore sincere service is service without anything added to cover up the defects.

So in defining the word Service let us start our definition with a capital "S" standing for sincere. The next letter is "E" and we will all agree this should stand for "enthusiasm" without which service amounts to nothing.

The "R" should stand for "resourcefulness" which in simple terms means doing the things which people tell us cannot be done. Napoleon at the height of his career was heard to remark, "I deserve no credit except for not believing the fools who said it could not be done."

For the "V" we will have to go to a "fourbit" word which is easily translated. It stands for "veracity", or you may like it better—truth. After all, the things in life worth while are based on truth, and this certainly applies to business transactions. Let's make this more than merely being true to ourselves. It should mean losing business if need be, rather than misleading a customer. Your satisfied customers are those who have confidence in you.

For the "I" we stay close to the "V". It stands for "integrity". They are close relatives.

The "C" can only be "capability". The ability to do things well. The ability to manage the service department. The ability to make craftsmen of ourselves and the capacity for doing the hard job. Service without capability also equals nothing.

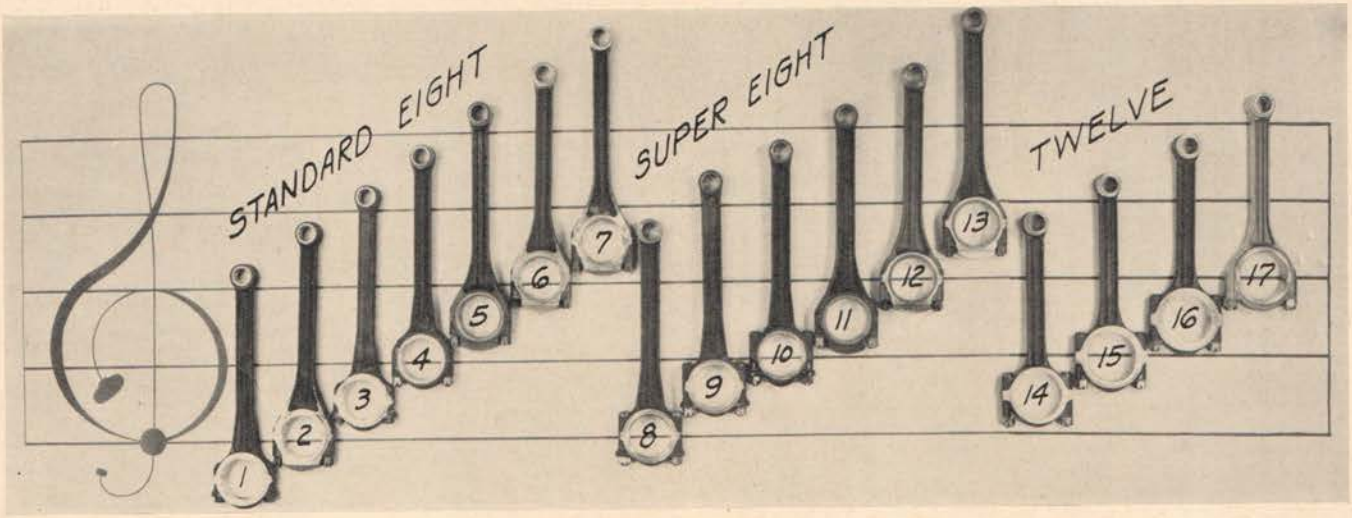
For the "E" we would have quite a choice of words. However, the most appropriate would seem to be "evolution" or that which is continually being made better.

And, so you have the word "SERVICE".

S INCERE
E NTHUSIASM
R ESOURCEFULNESS
V ERACITY
I NTEGRITY
C APABILITY
E VOLUTION

"EVERY OWNER A SALESMAN"

Ascending the Scale With Packard Connecting Rod Design



For the assistance of the service men throughout the field, we are illustrating all the motor connecting rods used on Packard cars since 1928. We carry the majority of these rods in stock for individual replacements, but recommend the installation of the latest improved design in balanced sets wherever possible.

The latest improved connecting rod with the copper lead alloy removable crank pin bearing (illustration Nos. 7 and 13 and Nos. 16 and 17) can be installed in complete sets in the 7th, 8th, 9th, 10th and 11th Series motors.

Illustration No. 1 shows the original 626-633 connecting rod, weight 36¾ oz. This is still furnished for individual replacements, piece Nos. 158647 and 158648.

Illustration No. 2 shows the improved 626-633 connecting rod, bolted type, made from current type heavy forging with a babbitt crankpin bearing, weight 42 oz., piece Nos. 98096 and 98097.

Illustration No. 3 shows the original 726-733, 826-833 connecting rod, weight 36¾ oz., furnished for individual replacements only (piece Nos. 170135 and 170136).

Illustration No. 4 shows the original 900-1-2 connecting rod, weight 37½ oz., furnished for individual replacements only (piece Nos. 186647 and 186648).

Illustration No. 5 shows the original 1001-2 connecting rod, weight 41½ oz., piece Nos. 210077 and 210078, not furnished. Substitute piece Nos. 225922 and 225923.

Illustration No. 6 shows the original 1100-1101-1102 connecting rod, weight 41½ oz., piece Nos. 216216 and 216217, not furnished. Substitute piece Nos. 225922 and 225923.

Illustration No. 7 shows the current design connecting rod, weight 41¼ oz., shipped in balanced sets for all standard Eight cars, except 626-633 models (piece Nos. 225922 and 225923).

Illustration No. 8 shows the original 640-645 connecting rod, weight 46 oz. This is the only rod furnished for these models (piece No. 158388).

Illustration No. 9 shows the original 740-45-840-45 connecting rod, weight 44½ oz. Furnished for individual replacements only, piece No. 170124.

Illustration No. 10 shows the original 903-4 connecting rod, 44½ oz. Furnished for individual replacements, piece No. 186651.

Illustration No. 11 shows the original 1003-4 connecting rod, 46½ oz., piece No. 210101, not furnished. Substitute piece No. 225924.

Illustration No. 12 shows the original 1103-4-5 connecting rod, weight 47½ oz., piece No. 216181, not furnished. Substitute piece No. 225924.

Illustration No. 13 shows the current design connecting rod, weight 47½ oz., shipped in balanced sets for all custom and Super-Eight cars, except 640 and 645, piece No. 225924.

Illustration No. 14 shows the original 905-6 connecting rod, weight 40⅝ oz., piece Nos. 203676-203677. Substitute piece Nos. 98278 and 98279 for replacements.

Illustration No. 15 shows the original 1005-6 and 1107-8 connecting rod, weight 40⅝ oz., piece Nos. 207811 and 207812. Substitute for all replacements on 1005-6 and 1107-8 models, piece Nos. 98278 and 98279.

Illustration No. 16 shows the latest design rod with removable bearing made in service for models 905-6, 1005-6, 1107-8, weight 40⅝ oz., piece Nos. 98278 and 98279.

Illustration No. 17 shows the 1207-8 connecting rod. Use for the above models only. Weight 40⅝ oz. (This rod is ⅛″ shorter than 905-6 and 1005-6, 1107-8). Piece Nos. 225925 and 225926.

The new type rods will be furnished with standard size crankpin bearings unless otherwise specified. We will also carry in stock crankpin bearings of the following undersizes to fit crankshafts that have been worn or turned down: .001″, 002″, .003″ and .015″.

When installing late type rods in early motors, care must be taken that the bleed hole in the lower end of the rod faces in the right direction. On all motors prior to the 9th Series this hole should be on the same side as the oil filler; on all 9th Series and later motors the bleed hole should be on the camshaft side facing the valves.

In refitting the early motors the bleed hole should be drilled out to the same size as the hole in the old rods removed from the engine (i.e., No. 30 drill size). Unless this is done the cylinder bores may suffer from under-lubrication.

When fitting the new type connecting rods, care should be taken that the radial clearance is the same as used in the factory, i.e., .001″ to .0015″.

To obtain this result, first polish the crankpin to remove any scratches or rough spots and then measure the pin for size, being careful to note any out-of-round condition. Fit a standard rod assembly on the crankpin, the throw being in the down position with a small piece of .0015″ feeler stock about ½″ x 2″ between the

cap bearing and the lower side of the crankpin. Pull the nuts up tight. You should be able to move the rod laterally with a heavy thumb push with both hands. If the bearing is too tight, recheck with a .001″ feeler and you may be able to come within the limits specified. If the bearing is loose, remove the rod from the crankshaft and substitute a .001″ undersize shell. Check as before.

If not tight enough, use a smaller shell and repeat the operation until the right clearance is obtained. A crankpin that is out of round more than .001″ should be trued up before assembling a new bearing. A crankpin turning tool is carried in the service tool division under piece No. ST-707.

CAUTION—All Mechanics and Service Managers:

Do not file the cap on this design connecting rod. The bearing projects from .0009″ to .003″ beyond the cap in order to seat the bearing properly in the rod and cap when the pressure is applied in tightening up the connecting rod bolt nuts.

Filing the cap and bearing flush with each other would eliminate any possibility of obtaining the desired result.

Also note that all the advantages of the detachable bearing for future replacements will be lost if stock is removed from the forging.

The Service Parts Division is now prepared to furnish:

1—Motor connecting rod and bearing assemblies (with removable copper-lead bearings)
2—Motor connecting rod assemblies (less bearings)
3—Motor connecting rod bearing assemblies (bearings only)
for Seventh Series through the Twelfth Series.

New rods may be ordered in complete sets assembled with bearings of the following sizes:

Standard	.002 undersize
.001 undersize	.003 undersize

Complete sets are furnished for all Standard Eight and Super Eight motors, but not for Packard Twelve motors.

You may also procure:

1—Individual rods with bearings assembled (sizes above)
2—Individual rod assemblies (less bearings)
3—Individual bearing assemblies (sizes above—also, .015 undersize)

MOTOR CONNECTING RODS—Packard Eight

		Models		
98014	Motor Connecting Rod and Bearing Asb. (matched sets)—(Standard Size)	726-33 1001-2	826-33 1100-1-2	900-1-2 1200-1-2
	225923 Motor Connecting Rod and Bearing 2-4-6-8	1001-2	1100-1-2	1200-1-2
	225922 Motor Connecting Rod and Bearing 1-3-5-7			
98392	Motor Connecting Rod and Bearing Asb. (matched sets)—(.001 undersize)	726-33 1001-2	826-33 1100-1-2	900-1-2 1200-1-2
	98380 Motor Connecting Rod and Bearing 1-3-5-7	1001-2	1100-1-2	1200-1-2
	98401 Motor Connecting Rod and Bearing 2-4-6-8			
98393	Motor Connecting Rod and Bearing Asb. (matched sets)—(.002 undersize)	726-33 1001-2	826-33 1100-1-2	900-1-2 1200-1-2
	98381 Motor Connecting Rod and Bearing 1-3-5-7	1001-2	1100-1-2	1200-1-2
	98402 Motor Connecting Rod and Bearing 2-4-6-8			
98394	Motor Connecting Rod and Bearing Asb. (matched sets)—(.003 undersize)	726-33 1001-2	826-33 1100-1-2	900-1-2 1200-1-2
	98382 Motor Connecting Rod and Bearing 1-3-5-7	1001-2	1100-1-2	1200-1-2
	98403 Motor Connecting Rod and Bearing 2-4-6-8			
221631	Motor Connecting Rod (Less Bearing) 1-3-5-7	1001-2	1100-1-2	1200-1-2
221632	Motor Connecting Rod (Less Bearing) 2-4-6-8			
	Motor Connecting Rod Bearing Asb. (For use with connecting rods having removable bearings)	726-33 1001-2	826-33 1100-1-2	900-1-2 1200-1-2

Standard 225192 .001 undersize 225193 .002 undersize 225194 .003 undersize 225195 .015 undersize 225195

NOTE: All connecting rods listed under detail number may, also, be used on 7th, 8th, and 9th series cars for individual replacement only in the event the other rods now in the car are of the latest fin type.

Individual rod replacements in 7th, 8th, and 9th series cars not already equipped with fin type rods are to be made with the original poured babbitt bearing type rods now in the car.

MOTOR CONNECTING RODS—Super Eight

		Models		
98016	Motor Connecting Rod and Bearing Asb. (matched sets)—(Standard Size)	740-45 1003-4	840-45 1103-4	903-04 1203-4-5
	225924 Motor Connecting Rod and Bearing	1003-4	1103-4	1203-4-5
98395	Motor Connecting Rod and Bearing Asb. (matched sets)—(.001 undersize)	740-45 1003-4	840-45 1103-4	903-04 1203-4-5
	98383 Motor Connecting Rod and Bearing (.001 undersize)	1003-4	1103-4	1203-4-5
98396	Motor Connecting Rod and Bearing Asb. (matched sets)—(.002 undersize)	740-45 1003-4	840-45 1103-4	903-04 1203-4-5
	98384 Motor Connecting Rod and Bearing (.002 undersize)	1003-4	1103-4	1203-4-5
98397	Motor Connecting Rod and Bearing Asb. (matched sets)—(.003 undersize)	740-45 1003-4	840-45 1103-4	903-04 1203-4-5
	98385 Motor Connecting Rod and Bearing (.003 undersize)	1003-4	1103-4	1203-4-5
221641	Motor Connecting Rod Asb. (Less Bearing)	1003-4	1103-4	1203-4-5
	Motor Connecting Rod Bearing Asb. (For use with connecting rods having removable bearing)	740-45 1003-4	840-45 1103-4	903-04 1203-4-5

Standard	225197	.003 undersize	225200
.001 undersize	225198	.015 undersize	225201
.002 undersize	225199		

MOTOR CONNECTING RODS—Packard Twelve

		Models	
98278	Motor Connecting Rod and Bearing Asb.—Right Bank (Standard)	905-6	1005-6
98279	Motor Connecting Rod and Bearing Asb.—Left Bank (Standard)	1107-8	
98386	Motor Connecting Rod and Bearing Asb.—Left Bank (.001 undersize)	905-6	1005-6
98387	Motor Connecting Rod and Bearing Asb.—Right Bank (.001 undersize)	1107-8	
98388	Motor Connecting Rod and Bearing Asb.—Left Bank (.002 undersize)	905-6	1005-6
98389	Motor Connecting Rod and Bearing Asb.—Right Bank (.002 undersize)	1107-8	
98390	Motor Connecting Rod and Bearing Asb.—Left Bank (.003 undersize)	905-6	1005-6
98391	Motor Connecting Rod and Bearing Asb.—Right Bank (.003 undersize)	1107-8	
98405	Motor Connecting Rod Asb. (Less Bearing) Left Bank	905-6	1005-6
98404	Motor Connecting Rod Asb. (Less Bearing) Right Bank	1107-8	
225925	Motor Connecting Rod and Bearing Asb.—Left Bank (Standard)	1206-7-8	
225926	Motor Connecting Rod and Bearing Asb.—Right Bank (Standard)		
228801	Motor Connecting Rod and Bearing Asb.—Left Bank (.001 undersize)	1206-7-8	
228802	Motor Connecting Rod and Bearing Asb.—Right Bank (.001 undersize)		
228803	Motor Connecting Rod and Bearing Asb.—Left Bank (.002 undersize)	1206-7-8	
228804	Motor Connecting Rod and Bearing Asb.—Right Bank (.002 undersize)		
228805	Motor Connecting Rod and Bearing Asb.—Left Bank (.003 undersize)	1206-7-8	
228806	Motor Connecting Rod and Bearing Asb.—Right Bank (.003 undersize)		
219685	Motor Connecting Rod Asb. (Less Bearing) Left Bank	1206-7-8	
219688	Motor Connecting Rod Asb. (Less Bearing) Right Bank		
	Motor Connecting Rod Bearing Asb. (For use with connecting rods having removable bearings)	905-6 1107-8	1005-6 1206-7-8

Standard	225202 Rt. Bank	225207 Lt. Bank	.003 undersize	225205 Rt. Bank	225210 Lt. Bank
.001 undersize	225203	225208	.015 undersize	225206	225211
.002 undersize	225204	225209			

NOTE: To simplify stock handling and inventory control, we suggest distributers carry in stock Connecting Rods less bearings together with detail bearings of the various sizes to be able to build these up as requirements dictate.

Headlamp Adjustments (12th Series)

The new flex-beam headlamps are equipped with parabolic reflectors having positively focused lamp bulbs. The lenses distribute the light in such a way that we obtain three beams.

1st. **City Driving.** This beam is used for driving on lighted highways or streets.

2nd. **Country Passing.** This beam is used when meeting other cars, sufficient light being provided on the right side of the road to reveal objects at a safe distance ahead with the light lowered sufficiently on the left side of the road to avoid dangerous glare for the approaching driver.

3rd. **Country Driving.** This beam is used on country roads when not approaching other vehicles.

The headlamps are identical except the lenses. These are clearly marked right and left at the top. It is absolutely essential to install the flex-beam lenses on their proper side of the car, right and left being determined from the driver's seat.

To replace burned out bulbs in headlamps:

Back the locking screw at the bottom of the lamp right out. Press down and back on the lower part of the lens, thus releasing the top so that the lens may be picked out. Remove the bulb by turning counter clockwise. Only a bulb having a pre-focusing collar may be used. (No. 223978).

In replacing the lens insert and index at the bottom edge. Force the lens down and back until the flange at the top enters the body opening. While the top of the lens is held the bottom is allowed to come back into place and the locking screw is tightened.

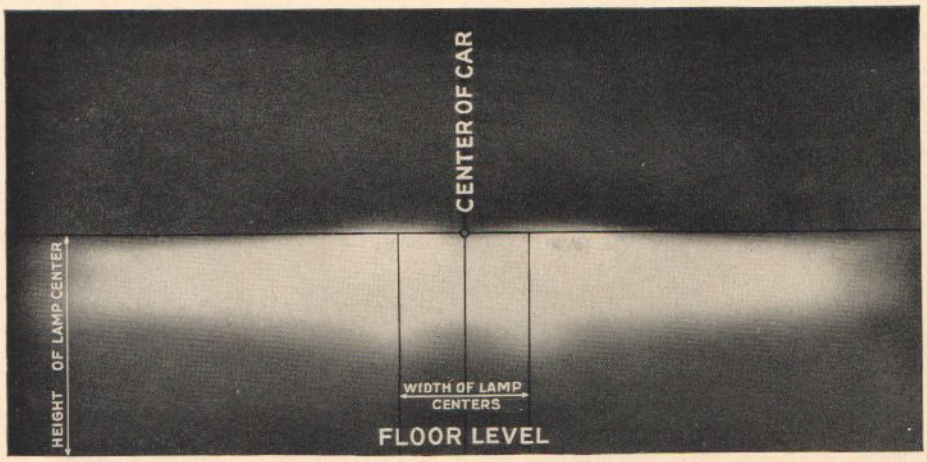
To adjust headlamp beam:

With car fully loaded and tires inflated, the car should be driven onto a level floor within 25 feet of a white screen or wall. Adjust as follows:

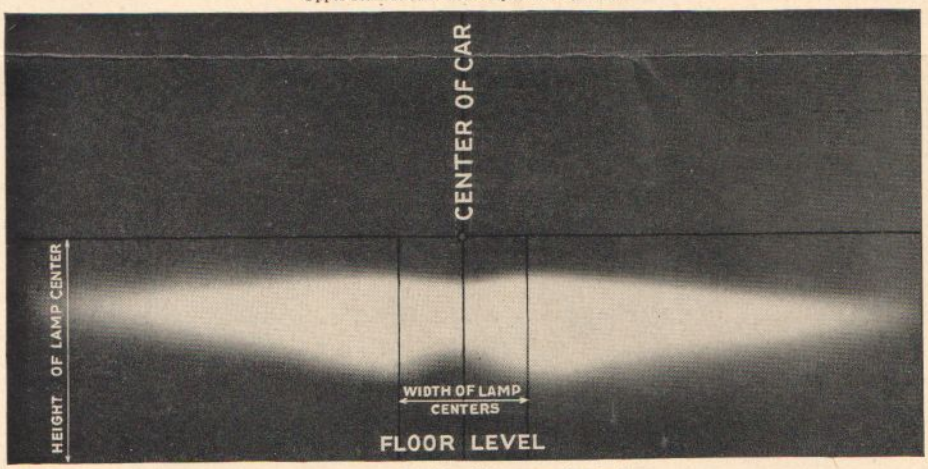
Measure the height of the lamp centers above the floor level and stretch a ribbon across the screen at this height. By sighting through the exact center of the rear window and the radiator cap, determine a point on the screen corresponding to the center line of the car. Measure the distance between the centers of the lamps and place vertical markers at half this distance on either side of the center line.

Cover the right lamp, place switch on "country drive" position, then aim the spot of high intensity from the left lamp so that it centers on the corresponding lamp center marker with its upper cut-off falling at the horizontal marker. Tighten mounting nut securely while lamp is in this position.

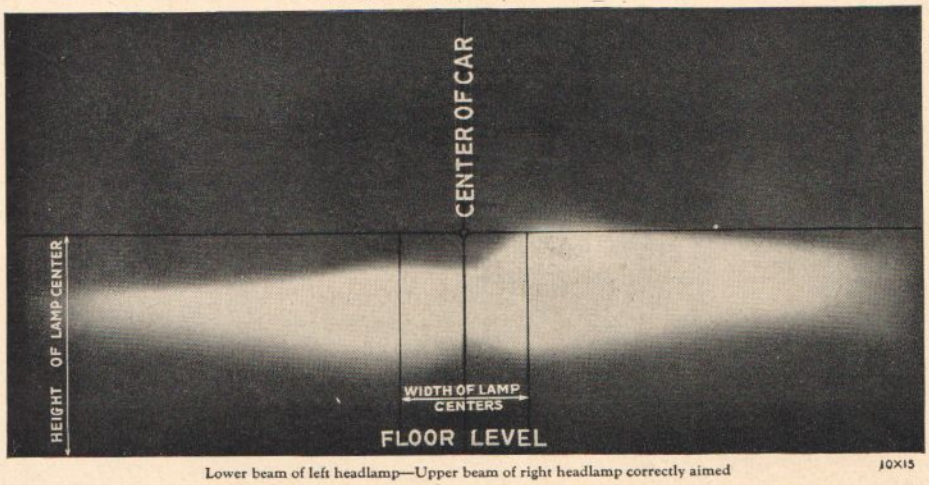
Having covered the left headlamp, proceed to aim the right lamp. In this case the upper cut-off falls at the horizontal ribbon but the spot of high intensity is moved so that its left margin falls on the right center marker as shown in illustration (Fig. 1). With headlamps tightened in these positions, the 'city driving' and 'country passing' beams will fall in their proper places. If the lighting in 'country passing' position appears to be too blinding for oncoming traffic, loosen anchor bolt nut on right hand lamp, turn front end slightly towards curb.



Upper beam of both headlamps correctly aimed

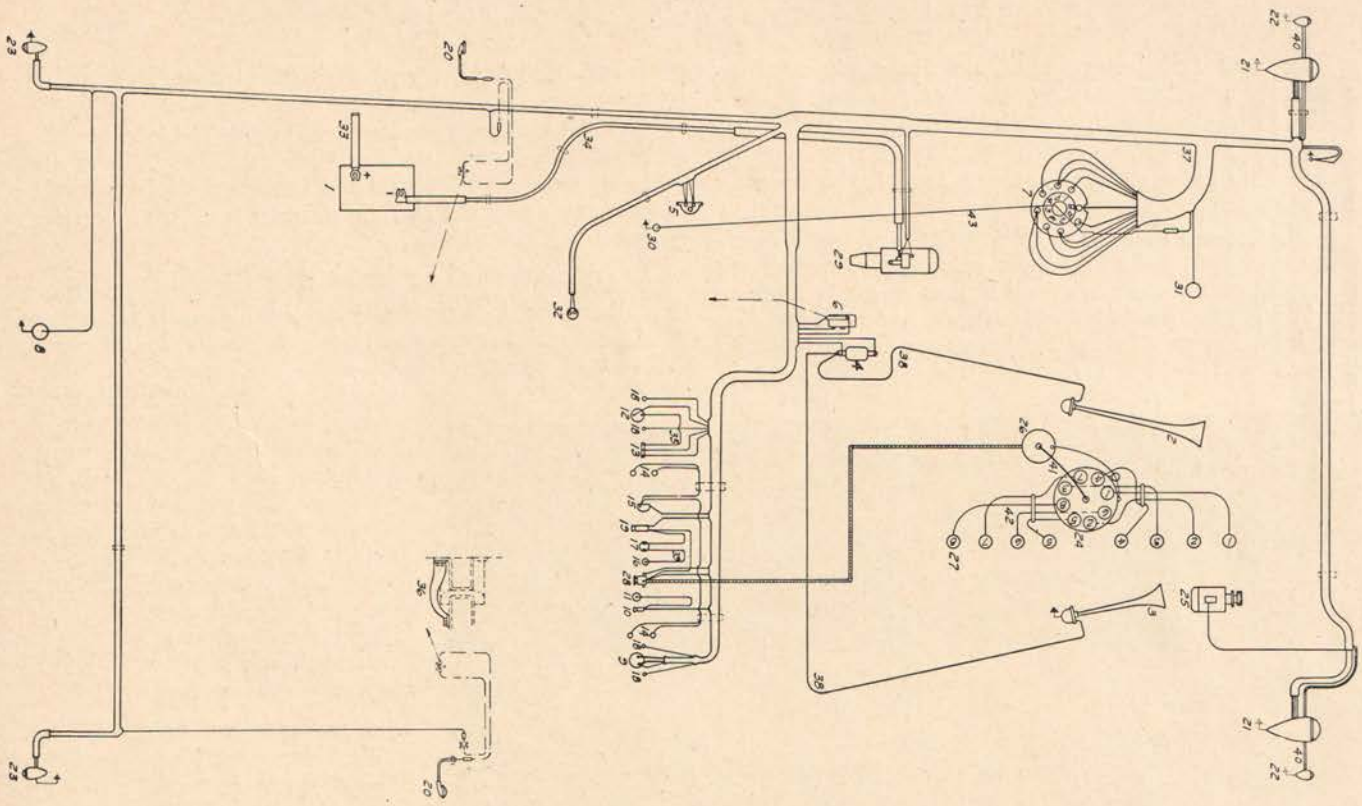


Lower beam of both headlamps correctly aimed



Lower beam of left headlamp—Upper beam of right headlamp correctly aimed

10X15



Wiring Diagram (12th Series)

1200 1203
1201 1204
1202 1205

1.	202175	Electrical battery assembly	1	1
2.	225163	Electrical horn—left	1	1
3.	225162	Electrical horn—right	1	1
4.	216134	Electrical horn relay	1	1
5.	213805	Electrical stop light switch	1	1
6.	223759	Electrical wiring fuse block assembly	1	1
7.	225648	Electrical wiring steering gear lighting switch base assembly	1	1
7.	225647	Electrical wiring steering gear lighting switch terminal block assembly	1	1
8.	223826	Gasoline tank gauge assembly (with bodies 801–3–11–12–13–14–15–41–43–51–52–53–54–55)	1	1
8.	225619	Gasoline tank gauge assembly (with bodies 807–16–17–18–19–47–56–57–58–59–883)	1	1
9.	228508	Instrument board ammeter and oil pressure gauge assembly	1	1
10.	197488	Instrument board cigar lighter assembly	1	1
11.	223921	Instrument board clock	1	1
12.	228506	Instrument board gasoline gauge and thermostat assembly	1	1
13.	223784	Instrument board gasoline or oil gauge switch	1	1
14.	225601	Instrument board light cable and socket assembly	1	1
15.	223922	Instrument board panel light switch assembly	1	1
16.	223789	Instrument board reading light housing assembly	1	1
17.	182459	Instrument board reading light switch	1	1
18.	223889	Instrument board signal light bulb	4	4
19.	207800	Instrument board starter motor switch	1	1
20.	218823	Lamp courtesy assembly		2
21.	225665	Lamp front assembly—left	1	
21.	225664	Lamp front assembly—right	1	
21.	225667	Lamp front assembly—left		1
21.	225666	Lamp front assembly—right		1
22.	225689	Lamp fender assembly	2	2
23.	223312	Lamp rear left assembly	1	1
23.	223313	Lamp rear right assembly	1	1
24.	223662	Motor distributor	1	1
25.	219723	Motor generator	1	1
26.	223660	Motor ignition coil	1	1
27.	209704	Motor ignition spark plug	8	8
28.	223665	Motor ignition switch and cable assembly	1	1
29.	223126	Motor starter motor and switch assembly	1	
29.	221210	Motor starter motor and switch assembly		1
30.	215819	Steering post horn button and contact assembly	1	
30.	203780	Steering post horn button and contact assembly		1
31.	223387	Motor oil pan oil gauge and float assembly	1	1
32.	215371	Transmission backing light switch	1	1
33.	223924	Electrical—battery to ground cable assembly	1	1
34.	225388	Electrical—battery to starter switch cable assembly (use with 803–816–18–843–856–58)	1	1
34.	225389	Electrical—battery to starter switch cable assembly (use with 801–807–11–12–13–17–19–841–51–52–53–57–59)	1	1
34.	225390	Electrical—battery to starter switch cable assembly (used on models 1202–1205)	1	1
35.	225396	Electrical—gasoline and oil gauge to switch cable assembly	1	1
36.	197983	Electrical motor to frame ground cable assembly	1	1
37.	225300	Electrical wiring assembly (1200)	1	
37.	225301	Electrical wiring assembly (1201)	1	
37.	225302	Electrical wiring assembly (1202)	1	
37.	225303	Electrical wiring assembly (1203)		1
37.	225304	Electrical wiring assembly (1204)		1
37.	225305	Electrical wiring assembly (1205)		1
38.	225386	Electrical wiring horn cable assembly—left	1	1
38.	225387	Electrical wiring horn cable assembly—right	1	1
39.	225151	Instrument board reading light socket and cable assembly	1	1
40.	225756	Lamp fender extension cable assembly	2	2
41.	223796	Motor ignition coil to distributor high tension cable assembly	1	1
42.	223794	Motor ignition spark plug cable assembly #1 and 8	2	
42.	223795	Motor ignition spark plug cable assembly #1 and 8		2
42.	223791	Motor ignition spark plug cable assembly #2–3–6–7	4	
42.	223793	Motor ignition spark plug cable assembly #2 and 7		2
42.	223792	Motor ignition spark plug cable assembly #3 and 6		2
42.	223790	Motor ignition spark plug cable assembly #4 and 5	2	2
43.	225279	Steering post horn button cable assembly	1	1

Using Used Car Appraisals

This is an idea we received from Mr. Holzcamp of White Plains, and it is too good to keep.

As soon as the sales department determines definitely that they are unable to make a new car sale, a copy of the appraisal sheet covering the used Packard car which was being considered is immediately turned over to the service department.

The service department being notified of what this car needs immediately solicits that business. This will mean that the inspection of the used car will be a little more thorough and notations will be made on the appraisal sheet to help the service department with all possible information.

For example, if there are three poor tires on the car, there is no reason why the service salesman should not go after the customer for the sale of new tires. If a notation appears to the effect that the motor is noisy, the service salesman will know what action to take. If the paint is poor, either go after a paint job or a Blue Coral.

As Mr. Holzcamp says, we have not yet reached the day when we can afford to miss anything that looks like it might produce more business. This is true and if the man is not trading he will want to spend a reasonable amount of money on fixing the old car up. Let's get that money in our cash register.

Gear Shifting

11th and 12th Series

During the 11th Series production a change was made in the transmission synchronizer which greatly increased the effectiveness of this unit. Transmissions equipped with these synchronizers will operate satisfactorily for a very long period before readjustment is required.

The increased efficiency of the synchronizer causes it to take hold vigorously as the synchronizer clutch engages. In a new car the synchronizer may pick up the driving line so quickly that it takes up the backlash in the line with a distinct sound.

This noise occurs just as the synchronizer clutch engages. It will be most noticeable in a new car, and will be accentuated if the clutch is only partially released when the shift is made.

The noise does not indicate a fault or an incorrect adjustment. The only way in which it could be eliminated would be by reducing the effectiveness of the synchronizer, and this is something which no one would wish to do. Returning to the old synchronizer clutch would mean a material reduction in efficiency. It would greatly shorten the periods between adjustments and would cause a return to the old condition where the synchronizer became ineffective after a hard drive in hot weather.

If you find individual cases in which the shifting noise is unusually noticeable, you will probably find excessive backlash in the driving line. It might be in the universal joint splines or between the ring gear and the pinion.

Water Pump Packing

The life of the water pump packing depends upon the manner of adjusting the packing nut.

If the pump is leaking it will be found best to adjust the nut with the motor running because the heating of the packing will soften it and cause it to take its new position more readily.

This is true of both the metallic packing used on the Eight and the Super Eight, and the hemp packing used on the Twelve. The metallic packing in particular should be adjusted only after it is warm because it is very hard when it is cold and will not respond properly to the pressure of the packing nut.

In tightening the packing the nut should be turned up only until the leakage has stopped. Further tightening will greatly reduce its life because it will force out the oil which is carried in the packing and which is essential in order to give it a proper seal. Excessive tightening is also likely to score the water pump shaft, particularly in the case of the metallic packing used in the Eight and the Super Eight.

Service In Florida

The tourist season is under way. This year the factory service department will again cooperate with the Distributers and Dealers in Florida in their efforts to take care of all service requirements in a manner which will be pleasing to Packard owners.

In the first place, all service stations should, as soon as possible, find out which owners on their lists plan Southern vacations, and special letters should be sent to these people suggesting that they bring their cars in for a general inspection and a thorough lubrication in preparation for a pleasant trip. When the owner comes in, as a result of this suggestion, it is advisable to say you are in a position to obtain any road information or to supply him with a list of towns in which Packard service is available, both enroute and in Florida.

If one of your owners should have difficulty with the operation of his car, or in obtaining satisfactory service, will you please notify Mr. W. T. Wilson, c/o Packard Miami Motors, Inc., 1740 N. E. Second Ave., Miami, Florida, giving him all the information possible, such as the motor number, delivery date, what the trouble is, and where the owner is located.

It is not our intention that Mr. Wilson should perform the duties of a mechanic. He is cooperating with our Distributer in Jacksonville and with the Dealers throughout the State. His contact primarily is to be through the Distributer or Dealer, and not direct with the owner. In writing your owners, therefore, ask them to get in touch with the nearest Packard Dealer who will arrange for a conference with Mr. Wilson. Just as far as possible we want all contacts handled in this manner.

Mr. Wilson's work in Florida will be handled on the same basis as that used by the service supervisor who calls at your service station.

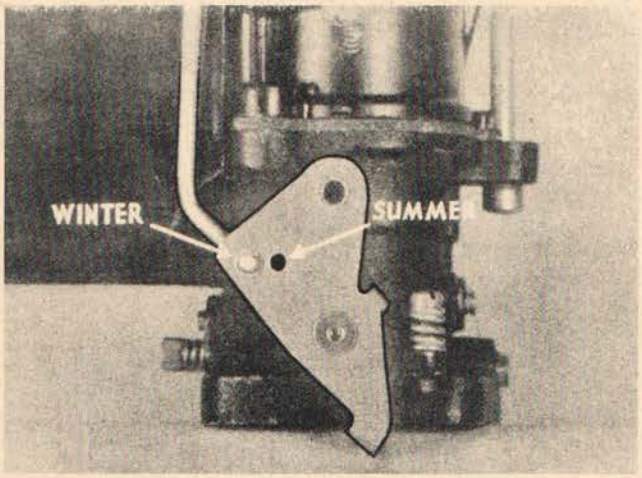
Parts Men—Second Notice

So that the Factory Parts Department may take as accurate an inventory as possible, it will be necessary for us to completely stop all parts shipments and operations during the time the actual physical count is being taken and check is being made. We are planning to take the inventory of our active stock on Friday, November 30. This will mean our parts shipments will stop on Wednesday night, November 28, as we will be closed Thursday, November 29, for Thanksgiving day, taking our actual inventory on Friday, November 30, and resume shipments again on Monday, December 3.

We will therefore be unable to make shipments from Wednesday night, November 28, until Monday morning, December 3.

Carburetor Pump Adjustment

12th Series



There have been a few complaints about a hesitation in the 12th Series motor after coasting the car to a low speed and suddenly picking up in high gear.

This is caused by the sudden action of the accelerator pump when the throttle is opened, putting through an extra load of gasoline for faster acceleration.

However, in cars where it shows this hesitation noticeably, it indicates that the pump is putting through a little too much gasoline. This condition can be greatly improved and in many cases entirely stopped by moving the pump operating rod into the rear hole in the pump lever, which is connected to the throttle valve shaft directly behind the carburetor looking from the right side of the bonnet. This, of course, shortens the stroke on the pump and doesn't allow as much gasoline to be pumped in on rapid acceleration. The rod may have to be moved back to the forward hole in extremely cold weather. This condition, of course, only exists when the motor is hot.

Explaining Rim Breakage to the Owner

There are conditions under which it is rather difficult to explain to an owner the failure of a wheel rim. In these cases some explanation has to be made to the customer. In such cases simplicity and frankness probably will be the best possible course to pursue. It seems to us that the following explanation would be satisfactory to the average customer:

"Mr. Jones, we would like to be able to tell you that this is an extremely unusual condition, but unfortunately this is not the case. Practically all of the wheel rims used in the entire industry are made by two manufacturers, and there is very little difference in the material, and no difference in the specifications.

"You can readily understand that any rim problem is a problem of the industry as a whole, and is not confined to our own cars. We can assure you that we use the strongest and best rims available.

"Rim failures seldom occur when the car is new. They do not develop until the rim section has been reduced in thickness by rust. They are quite apt to occur immediately after a new tire has been mounted, because the new casings will not immediately conform to the inequalities of the rim flange.

"We sincerely hope that no other failures will develop. It is unlikely you will have any further trouble, but we would not be honest with you if we failed to confess that there is a possibility of difficulty. This possibility exists on any car on the road today."

You may or may not be a in position to make an adjustment with the owner. This will depend upon the individual case, age of the car and mileage. Each service manager will know what policy is best to follow, but whether or not any adjustment is made, an explanation similar to this one should be given the customer.

Front Seat Cushions

1200

There has been some complaint that the front seat cushion on the 1200 is too long from front to rear, or extends too far forward in relation to the seat back.

The cushion can very easily be set back approximately ½". Remove the seat cushion. Move the dowels mounted on the front of the seat frame back until the front edge of the dowel plate is in line with the extreme rear edge of the screw holes. This, of course, will put the rear of the seat cushion back approximately ½" farther under the bottom of the seat back, at which point there is plenty of room.

However, there will be an interference where the extreme ends of the metal front of the seat cushion fit into recesses cut into the forward ends of the wooden seat frame. This recess will have to be cut out the same amount as the dowel was moved back, to allow the seat cushion to go back into its new position. The recess can be cut out by drilling a series of small holes in the wood and chiseling it out with a sharp wood chisel.

Trunk Hold Down Locks

12th Series

The accessory department recently announced a new trunk hold-down lock equipment for the rear rack trunks on the Twelfth Series cars.

This equipment is especially desirable for cars with five wheels equipped with trunk rack and trunk. It provides quick access to the spare wheel compartment.

Complete information, including prices, etc., is covered in Trade Letter T-2694. Be sure each one in your organization is familiar with the contents of this trade letter.

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.*

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