VOL. 9 No. 10 MAY 15, 1935

DELIVERING NEW CARS

There are four different steps to take in connection with the delivery of a new car. Each one is extremely important in the rendering of satisfactory service.

First: For the convenience and protection of the purchaser, the vehicle number plate should be stamped to indicate the name of the organization delivering the car, the city in which that organization is located, and the date on which the car is turned over to the owner. This date establishes the age of the car for insurance purposes. It also serves as protection to the owner who is travelling in other territories than the one in which the car was purchased. Policy or warranty service cannot be rendered in such cases unless the plate is stamped.

The special tool department is in a position to supply you with a set of number stamps and a special stamp with your name and city thereon. However, if you do not have a large number of cars to deliver, you will find that the plate is made of sufficiently soft material that you may easily scratch on the required information.

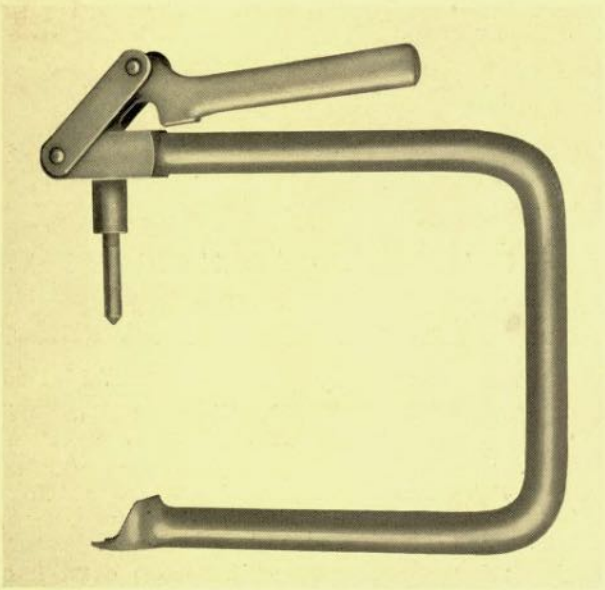
Second: Just as soon as the car has been delivered the delivery notification post card is to be filled out and mailed. Be sure that every space is properly filled in and the card mailed promptly. This step is primarily for your own protection. No labor claims can be accepted until this card is on file here at the factory. You will, therefore, hold up your credits unless you take care of this. Please do not send in any labor claims unless you are sure that the delivery notification card has previously been mailed.

Third: The filling out and delivering of the owner's service card. This takes care of the owner during the warranty period. It is a protection to him should his car require attention when he is away from his home territory. You are aware of the fact that few owners read through the information book. We have, therefore, endeavored to present the essential information so that he can obtain it with the least possible effort. Starting instructions are on the envelope containing the information book, the breaking-in instructions are on a separate card, and the necessary maintenance requirements are outlined on the owner's card which also serves as an introduction to out-of-town service stations during the warranty period.

Fourth: Many times the explanation of the warranty and service policy is overlooked when delivering a new car. If the new car is not actually delivered by the service department the man making the delivery should be familiar with the warranty and service policy, the lubrication plan, the nature of the information book and by all means he should go over the starting instructions, breaking-in instructions and the general operation of the controls.

These things may seem old or unnecessary, but they are of particular importance to 120 purchasers. Many of these owners will be new to the Packard family, and we should make sure that they are familiar with these things, and that both their interests and yours are adequately protected.

VALVE LIFTER—120



Tool No. ST-5036—Price $9.50

A fast, heavy duty lifter that is especially designed with offset base for removing and replacing valves on the One Twenty model.

The lifter will clear the manifold, and can be operated through the opening under the fenders. It is faster than the hand type which we have been recommending.

RUST PREVENTIVE

In filling the cooling system of each new car which you receive, it is advisable to add to the water in the system an inhibitor which will prevent the collection of rust in the system and the corrosion of the aluminum cylinder head.

The soluble oil which we have been merchandising for a number of years is the most satisfactory rust preventive we have discovered and should be used in the proportion of about one pint to each car.

In all cars driven from the factory this preventive is added. When cars are shipped with the water system drained, it is necessary that you take this precaution yourself.

REMOVING TRANSMISSION—120

The quickest method of removing and replacing the transmission on the 120 is as follows:

First disconnect the rear cross member at the right side of the transmission and frame. Remove the bolts holding the transmission to the clutch housing. The clutch shaft will then be thrown out of line with the clutch driven member in the flywheel. This will not prevent its removal, but makes replacing it difficult.

Therefore, when assembling it will be necessary to line up the motor with the transmission so that the clutch shaft will slide into the driven member. This is accomplished by placing a pry between the motor and frame. By moving the pry back and forth you can obtain the correct position of these parts allowing you to line up the transmission.

CHANGE SPEED LEVER OIL LEAKAGE—120

In order to correct possible leakage around the change speed lever of the 120 a change has been made in the ball which forms a pivot for the lever. The key slot which formerly ran the entire length of the ball has been shortened so that it is milled only in the upper portion, and the felt washer now engages with a round surface. Formerly the washer made contact with the groove in the slot.

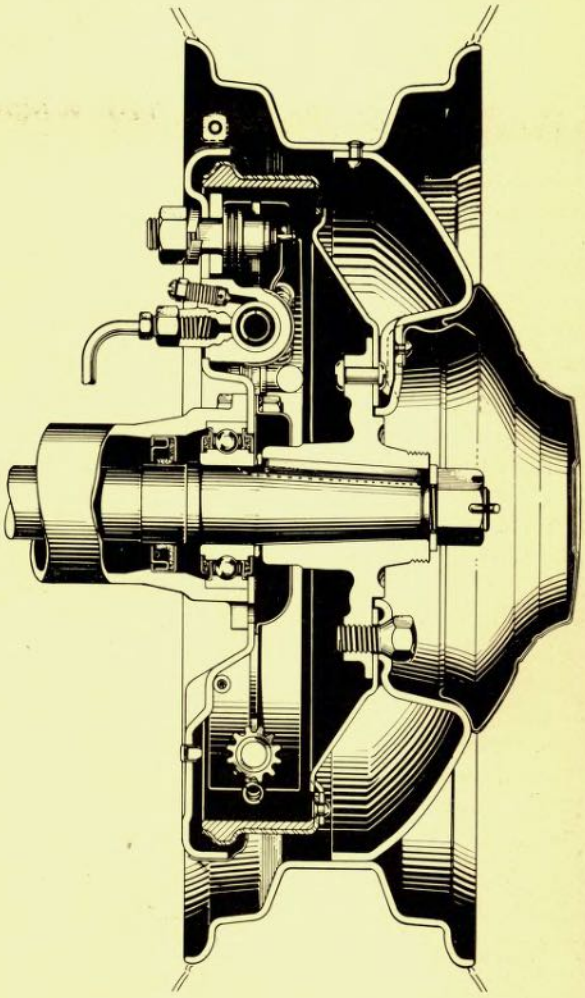
In curing oil leaks in service the lower half of the slot may be filled with solder and a new felt washer installed. The new washer is covered by Pc. No. 304127.

A possible correction for the oil leakage is to pack the shifter lever housing with a thick fiber grease such as is used in the front wheel bearings. This grease seems to hold its position even when it is warm and as long as it stays in place it will prevent leakage. The correction is not as permanent, of course, as that obtained by filling the slot in the ball and changing the washer.

REAR WHEEL OIL GUARD—120

In removing a rear axle shaft from the 120 it is necessary to remove the oil guard which is held to the brake backing plate by means of the bolts that hold the backing plate to the housing.

When this oil guard is installed in its original



assembly it is coated with Permatex in order to provide a tight seal with the backing plate. This prevents the leakage of oil onto the brake lining.

In replacing the oil guard it is important that the contacting surfaces be smooth and flat and that Permatex again be used to obtain an oil-tight joint.

FRONT SHOCK ABSORBERS—120

If you find any cases of erratic steering or wheel shimmy in the 120, the oil in the front shock absorbers should be checked and the units filled if necessary.

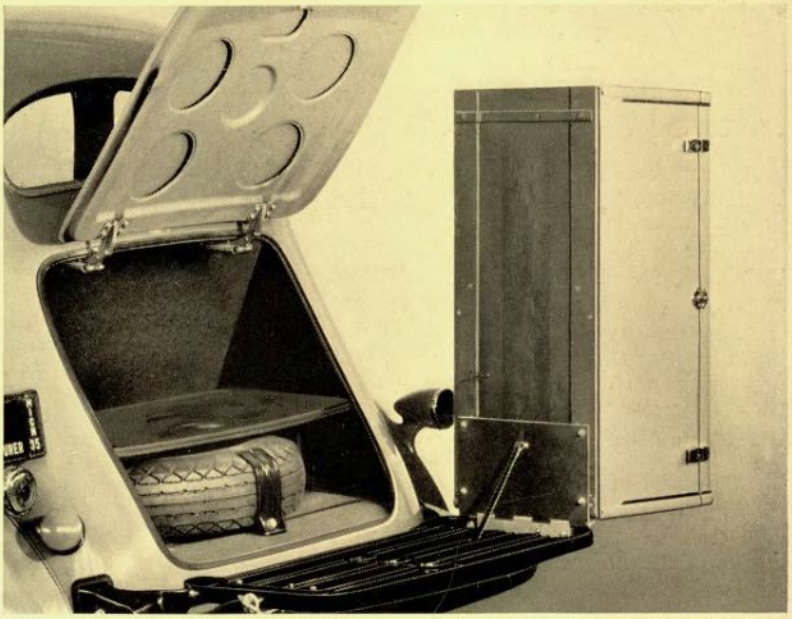
Low oil will cause a very unstable steering, especially when the car is on a curve.

REAR RACK TRUNKS—120

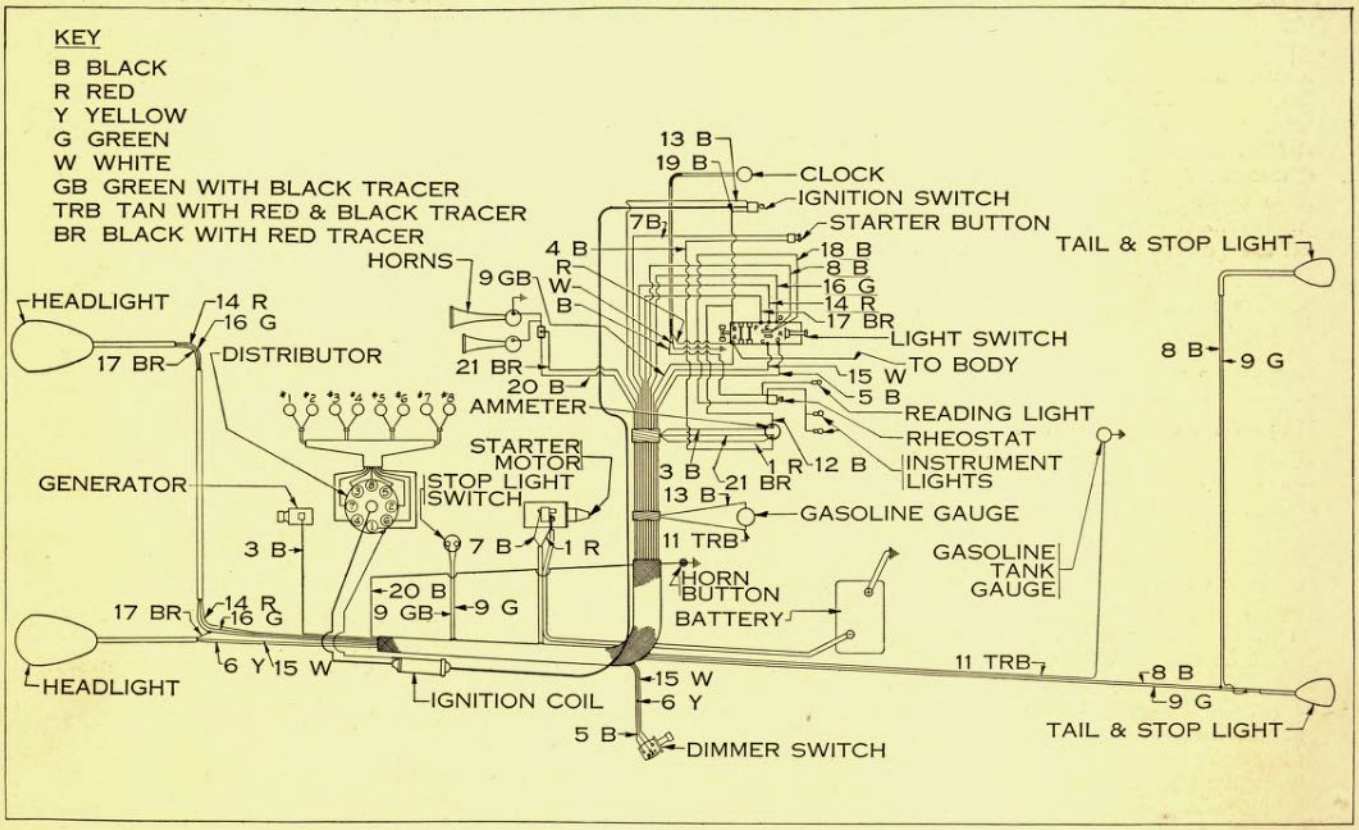
A steel trunk has been designed to give the maximum luggage capacity with correct appearance. This trunk is fitted with two cases 32½ x 16 x 7¼. The hardware is chromium-plated brass. Two chrome mouldings at the ends add to the appearance.

These trunks are equipped with a special hinge arrangement allowing them to be tipped to the right side giving free access to the luggage and spare tire compartments without removing either the trunk or cases. The illustration shows what a handy feature this is. It is an advantage that cannot be obtained on trunks purchased on the outside.

There is still time for some additional trunk sales, and these should be easy to make on the 120.



120 WIRING DIAGRAM



SERVICE MANAGERS: *NOTE*

Included with this issue you will find a motor tune-up chart and a brake and clutch adjustment chart.

These should be posted on your shop bulletin board, and if a few additional copies can be advantageously used, you may have them upon request to the Service Letter editor.

WHY CARS GET "SUNBURNED"

ARE YOU TELLING YOUR CUSTOMERS THIS?

A "sunburned" automobile may sound ridiculous. Yet, it is true, the sun does affect the appearance of the finish.

An automobile, not polished regularly, will lose its lustre. The same is true of grand pianos, or any other article with a highly lustrous finish.

There are two things which affect lustre: 1. A thin film of dirt accumulates and becomes baked on by sun or engine heat. 2. The finish becomes weathered through exposure to sun, rain, heat and cold. However, the real cause, in back of all this, is the ultra-violet sun ray such as is responsible for the various shades of tan developed by individuals on bathing beaches.

While lacquer is much more durable, it won't last forever. The chemist calls it oxidation. It is a breaking up of the surface finish into microscopic particles. This releases extremely small particles of pigment originally introduced into the lacquer to produce the color.

When polish is rubbed on, the cloth becomes the color of the car. Particles of pigment become separated from the finish and cling to the cloth. As long as these particles and the baked on dirt film cover the car, there can be no lustre. By removing them we restore the car to its original condition. When a car is several years old, and has gone through this process a great many times, it may wear down to the under coats. Since these coats are usually of a different and darker color, this condition will be apparent when the finish is polished. When this occurs the car should be refinished at least where the under coat is showing through.

There are two ways of protecting the finish, but the first one is not very practical, since it means keeping the car out of the sun. Secondly, have it waxed. Wax is to the car what ordinary window glass is to an individual. By this we mean that a polishing wax will filter out the violet rays and retard the burning or weathering effect, and we all know that a person can sit all day in the sun behind an ordinary window glass and suffer no ill effects.

It is not necessary to wax Packard cars when new, due to the number of coats of lacquer originally applied. However, it is a protective measure, and if not done when the car is new, the finish must then be thoroughly cleaned before the wax can be satisfactorily applied. It is not enough to simply wax the car. It must be polished to remove film and broken up pigment. After the polishing operation, which, if necessary, should be repeated, it should then be waxed. It should be used sparingly and rubbed in vigorously. It may not produce any more lustre than the polish, but will give you that protective coating and one which will last for several months.

In the summer the sun rays are, naturally, much stronger. For this reason the waxing operation is an item which should be taken care of as you approach the summer driving season. Cars operated in the South will require this attention more frequently, and it costs much less to do it often than to refinish it due to too much "sunburning".

You may ask "What kind of wax?" Our accessory department supplies cleaning and waxing materials of various kinds and are in a position to make different recommendations of materials carefully analyzed, and which have been approved of by our laboratory. These are sure to be free from harmful ingredients, and we urge you to accept their recommendation.

SHORT CUTS ON 120 SERVICE OPERATIONS

RADIATOR CORE—

by removing the upper water hose, horn trumpet, fan, water pump, and disconnecting the lower core anchorage the core can be removed from between the radiator shell and motor. This eliminates the removing of the fenders, radiator shell, etc., and saves about 36 minutes.

GASOLINE TANK GAUGE—

is removable without removing the gasoline tank, by getting underneath the car and using a small offset screw driver to loosen up the screws that hold the gauge to the tank, this will allow the gauge to be removed from underneath, and saves about 42 minutes.

STEERING ASSEMBLY—

can be removed without disconnecting the toe boards, by removing the steering wheel with the special puller and removing the steering assembly from under the bonnet or toward the radiator, and saves about 42 minutes.

MOTOR—

can be removed from the bottom without removing the radiator and fenders. Remove floor and toe boards, disconnect front universal joint, mud pan, exhaust pipe, rear support, battery connection, generator wires, and both steering connecting rods, remove rear motor stabilizer, remove transmission cover, disconnect front and rear motor support, lower motor assembly on floor, hoist car as high as possible with chain fall, and remove motor from underneath, saving about 120 minutes.

STEERING—

end play can be taken up in the steering post worm by removing the bearing retainer at the bottom of the post, and removing a gasket. New gaskets can be substituted by soaking the gasket in oil and slipping it over the cover. This will eliminate removing the steering post from the frame, saving about 60 minutes.

CLUTCH PRESSURE PLATE *and* DRIVEN MEMBER—

should be removed without disturbing the clutch housing. This can be accomplished by removing these units from the bottom.

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