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THE TOURIST

There are a few points in connection with the handling of tourist business that should receive your attention. By tourist we do not simply mean the vacation driver, who may call at your place only once, but all owners out of your territory.

In the first place appearance counts with these people. If you have not already done so, it is not too late to finish your spring housecleaning. Dirty, messy service stations do not attract business. They do not give the impression of careful workmanship. It costs little to clean out the winter's accumulation of empty cans and miscellaneous junk from the corners and under the benches. As a general rule, the tidy mechanic is the careful one.

Take a look at the space allotted to meeting customers. Is it attractive? Would you, on a trip, drive into your own place? Is the arrangement as handy as space permits? Are the wall posters new and fresh? Does it look like the type of place you would trust with your car? How about the service sign? If it is the lighted type, are the lights in good condition, does it need touching up or cleaning and does it hang straight? You would be surprised at what a little paint on a Saturday afternoon will do.

Are all of you familiar with the main routes to the adjoining and principal cities in your vicinity? Are there detours on the main roads? Would not a State highway map behind celluloid be a real convenience? If the corner gas station man can afford a small supply of road maps, how about you?

There is another part of your service depart-

ment that seldom receives the necessary attention. This is particularly true from the standpoint of the tourist. We have reference to the "toilets." Have you ever noticed when on the road, that there are usually one or two gas stations where you prefer to stop, and that there are plenty more where you stopped once, and decided it would be your last?

You do not have to have elaborate equipment, but you can keep it clean. Take a look at yours now. The chances are you will decide that a visitor's impression would be far from favorable. Is there a neat sign and a lock on the door? It would not be a bad idea to purchase a supply of paper towels. They are more sanitary and less expensive than cloth ones. While you are at it, how about a supply of soap and toilet paper? While we are not advertising any particular product, Sani-Flush does a very satisfactory job. It would be a good idea to shine up the wash bowl too. Someone should be made responsible for keeping the place fit to use.

You may think these comments somewhat out of line in a paper devoted to service station work, but do a little talking with the traveling public, and you will find that they feel that this particular item seldom receives the attention it deserves.

Are you sure that your supply of parts includes those which the tourist would be most likely to call for? How about gaskets, hose, light bulbs, purolator cartridges, valves, valve springs and fan belts? It doesn't cost much to put your place in condition to handle this type of business, and it is profitable in

that it is extra business you do not necessarily count upon. Also it won't do any harm to improve your standing with your regular customers.

With particular reference to tourists, let's all remember that knocking the other fellow doesn't mean we are giving ourselves a boost. You may make a mistake yourself someday. When the Sixth Series owner drives in, don't walk up to him and say, "Well for goodness sakes Mister, why didn't you get a pump for nothing when the Company was giving them away?" We know you have never done this, but it has happened. There is another "classic," "Well, what plumber worked on your car? We certainly wouldn't have a bird doing work like that around our place."

We could go on like this for some time, but you get the point. Your job is to fix the car, not to get the other fellow in wrong. In handling the tourist within the warranty period, be sure you follow the printed instructions which are: that he shall not be charged for either material or labor covering warranty work. In other words, he should be handled as though you had sold him his car. The parts

claimed defective should be returned through the Distributer. A labor claim should be submitted through the Distributer. This claim should show the owner's name and home town, your firm name and city, the operations performed, subject to adjustment under the terms of the warranty, and the amount of time on each as shown by the Maintenance Charge Manual. Also show the parts claim numbers on which parts were returned. Add the word tourist, and the claim when verified will be paid on the basis of the bogey hours allowed at the rate of \$1.50 per hour.

The factory will absorb half, and the Distributer or Dealer delivering the car will take the other half. Do not charge the owner for any parts subject to replacement and then give him the old parts to take back to the home Distributer. Last, but not least, protect your own owners by making sure that the delivery date is stamped on the plate provided for this purpose on the front face of the dash. Also make sure that the postcard registering the vehicle delivery with the factory is promptly filled out and mailed as soon as the delivery of a new car.

LUBRICATION COUPONS—120

We have had a number of inquiries regarding the interchangeability of the \$4.25 and \$17.00 Inspection and Lubrication Plans on the 120 as they affect the tourists.

In working out this plan, we gave considerable thought to this detail, and came to the conclusion that it would be impractical. We, therefore, printed on the first page of each coupon book the following paragraph:

"The owner is entitled to the lubrications and inspections indicated by the attached coupons *at the service station of the Dealer signing below.*" In other words coupons are to be accepted only by the Distributer or Dealer selling the book.

If a Distributer wishes to accept coupons sold by his Dealers, and if the Dealers, in one Distributer's territory wish to accept coupons sold by other Dealers in the same territory, this is entirely satisfactory to us. We do not, however, wish to have any coupons sent to the factory to be redeemed, nor should any Distributer or Dealer accept coupons from a book he did not sell, unless previous arrangements have been made with the Distributer or Dealer selling the book in question so that there will be no delay.

There would be some advantage in a National Lubrication Plan. However, there is considerable expense attached to a scheme of this kind. The amounts involved on either the \$4.25 or \$17.00 plan are too small to go through the clerical expense of billing and collecting.

Due to the fact that we do not carry accounts with Dealers, it is impossible for us to guarantee payment. Therefore, we do not feel we can make any recommendation toward a National Lubrication Plan.

The correct method of handling the owner is to tell

him that the plan is a local one, and that in case he is out of the city, at a mileage where the car requires lubricating, he should have the work done at a Packard Service Station, if possible, and pay for it. When he returns, the coupons remaining in his book will be honored, even though the mileage period is extended.

FRONT WHEEL CROSS TUBE CENTERING GAUGE—ST-5055

Place the steering gear on the high point. Locate the gauge in the large hole in the front frame cross member, used when removing the center bell crank bolt, and in the small $\frac{9}{16}$ hole which is directly in front of it. This will center the gauge.

Adjust each steering cross tube so that the distance between the brake drum and the centering gauge is the same on both sides. If this does not give you a toe-in of $\frac{1}{16}$ " to $\frac{1}{8}$ ", adjust both steering cross tubes the same amount, using the Duby Gauge ST-128, to measure the toe-in.

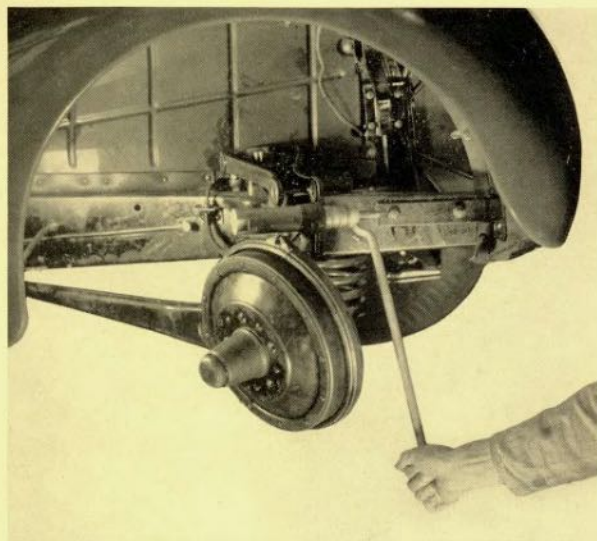
The Tool Catalog shows this gauge as the Steering Crank Centering Gauge. It has two locking pins for centering the steering center arm. These have been eliminated as it is not necessary that this arm be located directly in the center of the frame.

SPARK PLUG REMOVING—120

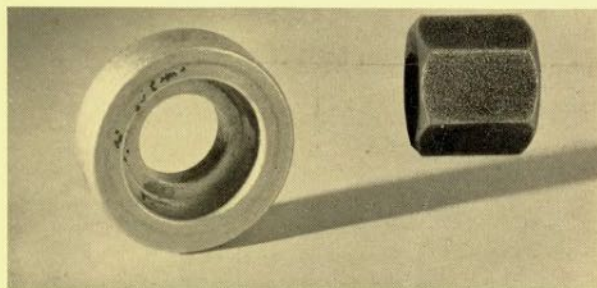
In order to prevent difficulty experienced in removing spark plugs from the aluminum cylinder head, it has been found advisable to use flake graphite in replacing plugs after they have been removed for motor tune-up or any other reason.

We have had a number of cases where the threads have pulled in the cylinder head, and this can be overcome by the use of graphite as explained above.

REMOVING WHEEL SUPPORT BUSHING—120



Special Tool ST-5049 can be used for removing the Wheel Front Support Upper Bushing, by using ST-10015 Nut—price 35c, and ST-10061 Adapter—price 24c, on the One Twenty.



All Distributors who purchased the ST-5049 will receive these parts without being ordered.

Following is the method for using the tool for this purpose:

1. Remove the upper steering support arm bolt.
2. Place the large cup on the shaft and through the support bushing.
3. Place the No. 6 adapter ST-10016 against the support bushing.
4. Place the small cup against the adapter.
5. Place the ball thrust bearing against the small cup and the large nut ST-10015 against the thrust bearing.
6. Tighten, and the bushing will be forced into the large cup of the puller.
7. Reversing this operation will install the new bushing in place.

Do not attempt to remove this bushing with the old small nut sent out with this puller, as this will crack the thrust bearing.

WINDSHIELD RUBBER SEALER—120

You may have encountered some difficulty with the first cars due to the fact that the lip of the rubber windshield glass retainer was not properly sealed against leakage.

A heavier type of rubber is now being used, and a simple remedy is to thoroughly seal it with drip moulding cement. We have found a product which does this easily and neatly. It is sold under the trade name of Superba—Clear. The container indicates that it is a top patching and drip moulding cement. In ordering be sure to specify "clear."

It is made by the L. & G. Products, Peabody, Mass., and supplied in a tube about the size of the ordinary tube of toothpaste, and is used with an extension spout making it easy to run along under the edge of the rubber and very neatly glue down the lip. Be sure to do a good job of sealing the extensions to which the windshield arms are fastened. One tube will take care of three or four cars. It should be ordered direct from the manufacturer.

WHAT YOUR OWNERS SAY

"What we have appreciated possibly more than anything else in owning a Packard has been the reasonable and honest servicing of the car. Few repairs have been necessary, but when they were, they were decently done without overcharging."—*Columbus, Ohio.*

"The unsurpassed efficiency and courtesy of your service department. You have every reason to be proud of that organization."—*Hubbard Woods, Ill.*

REMOVING SAFETY-FLEX COIL SPRINGS—120

1. Place the hand jack under the steering support arm, directly under the front spring.
2. Remove the right front wheel.
3. Disconnect steering cross tube at the right end.
4. Disconnect the torque arm, and remove.
5. Jack up spring to remove tension on front wheel upper support pin at shock absorber.
6. Disconnect brake oil tube.
7. Loosen and remove bolts from inner wheel support arm at the center of the frame.
8. Attach chain fall to the front of the car and hoist car as high as possible.
9. Lower hand jack under the support arm, and remove front support arm and spring. (There will be no tension on the spring at this time.)
10. To replace: Reverse this operation.

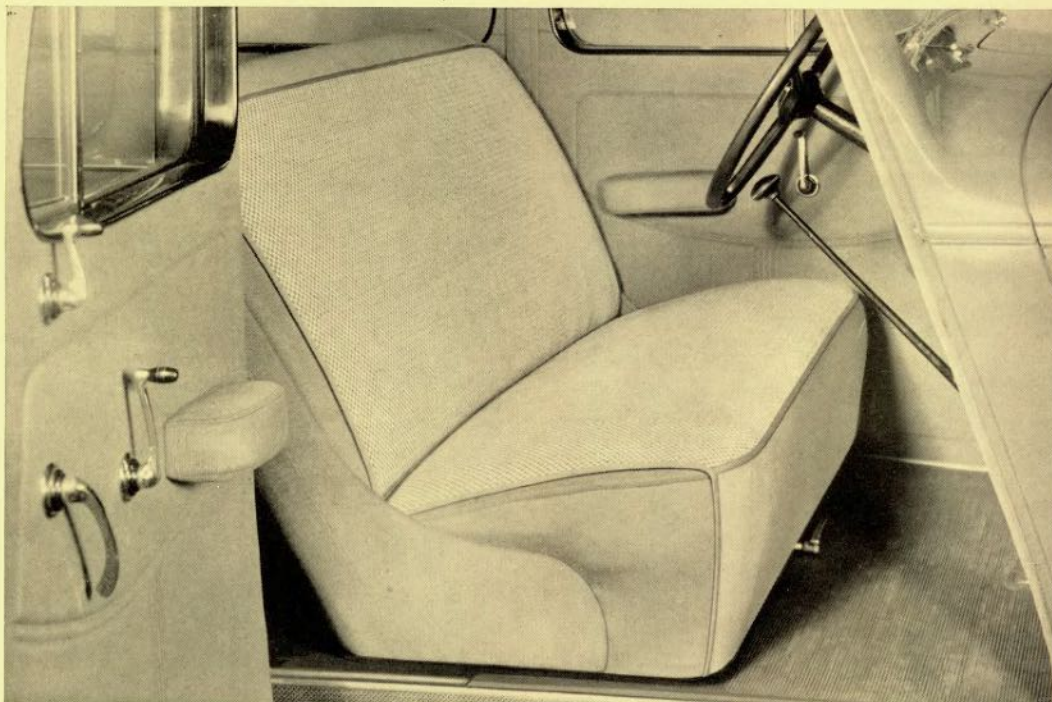
Doing it this way it is not necessary to have a clamp to compress the front coil spring, either to remove it or replace it.

This method of doing the operation also applies to removing and replacing the Steering Support Arm.

It is dangerous to remove the coil spring without removing the support arm inner bolts and nuts at the frame, as the spring is under tension until these are removed.

The standard time for doing the operation this way is 1.5 hours.

120 SEAT COVERS—A PROFITABLE SUMMER ACCESSORY



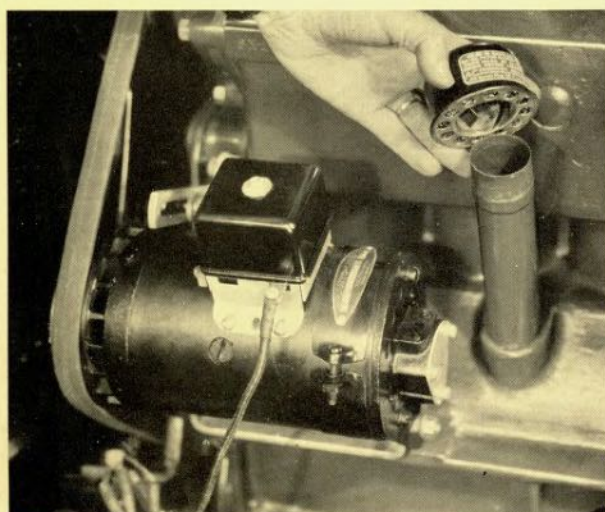
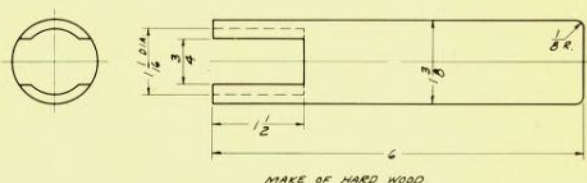
We supply two different types of seat covers, one of sateen material, which is suitable for year around use, the other of a woven fabric, which is smooth, will not soil easily and can be wiped off with a damp cloth.

This latter type is primarily for summer use but some owners prefer it the year around. Both types of covers are of the same construction—they cover seats and seat backs only—they can be easily installed or removed.

WINDOW REGULATOR HANDLE TOOL—120

Here is a very simple but efficient tool for removing the Window Regulator Handle Escutcheon Pin.

Use a piece of round hard wood 6" long x $1\frac{3}{8}$ " in diameter, drill and slot it according to sketch at right. With this you can compress the Escutcheon Pin Plate so that you can remove the pin in the Window Regulator Handle.



CLEAN ALL AIR CLEANERS

The engine is designed with a crankcase ventilation system that takes air in the oil filler tube through the crankcase and out at the outlet tube at the rear of the block. The oil filler tube is fitted with a copper mesh type of air cleaner built in the cap, which prevents dust and dirt from entering the crankcase with the air. This unit should be cleaned at the same time as the carburetor air cleaner, and in the same manner, repeating every 2000 miles, or oftener, depending upon the driving conditions. The unit should be dipped in gasoline until thoroughly cleaned. Then dry the unit and reoil the mesh. Use clean, new, S. A. E. 50 oil and allow the excess oil to drain off before reinstalling the unit on the engine.

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.