

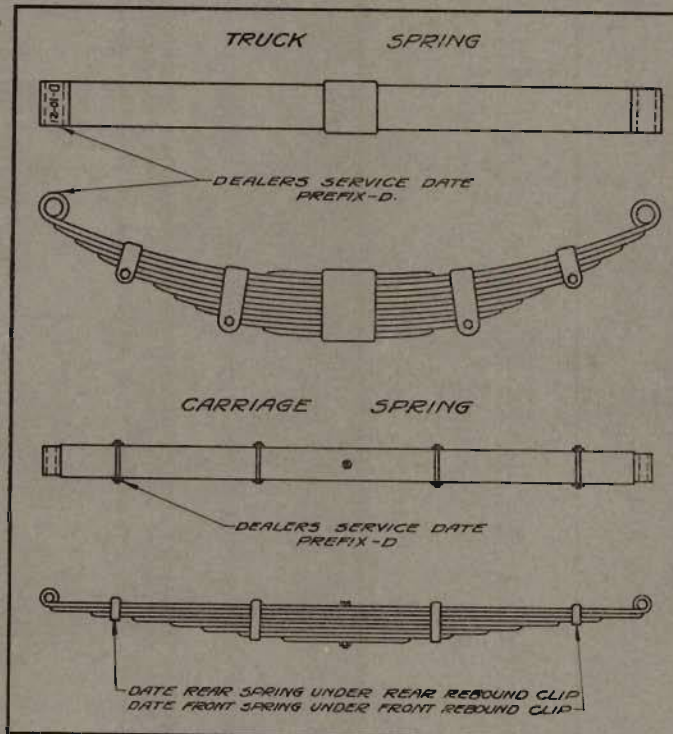
# PACKARD MOTOR CAR COMPANY

DETROIT MICHIGAN

December 19, 1924

To Packard Distributers.

## SPRING GUARANTEE



Packard springs are guaranteed for a period of one year from the time the spring goes into service, providing the springs are properly dated and are not broken thru accident, abuse or improper adjustment.

The guarantee date should be stamped on each spring when the vehicle is delivered, as shown in the illustration. Undated springs are not subject to replacement under the guarantee.

In the dating of the springs, the following points are to be observed:

1. All springs should be dated whether sold over the counter or delivered on new vehicles.

2. Springs supplied for replacement under the terms of the guarantee must bear the date of the original spring. In other words, the customer's guarantee does not exceed a total of 12 months.

3. Springs shipped from the Factory direct to a customer will be dated for shipment by our Service Division.

When springs are returned for credit, and where it is found that credit cannot be allowed, such springs, if found to be worth repairing, will be repaired and sent back to you at your expense. If a different disposition is desired, you should specify on your tag that in case credit is not allowed, the springs should be scrapped here or returned to you, as you may desire.

It should be borne in mind that the life of a spring is so largely dependent on the treatment it receives, and such a large proportion of breakages is due to abuse, that no promise of credit should be made to the customer until the spring has been carefully examined. Credit may be refused for any one of the following reasons:

1. No date.
2. Breakage directly at or inside the spring clips. This is positive indication of loose clips, and there is absolutely no chance of credit when the break occurs at this point.
3. Spring breakages occurring at the eye are usually caused by a binding of the spring in the shackle, and the return should be made for possible credit, as a definite decision can only be made after a careful examination.
4. No credit can be given on springs which have already been repaired locally.
5. When a spring leaf breaks, the spring should be replaced as soon as possible. If the operator continues to drive the vehicle after the breakage occurs, further leaves are almost sure to break, and this condition will be considered a cause for rejection of credit. It will be clearly indicated by the fact that some of the fractures will be rusty, while others will be fresh.

Yours very truly,

PACKARD MOTOR CAR COMPANY.

*H. N. Davock*

H. N. DAVOCK, Manager,  
Technical Service Department.