



OUR JOB THIS SUMMER

As we've stated before, this summer season will see more Packard owners touring across the country than ever before.

Tourists are usually in a hurry for service their cars may need. They may well be annoyed if mechanical troubles have occurred to mar their trip and, last but not least, they never figured on spending their vacation money on car repairs.

Packard service men have a fine opportunity to show these owners real Packard Service at its best, by extra courteous attention to the tourist, by retaining his confidence in his car, by doing *only* the mechanical work that's necessary, by completing repairs as quickly as possible, and by charging the owner as little as may be necessary to assure the satisfactory operation of his car.

DON'T "scare" the owner, but assure him you can fix his car for the enjoyment of his trip.

DON'T criticize the car or the Factory, or another service station. Remember, we're all one family and occasionally one of us may make a mistake.

DON'T take the tourist for all the money you can get out of him, but tell him honestly what his car needs and how much it will cost to do it.

DON'T charge for work of any kind during the warranty period, but put in a labor claim and you'll be taken care of.

DON'T forget that what you do or do not do commends or condemns the Packard Car, the Packard Company and Packard Service.

Let's hear the praises of tourists for Packard Service and Packard Cars coming from far and wide as service men demonstrate what real Packard Service can do when put to the test.

A handwritten signature in cursive script, appearing to read 'J. H. Page'.

General Service Manager,
PACKARD MOTOR CAR COMPANY

LOST MOTION IN HANDISHIFT LINKAGE — 17TH SERIES

It is necessary to prevent the development of excessive lost motion in the handishift linkage.

If too much lost motion develops the movement of the handishift lever will not produce sufficient movement of the sliding gears, and this may develop to such a point that in shifting from first to second the gears will still remain in the first speed position with the handishift lever in neutral.

The temporary correction is to lift the bonnet and pull the gears into neutral by moving the die-cast lever at the lower end of the handishift tube; but this is simply a temporary correction and the source of the trouble must be eliminated.

It will usually be found that the lost motion has developed in the rubber grommets at each end of the two idler levers, as shown in the illustration. We are eliminating these grommets and we suggest that they be removed in the field when work on the linkage is necessary.



You can obtain from us No. 351589 Steering Shift Idler Lever Bushing Equip. This equipment provides four steel bushings to take the place of the grommets.

In order to take up the space between the sides of the lever and the inside of the clevis, we are also supplying a sufficient number of flat washers and spring washers so that one of each is mounted on each side of the lever, that is, between the lever and the inside of the clevis. In addition to this a small spring washer is supplied to go under the head of each clevis pin as an anti-rattler.

Lost motion may possibly be found at some other point in the linkage but in most cases the installation of the above equipment will be all that will be required.

After this work has been done the adjustable rods should be checked to see that they are the proper length. When the gears in the transmission are in their neutral position the die-cast levers at the lower end of the column should be parallel so that a pin may be passed through the holes in the levers.

HEAT IN CAR INTERIORS ALL MODELS

Several complaints of heat inside the body of the car have been traced to the battery box cover being off.

Our current cars are well insulated and the ventilation balanced so that inside body temperatures do not become objectionably high when everything is tight and body openings are closed properly.

When the battery box cover is left off, however, heat from the engine, which is carried away under the car, as well as the heat from the pavement is drawn up into the car interior, and may raise the inside body temperature to an objectionable degree.

Care should be used when replacing the battery box cover to make certain that it is securely fastened and will not be jarred loose in a few miles of operation.

The battery box cover is held in place by a lip on one edge of the cover engaging in a slot in one side of the body floor opening and a latch, turned by means of a screwdriver slot in the head of the nut, engaging in a longer slot on the opposite side.

One end of the latch is off-set down to engage in the slot. The other end, not being off-set cannot be readily engaged. When removing the battery box cover the latch nut may be turned in either direction.

When replacing the cover make sure that the lip is engaged in the narrow slot in the inner (right hand) edge of the opening. Then press down on the cover and turn the latch to engage the long slot in the outside (left hand) edge of the opening. Note:—To engage the latch, it must be turned in the opposite direction to that in which it was turned to unlatch.

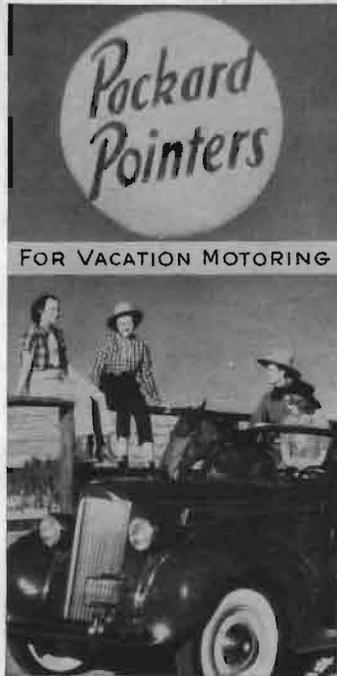
Always try the cover before replacing the seat cushion to make sure the latch is engaged and the cover is securely fastened.

SUMMER BUSINESS

If business isn't any too spry during these hot months, how about a little extra effort to bring some in?

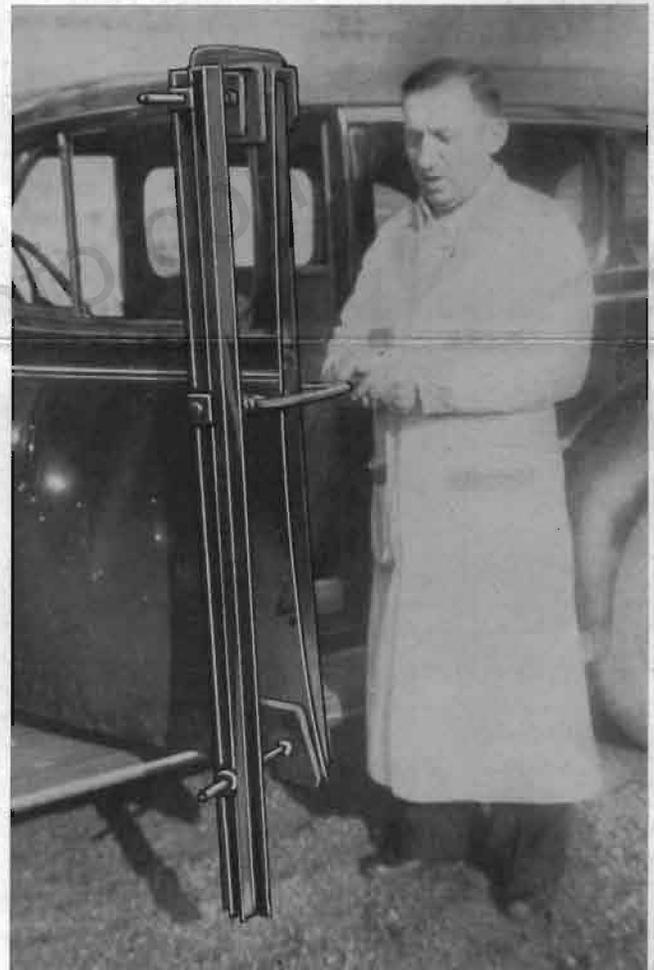
We still have some vacation folders that can be imprinted with your name and prices. They are attractive in blue and brown and fit a No. 10 regular business size envelope.

Try them out. You will be surprised at the business they bring in. The cost is low—the first hundred imprinted are \$1.80. Additional hundreds are \$1.15 each.



DOOR STRAIGHTENING

On the right we have Henry Zidosky, who is in charge of the paint and metal shop of the Packard South Shore Branch in Chicago.



Inside pages of folder

If you prefer a post card that will bring them in for a vacation check-up, try this one, available in three colors. It is supplied on government stamped post card stock. Imprinted with your firm name, the price is \$2.05 for the first hundred and \$1.40 for additional hundreds.

On the left we have one of his pet tools which he made up and sent in with the idea that other Packard men might have use for a similar device. He claims it is the best thing out for any straightening work necessary on doors.

We believe the photograph is clear enough to enable you to make one up if you so desire.

LOS ANGELES



Los Angeles and showmanship go together in the public mind, and these pictures prove it is also true in service. Here we have the new pick up and delivery service, the emergency car and the



customer waiting room and accessory display. The accessory display by J. W. Smith is especially attractive. He puts to use the saying that "Accessories well displayed are half sold."



GOING ON FORTY YEARS



Ed Jones has passed his 39th Packard birthday, heading toward 40. For a number of years he was one of three old timers and now seems to be heading the seniority list.

He is in the Service Parts Department, where his experience and knowledge of the older series cars is of

particular value to Packard service men and parts men throughout the world.

He interprets service parts orders, and if you want to order a do-dad for the right rear what-you-call-it on a 1910 touring car, we'll bet he can give you the piece number without looking it up.

SEATTLE LUBRICATION



"Pope" Franklin has been doing some spring house cleaning and some decorating. He is justly proud of his motor analyzing and lubrication department, and has gotten a very pleasing and effective result. It's well lighted and out where the customers can see it.