PACKARD
Service Counselor
PARTS ★ ACCESSORIES ★ PRODUCT ★ PROFITS
INSTITUTIONAL PROMOTIONAL
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RESPONSIBILITIES OF A SERVICE MANAGER

The first purpose of a service department is to render such service to car owners that the maximum in satisfactory performance, comfort, safety and enjoyment is assured. The second purpose of a service department is to produce a profit for the dealer that will absorb most, or all, of the fixed expenses of operating his business.

With proper management, such a good job can be done on the first purpose that the second purpose will be accomplished automatically.

Since good management is so important to achieving these purposes and since the service manager is directly responsible let's take a look at what makes up his duties and responsibilities. Some times a listing by groups reminds us of the fact that we may be paying too much attention to certain duties and almost neglecting others of equal or more importance.

A service managers duties fall into four classifications:

1. In his responsibilities *to the customer* he will see that—

A clean inviting place is maintained
Customers are waited on promptly
Proper diagnosis is made
High quality work is done in the shop
Thorough inspection is made of all work
All charges are fair
All promises are kept
Complaints are settled promptly and fairly
Customers are advised of all needed services
All attention is rendered courteously

A service department operated on the basis of these responsibilities to customers will render outstanding service.

2. In his responsibilities *to the dealer* he will see that—

Customer good will is built and held
All customers are contacted regularly
Expenses are properly controlled
Satisfactory profit is obtained
A good organization is built and trained
Cooperation is maintained with other departments
New cars are properly conditioned
Dealers property is maintained
Employee loyalty is encouraged
Constant improvement in service is made

A service department operated on the basis of these responsibilities to the dealer will be profitable.

3. In his responsibility *to his department* he will see that—

Good working conditions are maintained
Equipment and tools are available and in order
A library of technical information is kept
Regular meetings are held
Authority is delegated, but not responsibility

A service department operated on the basis of these responsibilities to the department will develop into a good organization that will get the job done right.

4. In his responsibilities *to the manufacturer* he will see that—

New car delivery is correct
Inspections during warranty are done
Warranty adjustments art made promptly
Terms of service policy are fulfilled
Closing reports on complaints are sent promptly
New Product Reports are complete and promptly mailed.
Packard reputation in sales area is maintained

A service department operated on the basis of these responsibilities to the manufacturer will develop pleasant relations between the Dealer, the Zone and the Factory which will be profitable.

When all of these responsibilities are thoroughly understood and appreciated by not only service managers but by all members of service departments, then Packard service will have accomplished the purposes for which it has been organized—to serve Packard owners well, and in so doing, to be profitable.

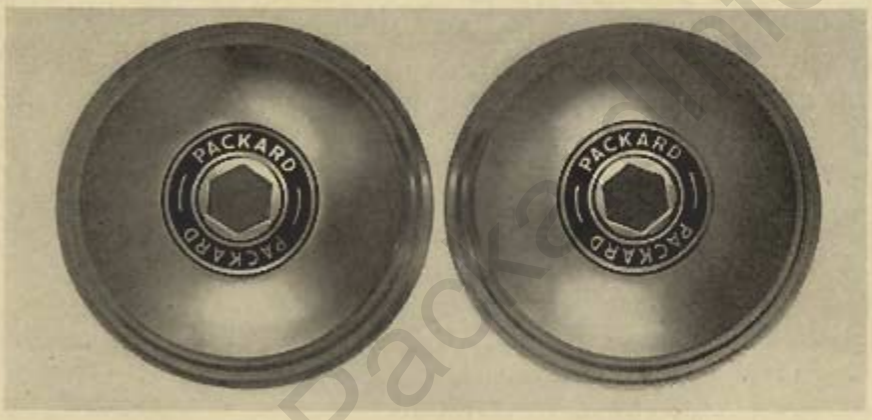
Time and Trouble Saving Tips for Mechanics

from the Technical Service Section

HUB SHELL COVERS

21st Series

Occasionally we hear reports of hub shell covers being lost or thrown off wheels when a car is driven over a fairly deep rut or over objects which suddenly jar the wheels.



2111 2103

In the majority of cases, this condition is the result of the cover not being properly installed or, in other words, not being fully and evenly seated over the five spring steel retaining clips on the wheel.

When the cover is seated properly, the tension of all the spring clips is uniform and tends to pull the cover toward the wheel. However, if the cover is "cocked," more tension is exerted on one side of the cover than on the opposite side. Then, instead of pulling the cover toward the wheel, the clips merely hold the cover in this "cocked" position and a sudden jarring of the wheel may cause the cover to be released.

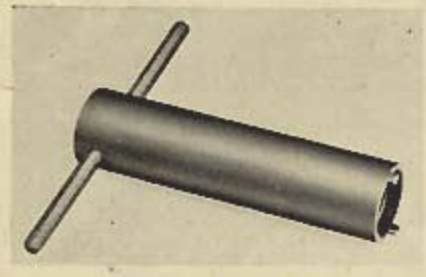
When installing a hub shell cover, the cover first should be centered over the five retaining clips and then pressed on evenly so that all the clips are flexed at the same time. Proper seating can be checked by running a finger around the outer edge of the cover and noting the amount of space between the edge of the cover and the wheel at that point.

Hub shell covers also can be lost if they are not installed on wheels for which they were designed. The accompanying illustrations show the difference between a cover for the 2103 model and one for the 2111 model. Externally, there is no difference. Internally, however, the difference is very pronounced.

As you will note, the bead around the inner shell of the cover for the 2103 is almost flush with the outer edge of the cover, while the bead in the 2111 cover is approximately ½ inch below the outer edge. If the cover for a 2111 were installed on a 2103 wheel, the bead around the inner shell would set on top or just barely pass over the peak of the ramp on the spring clips. A short trip over a "wash-board" road probably would find this cover among the missing. On the other hand, if the 2103 were installed on a 2111 wheel, the cover could be fully seated but would present a poor appearance since the outer edge of the cover would stand out quite a distance from the wheel.

Installing the proper cover properly will save covers.

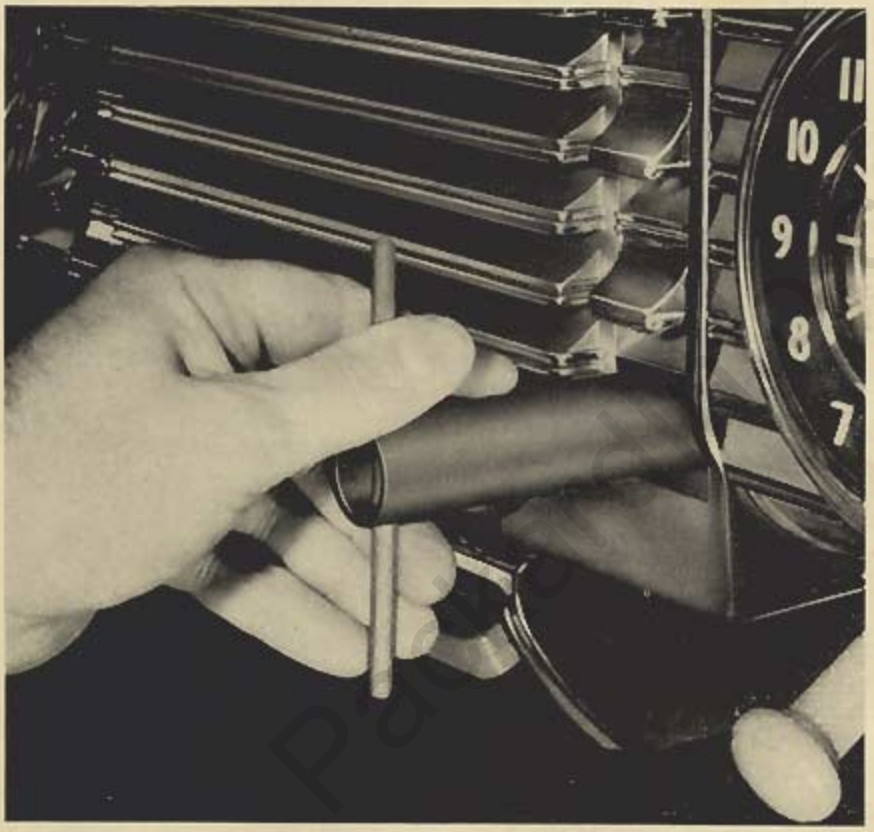
A MAP LIGHT SWITCH WRENCH—All Clippers



In answer to field requests a wrench has been designed for the removal and replacement of the Clipper map light switch.

This wrench may be ordered from the Kent-Moore Organization under catalog No. J-1588, Map Light Switch Nut Wrench. The list price is $1.25.

Since the Factory does not handle tools, orders for this wrench should be sent directly to the Kent-Moore Organization, Inc., 485 W. Milwaukee Avenue, Detroit 2, Michigan.



THE STORAGE BATTERY

The critical shortage of lead has resulted in a nationwide shortage of storage batteries and it is anticipated that this shortage will continue throughout the year. For this reason Dealers should take immediate steps to insure that each of his new car customers will receive full life from his battery.

Checking the regulator settings and battery condition should be made a part of new car fitting and delivery. After delivery to the customer both should again be checked at the time of the 1000 mile inspection.

Many premature battery failures are caused by the batteries being placed in service when not fully charged. If the battery in a new car tests below 1.250 specific gravity, it should be removed and charged at a low rate of charge until the gravity reaches 1.280. Batteries in new cars held in storage or new batteries in stock should be checked frequently and recharged, if necessary, to keep them fully charged.

As a battery is discharged, part of the acid in the electrolyte combines with the material in the plates reducing the specific gravity of the electrolyte. This action permits accurate checking of battery condition by means of a hydrometer.

When testing batteries with a hydrometer, the actual level of the electrolyte in the hydrometer should be used, disregarding the curvature of the liquid where the surface rises against the barrel and the hydrometer float. This curvature is due to surface tension and, if used as the electrolyte level, will give a false reading of battery condition.

The following chart shows the percentage of battery charge at various hydrometer readings.

1.280	100% charged
1.250	75% charged
1.220	50% charged
1.190	25% charged
1.130	Discharged

Most battery manufacturers adjust the acid in their batteries so that the specific gravity readings are accurate only at 80°F. In order to obtain accurate readings at varying temperatures the temperature of the electrolyte should be checked and a correction factor applied.

To figure the actual specific gravity, add .004 for each ten degrees above 80°F and subtract .004 for each ten degrees below 80°F. For example, a battery that reads 1.260 when the electrolyte temperature is 110°F will actually have a specific gravity of 1.272. A

battery with the same reading, 1.260, when the electrolyte temperature is 20°F will have a corrected specific gravity of only 1.236.

When a battery remains undercharged for a long period of time the concentration of acid in the plates causes the formation of a hard dense sulphate in the plates. This hard sulphate cannot be converted back to normal active material again by recharging. Hence, the capacity of the battery cannot be brought back to normal by charging.

When a battery in this condition is subjected to prolong charging or high-rate charging such as experienced on a long trip or a fast charge, the plates may buckle and damage the separators. When one separator is damaged the entire cell will become shorted which in turn will render the battery useless for starting purposes.

The so-called high-rate charger has become popular because of its ability to boost a battery rapidly without removing it from the car. This type of charger is recommended by many battery manufacturers to supplement the constant rate type of slow charger. However, the high-rate charger should not be used for all classes of battery charging.

Batteries that are badly sulphated or new batteries shipped dry for export should not be charged on this type of equipment since the temperature should not exceed 110°F while being charged. A normal battery after having been in use can be safely boosted by a high-rate charger only if the temperature of the electrolyte is kept below 125°F.

The high-rate charger can inflict irreparable damage to a battery if the safeguards provided by the manufacturer are ignored or by-passed by the operator. The manufacturer's instructions should be carefully followed.

TIRE SIZE CHANGE LONG WB. SEDANS

21st Series

Commercial Sales Department Bulletin CS No. 1, "Special 7-Passenger Sedan and Limousine Springs and Tires", dated April 4, 1947, announced that effective March 1, 1947, the seven-passenger sedan and limousine had been lowered ½ inch by changing the tire size from 7:50 x 16 to 7:00 x 16.

Use of the smaller tire reduces step height ½ inch. This does not affect safety as the 7:00 x 16 tire is well within the load limits, which are approved and recommended by the Tire and Rim Association, provided additional tire pressure is used.

Tire pressure of 32 pounds, both front and rear, cold, is recommended for 7:00 x 16 tires used on long wheelbase sedans. This is an increase of two pounds over the pressure recommended for 7:50 x 16 tires.

The change in tire size made a change in speedometer drive ratio necessary to maintain speedometer and odometer accuracy. Correct speedometer pinion numbers for each combination of transmission and tire size will be found in the chart;

16" Tire	*Trans.*	*Pin.Teeth*	*Part No.*
7:50	Od.	17	354976
7:50	Std.	16	367650
7:00	Od.	18	347536
7:00	Std.	17	354976

The Commercial Sales Department Bulletin further pointed out that if a greater reduction in step height is desired, optional front and rear springs may be used. These springs, which are lower, have the same load capacity but a higher rate than the standard springs. Use of the optional springs will reduce step height an additional ½ inch; therefore, when used in conjunction with 7:00 x 16 tires, a full inch reduction from the old step height is effected.

These new low springs will be installed at the Factory without extra charge when specified on the car order. They are also available through the Parts Department for field installation.

Front Spring—395722
Rear Spring—395733

Because of the reduced jounce space and danger of striking through when fully loaded, the new low springs are not recommended for funeral cars, rental cars, or other cars which are usually operated at full load.

SPARK PLUG PART NUMBERS

This table lists complete spark plug part number information. Please note the last three new numbers are for "hot" plugs requested by the Dealers.

AC No.	Champion	Auto-Lite	Models
98031 (78S)	None	394347 (T-11)	116 thru' 845
209704 (45)	311539 (J8)	394348 (A-7)	10th thru' 120B
341227 (104)	373503 (Y-4A)	393582 (P-4)	120C thru' 21st
341279 (47)	None	394350 (A-11)	120-120B
382647 (106)	382648 (Y-6)	394349 (P-6)	120C thru' 21st

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