

SERVICE BULLETIN



* * * "Service is the Creation and Maintenance of Customer Good Will"

No. 131

Issued By The
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For Promotion of Universally Satisfactory Service
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No. 131

PREPARING PASSENGER CARS AND COMMERCIAL VEHICLES FOR DELIVERY

While great care is exercised at the factory to insure the proper operation of the instrument panel, every customer start with the preparation of a new car for delivery.

Maximum customer satisfaction and pride of ownership from the very start are basic essentials of good business. First impressions are usually lasting impressions and in the preparation of the car for delivery the dealer's service department has the first opportunity to sell the customer its ability and thoroughness. There is no more opportune time to clinch the customer's favorable opinion than at the start of the car's service.

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concerning the preparation of new passenger cars for delivery under Form 700 during the past seven months indicate that a few dealers

Report that it is easier to do a good job of it at the start than to spend the time and efforts required after the customer has once become dissatisfied. A great deal of dealer expense often is incurred in trying to undo the harm caused by the failure to take care of minor items in the beginning. The customer has purchased a new car and is entitled to have it perform with a minimum of trouble and inconvenience.

When the customer gets off to a good start he is relieved of the necessity of making numerous trips to the service department to have this or that condition corrected. It is the trivial things that dampen his enthusiasm for the product and create a feeling of skepticism about the dealer's service.

It is much less expensive to service cars right from the start than to spend the time and efforts required after the customer has once become dissatisfied. A great deal of dealer expense often is incurred in trying to undo the harm caused by the failure to take care of minor items in the beginning. The customer has purchased a new car and is entitled to have it perform with a minimum of trouble and inconvenience.

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STUDEBAKER SERVICE BULLETIN

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PREPARING PASSENGER CARS AND COMMERCIAL VEHICLES FOR DELIVERY

While great care is exercised at the factory to insure proper operation of the instruments and controls, to make sure that each part is properly fitted or adjusted and that each bolt, nut, and coupling is properly anchored, new parts do not always operate freely and retain their original adjustment. These facts, together with derangements which may occur in shipping or storage make thorough inspection and servicing of each new car before delivery vitally important.

Every dealer's service obligations to the customer start with the preparation of a new car for delivery.

Maximum customer satisfaction and pride of ownership from the very start are basic essentials of good business. First impressions are usually lasting impressions and in the preparation of the car for delivery the dealer's service department has the first opportunity to sell the customer on its ability and thoroughness. There is no more opportune time to clinch the customer's favorable opinion of the product he has bought and of the people with whom he is doing business than in the initial servicing of the car. The customer may not know of the painstaking effort put forth, but he immediately notices slighted operations.

When the customer gets off to a good start he is relieved of the necessity of making numerous trips to the service department to have this or that condition corrected. It is the trivial things that dampen his enthusiasm for the product and create a feeling of skepticism about the dealer's service.

It is much less expensive to service cars right and easier to do a good job of it at the start than to spend the time and efforts required after the customer has once become dissatisfied. A great deal of dealer expense often is incurred in trying to undo the harm caused by the failure to take care of minor items in the beginning. The customer has purchased a new car and is entitled to have it perform with a minimum of trouble and inconvenience.

Inspection routines and inspection cards have always been an integral part of the production of the car. With proper supervision it is the most efficient way to handle this type of work. Once firmly established, a routine procedure will eliminate the possibility of overlooking any item.

Reports received at South Bend from dealers concerning the preparation of new passenger cars for delivery under Form 700 during the past several months indicate that a few dealers are needlessly permitting labor costs on this operation to get out of hand. High costs may be attributable to the service man being overly conscientious or, low costs, to a failure to follow closely enough factory instructions. Occasionally, we also find that expenses are charged to the account that should be charged elsewhere.

To establish what might be a reasonable average time required for the performance, under normal conditions, of all work called for by Form 700, the Preparing Passenger Car for Delivery Report, an actual shop test was recently made. The procedure used was designed to adequately cover every phase of inspection and preparation necessary to insure the car being in 100% satisfactory operating condition upon delivery to the retail customer.

By test, the operation was completed according to this procedure in 2.4 hours, with the exception of 1.1 hours for washing the car and cleaning the windows. The final cleaning of the car was done with a light polish, since our laboratories do not recommend that wax be used when the enamel finish is new. This brings the total average time required for the performance of the complete job to 3.5 hours.

To be sure that the time established in the test was adequate, study was further extended on a comparative basis for the purpose of determining whether or not this test was fully representative of average operations.

Dealers, therefore, when finding any marked variance from this figure in the time required by their shops to perform preparation for delivery operations should immediately make an analysis, using the procedure outlined, to determine where time losses are occurring or unneeded operations are performed.

For example, in the testing of front end adjustments, failure to place the equipment or the car on a true level and the resulting inaccuracy of

measurements made, frequently will be found to be responsible for an excessive number of cases showing need for adjustment. Care should be taken that all testing equipment functions with the proper accuracy and to ascertain whether mechanics are using them properly, or the dealer may pay for corrections on cars received in perfect adjustment and deliver them improperly adjusted.

A further source of lost effort and unnecessary expense is the custom to continue doing certain types of work not covered by Form 700 which at some time in the past may have been found necessary on a few cars. This type of waste can be traced to lack of supervision.

The procedure detailed below is one which we consider adequate to insure the work being done thoroughly and quickly. It will be noted that lubrication operations have been co-ordinated with those of inspection and adjustment. Form 700 is segregated into sections since it is intended only as a report on the progress of the operations for the recording of inspection results. To attempt the detailing of steps of the complete procedure on the card would make it impossible to retain a convenient sized report form.

The recommended procedure is detailed below. For convenience in computing your costs on the basis of the hourly rate paid your mechanics, time is shown in hours and hundredths of an hour.

CHASSIS

1. Assemble tools. Inflate left front tire and tighten wheel disc to hub nuts. Remove hub caps.
2. Repeat No. 1 on right front, right rear wheel and left rear wheel, leaving front hub caps and front hub covers off, but reinstalling the rear hub covers.
3. Hoist car front and rear with wheels free and pointing straight ahead. Check cam lever lugs for being on the high spot of the cam.
4. Check toe-in.
5. Remove left front wheel and check wheel bearings for lubrication.
6. Inspect brake pipe connection at backing plate and at Tee. Lubricate left knuckle pin bearings, knuckle cross pin bearings, left end of center reach rod and both ends of left reach rod and left spring pin.
7. Inspect brake shoes. Install wheel, adjust wheel bearings. Install new cotter pin. Install hub cap and hub cover.
8. Adjust and tighten front bumper. Tighten front spring plate bolts (Commander and President) and front spring U-bolt nuts.
9. Repeat steps 6 and 7 on right front wheel. In addition, lubricate auxiliary arm bearing.
10. Remove transmission oil level plug and inspect the transmission oil level, add oil if necessary. Install plug.
11. Lubricate clutch release shaft and clutch operating shaft.
12. Lubricate clevis pin at rear end of front parking brake cable.
13. Check for oil leaks at rear end of transmission and at rear end of oil pan. Tighten oil pan screws.
NOTE: In order to tighten the oil pan screws, it is necessary to remove the engine front pan.
14. Check for brake fluid leaks at the master cylinder, hill-holder and stop lamp switch.
15. Drain engine oil and install oil pan plug.
16. Lubricate right rear parking brake cable connections (Champion).
17. Tighten right rear spring U-bolts. In this operation the lock nuts (Commander and President) are loosened and the adjusting nuts are tightened. Then the lock nuts are retightened. Check for brake fluid leaks at right rear backing plate connections.
18. Check for oil leaks at the front of the rear axle housing. Check for oil leaks at the rear of the transmission case.
19. Lubricate right rear axle shaft bearing.
20. Adjust and tighten rear bumper.
21. Remove rear axle oil level plug and check oil level, add oil as required.
22. Check for brake fluid leaks at rear pipe connections; at the backing plate; at rear axle housing tee; at the rubber coupling from brake line to axle housing; and check the condition of the pipe which runs from left to right and is fastened at four points on the axle housing.

23. Repeat steps 16, 17 and 19 on left rear wheel.
24. Check for gasoline leakage at gasoline tank and pipe. Adjust clutch pedal clearance.
25. Lower car and check brake fluid level at master cylinder.

TIME — 1.15 hours.

ENGINE

1. Raise hood. Check and adjust hood lock.
2. Install engine oil to proper level. Check adjustment of gearshift rods with gauge.
3. Lubricate steering post gear selector box. Replace cover.
4. Lubricate steering gear.
5. Lubricate starter and generator.
6. Check and fill battery. Check connections.
7. Adjust fan belt. Lubricate water pump and fan.
8. Attach timing light. Check and adjust timing. (Set octane selector.) Check modifier. Adjust carburetor idle. Lubricate throttle and choke linkage. Fill cooling system.

TIME — .55 hour.

BODY

1. Check all door locks and hinges. Check all window regulators and door handles. Test the keys in all the locks. Check the front seat control.
2. Test all the lamps. Check the head lamp beams. Arrange the tools in the tool tray and check inflation of tire. Tighten the spare wheel to the carrier.

TIME — .25 hour.

ROAD TEST

1. Check all instruments for proper operation.
2. Check windshield wipers. Check all accessories. Check the starter operation.
3. Check the shifting action in all gears.
4. Check the clutch action.
5. Check the service and parking brakes and the hill-holder adjustment.
6. Check the operation of the transmission free wheeling unit and the overdrive parts.
7. Check the operation of steering gear.
8. Check for squeaks and rattles.

9. Check acceleration and general performance of engine.
10. Make any adjustments indicated during road test as being necessary.

TIME — .13 hour.

CLEANING

1. Lay all the mats or carpets and clean the inside of the car, windows, floors and upholstering.

TIME — .32 hour.

2. Wash the car.

TIME — 1.1 hours.

The procedure shown is not applicable in its entirety to commercial cars, but it must be granted that the same basic principles, the same dealer service obligation, and the same customer relations apply just as completely and importantly to the commercial vehicle as to the passenger car. The required time for preparing commercial vehicles for delivery will be found in virtually all cases to coincide with that determined by the test.

Because of the importance attached to the new commercial vehicle inspection, Form No. 709 has been improved and the form number changed to Form H-350. Ever since they were put into use on February 19, 1941 one of these forms has been placed in the package compartment of each new commercial car.

When all the items are checked and the work is completed the form should be filled in with the repair order and car serial numbers. It should then be signed and attached to the car attesting that it is ready for delivery. Upon delivery to the customer the form pertaining to the preparation should be retained as a permanent record in the customer's service file.

The addition of the return post card is an innovation that we believe will prove beneficial in many ways. It contains information which we wish to keep on file as a delivery and history record of each commercial car sold. The post card should be filled in and mailed to us promptly to facilitate prompt handling of correspondence or parts orders. It is to the interest of all commercial car dealers that we have this information, for it will save time and inconvenience for dealers and for us. Dealers should take advantage of the space provided on the post card for remarks about any special circumstances relating to the use of the car.