

Studebaker SERVICE BULLETIN

JUNE

NO. 204



1948

MAKE TOURING SERVICE CUSTOMERS STUDEBAKER SERVICE BOOSTERS

The Visiting Owner service campaign is under way! And tourists are already on the move in ever-increasing numbers.

Is your "Welcome Visiting Owner" poster placed conspicuously, where its friendly message will greet every customer who enters your service department?

Are you prepared--through friendly, careful, and thorough handling of their car service requirements--to make all these visitors still more enthusiastic boosters for Studebaker service?

It is one of the ABC's of this business that, if the customer likes you for your courtesty, your friendliness, and your considerate treatment of him and his problems, he will also tend to have confidence in your work. He wants to be satisfied with what you have done for him.

All of us also know that the impression which the people in any one Studebaker dealership make on a touring customer has a great deal to do with the impression that customer has of the entire Studebaker organization; and we know that the total of these impressions has a profound effect on his good will toward all Studebaker dealers--hence, on the willingness of the touring motorists of your community to continue purchasing Studebaker products from you.

Of course, all this simply adds up to the everyday application of the Golden Rule: Do unto other dealers' customers as you would have those other dealers do unto your customers.

Here are some of the things that help most in making a booster of every service customer who leaves your shop, whether a tourist or a local resident:

Welcome him -- and mean it.

Give his car extra careful diagnosis -- to save him the possibility of later delay, inconvenience and unnecessary expense.

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Check completed work carefully before accepting the customer's money.

Because he is from another part of the country, and on a pleasure trip, make your service to him as prompt as is consistent with good work -- put in overtime on his car, if necessary, but explain in advance any higher costs that may be involved.

Handle all warranty questions fairly, tactfully, and cheerfully.

Keep promises and grant small favors -- courteously and thoughtfully.

Perform service policy adjustments and inspections for tourists at fair prices and with clear, friendly understanding as to payment.

Maintain spotlessly clean and properly supplied rest rooms for tourist customers.

SERVICE FLEET ACCOUNTS FOR EXTRA SERVICE DOLLARS

The preceding article discussed the Visiting Owner campaign and the opportunity for earning service profit and good will for all Studebaker dealers through the courteous and friendly treatment of tourists who visit your service department.

While tourists depend upon their cars for vacation travel, there are many thousands of other traveling drivers who are potential year-around service customers of Studebaker dealerships. These include the traveling representatives of the national account and fleet car owners. They travel not for pleasure, but for their living. The efficient operation of their Studebakers is vitally important to them and they are especially conscious of the value of accurate, dependable, quick service.

Whenever a fleet account chooses Studebaker as the car for its traveling personnel, it represents a belief, after careful study of all makes of cars, that Studebaker is the best car to deliver economic operation. It is to the advantage of every Studebaker dealer to maintain this favorable opinion of Studebaker by giving prompt service to all fleet cars. The drivers of these fleet cars and trucks are usually instructed to have their vehicles checked periodically. If they find Studebaker service satisfactory, they continue to patronize Studebaker service departments.

A careful and thorough inspection every time a fleet car is in the shop, usually referred to as preventive service maintenance, will help to forestall future delays and keep maintenance expense at a minimum.

Since Studebaker dealers can offer fleet operators the following service advantages, they have a selling combination that is hard to beat:

1. Factory trained mechanics;
2. Factory approved tools and equipment;
3. Factory recommended service methods and service procedures suggested by means of Service Bulletins, letters, and other publications;
4. Preferential users discount on parts.

There are two benefits to the dealer who gets and keeps a good volume of fleet service. One benefit is the revenue he earns from the plus sales of service labor, parts, and accessories, and the other is the opportunity to sell additional fleet vehicles later on, when the performance, ease of handling, and economy which result from adequate and competent service are reflected back to the driver's home office. It is doubly important, therefore, that Studebaker dealers be on the alert to

render proper service to the driver of a national account or fleet car or truck.

People notice the advertising signs on fleet vehicles and associate their use by commercial firms with their ability to render good, economical service. A prospective buyer might be influenced to some extent by an awareness that Studebaker cars and trucks seem to be popular in fleet operations. This usage has a national value which benefits every Studebaker dealer.

ORDER DATA FOR COMMANDER TYPE STRIPPED ENGINE ASSEMBLIES

Please record this article on p. 91 of 1947 Shop Manual.

Model 14A Commander stripped engines will, hereafter, be shipped on orders for stripped engines for older model Commander vehicles, subject to conditions outlined below.

Orders Covering Model 14A Commander Cars and Orders Covering M16 Trucks (Left Hand Control) Containing Engine Nos. before 3M-13510, Should Specify 14A Stripped Engine No. 521915.

The following parts, which were formerly included as part of the stripped engine assembly, are no longer shipped with the new assembly. It will be necessary to remove these parts from the replaced assembly and install them on the new assembly.

Qty.	Part No.	Parts Removed
1	518079	Engine Rear Support Plate
5	#1-0612	Engine Rear Support Plate Screw
5	#381-06	Engine Rear Support Plate Screw Lock Washer
1	510091	Generator Adjusting Arm
1	510092	Generator Adjusting Arm Spacer
1	#1-0520	Generator Adjusting Arm to Cylinder Screw
1	#380-05	Generator Adjusting Arm to Cylinder Screw Lock Washer

Orders Covering Commander Models 7A through 12A Inclusive and Orders Covering Left Hand Control M16 Trucks Containing Engine Nos. after 3M-13510, should Specify 14A Stripped Engine Assembly No. 523310.

This is the same as Stripped Engine Assembly No. 521915 except that one Part No. 676241 Oil Pump Assembly and one Part No. 523304 Generator Support Bracket are used in place of those shown for No. 521915. In addition, an Engine Information Plate No. 523308 is attached to the upper front left hand side of the cylinder block with two 656-#4-4 drive screws. This plate, which is attached, should not be removed during the life of the engine. It reads as follows:

DO NOT REMOVE THIS PLATE
All internal parts of this engine
(Part No. 523310) are Model 14A.
Order replacements from special
section of 14A parts list.

Dealers will use their old parts for the engine rear support plate and for the truck front engine mounts. In addition, the No. 523304 Generator Support Bracket has slotted holes which permit its movement back and forth 1/4". For all M Series trucks with engine numbers under 3M-13510 and Commander models 7A and 8A, it should be placed 1/4" nearer the front of the block or slid forward as far as the slotted holes will permit.

Truck Models K15, K15B, K15M J15, J15B, and J15M

Another new stripped engine, No. 523314, has been released which is the same as No. 523310 except that No. 638482 Crankshaft Fan Drive Pulley Assembly is used in place of the one released for No. 523310 and an Information Plate carrying Part No. 523309 is attached. This plate should not be removed during the life of the engine.

Engine information plates are being used on both of the new stripped engine assemblies to avoid confusion when parts are ordered for these engines and should not be removed.

Summary of New Stripped Engine Part Numbers by Model

Model	Old Stripped Engine	New Stripped Engine
7A	197988	523310
8A	197988	523310
9A	197988	523310
10A	197988	523310
11A	199820	523310
12A	199820	523310
14A	521915	521915
15A	--	523844
M16-LHC (before Engine No. 3M-13510)	199820	523310
M16-RHC (before Engine No. 3M-13510)	199820	523310
M16-LHC (after Engine No. 3M-13510)	675050	521915
M16-RHC (after Engine No. 3M-13510)	676214	523310
K15-K15M-K15B	664015	523311
J15-J15M-J15B (after Engine No. 1T-21,001)	664015	523311
K10	663998	523310

Note.- Export Dealers see Letter CP-19 dated April 1, 1948.

CHASSIS SPRING LUBRICATION - 7G, 15A

Please record on p. 140 of 1947 Shop Manual.

Lubrication of the chassis springs on 7G Champion and 15A Commander has been facilitated by the incorporation of lubrication fittings on the metal spring covers. There are two 90° fittings on the top of the front spring cover and one 180° fitting on the under side of each rear spring cover.

In early production of the 7G and late production 14A models, however, some cars were produced without fittings on the front spring and some without fittings on the rear springs. These are listed herewith:

7G - Front spring without fittings, from Serial No. 314952 to 315330, inclusive.

Rear spring without fittings, from Serial No. 314761 to 315308, inclusive.

Rear spring without fittings (coupe only), from Serial No. 314501 to 315786 inclusive.

14AY - Fittings on front spring from Serial No. 4285797 to end of production, inclusive.

14A - W-Y-F-C-S - Fittings on rear springs from Serial No. 4286399 to end of production, inclusive.

On cars before these serial numbers, the new cover assemblies can be used but the grease fitting should be removed after each lubrication because of an interference which is possible between the grease fitting and the front crossmember. Cars after the above serial numbers have a special clearance hole drilled in the crossmember.

In lubricating these cars, if it is noticed that the fittings have been knocked off, this is doubtless the result of an interference which probably would cause a repetition if the fittings are reinstalled. Therefore, the following procedure is suggested: Fittings should be provided in the lubrication lift for use as required in lubricating these springs. After lubrication the fittings should be removed and retained for use again. The hole occupied by the fitting should be securely taped to prevent lubricant loss or the entry of dirt beneath the spring cover. If it is found impracticable to install fittings temporarily during the lubrication of the spring, the Lubroclamp method can be used and the operator should be particularly careful to see that any holes left by knocked-off fittings are completely taped before releasing the car to the owner.

The following parts cover installation or replacement of spring and cover assemblies or spring covers with lubrication fittings:

Part No.	Model No. & Body Symbol	Part Name
523775	6G-7G-All	Front spring & covers assembly (15X5.50)
523812	6G-7G-All	Front spring cover assembly comp. (15X5.50)
523776	6G-7G-All	Front spring & covers assembly (15X6.00)
523813	6G-7G-All	Front spring cover assembly comp. (15X6.00)

Part No.	Model No. & Body Symbol	Part Name
734-04	6G-7G-14A-15A	Front spring cover grease nipple
523781	6G-7G-W-F-C-S	Rear spring & covers assembly
523782	6G-7G-Q	Rear spring & covers assembly
523806	6G-7G-A11	Rear spring cover assembly-complete
713-04	6G-7G-A11	Rear spring cover grease nipple
523783	6G-7G-A11	Rear spring and covers assembly-export
523807	6G-7G-A11	Rear spring cover assembly-export
523811	6G-7G-A11	Rear spring cover assembly-extra leaf eq'p't.
523810	14A-15A-A11	Rear spring cover assembly-extra leaf eq'p't.
523791	14A-15A-S	Front spring & covers assembly
523792	14A-15A-W-F-C-Q-Y	Front spring & covers assembly
523814	14A-15A-W-F-C-Q-Y	Front spring cover assembly-complete
523815	14A-15A-S	Front spring cover assembly-complete
523798	14A-15A-Q	Rear spring & covers assembly
523797	14A-15A-W-F-C-S-Y	Rear spring & covers assembly
523808	14A-15A-A11	Rear spring cover assembly-complete
523801	14A-15A-A11	Rear spring & covers assembly-export
523809	14A-15A-A11	Rear spring cover assembly-export

Chassis springs should be lubricated every 5000 miles (8046 km.) with special graphite spring lubricant. Springs equipped with lubrication fittings can be conveniently lubricated at the regular 1000 mile (1609 km.) period.

On springs from which the lubricant fittings must be removed after each use, it is suggested that the hole be covered with masking tape to prevent entrance of water or dirt inside the cover as well as to prevent possibility of lubricant leakage between lubrication periods.

WATER LEAKS IN LAND CRUISER DOOR WINDOWS AND VENTILATORS

Please record on p. 18 of 1947 Shop Manual.

Water leaks originating at the front or rear door windows, window ventilators, or weather-seals of 1947-1948 Land Cruiser models may be corrected by one of the following procedures:

1. Determine by spraying water over all

parts of the door glasses where the water enters the car.

2. *Leak at window and ventilator junction.* If the water enters the interior of the car between the door window and the window ventilator, adjust the window glass to the ventilator opening as explained on page 8 of the 1947 Shop Manual until a watertight seal is obtained.
3. *Leak between glass and rubber weather-seal in vent assembly.* If the water enters the interior of the car between the window glass and the rubber weather-seal, shim out the weatherseal with thin strips of rubber inserted beneath the weatherseal at the points of leakage to obtain a positive closure between the glass and weatherseal. Apply Presstite, Part No. S645 at your parts depot, or other approved sealer around the outside edges of the weatherseal to give a neat appearance.
4. *Water leaks between ventilator assembly and door glass.* If after all adjustments covered in Corrections No. 2 and No. 3 have been made and a leak is still evident, it may be the result of the vent assembly being misaligned at the pivot or the channel filling up with water and overflowing into the car. If this condition is encountered, it will be necessary to replace the garnish moulding, vent, and weatherseal assembly. Using the part numbers listed below, order assemblies from the Parts and Accessories Division in South Bend for either front or rear doors of 14AY or 15AY Land Cruiser models.

Part No.	Part Name
288852X4	Right Front Door Garnish Moulding and Window Ventilator Assembly
288853X4	Left Front Door Garnish Moulding and Window Ventilator Assembly
286460X4	Right Rear Door Garnish Moulding and Window Ventilator Assembly
286461X4	Left Rear Door Garnish Moulding and Window Ventilator Assembly

After installing the new garnish moulding and window ventilator assembly, operation of the door window should be checked for possible need of adjustment or alignment.

FRONT WHEEL CAMBER ADJUSTMENT - 6G, 7G; 14A, 15A

Please record on p. 111 of 1947 Shop Manual.

In cases of operation of 6G or 7G Champion and 14A or 15A Commander models in which the weight distribution of the load carried in the car is abnormally unequal or where the car is generally operated over roads which have unusually high crowns, it is advisable to adjust the camber of the left front wheel $1/2^{\circ}$ greater than that of the right front wheel to compensate for the unequal load distribution or abnormal road crown. This adjustment will contribute toward reduction of tire wear traceable to camber setting in these two types of operation.

This adjustment of the camber of one wheel in excess of that of the other should be made only when the camber of the right front wheel is within specifications of $1/2^{\circ} \pm 1/4^{\circ}$ as published on page 106 of the 1947 Shop Manual.

In other words, adjust the camber of the right front wheel within specifications first; then, if limits permit, adjust camber of the left front wheel $1/2^{\circ}$ greater than the right. For example, if the correct adjustment of the right front wheel results in a camber of $1/4^{\circ}$ (which is within limits) it will be possible to set the camber of the left front wheel $1/2^{\circ}$ greater or at $3/4^{\circ}$.

LIST OF LUBRICANTS APPROVED BY ROSS GEAR AND TOOL COMPANY

Please record on p. 140 of 1947 Shop Manual.

Mailed with this issue of the Service Bulletin is the latest list of lubricants approved for the lubrication of Ross cam and lever steering gears by the Ross Gear and Tool Company of Lafayette, Indiana.

Please file this list for future reference and destroy any previous lists you may have.

COMMANDER ENGINE TURNING PLUG INSTALLATION CORRECTION

Please turn to your copy of Service Bulletin No. 203, p. 4, "Commander Engine Turning Plug," and mark out the last paragraph of the article. Make a marginal reference to the corrected paragraph which follows:

"Install the plug by screwing it into the threaded hole found in the vibration damper nut. When through using the plug, be sure to remove it.

T TRUCK SERVICE Information

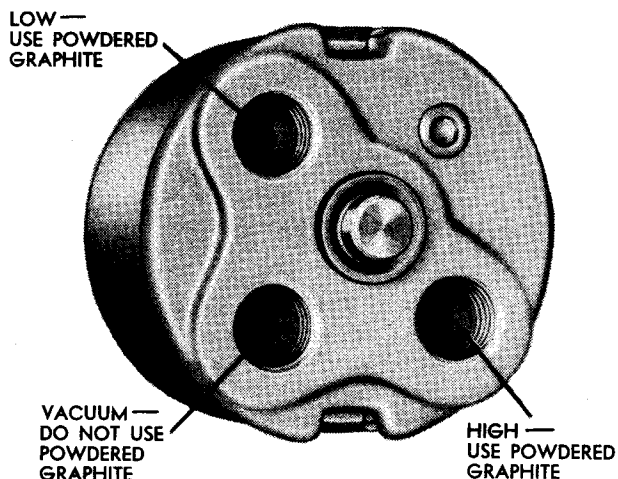


TWO-SPEED REAR AXLE SELECTOR VALVE - M SERIES

Below is a reprint of Truck Service Letter No. 77 which may now be discarded from your files. Please record this article on the goldenrod page entitled REAR AXLE in your M Series Truck Shop Manual.

Should a binding condition be encountered on the selector valve used with the 2-speed rear axle, the following correction can be made:

1. Disconnect the high and low shift pipes from the selector valve on the cowl.
2. Blow powdered graphite into the openings shown in the accompanying photograph. Do not put graphite in the vacuum opening.



3. Turn the selector valve lever back and forth to spread the graphite.

It may be necessary to loosen the selector valve mounting bracket and shift the bracket to secure maximum alignment between the selector valve and the selector lever rod.



UNITOG NOW OFFERS PARTS COAT IN WHITE TWILL

Unitog Manufacturing Co., Kansas City 8, Mo., is offering Studebaker dealers a white herringbone twill parts coat trimmed in navy blue with the authorized Studebaker service emblem attached at no additional cost.

Mailed with this issue of the Service Bulletin is Unitog's latest descriptive folder of their line of service and parts uniforms together with Price List-Order Form No. 417 giving the latest prices effective March 15, 1948. Prices are, of course, subject to change without notice.

Unitog uniforms have been described and other catalogue insert sheets mailed with Service Bulletins Nos. 197 and 188. We shall endeavor to keep dealers up to date on service uniforms as new price lists are issued or whenever style changes are made.

Note.--Unitog's folder for export dealers was mailed with Service Bulletin No. 202.

DEVILBISS COMPLETE PAINT SHOPS

We are mailing with this issue of the Service Bulletin two folders describing Devilbiss complete paint shops and a price list of the various models of spray booths, lights, exhaust fans, spray equipment, and air compressors offered by the Devilbiss company.

Orders for any of the paint shop equipment described in the enclosed folders should be placed directly with your nearest Devilbiss distributor who provides an engineering service to aid dealers in the selection, installation, and use of their equipment.

Note.--Export dealers may order from The Studebaker Export Corporation.

KENT-MOORE OFFERS FLARING TOOL

A double flaring tool, the same as Imperial Brass Manufacturing Company's No. 93FB, is now being offered to the automotive dealers by Kent-Moore under their Tool No. KMO-576 at \$7.35. Orders should be placed directly with Kent-Moore Organization, Detroit.

This tool is used for flaring ends of seamed steel tubing where use of a single flaring tool might tend to spread the seam.

Note.--Export dealers may order from The Studebaker Export Corporation.

NATIONAL SYSTEM OF GARAGE VENTILATION

The accumulation of exhaust gases and paint fumes present dangers to any service department which is not properly equipped to expel them. Exhaust gases, containing deadly carbon monoxide, cause, at their least offensive concentrations, worker fatigue, headaches, loss of time, and general shop inefficiency. If concentrations of exhaust gases are allowed to accumulate, due to poor ventilation of some area in the shop, death may result. The only safe way to combat the dangers of exhaust gases is to prevent them from entering the shop at all. This is done through the use of lead-away tubing to the outside, such as described in the National System of Garage Ventilation folder mailed with this issue of the Service Bulletin.

Paint fumes also present dangers to the health of employees and customers while in the shop. In addition, accumulation of the paint fumes are an explosion hazard unless controlled by some system of expulsion such as is offered by National's paint booth ventilating system.

Orders for National equipment should be placed directly with the manufacturer and the information asked for on page 3 of their folder should accompany any order or inquiry. The address: The National System of Garage Ventilation, Dept. M2, 330 N. Church St., Decatur, Illinois. Prices quoted in the folder are subject to change without notice.

Note.--Export dealers may order from The Studebaker Export Corporation.

UNIVERSAL LUBRICATOR FOR COVERED SPRINGS

A lubricator of 25-pound capacity with a center pump handle for lubricating covered springs is offered in the catalog insert sheet mailed with this issue of the Service Bulletin.

The lubricator is designed for rough usage, but light weight of the unit for portability has been retained. A foot support extends over and beyond the entire bottom to provide a reinforced double bottom and eliminate possibility of tipping the lubricator.

The lubricator is ordered direct from the factory, Universal Lubricating Systems, Inc., 743 Allegheny Avenue, Oakmont, Allegheny County, Pa. Prices depend upon the coupling desired and are as follows: Model 2120-D, 7-foot hose with 45 C Coupler, \$21.44; Model 2120-E, 7-foot hose with Lubriclamp, \$28.05; Model 2120-F, 7-foot hose with 360 Coupler, \$22.80.

NOTE.--Export dealers may order from The Studebaker Export Corporation. Prices are subject to change without notice.

FENDER WANTED FOR '39 PRESIDENT

Dale Schlotfeldt, Newton, Iowa, would like to hear from any Studebaker dealer having for sale a left front fender, Part No. 273403, for a 1939 President (5C) sedan. Mr. Schlotfeldt asks that any dealer wishing to sell this fender wire him collect at Newton, Iowa.

SERVICE EQUIPMENT FOR SALE

Al Mergens Motor Co., 1326-30 Grand Avenue, St. Paul 5, Minnesota, has for sale the following equipment: 1 stroboscope distributor analyzer; 1 front wheel bearing packer; 1 I. B. M. time clock "practically new"; and 1 Porter Ferguson body tool set, discounted \$100.

We are requested to ask that dealers wishing to purchase any of the above items should write to the attention of Mr. Joe Peckman at the address given.

Refresher Questions and Answers

1. Q. Should the distributor points be opened or closed when checking the cam angle of the distributor?
 - A. The cam angle is the rotation of the distributor cam in degrees during which the distributor points are closed.
2. Q. When reassembling the 1941 and 1942 Model carburetor and internal parts of the carburetor, should the linkage be assembled without any lubrication?
 - A. Do not oil the linkage or any internal parts of the carburetor. If it is necessary to clean any of the parts, use crocus cloth, not emery or similar abrasives.
3. Q. When a carburetor is being operated under sustained loads such as hill-climbing, does the vacuum economizer supply extra fuel necessary?
 - A. For sustained loads, such as hill climbing, the vacuum economizer, operated by the change in intake manifold vacuum, supplies the necessary extra fuel.
4. Q. Are the main circuits of the electrical system on the 1947 6G Champion and 14A Commander models protected by circuit breakers? If so, what is their operation?
 - A. Tension circuit breakers are used in the electrical system and are designed to open the electrical circuit intermittently when a short or overload occurs. After a short interval, the breaker will again close to complete the circuit. If, however, the current flow is still excessive, the breaker will continue to open and close the circuit until the trouble is located and corrected.
5. Q. Is the windshield wiper drive cable tension on 1947 and 1948 models adjusted by a cable tensioner?
 - A. For proper adjustment of the cable tensioner, loosen the nut and tap the stud lightly to unseat the lock washer. Doing this permits the tensioner to take up automatically any slack in the cables. Tighten the nut firmly to hold the pulleys in the new position. Each tensioner must be adjusted separately. Be sure that the cables operate without contacting any part of the body, accessories, or wiring system.

