

Studebaker

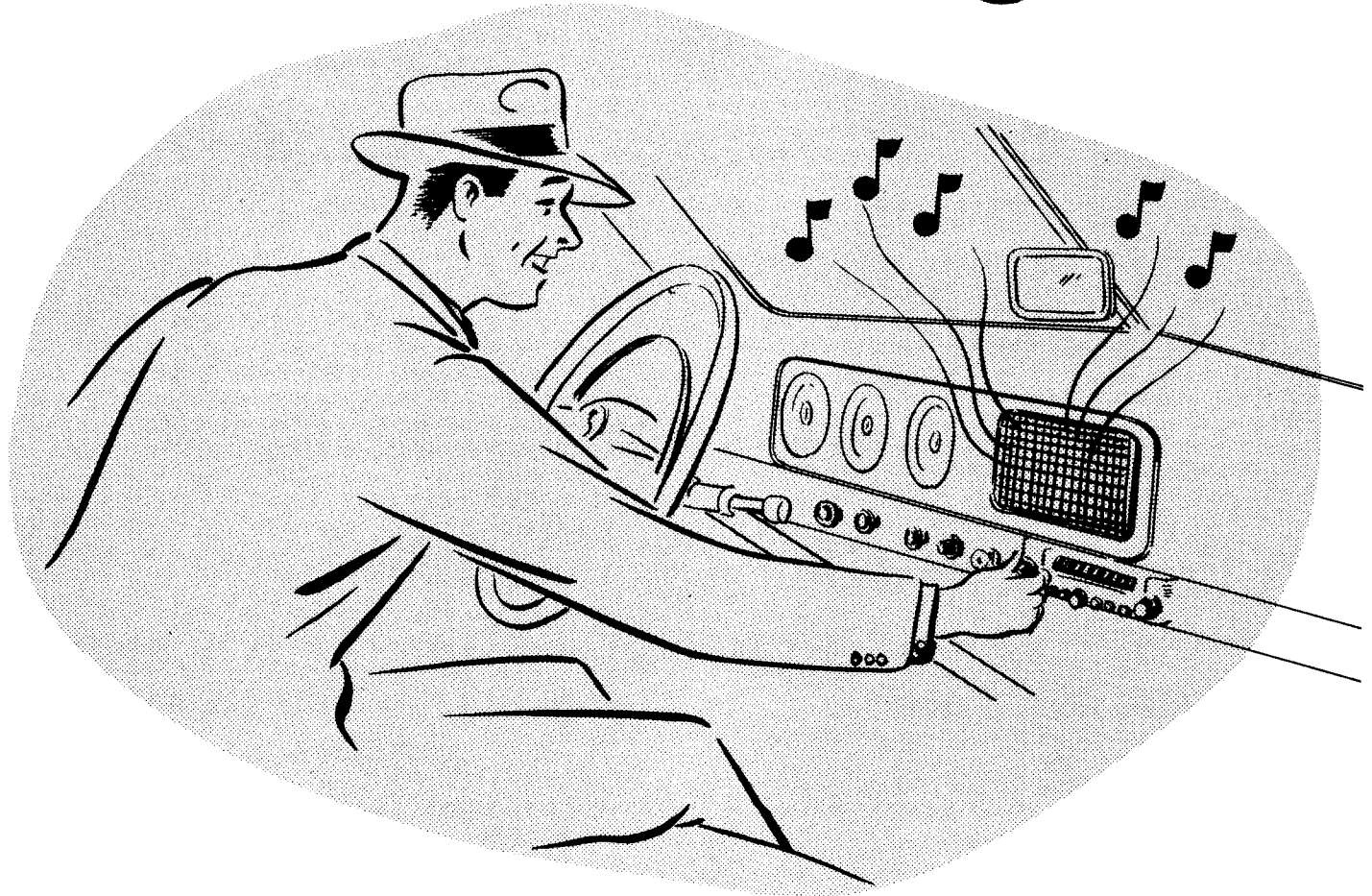
SERVICE BULLETIN

JANUARY

NO. 214



1949



STUDEBAKER-PHILCO RADIO SERVICE GUIDE

This issue of the Service Bulletin is devoted to a discussion of the service responsibilities of the Studebaker dealer and the Philco auto radio service station to owners of Studebaker-Philco car and truck radios.

Studebaker-Philco radios are extremely compact electronic instruments, full of complex circuits, wiring systems, and intricate, specialized parts. It is rare that any serious failure will occur in one of these radios.

As with the car itself, however, certain parts of the radio require some maintenance service. Tubes wear out, vibrators and fuses occasionally require replacement, and antenna rods may get dirty and stick in one position. This kind of service can and should be performed by the Studebaker dealer. More serious troubles should be corrected by the Philco auto radio service station. In such cases, the

Studebaker dealer should take the radio to the Philco station and pick it up when the work is done.

Remember, the Studebaker owner looks to the Studebaker dealer for *all* of his service needs, including those of the car's radio. The owner does not want to be told, even in a nice way, to take his car and its radio to the Philco shop down the street.

Wide-scale surveys by the Philco organization disclose that the biggest cause of radio complaints are (1) misunderstanding of the warranty service procedures, (2) improper installation (including suppression equipment), and (3) internal damage to the radio as a result of rough handling, either in the service or parts departments of the dealer or in transit.

The major causes of complaint about the kind

of service received are (1) failure to bench test radios after repairing them, (2) failure to check antenna operation, and (3) failure to perform first aid checks before sending radios to the Philco station.

The latest issue of the Philco Auto Radio Service Station Directory is being mailed with this issue of the Service Bulletin so that Studebaker dealers can easily determine the nearest source of authorized service for their customers' radios. You are urged to read the explanatory remarks on the first two pages of this Directory.

RADIO INSTALLATION

The concern of the customer with his radio begins the moment he purchases a radio and orders its installation. From that time onward he becomes a potential service customer.



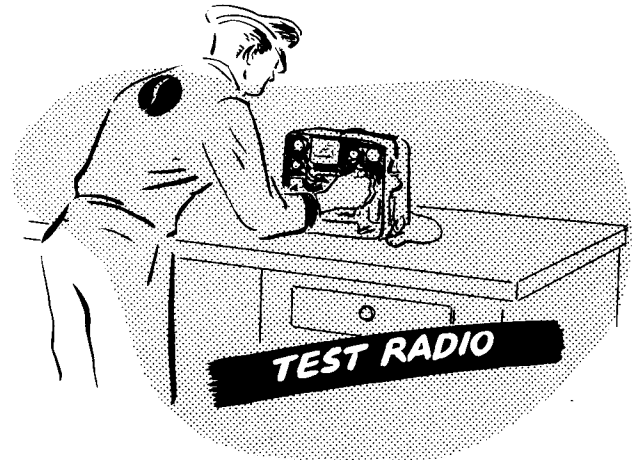
Dealers can save themselves much work on radios in or out of warranty, if they will do these things on every installation: (1) Check and bench test each radio carefully before installation to determine any deficiencies or damage; (2) install it correctly, following the installation instructions in the package exactly; and (3) instruct the owner in its use and the terms of the warranty.

Before Installation

Each radio and antenna should be carefully checked for any visible damage as a result of rough or careless handling, as well as for shortages, as soon as received from the parts department.

The radio should then be bench-tested with an antenna (preferably the same one to be used in the car) according to the following procedure:

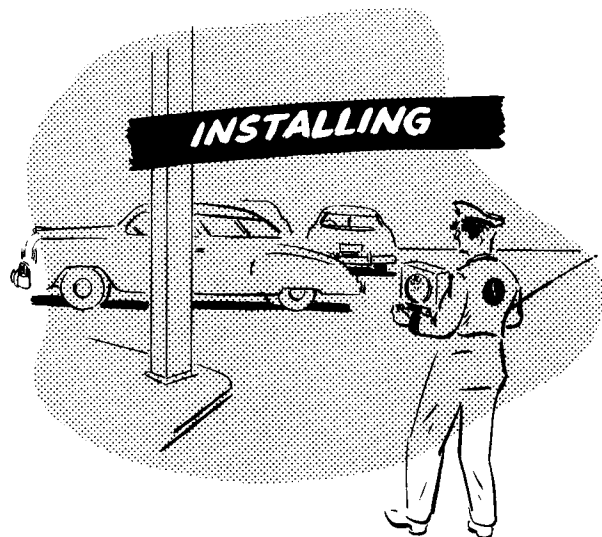
1. Connect antenna to radio, connect radio to current source, and turn it on.
2. Tune in several different stations at various places on the dial.
3. Test volume control for loud and soft



positions.

4. Test tone control for bass and treble variations.
5. Set two or three selector push buttons and test their operation.
6. Test antenna leads for good contact.
7. Test raising and lowering operation of antenna.
8. Let radio play for about 30 minutes on bench before installing in car. It is not necessary to have volume high during this check.

If the bench test proves successful, the radio and antenna should be installed in the car exactly following the installation instructions contained in the package. Be sure that all noise suppression equipment is installed and installed correctly. This is a very important point in owner satisfaction. Be sure any slack in the wire from the left front door pillar post switch to map and dome lights is taken up, so that this wire can be kept at least two inches from the antenna lead.



A check of the installed radio and antenna should now be made. Before starting the engine of the car, turn the ignition key on,

turn on the radio, and tune it to an off-station position, increase volume, and make sure no noises other than program signals are present. Then start and run the engine, accelerate, and make sure no ignition or battery charging system noise is present.

Fill out the warranty registration tag and attach it to the radio.

AFTER INSTALLATION

Instruct the owner in the operation of the radio, showing him the way in which each of the control knobs and push buttons should be used. Explain the operation of the antenna control and also advise him that a sticking antenna can be prevented if a drop of dripless penetrating oil is placed at each antenna joint immediately after each car washing.

Explain to the owner the terms of the warranty given with this radio and urge him to bring his radio to the installing Studebaker dealer for all of its service needs. Explain the purpose of the warranty registration tag attached to the radio so that he will not destroy it prematurely.

SERVICE PROCEDURE

There are two phases of radio service in the Studebaker-Philco relationship. This first phase includes the relationship between the owner of the Studebaker-Philco radio and the Studebaker dealer. The second phase includes the relationship between the Studebaker dealer and the Philco auto radio service station and the work done by the station for the Studebaker dealer.

STUDEBAKER DEALER RADIO SERVICE

All radio service should be handled by the Studebaker dealer for the owner. The owner should never be referred to a Philco or any other auto radio service station for radio repair or service, either in or out of the warranty period.

The Studebaker dealer must make certain checks of the radio in his own service department both before and after it is removed from the car. These are known as the "first aid" checks and will, in most cases, eliminate causes of complaint about the operation of the radio.

First aid kits are available on order through your nearest Studebaker parts depot. Tubes and vibrators in the kits should be checked for efficiency as often as necessary by the Philco service man.

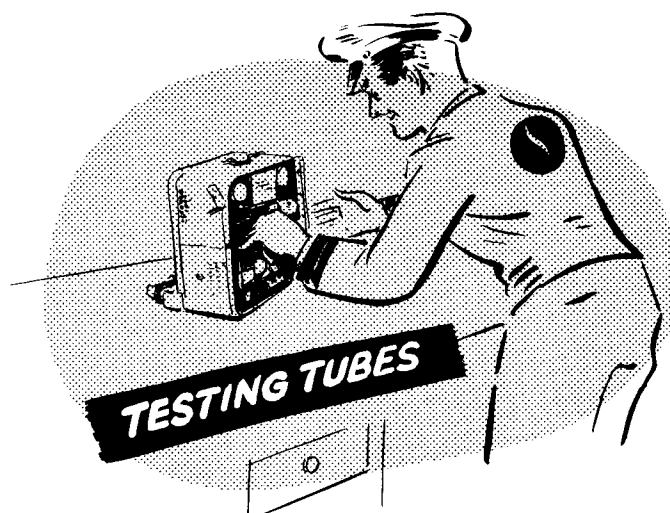
The first aid checks are:

I. With radio in the car:

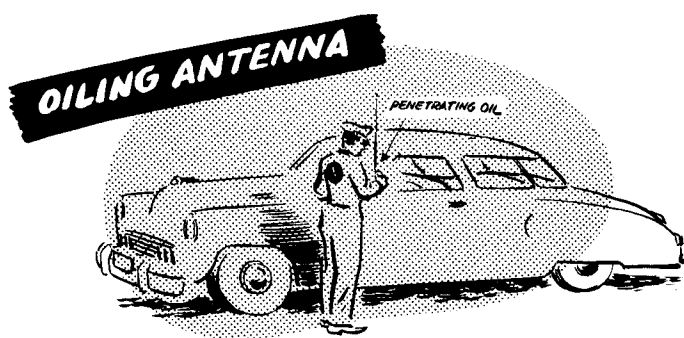
- a. Check the radio fuse in the "A"

power lead by disconnecting the metal fuse housing and inspecting the fuse. Replace with a 14-ampere fuse, if necessary.

- b. Check each point of noise suppression equipment; be sure all suppression equipment is properly installed and all connections are tight and have good grounds. Check for possible interference from the door pillar post switch to map and dome light wire being too close to the antenna lead.



- c. Check the antenna to be sure that all connections are tight and that the lead-in is firmly plugged into the radio. If antenna is in doubt, check with a substitute or new antenna known to be in good condition.



II. With radio out of the car:

- a. Check the radio vibrator by substituting a vibrator known to be in good condition. If a vibrator is required, replace it with a new Philco vibrator. Philco auto radio service stations are authorized to replace to Studebaker dealers without charge defective vibrators from sets serviced during the warranty period.

- b. Check the tubes by replacing them one at a time with pretested Philco tubes of the same type. Allow time for each tube to heat up. Philco auto radio service stations are authorized to replace to Studebaker dealers without charge defective tubes from sets serviced during the warranty period.

If fuses, tubes, or vibrators, or other defective parts are required to restore normal operation to radios out of the warranty period, the customer will, of course, be charged for such parts.



PHILCO AUTO RADIO SERVICE STATION SERVICE

If the first aid checks fail to restore normal operation the Philco auto radio service station should make any further repairs necessary. Either the radio or the car with the radio in it should be taken to the nearest Philco auto radio service station by the Studebaker dealer (not the owner) and should be called for by the Studebaker dealer when the work is done. If the car is taken, Philco will make a nominal charge for removing and re-installing the radio.

In some isolated cases it may be necessary to ship a radio to the Philco service people. In these cases, send it express prepaid to the nearest Philco Auto Radio Distributor (see "Warranty Parts and Service" in the enclosed Philco Auto Radio Service Directory). On radios in warranty, Philco will prepay the return charges. On out-of-warranty radios, the customer should bear such charges.

Philco auto radio service stations require only the warranty registration tag as authority to replace defective parts during the warranty. Should the tag be lost, the Studebaker dealer should write on his letterhead the information contained on the tag and send this letter with the radio or with his claim for defective parts replacement to the Philco auto radio service station.

ANTENNAE

Antennae are warranted and serviced under the same procedures as are the radios, with the single exception of the vacuum-operated antenna, Part No.AC-1824. AC-1824 is warranted by The Studebaker Corporation and any claims relative to this type of antenna should be made in the usual manner on a Studebaker Claims Form (B865) accompanied by return of the antenna properly tagged with the Claim Parts Tag (B866).

NOTE.--Export dealers may submit claims on AC-1824 Antennae on Export Claim Form H891. Do not send antennae to factory until requested to do so.

STUDEBAKER DEALER-PHILCO SERVICE RELATIONSHIP

Careful and satisfactory service of Studebaker-Philco radios must follow the outline given in these pages. To follow those steps, it is clear that there must be considerable contact between the Studebaker dealer and the man in charge of the Philco auto radio service station.

It is important, therefore, that Studebaker dealers make it a point to become personally acquainted with the Philco service man and that the two reach a mutual understanding concerning the service procedures to be followed for radios either in or out of warranty. It is only through friendly cooperation between Studebaker dealers and their local Philco service men that our owners can receive the careful, accurate, prompt, and reasonably-priced service to which they are entitled.

