

HUDSON



- 1920 -

SERVICE DEPARTMENT LETTERS

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DONATED BY
PHIL ROSKIS ESTATE

HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSON CAR

DETROIT, MICH. U.S.A.

March 29, 1920.

TO HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

We wish to call your attention to the adjustment of carburetor regulating sleeve packing glands for both Hudson and Essex cars. This gland is very much the same nature as the one used on the water pump of the Hudson car, which, as you know, usually requires tightening after the first thousand miles or so, the result of wear and the polishing up of the shaft; after this, the pump does not usually require packing for many months. In the case of the carburetor, the same thing holds true, though not in quite the same degree. The packing gland may shrink, or the regulating sleeve may polish up, thereby permitting a certain amount of leakage. This leakage is the cause of poor gasoline economy and may have even more detrimental effects through dilution of oil, thereby causing a rapid accumulation of carbon, burning out bearings or scoring cylinders. It is a most important feature of adjustment.

As the fixed gasoline level in the float chamber is not sufficient to cause over-flow at the regulating sleeve or jet when the engine is idling, there is no possibility of detecting a leaky packing gland through the finding of an unusually lean idling mixture. As you have educated your mechanics and owners to set the mixture regulating lever to the best idling point when the motor is at the correct temperature, you would perhaps expect them to notice a leaky gland. Such, however, is positively not the case. The leakage or excessive flow of gasoline around the outside of sleeve takes place when the throttle is open and when the motor is pulling hard. It is something which must not be taken for granted, but must be actually checked up, repacked and adjusted whenever you find a tendency towards dilution of oil, excessive carbon or poor gasoline economy.

Please see that all your mechanics familiarize themselves with the construction of this particular feature in the carburetor and that they are provided with the proper shop tool for its adjustment. If you have not one of these (carburetor packing nut wrench - S.T.535) we suggest you order the necessary quantity immediately.

Yours very truly,

HUDSON MOTOR CAR COMPANY

Ser-543
S.E.34

Service Department.



HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSON CAR

DETROIT, MICH. U.S.A.

April 23, 1920.

In replying refer to
Department of

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

Nine out of every ten automobile owners are either ignorant or negligent in regard to the oiling of their engine. The frequent cleaning out of a crank case and refilling with new oil is either forgotten or disregarded and yet more than half of the engine overhauls, bearing replacements, scored cylinders, loose pistons, etc. that come to your repair shop are caused by nothing more than oil---or rather---lack of oil. It is one of the most confusing troubles to diagnose; and owners and service men are so prone to disregard its importance that it is seldom a repair job is satisfactorily accounted for --- the car or the engine has to take the blame. You cannot afford to allow this condition to continue.

We shall outline here a few rules for maintenance with special regard to oil. They must be implicitly followed.

1. Engine base must be drained and filled with clean new oil before delivery to buyer.
2. Buyer must be instructed to drain engine base and refill after 500 miles running. You may arrange to do this for him if you so desire -- but it must be done.
3. In winter, oil must be drained every 500 to 700 miles --- and refilled; in summer, every 1,000 miles. Tell your owners not to keep refilling a quart at a time. Better let the oil level get low and drain completely -- then refill.
4. Once every six months or 5,000 miles the oil reservoir must be removed and cleaned; also the inside of the crank case.
5. Do not use a heavy grade of oil, Use light ail in winter and medium light in summer -- unless in very hot climate, Any good standard brand of oil will do if above rules are adhered to.

Yours very truly)

HUDSON MOTOR CAR COMPANY
ESSEX MOTORS

Ser-549

Service Department

PLEASE SEE THAT THIS LETTER REACHES YOUR SERVICE MANAGER OR HEAD MECHANIC IMMEDIATELY



HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSON CAR

DETROIT, MICH. U.S.A.

May 13, 1920.

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

We are now adjusting oil pumps for a minimum stroke of 1/8 inch on Super-Six and 3/32 on Essex. This change in setting has been made because we believe it is better to start a new car with too much oil rather than too little, especially on account of the number of cars driven away from the factory by dealers. After an owner has driven his car for a few weeks, and it is thoroughly run in, you may readjust the oil pump to suit individual requirements thus insuring the fast drivers against starving engines and cutting down the stroke where necessary to accommodate the slow driver.

Yours very truly,

HUDSON MOTOR CAR COMPANY
ESSEX MOTORS

Ser-550
S.E. 41



HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSON CAR

DETROIT, MICH. U.S.A.

August 17, 1920.

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

Effective September 1st 1920 all Distributors and Dealers individually will deal direct with the Bearings Service Company branch in their respective districts on re-placements of Timken, Hyatt & New Departure bearings considered subject to adjustment for any reason.

This arrangement will relieve Distributors from acting as intermediate agents for Dealers and will result in each Distributor or Dealer dealing direct with its own Bearings Service Branch in its own bearing adjustments,

Arrangement has been made with the Bearings Service Company whereby their branches will attend to the matters promptly and get a decision within the earliest time possible.

This specifically covers adjustments to be taken up with direct branches of the Bearings Service Company and has no reference to the authorized distributors of the Bearings Service Company located in other cities and towns. These authorized distributors are simply delegated by the Bearings Service Company to sell bearings outright on demand, and have no authority to make any adjustments or re-placements.

Proper notification is being made by the Bearings Service Company to all its branches in preparation of the proper execution by them of this program.

Yours very truly,

HUDSON MOTOR CAR COMPANY
ESSEX MOTORS

Ser-554
S.E.44



HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSONCAR

DETROIT, MICH. U.S.A.

September 22, 1920.

In replying refer to
Department of

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

In the past it has been our practice to allow credits on pistons and wrist pins as units, taking the visible wear as evidence of the claim made by the party effecting the replacement.

Investigation has shown us that allowances made on thin basis are not conclusive of evidence that the claim for wear or defect is substantiated, and we shall, therefore, discontinue such practice immediately. Hereafter it will be necessary to present these claims for adjustment on the following basis, as far as material is concerned:

1 - Claims for loose pistons in which the factory is charged with having fitted them with incorrect clearance: In all such cases the complete cylinder block must be removed and there must be positive evidence that the pistons in this block are those fitted at the factory. Such pistons must be complete with wrist pins and rings. The correct piston to cylinder clearance allowed in a block that has been out ninety days will be from .0045" to .0055" by feeler gauge running entire length of the piston. Absolutely no credits will be allowed, unless an excess of .0055" feeler gauge clearance can be shown. The width of the feeler should be not less than 3/8". Any evidence of tampering with the pistons will be sufficient reason for our refusing any claim.

2 - Claims for loose wrist pins; In such cases the wrist pin and piston must be shown. Unless there is evidence that the wrist pin is soft, or that the piston pin hole is out of round or badly reamed, and the original workmanship otherwise poor, no credit will be allowed. Lack of oil, causing the wrist pin to cut or wear, will not be recognized as involving responsibility on our part.

3 - Claims for replacement of piston rings will not be allowed unless proof is presented to the effect that the engine from which they are taken has been run at least 1,000 miles. Sufficient time must be allowed for rings to seat themselves, and, since we have no hesitation in stating that we are using the best rings that can be bought and are taking elaborate pains to insure their correct inspection and fitting up, we must insist upon the rings having a fair opportunity to get run in.

4 - Claims for misalignment of connecting rods will not be allowed unless pistons and wrist pin together are presented for claim. There must be sufficient evidence on both piston and wrist pin to show that the side pressures between cylinder wall and piston and between wrist pin and wrist pin bore have been excessive enough to cause scoring or excessive wear.

The above four items are perhaps the foremost important points in adjusting claims for defective factory workmanship on engines. We consider that we have been extremely liberal in the past, and have suffered a great amount of unjust criticism, but have given the dealer's repair shop the benefit of the doubt on account of the fact that the work had already been done and the customer satisfied with the best of intention on the part of the service man. Having satisfied ourselves that such liberal treatment has resulted in altogether too much unnecessary tearing down and overhauling on the part of service stations, we are endeavoring to eliminate it as much as possible, giving everybody concerned sufficient warning to enable them to govern themselves accordingly.

At this time we wish to call your attention to the fact that the majority of the troubles brought to our attention are due to nothing more than under-oiling of new engines. It therefore behooves every service station and new car department to see that all new engines are over-oiled for a sufficient period to insure their being properly "run in." We strongly recommend increasing oil pump strokes on new cars for the first 500 to 1,000 miles, and giving owners and sub-dealers explicit instructions as to the benefits to be derived from such procedure at the time they take delivery of their new cars. Those who have been in the automobile business for any length of time will remember that, not many years ago, it was customary to "run in" and over-oil new cars for the first thousand miles or so. Nowadays, the fear that a spark plug may become fouled, or a little extra carbon may accumulate, has resulted in the present-day automobile mechanic taking exactly the opposite attitude, with the result that new engines are under-oiled during the period in which they are driven the most carefully and the engines are run the more slowly. It is the slow driver that under-oils his engine the most, and as long as a car is driven continually at 25 miles an hour, it is essential that an extra dose of oil be given and that continual over-oiling take place if the motor is to be thoroughly "run in." The reason for this is exactly the same as it was ten years ago. Bearings, cylinder walls, wrist pins, tappet guides, timing gears, etc., are all fresh from the machine, and the increased friction, due to the machining marks upon the surfaces, causes added heat. Additional oil is needed to carry away this added heat, and provide adequate lubrication until such time as the machining marks are effaced and smooth, and glossy wearing surfaces are established. Over-oiling is the one thing that will produce this result and eliminate so-called loose pistons, worn wrist pins and excessive wear due to so-called rod alignment.

We must request that notices to the above effect be placed before all your foremen and mechanics, so that a thorough understanding is established between ourselves and your service stations as to the policy and practice which will govern our guarantee henceforth.

Yours very truly,

HUDSON MOTOR CAR COMPANY.
ESSEX MOTORS



HUDSON MOTOR CAR COMPANY

CABLE ADDRESS
HUDSON CAR

DETROIT, MICH. U.S.A.

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

In the future we will charge \$5.00 for each hand Book that we send to dealers in your territory on your account. Our reason for this is the increased cost of the books to us and also because many dealers fail to return the hand Books to us when their contract expires or is cancelled. We will, of course, refund the above amount when a Books is returned to us.

Yours very truly,

HUDSON MOTOR CAR COMPANY
ESSEX MOTORS

Ser:559
S.E. 49



HUDSON MOTOR CAR COMPANY

DETROIT, MICH. U.S.A.

CABLE ADDRESS
HUDSON CAR

October 23, 1920.

TO ALL HUDSON AND ESSEX DISTRIBUTORS AND DEALERS:

We notice that some of our distributors and dealers are returning new parts stock to the factory without taking the proper steps to get our authorization.

If you have occasion to return any new parts to the factory for credit, before making shipment to us you must first submit an itemized list, showing the quantity, symbol number and description of the parts in full so that we may be in a position to decide whether or not we can use this material.

In a number of cases in the past we have been obliged to refuse certain shipments of new parts from our dealers for the reason that we found ourselves overstocked, and in order to avoid any misunderstanding of this nature in the future it is our desire that you defer making shipments until such time as you receive specific authority from us.

These instructions must be observed when returning such material to us as otherwise we will refuse to accept the parts and will be obliged to return the shipment at your expense.

Yours very truly,

HUDSON MOTOR CAR COMPANY
ESSEX MOTORS

Ser-560
S.E.50

Parts Service.

