

# News & Updates

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## Barker Joins Jasper Motorsports as Crew Chief for 2003.

Robert "Bootie" Barker has been named crew chief for the #77 Jasper Engines & Transmissions Team. Barker assumed his role after serving two full seasons as crew chief for the #23 Bill Davis Racing team and driver Scott Wimmer in the NASCAR Busch Series.

Barker, 31, is a former chassis and shock specialist for the #24 Hendrick Motorsports team for four-time Winston Cup Series champion Jeff Gordon (1999-2000) and for the #22 Bill Davis Racing team and driver Ward Burton (1998-99). He rejoined BDR in fall, 2000 as crew chief for Wimmer, then a recent graduate of the American Speed Association (ASA), and flourished in his first managerial role, guiding Wimmer to four NASCAR Busch Series victories and finishes of 11th and third, respectively, in the NBS standings (2000-2001) with limited sponsorship support. "Every guy in my position wants to compete against the best, and this opportunity to work with the Jasper team and Dave gives me the platform to race against the best every week in the Winston Cup Series," said Barker.

A native of Halifax, Virginia, Barker began his motorsports career working on Late Model Stock Cars for current Busch Series regular Ashton Lewis while still in college. He graduated from Old Dominion University in 1996 with a degree in mechanical engineering. Prior to joining the #22 BDR team in 1998, Barker worked as a chassis specialist for owner Kurt Roehrig in the NASCAR Craftsman Truck Series.

"We're excited about being able to add Bootie to our race team, which we believe made significant strides with

Dave in his first season in our cars," said Doug Bawel, President, Jasper Engines & Transmissions and co-owner of the #77 Jasper Ford. "Barker brings with him great engineering expertise, but has also shown an ability to take his engineering skills and apply them to on-track performance with his drivers. In the past years, his cars helped Scott Wimmer challenge for the NASCAR Busch Series championship and win four of the last eight races of the season. We believe he certainly has the ability to take Jasper Motorsports to the next level."

For the 2003 season, Barker joins Blaney and a #77 Jasper Engines & Transmissions team that was among the most improved NASCAR Winston Cup programs, finishing 19th in the final 2002 WC standings and dramatically improving its consistency in its first season with the former BDR driver. "With his engineering background and what he's shown as a winning Busch Series crew chief over the past two sea-

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**Robert "Bootie" Barker, Crew Chief of the #77 Jasper Engines & Transmissions Ford driven by Dave Blaney.**

## After Hours Auto Repair

In the Chicago suburb of Cicero, you will find After Hours Auto Repair. This full service repair facility, located at 2934 South Laramie, has been open since March, 1987.

After Hours is a family operation owned by Joseph and Edith Bielarz. Their two sons, Jeff and Keith, are the technicians. Together they operate the four service bays within the 7,500 square foot facility.

By far the biggest priority at After Hours Auto Service is their customer service. They strive to respect and understand their customers' needs. "Our customers are our family," says Jeff Bielarz. "When a customer walks into our front office, they will find a glass showcase filled with toys. If the customer has a child with them, we ask the child to pick out a toy to keep at no charge. While the child is busy looking for that special toy, the customer can talk to us about their vehicle problems without being disturbed by the children. By the time we have our information from the customer, the child has decided on the toy they want. And everyone is happy."

Little things mean a lot at After Hours. "If a customer has a tail-light bulb out, a blown fuse, low oil level or needs windshield

washer fluid, we take care of these items free of charge," says Bielarz. "There is no reason to charge a customer for shop supplies on their bills. All this is already included in the price of their repairs. This is why customers that move from our area always come back for service. They know the job will be done right way, and they won't get ripped off, which is their biggest fear."

It's a strategy that has obviously paid off for After Hours. "We have customers that have been coming to us for years," says Bielarz. "And what's even greater is that their teenage children are also driving and bringing their vehicles in for service."

After Hours Auto Service has been a proud user of JASPER quality remanufactured engines and transmissions for the past ten years. "Good product, great warranty, no defects," says Bielarz. We know when we install a JASPER product, we only have to do it once."

Education is also a priority at After Hours in order to keep up with the technological advancements of today's vehicles. Their technicians attend diagnostic seminars at nearby Triton College to further their automotive education.



*After Hours Auto Repair in Cicero, Illinois, is a family-owned full-service repair facility serving Chicago's Western suburbs.*

## A New Deal for a Lasting Seal

By Raymond King, Director of Marketing for Aftermarket Gaskets, Bearings & Seals, Federal-Mogul Corporation



### Raymond King

is Director of Marketing for Aftermarket Gaskets, Bearings & Seals and is responsible for total category product management in the Americas. His responsibility includes the market-leading brands of Fel-Pro Gaskets, National Oil Seals and BCA Bearings. Prior to his current position, Raymond was Product Manager for Fel-Pro Gaskets. He started in the automotive industry as owner and operator of a racing engine machine shop in Chattanooga, TN. Raymond received his BA from Vanderbilt University and his MBA from The University of Memphis.



#2, then Chevrolet and now a select number of Ford teams, including the #77 of Dave Blaney, are relying exclusively on MLS head gaskets from Fel-Pro® to ensure the lock-tight seal required for a trip to the winner's circle.

MLS gaskets, which feature multiple solid layers of heat-treated stainless steel separated by and covered with a very thin rubber coating, first came onto the automotive scene in the late 1980's as a solution to significant casting motion encountered with lighter-weight cylinder heads and engine blocks. Fel-Pro engineers have since perfected and applied this technology to a broad range of late-model replacement applications through the all-new line of Fel-Pro PermaTorque MLS™ head gaskets.

"Every new generation of engine technology presents a new set of sealing challenges," said Fel-Pro Chief Engineer Jerry Rosenquist. "At some point, you cross a threshold where the dynamic forces represented in an engine require a new approach to sealing. A significant number of engines have crossed that threshold, rendering conventional gasket materials and designs inappropriate from a performance and durability perspective."

The dynamic forces cited by Rosenquist include lateral and vertical motion of the cylinder head due to thinner head and block castings, reduced clamping forces, higher operating temperatures and increased

engine output. The result is an extremely challenging sealing environment – one poorly suited to composite or graphite gaskets, regardless of what some gasket manufacturers might claim.

"Composite and graphite gasket technologies are very effective in a large number of OE and replacement applications, but they're simply not capable of withstanding the casting motion encountered in other engines," Rosenquist explained.

Multiply the dynamic forces of a late-model automotive engine by a factor of 10 and you'll understand the sealing environment in a typical NASCAR Winston Cup engine. In fact, until the mid-1980s head gasket failures ranked among the leading durability issues facing NASCAR engine builders. That's when Fel-Pro entered the performance market and developed the first of a series of advanced head gasket designs engineered to seal even the most challenging Cup engines.

"We've literally built our reputation on the racetrack by helping NASCAR teams solve their toughest sealing problems," said Raymond King, marketing director for the Fel-Pro brand. "As a result, we're always the first call when Cup teams and engine OEMs have questions or concerns about engine sealing, and we

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Up until a few years ago, multi-layer-steel (MLS) head gaskets were the exception – a sophisticated solution for the sealing challenges represented in a select number of light-weight yet comparatively high-horsepower engines.

The "exception" has become far more common with the continuing trend toward thinner, lighter block and head castings, increased horsepower per cylinder and reduced clamping loads. In other words, today's engines are becoming a nightmare for traditional head gasket technologies, including those featuring even the most advanced composite and graphite technologies.

The same trend is sweeping the world's most brutal engine battleground — NASCAR Winston Cup racing, where first Dodge, including the Penske Jasper powered cars of Ryan Newman #12 and Rusty Wallace



**Multi-Layer-Steel technology, such as the Fel-Pro PermaTorque™ head gasket is expected to dominate the category in the coming years.**

## On the Technical Side: Troubleshooting from 1980 - 2002

By Eric Bakke - JASPER Customer Service

### Eric Bakke

is a 1980 graduate of Saskatchewan Technical Institute in Moose Jaw, Saskatchewan majoring in automotive



repair. Eric has been in the automotive field for 22 years as a business owner, fleet maintenance supervisor, and an automotive machinist. He has been with JASPER for two years. And Eric is ASE Certified as a Master Engine Specialist, Engine Repair, Automatic Transmission and Transaxles, and Manual Drivetrain and Axles.

As we all know, the automobile field has changed a lot, from the computer control system of the 1980's to the fuel injection on today's cars. We had no scanners to diagnose if the ECM was commanding correct data of if a sensor was operating properly. Today, our technicians have the "Continental" of diagnostic equipment. I can remember working in a dealership in the early 80's and the only tools we had were a dwell meter, and a volt meter to try and diagnose a 'Check Engine' light. We were also required to make the repairs from the shop manual with no formal training. The only training available was from the factory, which was not very often. Today, we have a lot more options in these areas.

Here at JASPER, we stress ASE testing for all our associates, along with more advanced training at the Federal-Mogul Training Center in St. Louis, Missouri; seminars by Allison Transmissions, ATRA transmission seminars and many others. JASPER also offers its customers in-house clinics for driveability and transmission diagnosis. Also, in-plant train-

ing is available for our Customer Service Department associates in areas they feel they could use more training.

Working in the Customer Service Department and dealing with our customers, we work to provide good technical assistance and direction of repair. Our staff includes several college graduates, mechanics, and former factory associates. If our representative cannot answer a product question, the answer can be found on the factory floor. Sometimes these questions can be as simple as product information, warranty coverage, or just technical information regarding a problem a customer is having on a non-JASPER product.

The industry we are dealing with is only going to get more detailed. Our technicians will need more training, more tools and a lot more experience. As the technician matures, he or she will find his resources and experience will benefit himself at his or her shop. One thing to keep in mind, in this day and age of computers, almost all gasoline engines operate on the same principles. We sometimes look over the simple things and jump to the most difficult issues.

#### **Always start with a complaint.**

Was this the same problem the first engine or transmission had? Sometimes, we just need a little more information from the customer on the failure or the symptoms. So always keep in mind, the customer comes first, for you to be a caring technician.

If you use a series of diagnostic aids, you can try to pinpoint the problem. You can record data stream information before a replacement engine or transmission is installed or even a simple tune-up is made. This seems like a little extra effort, but it will benefit the repair in case you are having a 'Check Engine' light or a transmission shift

problem. You can then compare the before and after data to see where the problem lies. It may be a part failure or something you overlooked. As some of you know, if you do not clear the codes in the computer, it can affect the transmission performance. If we have checked the codes previous to the repair, we would know if it was a prior problem. This will save a lot of aggravation and time in the long run.

So what does it take to be a great technician?

**Be A Good Listener** - The technician/service writer needs to be able to listen to the complaint, and if needed, talk one on one with the customer. For years we have taken the complaint information from the service writer or manager, sometimes we need a little more information that can be gained from the end user.

**Patience** - The technician needs to be able to take their time and use their ability and resources to make a good quality repair. Don't confuse activity with accomplishment.

**Experience** - We would all love to have the technician with ten-plus years of experience, and the ability to work on anything from a flathead Ford to the most difficult new car. But such a technician is hard to find. So we are left with training. Even the 10+ year guys can learn, even if they don't always want to admit it.

**Tools** - Experience has told us we need the basic tools, but we also need some other tools to make our lives easier. Tools such as scanners, waveform testers, pressure gauges, and a leakdown tester, to name a few. It always seems to me, as we see new cars in the shop, they require us to purchase new tools. We hope

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# Stump Lewis Wins Truck Challenge for Jasper Motorsports

Bill "Stump" Lewis, transporter driver for the No. 77 Jasper Engines and Transmissions Race Team, won the Final round and Championship of the 2002 International Truck Challenge at Atlanta Motor Speedway.

Lewis, 50, traversed the obstacle course laid out over the high-speed 1.54 mile quad-oval's frontstretch, pit road, and its internal quarter-mile oval, with the best combination of a fast time and precise maneuvering to overcome 22 other entrants.

It was Lewis' second straight individual event victory, as he also won the previous round in July at Chicagoland Speedway.

"It was exciting," said Lewis, who won \$25,000 from International. "The way they had the course laid out, you had to go fast, hit your marks (and) try not to tear anything up."

"It was real fast. In fact, they said I had the rear axle and the trailer off the ground when I threw it into one turn, but it was fun."

Lewis, who has driven for NASCAR teams for seven years with JASPER, said the prize money would come in handy to pay for his daughter's wedding.



**Bill "Stump" Lewis, tractor-trailer driver for the #77 Jasper Engines & Transmissions Race Team poses with his \$25,000 check after winning the 2002 International Truck Challenge.**

ter's wedding.

"This is a pretty big deal for us truck drivers," said Lewis. "The best thing about this is that it gives you bragging rights for a year and I've got them."

"All the transporter drivers are out here together as a group every week, going down the road about 70,000 miles a year to get the cars to the track every week. We all look out for each other

and are pretty close, but there's some serious bragging rights involved as well, just between us."

"We're honored," says Doug Bawel, co-owner of Jasper Motorsports. "Stump and his wife, Cindy, work as a team and are a class act. We've known it for seven years, now the world knows it."

## Oh, The Potential!

### Zach Bawel

is a graduate of Indiana University with a Bachelor of Science degree in



Finance. He joined Jasper Engines & Transmissions in 1987 as a sales representative. Bawel later was named General Sales Manager in 1991 and was named Vice President of Sales in 2001.

While watching the news a few weeks ago, a statement made by the American Automobile Association

reinforced my belief that there are huge opportunities in the automotive repair business.

AAA stated that there are over 4.5 million vehicles on the road today in need of some kind of repair. These repairs may vary in their severity, but the point is that even though cars and trucks are built better today, the motoring public still is in need of quality automotive repair.

With colder winter temperatures upon us, it is more important than ever to point out needed repairs to your customers to avoid further problems or an unexpected vehicle breakdown.

Are you doing a thorough inspection of your customer's vehicle? By performing a thorough inspection, you can educate your

by Zach Bawel, JASPER Vice President of Sales

customer about the repairs their vehicle will need in the future. Your customer can then budget for these future expenses that he or she will incur to have a properly operating vehicle.

Remember, you're the expert. Customers are coming to you to provide the solutions to their transportation problems. By providing quality auto repair and great customer service, your customers will come back to you for those needed repairs in the future.



*(Barker, continued from page 1)*

sons, Bootie was at the top of my list when we knew a change was going to be made with our crew chief position,” said Blaney, who finished third at both Dover and Charlotte in fall, 2000 in BDR Busch Series entries as well as his final WC race for BDR in 2002 at Atlanta (qualified a career-best third, led 16 laps before engine failure) with Barker at the helm.

“He’s worked with a championship level Winston Cup program in an integral position and knows what it takes to build a program that can run at the front and win races. That’s what we were looking for with the #77 Jasper team to help move us ahead even further after last season. We worked together in a few races at BDR and it was easy to see what his potentials were once he got the opportunity to run his own Winston Cup team.

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*(Troubleshooting, continued from page 4)*

manufacturers aren’t in cahoots with the tool companies so we will need to keep buying tools. But if we must, then we must.

**Reliability** - No one likes to reschedule a vehicle to be repaired, thus we technicians must be there.

**Trust** - This goes along with reliability. The technician has to respect the shop and understand he is working with a team, and not as an individual. We also must build trust with the customer. The best way to do that is through great quality work.

We must keep in mind that our customer comes first, whether it’s a warranty issue or just simple service.

*(MLS, continued from page 3)*

specialize in solving problems other brands can’t.”

The Fel-Pro solution for Winston Cup teams is an MLS configuration with four stainless steel layers to allow for lateral and vertical motion without compromising sealing performance. The gasket also includes a welded “stopper” combustion seal and fully embossed secondary seal to ensure leak-free performance at maximum rpms and water temperatures. The gasket’s top and bottom stainless steel layers are coated on both sides with a proprietary semi-cured rubber coating to maximize combustion and fluid sealability.

The gasket’s “active” layers feature precision-engineered, embossed beads at all critical sealing areas. This feature, combined with the full-hard stainless steel material, helps the gasket maintain contact with the head and block and spring back to its proper shape in spite of the brutal pounding it absorbs.

“The multiple layers of steel also help us maximize the gasket’s strength in applications where clamping force is an issue,” Rosenquist said. “Fel-Pro PermaTorque MLS™ gaskets give racing teams and aftermarket engine builders that crucial extra margin of safety.”

Available immediately for more than 30 domestic and import engines, new PermaTorque MLS™ head gaskets are engineered to withstand the increased cylinder pressures, extreme temperatures and constant head-block casting motion encountered in many late-model engines. Conventional gasket materials, including even the most advanced composite and graphite gasket designs, are highly susceptible to premature failure in these operating conditions.

Single-layer composite and graphite gaskets are easily damaged by the scrubbing and/or crushing forces caused by head-block casting motion. The result is the creation of

leak paths for coolant and/or combustion gasses.

“Engine professionals trust Fel-Pro because our products deliver permanent sealing solutions for even the most challenging applications,” King said. “We do that by developing materials and designs that address each engine’s operating environment and by ignoring technologies that aren’t up to the challenge. That’s why Fel-Pro won’t offer composite or graphite gaskets for engine platforms that were equipped with MLS at the OE level or other applications that need MLS to ensure a lock-tight seal.”

Whether it’s a new Winston Cup engine or a passenger car application, MLS technology delivers essentially the same benefits – positive, reliable sealing in spite of casting motion. But while MLS technology is now widely available within the aftermarket, there are significant differences between one brand and another.

From the machinist’s perspective, the most important difference between MLS and composite and/or graphite gaskets is the required deck finish. Whereas a composite gasket might require a 70 to 100 Ra finish, the best replacement MLS gasket needs a finish of 50 to 60 Ra. Many OE-style and aftermarket gaskets actually require a much less forgiving finish – approximately 20 to 30Ra – to ensure leak-free performance, but Federal-Mogul has developed an exclusive semi-cured rubber coating that enables Fel-Pro PermaTorque MLS™ gaskets to seal with finishes up to 60 Ra. (Be sure to use a profilometer with all MLS gasket installations.)

“A finish of 50 to 60 Ra is very do-able in any well-equipped engine shop,” Rosenquist said. “If you’re using a rotary broach, contact your equipment manufacturer for recommendations on achieving a proper finish; you’ll probably have to alter the depth of the cut and feed rate to get it where you need it to be.”



# "Associate Sponsor Spotlight"

*These great companies help us, and we ask you to help them!*



## Trio Provisions

Trio Provisions was established in 1996 when Dan and Hope Ring founded a new provisions company. Dan worked for a local provisions distributor from 1988 until 1996. Initially hired as a sales representative, Dan held positions of increasing responsibility, eventually becoming Territory Manager. In that capacity he was accountable for the sales function and new business development.

The decision to establish Trio was based in part on the Rings' desire to capitalize on Dan's training as a butcher and Hope's flair for customer service.

Located in East Texas, PA. (Allentown, PA./ metropolitan Lehigh Valley area) Trio recognized a need in the market to fuse "meat know how" and people skills.

Philadelphia style cheesesteak meat, chicken cheesesteak meat and hamburger patties are still the core product lines of the business. Over the last 7 years, however, the company has added an impressive array of frozen, refrigerated and grocery products. The offerings include everything from frozen chicken tenders to custom cuts of poultry, french fries to frozen appetizers, portion control pork to fresh hams, and custom cuts of steak to luncheon meats.

Trio Provisions serves the foodservice trade including white tablecloth restaurants, casual dining establishments, pizzerias, institutions and recreational facilities. A retail outlet was established on sight in East Texas in 2000. "Word of Mouth" endorsements for this community based butcher shop have tripled sales since year one. Customers praise the "old fashioned butcher shop" feel, the reasonable prices and friendly service.

Distribution covers the eastern half of Pennsylvania. In addition to Lehigh Valley, the company covers the area from Scranton-Wilkes Barre in the north, to Philadelphia in the south and Harrisburg/Lancaster/York in the central part of the state.

A web site for internet ordering by the general public is in the planning stages and should be operational by the Spring of 2003. New products in development include seasoned chicken patties and pre-marinated steaks.

Trio provisions takes its name from Matthew 7:24. The foundation for our business and the basis of our success are the Father, Son and Holy Spirit. Trio's employee family strives to provide the quality, value and service their customers have come to expect... every day. **For really great food, contact Trio Provisions at (610) 530-1430, or write to P.O. Box 152, East Texas, PA 18046.**

## OFS

OFS is a family-owned corporation located in southern Indiana. They have been manufacturers of quality wood furniture since 1937, and the official office furniture supplier to Jasper Engines & Transmissions the past seven years. The company has built their reputation on furniture of the utmost quality and style, offered to their customers at an incomparable value, and with service that exceeds their customers' expectation. OFS has always been a community oriented company. Their belief is that their customers, employees, the community, and the work environment are at the heart of their business.

OFS is different from most other furniture manufacturers. A private, family-owned company whose history is steeped in the rich furniture making tradition and strong German heritage of southern Indiana. This art of old-world craftsmanship is one OFS has mastered and still adheres to today. It was in the early 1980's that OFS turned their efforts solely to crafting fine office furniture. Today, the company employs over 1200 associates. Their operations include seven manufacturing plants, each specializing in its own range of product to insure quality. OFS also has four support plants supplying raw material to the manufacturing facilities. Together these facilities total 2.1 million square feet and are responsible for millions of dollars in production.

While other manufacturers may claim to have a furniture-making heritage as strong as OFS, few can equal their commitment to customers. Their operating philosophy is "our customer is our business." OFS strives to provide the products customers are looking for products that not only meet but exceed customer expectations for quality and value. And OFS has their own transportation service, guaranteeing on-time, damage-free deliveries.

At OFS, you won't find big company committees waiting for other committees to make a decision about what furniture will be produced this year. What you will find are craftspeople who are dedicated to creating the office furniture you need. Through the years, OFS has 'crafted' our company into a customer-focused team. OFS employees take great pride in producing the finest quality furniture. **OFS . . . For one-of-a-kind quality and service, they are simply a cut above the rest. For world-class office furniture, contact OFS at 1-800-521-5381, or visit their website at [www.ofs.com](http://www.ofs.com).**



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