

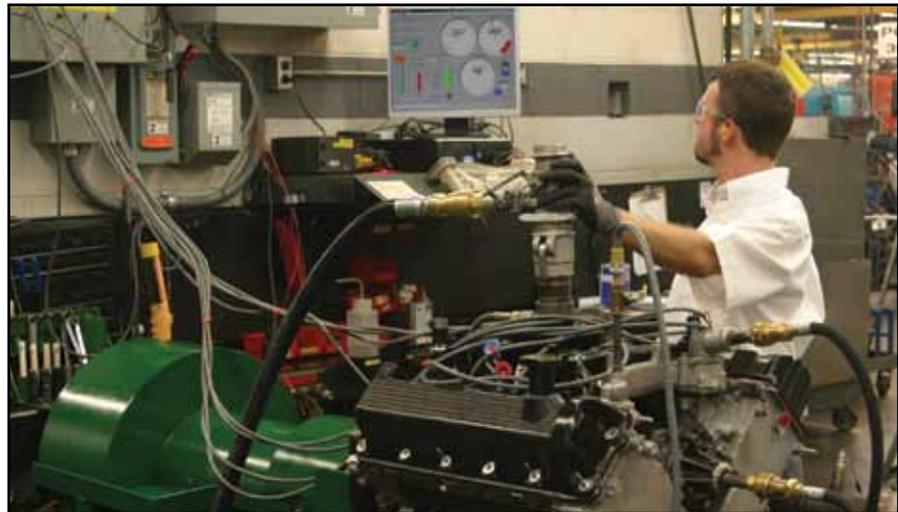
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Published by:
Jasper Engines &
Transmissions
P.O. Box 650
Jasper, IN 47547-0650
Phone: 1-800-827-7455
Fax: 1-812-634-1820
www.jasperengines.com

**Data Acquisition Makes Gas Engine
Live-Run Testing Efficient**



The data acquisition program collects readings on oil temperature, oil pressure, water temperature, vacuum and correct rpm range.

Jasper Engines & Transmissions has incorporated automated data acquisition into its gas engine live-run testing program.

The test stands are being fitted with computers running a JASPER-written automated test program (using software from National Instruments).

While computer-assisted programs have been used to monitor live-run testing in the past, it was the role of the operator to check the gauges and write down the correct numbers. "Our new program is recording the entire time noting any abnormal spikes," says Jacob Adams, JASPER's Engineering Department. "Our operator may be checking for leaks when a spike occurs. It only takes a couple degrees for the values to drastically change."

Once the operator has the test stand ready, the engine is started and run at 1,400 rpm. From the moment the engine starts, the automated data acquisition system monitors

critical readings and takes a data snapshot once engine temperature reaches 145 degrees. This can be from as little as five minutes for small 4-cylinder engines, to as long as 15 minutes for big-block V8s. "The data acquisition program collects readings on oil temperature, oil pressure, water temperature, vacuum and correct rpm range," says Adams. "Once the live-run test is complete, the engine is shut down and the system can acquire compression data."

The automated data acquisition program can shut down an engine during a test should readings exceed pre-determined parameters.

"The system is always watching temperatures and pressures," says Adams. "So if it sees a spike in water temperature, or a loss of oil pressure, it immediately shuts down the engine, reducing potential damage. The program will also alert the operator as to the reason for the engine shutdown."

(continued on back page)

Customer Profile

Alvie's Transmission

Jacksonville, Florida, is the home of this month's Customer Profile - Alvie's Transmission. And that's all they do... transmissions. This JASPER Preferred Installer performs in-house work and installs remanufactured domestic and import transmissions.

Alvie Morris started at the age of 15, when he borrowed \$300 and bought some cores to build in his garage. After finding a talent for building transmissions, Alvie went to work for the local Chevrolet dealership at age 26. During that time, he received his ASE training. In 1985, he partnered with a friend to start their own shop at 7664 North Main Street. The partnership eventually dissolved, and in 1987, Alvie went solo with his business, and moved to its present location at 8019 North Main Street.

Today, Alvie is one of three employees who work at the shop. They operate five service bays in 2,000 square feet. Alvie and his employees learn about the ever-changing transmission landscape through self education, JASPER Technical Clinics and dealer-sponsored classes.

When it comes to using remanufactured products... JASPER is Alvie's choice. Alvie's has been a JASPER installer for over nine years, and has averaged 25 JASPER transmissions per

year the last three years. Needless to say, Alvie likes the product.

"I consider JASPER to be prime rib," says Alvie. "When a customer comes in, I offer a good steak in my rebuilds. But for a little more, that customer can get some good prime rib.

"With that prime rib, they get a three year, nationwide, transferable warranty," added Alvie. "I swap it in and out in half the time without the liability, and make good money. That's a meal that always satisfies."

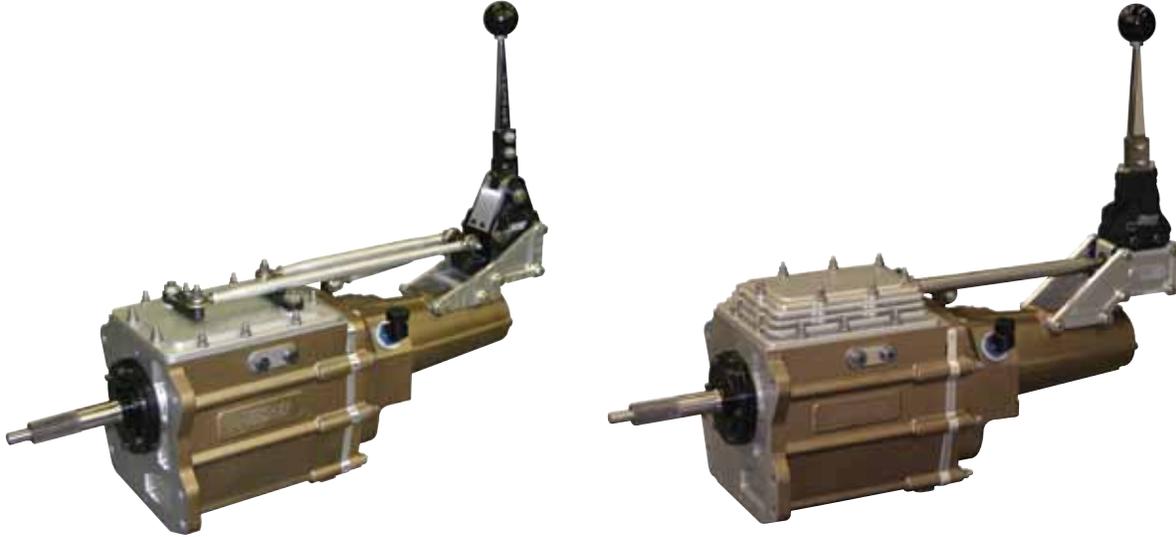
As part of Alvie's business philosophy, he doesn't try to be the cheapest transmission shop. Rather, he wants to be the best quality shop. "Customers are the lifeblood of the business and need to be educated," says Alvie. "Companies that promise a \$600 rebuild and claim they are doing all the updates and using good parts and not standing behind their work, are not helping the customer. I tell them up front that I do transmissions the right way and make them last, and that it's going to cost more than \$600 dollars."

As for the future of Alvie's Transmission, Alvie would like to see the business passed down to his son, Matthew. He hopes the businesses' quality and reputation will stay intact for generations.



Alvie's Transmission in Jacksonville, Florida, is a JASPER Preferred Installer of domestic and import transmissions.

JASPER Ready for 2012 NASCAR Cup Season



The JASPER 4-Speed is available as a Three-Rail (left) or a Single-Rail (right) Transmission.

The 2012 racing season is here. The NASCAR Driveline Division of Jasper Engines & Transmissions looks to build upon the success of 2011 by building transmissions and differentials for some of the top teams in NASCAR.

Sprint Cup Series cars equipped with JASPER products accounted for Ten Wins in 2011, 48 Top-Five finishes and 92 Top-Ten finishes.

“I think it’s due to the fact that we had no failures, no breaks and no one dropped out of a race because of a JASPER product,” says Terry DeKemper, JASPER NASCAR Driveline Manager. “When you don’t have problems, Ten wins and 92 Top Tens, our performance speaks for itself.”

Joe Gibbs Racing drivers Denny Hamlin, Kyle Busch and Joey Logano will once again have Sprint Cup Series cars equipped with a JASPER 4-Speed Transmission. Michael Waltrip Racing drivers Martin Truex, Jr., Mark Martin and Clint Boyer will also have the JASPER 4-Speed, while Penske Racing drivers Brad Keselowski and A.J. Allmendinger will have their cars equipped with a JASPER Differential.

In 2010, JASPER incorporated a single rail version of its 4-Speed Race Transmission. This style of gearbox allows a single external rail to rotate and move two internal forks to engage the four forward gears. This allows for fewer moving parts outside of the case. “We’ve done some things to lighten up the transmission, offering lighter gear sets, main shafts and different gear coatings to improve efficiency and enhance its performance,” added DeKemper.

JASPER has worked with each of the teams, during the off-season, to make some gains in the differential and the transmission. DeKemper says teams have reported component longevity with a JASPER product. “Several teams are running our transmission gearing in excess of 6,000 - 8,000 miles. Almost unheard of,” says DeKemper. “Normally, gears get changed at 4,000 miles. Our gearing is just bulletproof.”

The continuing goal for the JASPER NASCAR Driveline Division for 2012 is no component failures. Another goal is to grow the division. “New teams have been looking,” says DeKemper. “We have a couple of transmissions currently being tested by a few teams, while other teams are looking at JASPER for their component needs. We’ll see if anything gets put on paper.”



Associate Danny Berry attaches the shift body of the JASPER 4-Speed Single-Rail to the case.



Associate Jason Ragsdale prepares a JASPER Differential for testing.

GM Vortec 3700 Available From JASPER

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, has added the following late-model GM engine to its remanufactured gas engine lineup.

The GM Vortec 3700 (3.7L 5-Cylinder) is available on exchange for the following vehicles:

- 2007-2010 Hummer H3
- 2007-08 Isuzu i-3700
- 2007-2012 Chevy Colorado
- 2007-2012 GMC Canyon

Every JASPER Remanufactured Engine is subjected to strict, high-quality processes:

- *Disassembly and meticulous inspection and cleaning of components.*
- *Moving parts machined, or replaced, for reliable performance.*
- *Head surfaces statistically monitored to assure proper sealing with the block.*
- *JASPER's research and product development works to reduce inherent problems in OEM products.*
- *Live-Run Testing provides peace of mind and assures reliability.*
- *Premium Service Plan offers customers even greater value.*



GM Vortec 3700 available on exchange from JASPER.

Each engine is covered by JASPER's 3-Year/100,000 mile nationwide transferable parts and labor warranty. Full warranty disclosure is available on our website, or upon request.

For more information on Jasper Engines & Transmissions' remanufactured products, please call 800-827-7455, or log onto www.jasperengines.com.

JASPER Offers Complete Remanufactured GM Front Axle Actuator Assemblies

Jasper Engines & Transmissions is offering complete remanufactured GM front axle actuator assemblies for 4WD and AWD late model SUVs.

These actuator assemblies fit the following vehicles:

- 2002-2009 Chevy Trailblazer
- 2002-2008 GMC Envoy
- 2002-2003 Oldsmobile Bravada
- 2004-2007 Buick Rainier
- 2003-2007 Isuzu Ascender

“These assemblies cannot be purchased new from the dealership, only the parts can be purchased separately,” says Wayne Mehringer, JASPER Differential Division Manager.

The 4WD actuator assembly includes: a new electric shift motor installed on the housing, two side gears that spline into the left and right axle shafts, along with a shift fork and collar that shifts the vehicle into, and out of, four-wheel drive. The AWD actuator has a metal plate covering the electric shift motor mount. Internally, the assembly uses a coupler gear which connects both left and right axle shafts together, making the vehicle all-wheel drive.

JASPER uses a synthetic grease in their remanufactured actuators in place of the standard lithium-style complex grease. “The synthetic grease has better lubricant flow, especially in



Complete remanufactured 4WD (left) and AWD (right) GM front axle actuator assemblies are available from JASPER.

cold conditions,” says Mehringer.

In addition, one major complaint from vehicle owners is a squealing, or squalling, noise coming from the actuator. Mehringer says the problem occurs when dry seals rub against the axle shaft. “These seals, if not pre-lubricated, will cause that condition when the shaft is turning. Here at JASPER, all axle shaft seals are pre-lubricated during assembly.”

Ford 4.0L OHC V6... Keep Your Oil Pump Intermediate Drive

Jasper Engines & Transmissions reminds installers to retain the oil pump intermediate drive from their Ford 4.0L OHC V6. This part is not supplied with a JASPER remanufactured engine.

“There have been occasions where JASPER received a core and found the oil pump intermediate drive left in the block,” says Randy Bauer, JASPER Gas Division Manager. “It is vital that the part be swapped over from the core engine, or replaced with a new one, otherwise the replacement engine will immediately fail, due to lack of oil pressure.”

The Ford 4.0L OHC V6 oil pump is driven by the intermediate drive through a hex-shaped shaft coming from the pump located in the back valley of the engine. The intermediate drive is turned by a slant-cut gear that fits into a gear on the jackshaft, which is turned by a timing chain.

There also have been instances where the intermediate shaft cannot easily be removed from the core. “The slant-cut gear of the intermediate shaft can hang on the jackshaft gear,” says Bauer. “The rotating assembly may have to be moved just enough to allow slack in-between the two gears for easier removal of the intermediate shaft.”



The next time you replace a Ford 4.0L OHC V6, be sure you grab the oil pump intermediate drive from the core engine.

JASPER Technical Clinics in Your Area

Jim Davenport, JASPER’s National Technician Instructor, conducts gas engine, diesel engine and transmission technical clinics across the country.

These clinics do not deal with the basics. They provide diagnostic tips, along with facts and solutions for issues that cause repeat or premature failures. Technicians receive hands-on training of time-saving state-of-the-art methods to pinpoint problems.

During the session, technicians are empowered to put their new methods to the test on a live-running vehicle. **Because of the personal attention required for a hands-on session, the class size is limited to 10 people.**

In 2012, Technical Clinics have already been held in: New Jersey, Baltimore, Birmingham and Orlando. To learn more about JASPER’s Technical Clinics, and to find when a clinic will be held in your area, contact your JASPER Factory Representative or visit our blog at www.jasperengines.com.

A Strive-to-Thrive Testimonial



Doug Bawel speaks at a Strive-to-Thrive presentation in Springfield, Missouri (file photo).

I wanted to write this letter to let you know that JASPER’s Strive-to-Thrive seminar was both inspirational and informative. Doug (Bawel) showed us some real-world examples of what some of the shops have done to improve their businesses. This seminar gave me some ideas that I’ve implemented in my own shop and I’ve already seen an improvement in my business as a result.

On a personal note, I really enjoyed Doug as a person. He definitely leads by example and speaks from the heart. I can see why JASPER is such a well-run company. It reflects the values of its leader, Doug Bawel.

Sincerely,

John Ferdinando
Monongahela Radiator
Monongahela, Pennsylvania

Business-Boosting Ideas for 2012

by Bob Cooper, President & Founder/Elite Worldwide

Bob Cooper

has functioned as the developer, owner and an operator of some of the most successful auto repair shops in North America.



Bob is a member of the prestigious National Speakers Association, and is one of the nation's leading authorities on both personal and career success. Today Bob speaks nationally, as well as internationally, to many trade associations, universities, private banking groups, and Fortune 500 companies.

Marketing During Tough Economic Times

During these tough economic times, you need to watch every dollar. One way of controlling your advertising cost is by implementing what we, here at Elite, refer to as “Grass Roots” marketing campaigns. These are any campaigns where you reach potential customers while they are outside of their homes and workplaces. Little league games, charity drives, local fairs, etc., are all good examples.

So do this... Each Monday put ten business cards in your pocket, and make sure you pass them all out, off premises, by the end of the week. When you meet people at your local hardware or grocery store, take a moment to introduce yourself, and give them your card. People do business with people, not with businesses, so when you meet someone outside of your workplace, not only are they unthreatened, but most people are always on the hunt for a good, ethical auto repair facility.

When I still owned auto repair shops, I used this cost-free marketing technique to develop some of the most

successful shops in America. You have my promise: Passing out just ten cards a week will cost you nothing, and the customers you bring in will be pre-sold... on you.

“I Think I’ll Just Trade It In”

When you hear this objection, don’t go into a story about how much new cars cost, because you’ll just be sending a message that all you care about is selling the job! Instead, ask them if they would be looking to buy a new car, or a used car. If they say a new car, ask them what make and model. If you can then give them positive feedback, please do!

I often found myself telling customers, “Boy! Those are beautiful cars Mr. Calkins!” (Not only does nothing beat honesty, but an honest response sends a message that you’re not trying to sell them on the fact that your service is the only option). By taking this open-minded approach that you want them to make a decision that’s best for them, not you, you’ll be amazed at how they’ll start to open up and talk to you. I’ve found over the years that, more often than not, they’ll talk themselves out of another vehicle and into your recommended service.

So, rather than listening to other service advisors or “sales trainers” who will tell you to “tell the customer about depreciation, sales tax, etc.,” (which will scare them away), do this, alright? Ask the right questions. If you do, you’ll close a lot more sales, you’ll get more repeat business and, unlike your competitors, you’ll sleep well at night. Try it. It works.

A Profit-Building Tip

Most shop owners and dealerships provide their service advisors with some flexibility in pricing. The objective is to give them the ability to adjust prices in order to ensure customer satisfaction, close sales that would otherwise be lost, and reward loyal customers. All good reasons. The problem

is... it becomes easy for your employees to give away money when it’s not theirs, and these discounts can become sales crutches. To make matters worse, those discounts and refunds come right off of the bottom line. So here is what you need to do....

Take a look at the discounts that you have provided over the past year, and come to a conclusion as to what you feel a reasonable discount total should be. For example, you may discover that you gave away an average of \$300.00 per month, but that with a little extra effort from your advisors, they would have only given \$200.00 in discounts per month. If this were the case, you would need to tell your advisors that you are setting up a monthly budget of \$200.00 that they can use, at their discretion, for discounts and refunds. At the end of the month, you’ll then give them 50% of whatever is remaining in the budget.

By taking this approach, your advisors will still have the ability to use discounts as sales tools, but they’ll also realize that it’s now their money to lose. If they decide to give a customer a \$50.00 discount in order to save the job, they’ll quickly realize that it’s going to cost them \$25.00.

There is no question: If you use this technique, not only will your advisors think twice before they offer discounts or refunds, but since you would be spending the money anyway, this gives them a chance to help you save a good amount of money. If they are able to effectively limit the discounts, then they have earned their reward, while helping you put more money on your bottom line at the same time.

For additional sales, marketing, and management tips & strategies from Elite Worldwide President Bob Cooper, visit the Elite Blog at:

www.EliteWorldwideStore.com/blog

JASPER Announces “Do It Right” Winners for 2011

In December 2011, ten JASPER Associates were recognized by company Chairman/CEO, Doug Bawel, as winners of the annual ‘Do It Right’ Award.

Throughout the year, supervisors or fellow Associates can nominate Associates for a ‘Do It Right’ Award. An Associate may be nominated for any form of outstanding service to JASPER, its Associates or customers. A total of 51 Associates were nominated for their services in 2011. At the end of the year, management reviews all the nominations and presents awards to the most outstanding nominees. The number of awards may vary from year to year, depending upon the number of deserving nominees. The winners for 2011 are:

William “Dickey” Spencer/Service Department - On July 2, 2011, Dickey and his family were at Patoka Lake for an outing when he noticed a lady carrying a three-year old child out of the water. The child was blue and limp. Dickey, and another person, ran over to assist and began CPR. The child came to as paramedics arrived. Without his quick reaction, the three-year old may have been a drowning victim.

Roger Carver/JET Transit - Roger was on his way back from Seattle and had pulled into an Illinois rest stop. While there, he saw a woman crying while talking on the phone. Roger heard the woman her tell her mom that she left her purse with her money at a gas station in Missouri. She called the station & no one had turned it in. She said she only had 1/4 tank of fuel and didn’t have enough to get to Mayfield, Kentucky, to pick up her daughter, let alone get back home to Missouri. Roger approached the lady and asked her to follow him to the next exit, where he filled her gas tank (\$40.00) then gave her another \$60.00 so she would have some money with her.

Ian Dookeeram/New Jersey Branch - Ian went to work on his day off because one of the other drivers had to take off because of a death in their family. Ian could only work a half day, due to an afternoon appointment. When he arrived at the Branch the area had started to flood. As Ian left for his appointment, he was stopped by the Fire Department and was told that everyone had to leave. Ian returned to the Branch and helped load all of the units needed for the following Monday and all the equipment that the drivers would need. After moving the trucks to a safe location, he stayed and helped move all the other Associate’s cars so they would not be damaged by the flood.

Melissa Conner/Crawford County Quality - Melissa’s mother passed away on a Sunday, and she knew she would not be back to work in time for the next arrival of parts for distribution. Melissa completed all of the instructions for the parts from her home. She e-mailed the instructions to work that Sunday evening. Her information helped save Associate’s time and be more organized.

Chad Stephens/Kingman Branch - While on the Branch route on January 18, 2011, Chad witnessed a pedestrian trip while crossing the street. The pedestrian suffered a gash on his head. Another witness called 911 while Chad gave support to the pedestrian and stayed with him until the ambulance arrived.

Jason Pieper/Safety Manager - An Associate became ill at work and needed to seek care from a healthcare provider. The Associate had limited resources and was not going to follow-through with their healthcare provider. Without hesitation, Jason reached out to his community contacts and found a resource for the Associate to utilize. Jason arranged for the Associate to have his personal information and requested a call from the Associate after his appointment was complete. The Associate was admitted to a local hospital after his appointment.

Zebadiah Coultas/Crawford JCC - Zebadiah came to work while on vacation to talk with a vendor about a defective part that was supplied to JASPER. Zebadiah was one of two Associates who could better speak about the details of the issues. The other Associate was out due to the birth of a child.

Paul Harris/Jasper Maintenance - Paul cancelled his holiday plans to lead a project on the Friday and Saturday of Thanksgiving weekend. The lead Associate originally assigned to work the project had a family emergency and was unable to work. This project was totally completed prior to Monday morning.

Cliff Bolen/Crawford Transmission - Cliff was involved with the resolving of a quality issue on converter lock-up surface cutting. He recommended a stone be used to chip the overlay off the machined surface. Cliff went above and beyond by bringing a stone to work the following morning for the Quality Group to test the process. The tools were purchased and this step is now part of the process. This is an awesome example of ownership and commitment to Continuous Improvement.

Michael Shockey/Willow Springs Transmission - As Michael was installing a 42RLE converter, he noticed that it had a “different feel” to it and he asked another Associate for a second opinion. Further investigation found that the internal clearance was off. A total of 16 inhouse units and 30 recalled units were double-checked for proper internal clearance. This action eliminated 18 potential warranties before any of these units were sold.

(continued from front page)

The automated program gives JASPER a good standardization process for all of the live-run test stands. "In the past, using the manual gauges, we could not obtain repeatable results from different gauges on different stands, added Adams. "Our data acquisition program ensures the customer of a superior product, and reduces the chance of a customer warranty."



Once oil temperature reaches 145 degrees, the data acquisition system takes a snapshot of the engine readings displayed.

Entries Wanted for JASPER 2013 Calendar!

The Jasper Engines & Transmissions 2012 calendar is out. We had some great entries, and a big "Thank You" goes out to everyone that submitted their images.

We're in the preliminary stages for our 2013 calendar. Do you, or your customer, have a vehicle that's calendar worthy? Don't hesitate! Send us your entry!

Entrants must submit a color photograph (35mm or larger) and information about their unique vehicle, or performance car or truck, along with the JASPER remanufactured product that has been installed. Vehicles should be placed in a "show" type setting. Low resolution digital images transferred onto photo paper cannot be accepted. High-resolution digital images, 8" x 10" at 300 dpi, are preferred. All entries will be judged based on adherence to the category, equipment appearance and the quality of the photograph.

REMINDER!!! The deadline for 2013 Calendar entries is August 1st. Questions and/or vehicle images can be sent to Roxanne Sherman at: rshe- man@jasperengines.com.



www.jasperengines.com

e-mail: sales@jasperengines.com

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