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## Strive To Thrive Helps Installers Grow

Would you like your repair facility to be busier? Would you like to grow and improve your profits? Are you looking for simple and effective things you and your staff can do to grow? If you answered YES to any or all of these questions, the JASPER "Strive To Thrive" program will benefit you.

"Strive To Thrive" was designed by JASPER's Customer Advisory Group to help independent garage owners (IGOs) grow and be more profitable. The program has been tested in major cities with amazing results. Some IGOs have reported some super results in just 60 days!

The cost to attend Strive To Thrive? Four hours of your time, initially. If your spouse, child, partner or key Associates want to attend, they are welcome too.

Doug Bawel, President of JASPER, is the presenter of Strive To Thrive. His resume reads like the "Who's Who" in the automotive industry:

- 1973-1976 - Ruxer Ford, Youngest member of the Ford 500 Club
- 1976-Present - JASPER Engines & Transmissions
- President of Jasper Motorsports
- President of Penske Jasper Racing

Doug's real passion is helping others. He believes in the success of the small independent business operation and has devoted a large portion of his life to helping others. In 2003, Doug was named Business Man of the Year by the Indiana Chamber of Commerce.

"During the presentation, we will share over 50 ideas that work," says Bawel. **"Only ideas that work will be shared."**

Upcoming Strive To Thrive events for 2010 include:

|                         |                   |
|-------------------------|-------------------|
| <b>Evansville, IN</b>   | <b>March 3rd</b>  |
| <b>Louisville, KY</b>   | <b>March 4th</b>  |
| <b>Cincinnati, OH</b>   | <b>March 9th</b>  |
| <b>Columbus, OH</b>     | <b>March 10th</b> |
| <b>Indianapolis, IN</b> | <b>March 18th</b> |
| <b>Detroit, MI</b>      | <b>March 30th</b> |
| <b>Grand Rapids, MI</b> | <b>March 31st</b> |
| <b>Cleveland, OH</b>    | <b>April 19th</b> |
| <b>Pittsburgh, PA</b>   | <b>April 20th</b> |

Take advantage of this opportunity to help your business grow. Learn more about the Strive To Thrive program by contacting your JASPER Sales Representative!



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**JASPER President Doug Bawel hosts a December 2009 Strive To Thrive event in Springfield, Missouri. Over 75 people were in attendance.**

## Taylor's Auto Repair

For our first Customer Profile of 2010, we visit Ford City, Pennsylvania. It's located in the Allegheny River Valley, northeast of Pittsburgh. There we find Taylor's Auto Repair. This business is only two years old, but in that short amount of time it's become well-established as a full-service auto repair and maintenance facility, including repairs to fleets, local emergency-service vehicles and State Police work.

Shop owner, Ryan Taylor, began his automotive career working at a local garage while attending vocational school. Because of his work experience and skill, Ryan was asked to run another auto repair garage in the area. After seven years, Ryan decided to start his own repair facility. With the support of family and friends, Taylor's Auto Repair opened in 2008.

Taylor's is located at 1424 Third Avenue in Ford City. The four employees occupy a 40-foot by 60-foot facility with three inside service bays and two outside bays. "The shop is very hands-on," says Ryan. "The technicians enjoy diving into difficult projects and teaching each other." Taylor's technicians are compensated to take advantage of JASPER Technical Clinics, and other classes, when they visit the area. That way, they can keep up-to-date with the technical advancements of the modern vehicle.

Taylor's Auto Repair has purchased JASPER remanufactured engines, transmissions, differentials and transfer cases since their opening in 2008. Ryan was



**Pictured left to right: Taylor's Auto Repair Technicians Leyland Kirkwood and Kelley Lockheart and owner, Ryan Taylor.**

familiar with JASPER for eight years prior to opening his own facility. He says it's the quality of the product that keeps him coming back to JASPER.

"Quality counts when repairing a vehicle," says Ryan. "No one wants to do a job twice. If we do have any questions, JASPER has excellent customer service."

The future looks bright for Taylor's Auto Repair. Ryan would like to expand his facility and open another garage. One key to that success is to stay true to his business philosophy: Do the job right the first time, and treat all customers like family.

"Loyalty to our service is what we love," says Ryan. "We want to provide excellent service, using the best quality parts with reasonable prices, to ensure our customers continue to use our garage."



**Taylor's Auto Repair in Ford City, Pennsylvania, is a full-service auto repair facility.**

# Scoping Out The Problem

by Jim Davenport, JASPER National Technician Instructor

## Jim Davenport

has over 40 years experience in the automotive industry.

During that time, Jim graduated from Vocational Technical College in Maryland, majoring in Automotive Technology. He has been an ASE-Certified Master Technician since 1973. Jim has been a Parts and Service Manager of many different vehicle makes. He has been an Independent Auto Repair Claims Inspector and Better Business Bureau Field Inspector. Jim has been with JASPER as a National Technician Instructor for eight years and is a member of the North America Council of Automotive Teachers.



**Comparing your labscope findings against a known waveform for a particular circuit could be your best way to determine internal engine issues.**

Being a good detective in the automotive world is not easy. In fact, it's becoming more difficult. In our busy shops, it's tough to give your full concentration on the vehicle on which you need to spend the most time.

So, let's say we have a 6.0L diesel vehicle that has a crank but no start issue. There are no codes and no Check Engine Light. What do you do? Oh, by the way, this was a used engine that the shop installed. It took three weeks *after* the install to figure this problem out.

We may start off with some checks and look for some obvious things, but still no luck. We even check on some Technical Service Bulletins to see if anything matches with our vehicle. Still no luck.

You check the fuel and you have proper PSI. You check the oil and you have proper PSI. The battery is fully charged. You put a load on the battery and it passes. The charging system is working according to specifications.

Now you're getting deeper into the problem. You start by getting out your labscope to see what is going on. You check a crankshaft sensor and see a waveform that matches with a known waveform for that circuit. Next, you check the camshaft sensor. Again, you get a waveform but, this time, you do not have a waveform to match it with. So we continue on with many checks, and even some parts replacements, with still no success.

After three weeks of working on this vehicle, you're almost ready to give this thing to another shop to see if they can fix it. But you remember that camshaft sensor reading on your scope, and you did not have a known good waveform to compare that reading with. So, finally, you found a good waveform, and you notice that your original waveform was ALMOST perfect, except it was missing one little hump. Guess what? That one little hump missing on your waveform is enough for the vehicle not to start.

You can probably relate to this story, many times. We've had the same type of headaches, too. But in this story the issue was a broken tooth on the camshaft reluctor wheel assembly. The engine front cover and all its components were removed to get to the

reluctor wheel and replace it.

All of this headache from a used engine replacement. This was based on a true story, too.

## 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.**

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](http://www.jasperengines.com).

## **JASPER Makes Updates to GM 6.5L Fuel System**

Jasper Engines & Transmissions, the nation's leader in remanufactured drive-train components, has incorporated the following updates into the GM 6.5L TE Running Complete diesel engine fuel system to prevent unnecessary failures.

"The weakest link on the 6.5L injection pump is the pump mounted driver, or PMD," says Ryan Dooley, JASPER Fuel Room Manager. "To guard against unnecessary failures, JASPER installs 100% new Stanadyne PMDs across the board."

Another common problem with this engine is a "hard start" or "no start" situation, stalling or smoking problems. These problems may be the result of a defective pump armature. To help prevent this problem, JASPER installs 100% new armatures, each equipped with a special coating to increase pump longevity.

Additional updates to the 6.5L TE Running Complete center around the injectors. "Every injector body and intermediate disk is lapped on a lapping machine to help eliminate any type of warpage and safeguard against leaks," says Dooley. JASPER has also developed a process to vacuum check the return post of each injector. "We've dis-



**Each injector body and intermediate disk of the GM 6.5L TE Running Complete is lapped on a lapping machine to help eliminate any type of warpage and safeguard against leaks.**

covered there is an issue with fuel leaks at these return posts," added Dooley. "When we vacuum check these posts, 20% of the time we find these posts leak and have to be discarded."

Finally, JASPER uses 100% new center sections in the turbocharger. "Due to the design of the center section of this turbo, debris will lodge in the cavities, making it virtually impossible to clean during the remanufacturing

process," says Dooley. Use of the new center sections helps prevent this type of problem.

The GM 6.5L TE Running Complete is covered by a 2-Year Parts and Labor warranty, and a One-Year warranty on the fuel system. Contact Jasper Engines & Transmissions at 1-800-827-7455, or [www.jasperengines.com](http://www.jasperengines.com) for more information and availability.

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## **JASPER Conducts Transmission Circuit Testing for Possible Porosity Issues**

Jasper Engines & Transmissions has recognized pressure-related failures as one of the issues that need to be addressed inside the remanufacturing process. JASPER conducts a circuit test of the remanufactured transmission before it is dynamometer tested.

"A circuit test pressurizes the transmission with oil, not only to check the integrity of the seals, but to check the integrity of all the parts of the transmission," says Craig Leuck, JASPER Transmission Division Manager.

A recent example of a pressure-related failure found through circuit testing is the discovery of porosity in aluminum castings. The image at the right shows the accumulator housing of a GM front-wheel drive transmission, with pores found in the aluminum when it was



**These pores were found in the aluminum accumulator housing of a GM front-wheel drive transmission. These pores caused the part to fail JASPER's transmission circuit test.**

originally cast. "These pores allowed fluid to bleed from one side to the other, which caused the part to fail the circuit test," says Leuck. "This circuit test is

another value that is added to our transmission product line in an effort to improve the quality at no extra cost to the customer."

# Eight Hiring Tips for Shop Owners

by Bob Cooper, President, Elite Worldwide, Inc.



## 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.



Bob Cooper has a track record that is second to none when it comes to hiring the superstars. Not only has he owned and operated some of the most successful shops in America, but today he is the president of Elite; a company that helps shop owners, and dealerships, worldwide. Elite has just launched an amazing new website, so if you like this article, then you owe it to yourself to visit the Elite site at:

[www.EliteWorldwideStore.com](http://www.EliteWorldwideStore.com)

**#1.** I have found that most shop owners, and many dealership managers, wait until they need someone before they start recruiting. That's a huge mistake. Instead of hiring the best, they'll inevitably end up hiring the best of whoever happens to be available at the time. There's a big difference between the two! If you want to hire the superstars, you need to start by identifying who these people are, and then start building relationships with them. If you do, when you need to hire a star, you'll have a number of them in waiting. This is one of my best-kept secrets in hiring the superstars.

**#2.** When I first meet with a candidate, I will always try to avoid lunch meet-

ings. I have found I am far better off to meet them for dinner. This way they won't be checking their watch, they'll be relaxed, they won't have to cut the meeting short, and I'll be able to learn more about the kind of person they are.

**#3.** During the dinner meeting, I look for indicators that help me evaluate three things: their attitude, their aptitude and their ethics. I do this by getting them to relax, and then talk about themselves, their family, hobbies, etc. I also pay very close attention to how they treat the restaurant staff. I've learned over the years that if they don't say please and thank you to the servers, then they won't say please and thank you to my employees, or my customers. I also walk them to their vehicles at the end of our dinner so I can see what they are driving. It's safe to say vehicles are an extension of people, and if their car is filthy, or falling apart, then it's easy for me to conclude what their work habits will be like.

**#4.** When I was still in the auto repair business, with service advisors I would always take them for what I call a "test-drive." At the appropriate time, I would hand them a repair order and have them sell me the recommended service. I would also have them do a role play with me, where I would be a first time caller looking for a price. It's amazing how so many service advisors have the interviewing process down to a science, but then fail miserably when put to the test. If they can't impress me with their sales presentation, or their phone skills, then they won't impress my customers either. The last thing in the world I want to do is hire someone, and then find out they can't sell.

**#5.** Make sure that your compensation program is top shelf. And don't forget: the superstars will be looking for an opportunity, not a fixed income. Your compensation program needs to provide them the opportunity to earn a higher income, based on their productivity, as well as a number of other critical components.

**#6.** When I would ask for references, I would always ask the applicant to list two techs they have worked with. Not only can I learn a lot from their past co-workers, but I discovered if I did a good job when speaking with the techs during the reference checks, I would impress them with my professionalism and approach. This is when they become employment candidates too, and I knew that to be the case because they would start asking me questions about our company.

**#7.** In addition to calling the career references, I would always call the personal references too! On a personal note, I'm more interested in speaking with the personal references than the career references, because it's through those people that I'll be able to learn the most about the applicant. With the career references, I am always uncertain as to what their objective is, but with the personal references, I know they are looking to help their friend get the position. So they'll talk away, and this is how I will learn. I learned years ago that "birds of a feather flock together", and I learned that as they are chatting away, they'll often tip me off to other employers the applicant has had, any injuries, businesses they may be involved with, legal issues, etc. The information you will gain is priceless.

**#8.** Lastly, you may laugh, but if an applicant is young enough for their parents to still be alive, I'll always ask that they list them as references. I have learned over the years that it is amazing what I can learn from someone's parents. They'll tell me about the applicant's childhood interests, their strengths, their propensities and a whole lot more.

If you like what you just read, then you owe it to yourself to visit our new website. You have my promise: you will be amazed at what you find. To visit the site, log onto:

[www.EliteWorldwideStore.com](http://www.EliteWorldwideStore.com)

# JASPER Announces 'Do It Right' Winners for 2009



**Kent Hollis and Ernie Dickman of the Willow Springs, Missouri, remanufacturing facility were two of the nine Associates named 'Do It Right' winners for 2009.**

At JASPER's End of The Year meeting, held December 4th, nine Associates were recognized by company president, 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 58 Associates were nominated for their services in 2009. 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 2009 are:

**James Phillips/Richmond Branch** - James helped prevent a repeat fraud case. There was a situation in 2008 where a customer took us for over \$4,000 on a unit that was purchased on a stolen credit card. In January of 2009, an order came through for the branch to deliver and James recognized the "ship to" address as the same address from the fraud case in 2008. James acted quickly and notified the Accounts Receivable Department and The "A" Team to put a stop on this transaction. The next day, James caught a third attempt by the same individual.

**Beth Petry/Jasper** - Curt Petry of JET Transit was out of town when a truck driver called with a breakdown. Both of his backups were unavailable and he needed to write a comdata check for repairs. Curt called Beth, and she drove 25 miles and waited three hours until the repairs were done. Then she helped get the check issued in order for the drivers to proceed on their route. The truck drivers were down eight hours, but with her help and a few adjustments, they made their scheduled time to the last stop, only one hour behind.

**Lenny Eckert/Jasper Diesel Division** - Lenny recognized an opportunity to generate dollars of income for JASPER by focusing on excess fuel system core inventory. Over the past three months, on just the 444 Injectors alone, over \$40,000 of sales were generated due to Lenny being persistent and working with purchasing to complete the task. His tenacity and ability to see the big picture has helped clean up our excessive and misidentified fuel system core inventory, thus leading to overstock items that can be sold.

**Tom Sanders & Jonathan Gazarian/JET Transit** - These Associates have a Chicago-Milwaukee-Grand Rapids-Detroit run. They found a misloaded, sold Columbus unit on their trailer. After checking, it was determined the unit was promised for the day they were in Detroit. Tom and Jonathan came up with the suggestion that they could deliver it to the customer on their way back to Crawford. The shop was just a few miles off their regular route. They made the delivery; the customer was very happy and a sale was saved.

**David Wrobel/Chicago Branch** - David was driving down the highway and saw a fellow trucker in trouble. The other truck's brakes locked up. David drove in front of him at a safe distance to allow the other driver to slow down and get onto the shoulder. The rear brakes of the semi then started on fire. The driver of the truck tried to use water to control the flames but it wasn't working. David used his fire extinguisher to control the fire until the fire department arrived. After the fire department arrived, David left the scene and continued his route. This was a brave and caring thing to do for a fellow driver.

**Kent Hollis & Ernie Dickman/Willow Springs** - These Associates developed a method of repairing stress cracks between cylinders of blocks. This will save a lot of blocks that, in the past, were considered scrap.

**Jeff Neyenhaus/Jasper Maintenance** - The conveyor for the Transmission skid washer was slipping, so second shift started working on it. It was discovered there were more problems than first thought and it looked like the washer was going to be down for the next day. Jeff drove in from his home in Bristow and also called a bearing vendor, at home, to get the parts needed to get the washer running. Jeff could have just blown it off and took care of it the next day; however, he understood the importance of having that washer running and went above and beyond what was required.

## **Wanted: Entries for 2011 Calendar**

The Jasper Engines & Transmissions 2010 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 2011 calendar. Do you, or you customer, have a vehicle that's calendar worthy? Why don't you send in 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. Polaroid pictures and low resolution digital images transferred onto photo paper cannot be accepted. High-resolution digital images, 8" x 10" at 350 dpi, are preferred.

All entries will be judged based on adherence to the category, equipment appearance and the quality of the photograph. Entries should be mailed to:

Jasper Engines & Transmissions  
P.O.Box 650  
Jasper, IN 47547-0650  
Attn: Roxanne Sherman

## **Maintaining Present Vehicle May Make Financial Sense**

Although you may want to get rid of your present vehicle in favor of a new car, taking better care of your current set of wheels may make much more sense in the long run - helping you achieve a goal of financial freedom.

"We advise our clients who want a 10 percent increase on their investments every year, to cut down on their expenses," said Terry Mulcahy, vice president of investments for R.W. Baird.

"A new automobile is, for most people, their second biggest investment next to a home, so a great way to save money and increase financial assets is to hang onto their current vehicle, rather than buy a new one every few years. Budgeting for, and doing, preventative maintenance on your car is one of the best ways to cut your costs and keep your car."

The Car Care Council estimates that more than \$60 billion in vehicle maintenance and repair is not performed every year, evidence that there is considerably more that consumers should be doing to protect their automotive investments.

"Whether it's an oil change, replacing brakes or new belts and hoses, that



periodic repair bill is a drop in the bucket compared to monthly payments on a new car," said Rich White, executive director of the Car Care Council. "The bottom line is that a properly maintained vehicle is safe, more dependable, more fuel efficient, less polluting and more valuable. The smartest way to get a solid return on investment is to keep your car through what we call the 'Cinderella Era.' It's that period of time after the payoff when your car is still in great shape and needs only modest repairs."

Figures from Runzheimer International, a management consulting firm that measures travel and living costs, confirms the Council's claims. Recent figures from a Runzheimer study show that trading a vehicle every eight years instead of every four can save more than \$2,481.75 a year after the payoff. That includes repairs and maintenance, license, registration, taxes and insurance.

## **Motor Age 2009 Top Shop is A JASPER Installer**

Menke's Automotive Repair in Newburgh, Indiana, was named *Motor Age* magazine's Top Shop for 2009.

Their recognition appeared in the December issue. Shop owner Vernie Menke and his wife, Barb, were described in the article as "running a spotless, organized shop that has a competitive technical edge and an 'if you build it, they will come' feel."

Menke's has been in business 35 years. Their 9,700 square foot facility, has 14 service bays, with ten employees and five ASE Certified Technicians.

"My passion has been to be the very best that we can be in the automotive industry," says Vernie. "What I have done is assemble a team of specialists that have the same passion in their work that I do."

Vernie says it's his desire to try and change the image of the auto repair industry. "Our facility is bright, it's clean and it's cheery," he added. "We try to help customers feel better about getting their vehicle repaired."



**The Menke's Automotive team - pictured left to right Lloyd Menke, Brad Meneely, Nick Houchin, Gayle Shipman, Tony Reuscher, Barb Menke, Joe Wiedrich, Jim Shipman and Vernie Menke. Not pictured is Richard Calvert. (Image courtesy of Chris Campbell Creations.)**

JASPER congratulates Vernie, Barb, and their entire staff, for the hard work and dedication to the automotive industry that led them to achieve this outstanding honor.

# JASPER Expands Caterpillar Engine Upgrade

Jasper Engines & Transmissions has taken a parts upgrade that Caterpillar made to select engines produced after a certain date, and has expanded and implemented the upgrade to include a broader range of remanufactured products.

JASPER includes a later-than-original style oil cooler and oil filter bypass spring, on all 3116 Electronic, all 3126 Electronic and all C7 JASPER Remanufactured Caterpillar engines.

“The primary reason for this upgrade is to maintain cleaner oil in the system, by allowing less oil to bypass the filter during cold starting conditions,” says Fred Ernst, JASPER Diesel Marketing Manager. “This, in turn, forces more oil through the filter during that time. It also allows more oil flow through the cooler, resulting in maintaining cooler oil temperatures during normal engine operation.”

Where Caterpillar implemented the improvement on engines built after a certain date, JASPER makes the upgrade on any of the above-mentioned engines,



**The updated oil cooler and oil filter bypass spring (on the left, compared to original spring) is used in all JASPER remanufactured 3116 Electronic, 3126 Electronic and C7 Caterpillar engines, regardless of their original production date.**

regardless of their original production date.

“It’s another value that is added to our diesel product line, in an effort to improve quality at no extra cost to the customer,” added Ernst.



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