

# News & Updates

DECEMBER 2003

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**Be Car Care Aware™**

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## New Modine Radiators, Available from JASPER

For years, Jasper Engines & Transmissions has been your source for quality remanufactured drivetrain components. Now JASPER can complete your engine installation by offering new radiator kits from Modine Manufacturing Company.

Modine was founded in 1916 by businessman Arthur B. Modine to produce "Spirex" radiators, a new design of radiator that he developed and patented. This radiator was first used on farm tractors of the day, and, eventually, became standard equipment on the Model T Ford.

Today, Modine is a world leader in solving heating and cooling problems in buildings, vehicles and off-highway equipment. The company develops, manufactures, and markets heat exchangers and systems for use in OEM applications, the automotive aftermarket, and to building markets.

New Modine radiators are known for long-lasting perfor-

mance and efficiency. They are designed for each vehicle's specific engine cooling needs and manufactured from premium materials using the latest OEM manufacturing technology. For extra quality assurance, every Modine radiator is 100% leak tested before it is packaged for shipment.



Modine radiators are designed to fit perfectly for foreign or domestic applications. They install quickly and easily, without the need for modification. JASPER offers an exclusive 36 month/ 75,000 mile nationwide parts **and** labor warranty on new Modine radiators.

JASPER - your one stop source for quality remanufactured engines, custom packaged parts kits, and now, New Modine radiators.

## Hainesport Auto & Truck Repair

Keith Smith recently received the President's Award from Jasper Engines & Transmissions for three years of outstanding sales. Smith is looking for even more growth at his shop, Hainesport Auto & Truck Repair in Hainesport, New Jersey.

Keith previously owned an Exxon Station in the nearby community of Medford, and a towing and repair business in Marlton. To grow his operation, Smith purchased Hainesport Auto at 1466 Route 38 in 1988, and moved his towing and repair business to this much larger location. Keith still owns the Exxon station (known as Cherokee Exxon) and is a partner with Ken Neil of Medford Village Car Care. Together, they make up Hainesport Enterprises.

Today, Hainesport Auto & Truck Repair specializes in fleet service, but is also a one-stop auto care facility, including emissions testing for gas and diesel engines and a full body shop for cars and large trucks. The four on-site buildings take up nearly one city block, with a ten-bay car shop, an eight-bay truck shop, an eight-bay body shop. They also have a 3,000 square foot material handling shop that sells and rents construction equipment and hydraulic equipment repair. Hainesport has a fleet of 12 trucks offering 24-hour towing. The largest truck is capable of towing up to 100,000 pounds!

35 employees work at Hainesport Auto & Truck Repair, ten of which are



**Hainesport Enterprises owner Keith Smith proudly poses with his President's Award for outstanding sales.**

ASE Certified technicians in various types of auto, truck and bodywork. Keith encourages and pays his employees to seek training to further their automotive education, and always sends them to the JASPER Technical Clinics when they come to his area.

Hainesport Enterprises has purchased JASPER remanufactured products for five years. On average, the company will install over 35 transmissions, 15 gasoline engines and five diesel engines annually, and uses the installation kits. "I use JASPER because they're a company you can count on," says Smith. "After 25 years in business, you get to know who will support their products, and be there when you need them."

Customer service is the most important thing at Hainesport Auto & Truck Repair. It's one of many facets that will keep this New Jersey business growing for many years to come.



**Hainesport Auto & Truck Repair offers 24-hour towing. Their largest truck is capable of towing up to 100,000 pounds!**

# 2003 Indiana Business Leader Of The Year: Doug Bawel, President Jasper Engines & Transmissions

Doug Bawel, President and CEO of Jasper Engines & Transmissions, understands that success in business is acquired through change. It is in part due to this philosophy that lead Bawel to be honored as the Indiana Chamber of Commerce's 2003 Business Leader of the Year at the 14th Annual Awards Dinner held in October.

More than 1,000 Indiana business leaders and political leaders were on hand at the Indiana Convention Center in Indianapolis as Bawel received the honors for his day-to-day business practices at JASPER.

As a self-described "agent of change" Bawel encourages his Associates (not employees) to con-



**Bawel encourages JASPER associates to constantly seek ways to improve the company's products.**

stantly seek ways to improve the company's products.

"Our definition of insanity is to continue doing what we're doing and believing the results are different," said Bawel.

With more than 1,800 Associates, not including the race team, excellence is just a change away.

"I am not a perfectionist," claims Bawel. "I do however believe that if you seek perfection, you will pass excellence along the way."

Kevin Brinegar, Indiana Chamber President, presented Bawel with his award.

"Doug's personality and enthusiasm are infectious," said Brinegar. "He not only allows his associates to reach their highest level, but he extends his leadership to the local community and beyond. He is truly making a difference in his company, the City of Jasper, Dubois County and all of Indiana."

## We Have Our Calendar Winners for 2004!

The winning photographs have been picked to grace the pages of the 2004 "Coast to Coast and Beyond" Calendar. All entrants whose work appears in the calendar will receive a \$100 gift certificate which can be used to purchase JASPER remanufactured products or wearable items, 24 complimentary calendars and a special JASPER Sports Gift Package.

Log onto [www.jasperengines.com](http://www.jasperengines.com) to see all of the vehicles that will make up the 2004 Jasper Engines & Transmissions Calendar. Congratulations to all our winners!

Robert & Pat Anderson  
LaGrange, Indiana  
1966 Mercury Comet Cyclone

Beth & Ken Brown  
Maineville, Ohio  
1951 Chevy 3/4 Ton Truck (*top image*)

Jeff Waldrup  
Hendersonville, North Carolina  
1942 Ford GPW Army Jeep

C.C. Howard  
Murphy, North Carolina  
1954 Chevy Truck

Marty Albano  
White Plains, New York  
1952 Chevy Convertible

Tom Walter  
LaPlace, Louisiana  
1948 Ford Truck

Captain Herb Emory  
Lithia Springs, Georgia  
1962 Ford Galaxie 500 (*center image*)

Gary Hanselman  
Jasper, Indiana  
1968 Chevy Camaro SS

Jacki & Molly Ann Hamblen  
Dunlap, Tennessee  
1955 Chevy Bel-Air (*bottom image*)

Dave Brames  
Ferdinand, Indiana  
1966 Chevy Chevelle SS

Rob Nelson  
Canandaigua, New York  
1959 Ford Panel Truck

Bernard Sargent  
Jenkins, Kentucky  
1930 Ford Model A

Christina Domenget  
Broomfield, Colorado  
1966 Ford Mustang GT



# Hard 1-2 Shift: The Result or The Cause?

by Sean Byrd - JASPER Transmission Quality Control

## Sean Byrd

has been with Jasper Engines & Transmissions since 1996. Sean has worked in Transmission Quality Control



for four years diagnosing transmissions returned under warranty. He has been the lead person of the department since 2001. Sean is currently attending Ivy Tech State College pursuing a degree in Powertrain Service.



**When you diagnose a hard shift complaint, monitor what the computer is seeing. You can determine if the complaint is the cause, or the result, of the problem.**

“Why is my transmission shifting so hard?” This complaint has always been a problem for technicians. In the past ten years, as transmissions have turned fully electronic, technicians are finding different reasons for the hard shift customers complain about.

The most common misdiagnosed complaint and the hardest to diagnose, in my opinion, is the hard one-two shift. Does this sound familiar? There is probably one in your shop now. In the past years, this complaint would show up on a cable or vacuum controlled transmission. In most cases, the problem could be fixed in the vehicle. A technician would pull the transmission pan, replace a broken one-two accumulator spring and change the fluid. The customer would be good to go.

Then came the electronic controlled

transmissions with the same hard one-two shift complaint. You may have even pulled the pan only to find no problem with the accumulator spring. Now you are thinking, “What else could it be?” While the pan is off, you replace the EPC solenoid and boost valve sleeve. While on the test drive, you find the complaint is still present. You have wasted your time and money.

The cause of the complaint *may be a result of a problem... not the cause of the problem.* Keep in mind, electronic controlled transmissions are controlled by a computer that is constantly being fed inputs and outputs of the transmission. When the computer sees a problem, such as slippage, it is programmed to cut back EPC voltage. This causes the transmission’s line pressure to be raised. When the line pressure is raised to stop slippage, a hard one-two shift may develop.

Past history has shown one of the most common causes of this transmis-

sion problem is torque converter slippage (an 1870 code on GM models). When a converter lock-up circuit develops a leak, caused by a cracked piston, leaking dampener rivets, or a worn converter regulator valve bore, the lock-up piston will begin to slip. The computer sees this slippage by monitoring its input and output speeds. When these speeds are beyond the allowed tolerance, the computer raises line pressure to stop the slippage. The downfall of the computer doing this is that you may not feel the slippage in the converter. You will, however, feel the result of the increased line pressure as a hard one-two shift.

Until you can find the root cause of the complaint, it will not matter what is done to fix it. The next time you are diagnosing a hard shift complaint, you will want to monitor what the computer is seeing. Then determine if the complaint is the result, or a cause, of the problem.



## JASPER Brings Race Fans Together

The Cecil County Dragway in Maryland was reserved for one Saturday in October in order to build a stronger relationship with the JASPER installers in the Baltimore and Wilmington, Delaware area.

Over 50 cars showed up to participate, many of them were owned by shop owners and technicians who drag race cars in this region. The winners were given a ceremony at the end of the event which consisted of plaques, hats, and a photo shoot.

The event also raised nearly \$250 for the Youth Outreach Foundation, a Baltimore based public charity dedicated to the education, employment and training opportunities for troubled youth.

# Piston Ring Technology

by Scott Gabrielson, Product Engineer - Power Cylinder Engine Marketing, Federal-Mogul Corp.

## Scott Gabrielson

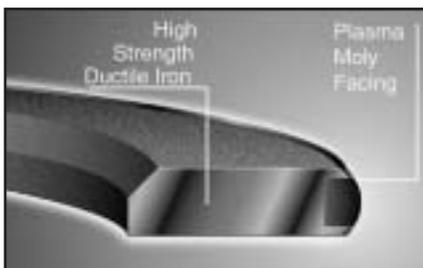
has over 23 years of engine parts experience and has operated in multiple job responsibilities within Sealed Power and Federal-Mogul Corporation. He is currently the product planner/engineer for Piston Rings at Federal-Mogul Corporation.



**Speed-Pro piston rings** dominate the racing industry with technically advanced design, dedicated research, and superior quality. “We don’t rely on advertised gimmicks or ‘trick of the week’ designs,” says Scott Gabrielson, Federal-Mogul Product Engineer for Power Cylinder Engine marketing. “Our rings deliver optimal cylinder sealing under true operating conditions, and provide maximum oil control.”

### Top Compression Ring

Reliable compression sealing, maximizing power output, and controlling “blow by” are the responsibility of the Speed-Pro top ring. The top rings are engineered for instant



**Speed-Pro top rings are engineered for instant seating, superior cylinder sealing and optimum durability.**

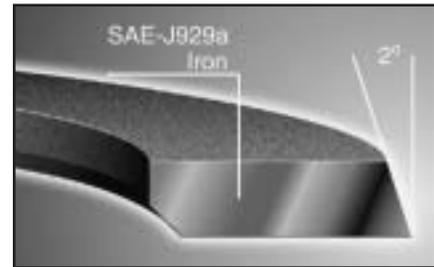
seating, superior cylinder sealing, and optimum durability. Material choices include cast iron, high strength ductile iron, steel, and the new hardened and tempered “HellFire” alloy. Our premium ring sets feature moly or plasma-moly facings for enhanced performance under demanding conditions. The inherent strength of the materials allows rings to maintain sealing integrity at extreme pressures and RPM.

### Second Ring

The second rings are manufactured from SAE-J929a iron, providing excellent durability and oil control. The primary function of the second ring is oil control. The tapered face design allows the second ring to work as a “scraper,” reducing the potential for oil migration into the combustion chamber.



The race proven open gap design intentionally allows an escape path for residual combustion gases, reducing inter-ring pressure and keeping the top ring sealed against its groove. Without this escape path, trapped pressure will unseat the top ring, causing ring flutter and reduced cylinder seating at high RPM. One piece second rings are far more effective and reliable to retain combustible pressure lost through ineffective top rings. Beware - cylinder leakage tests are steady state - they



**Speed-Pro second rings provide excellent durability and superior oil control.**

do not account for time, temperature, piston movement, or true operating temperatures.

### SS-50 Oil Control Rings

Speed-Pro’s SS-50 stainless steel oil ring assembly is designed to have a sturdy, box-like construction to eliminate oil ring flutter and deformation in high RPM engines. SS-50 expanders are manufactured from electro-polished stainless steel for a smooth, corrosion resistant surface. Our rings do not depend on ring groove contact for tension. This unique design allows the rings to maintain consistent pressure under high heat conditions and to conform to worn out or out of round cylinder bores. Chrome plated oil rails are pre-seated at the factory, delivering instant oil control upon engine start-up.

Standard tension oil ring assemblies are designed to provide maximum oil control for virtually all engines. They maintain consistent contact with the cylinder wall and provide an excellent drainback path for the removed oil. Low tension oil rings reduce internal engine friction while affording positive oil control in racing applications. Oil rings with further reductions in tension are available for use with crankcase vacuum systems.

*(continued on page 6)*

# Ideas to Improve Your Business

by Zach Bawel - JASPER Vice President of Sales

## 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.

JASPER's Customer Advisory Committee recently discussed the Automotive Repair Industry and JASPER's role in the industry. Overall, most felt the industry is improving, and customers have been more willing to spend their money on needed repairs for their vehicles. Many fleets are also holding onto vehicles longer, so they will invest in the maintenance of these higher mileage vehicles.

We asked our Advisory Committee to share some of the things they have done recently to grow their business. I would like to thank them for sharing the following ideas:

- Get involved with the local Chamber of Commerce or other clubs and organizations to create networking opportunities for you and your business.
- Spend more time actively selling the needed maintenance items rather than just fixing cars.
- Use your on-hold messages to explain preventive maintenance services that your business offers and why those services are so important to the proper maintenance of a vehicle.
- Use both email and letters to customers about service requirements their vehicle may need. (An example would be a postcard or email notifying a customer that it has been three months since their last oil

change and, if they have not already changed it, please call so an appointment can be scheduled.)

- Contacting businesses in the area and offering service specials to all employees of the business. Many companies are looking for extra benefits for their employees and will include these as payroll stuffers or post them around their organization.
- Do more direct mail advertising to your existing customer base. These are potential customers who already have had service work performed at your facility and you have had the chance to start building a relationship.

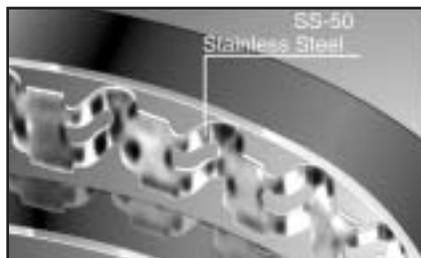
The above are just a few ideas that may help your business grow.

We've all heard the reports that over six billion dollars worth of needed car repairs are not being sold each year. By providing great customer service and tapping into the "Be Car Care Aware" campaign, we can all do a few things to improve our business.

(continued from page 5)

## Racing

Professional racing trends have focused on lowering ring thickness and weight, and on reducing ring tension in an effort to minimize cylinder wall drag. Pro-Series ring sets are designed for serious racing, and offer several features which maximize horsepower potential. These ring sets are not normally recommended for street use. Most Pro-Series sets incorporate reduced radial wall thickness top and second rings for lower tension and enhanced sealing. They also include a very low tension, thin profile version of the SS-50, which includes a wire



**The sturdy construction of the SS-50 oil ring eliminates oil ring flutter and deformation in high RPM engines.**

latch mechanism to simplify installation.

## HellFire Rings

Speed-Pro HellFire top rings are engineered specifically for high-heat/high-cylinder-pressure applications that cause conventional ring

materials to lose tension, leading to loss of compression and horsepower.

HellFire rings feature a special hardened and tempered "super-ductile" iron material formulated to provide unsurpassed heat resistance and sealing performance.

They are available both as individual "open stock" components, and in complete ring sets to fit most popular bore diameters.

**FEDERAL MOGUL**





# "Associate Sponsor Spotlight"

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



## BSC America

BSC America is a national leader in comprehensive asset management and sales - a family of companies including banking, automotive, insurance professionals, appraisal experts, attorneys and CPAs. For our growing list of clients, which include the nation's top financial institutions and leaders in the automotive and financial services, we provide innovative and cohesive marketing.

BSC America links buyers to sellers. Insurance companies to insurance consumers. Lessors to lessees. Problems to proactive solutions. With our network, BSC America represents a revolutionary idea in the marketplace: we are the total management resource for today's financial and automotive industries.

Whatever the size or status of your asset potential, BSC will help your firm maximize value, and minimize risk.

**BSC America's Financial Services Group** offers a range of linked products, including portfolio evaluation, property disposition, vehicle remarketing and residual value insurance. The collaborative synergies within our Financial Group ensure that you receive exactly the services you need.

**The BSC America Automotive Services Group** brings together a comprehensive set of services designed to manage every stage of a vehicle's recovery and disposition. By outsourcing the management and marketing of vehicles in your portfolio, your company can acquire a highly reliable, cost-effective resource, while gaining the active support of a partner experienced in this complex marketplace.

**BSC America's Auto Auction Group** provides a competitive sales venue where vehicles that must be sold, can be sold. Once each week, new and used car dealers, fleet owners and operators, government agencies, leasing companies and financial institutions, market their vehicles at our auto auctions conveniently located in the Mid-Atlantic Region and the southeastern United States. As an added benefit to clients, all BSC America Auctions belong to the National Auto Auction Association (NAAA), which sets recognized industry standards and provides buyers and sellers with guaranteed titles and checks.

Across the nation, BSC America's management team is known as a trusted service provider. That's why the country's leading financial and automotive firms rely on BSC America to manage over \$1 billion in asset value annually. *Call 1-800-764-7400 for more information on BSC America's resources, or visit their website at [www.bscamerica.com](http://www.bscamerica.com).*

## Valco Cincinnati Consumer Products Inc.

Valco Cincinnati Inc. began in 1952 as a supplier of industrial adhesive application equipment and precision fluid handling systems. Valco Cincinnati Consumer Products brings this technology and experience to the automotive and performance industries. Valco provides specialty tools, sealants, adhesives, lubricants, cleaners, waxes and polishes.

### *Engine Assembly Products*

Available in several colors to match your application, **All-in-One Silicone** is a premium-grade RTV sensor-safe silicone gasket-maker/sealant that stands up to any automotive application.

A companion product to All-in-One Silicone, **Hylomar** is a high-performance gasket maker, gasket dressing and thread sealant. Its non-hardening formula withstands vibration and temperature variations while allowing easy disassembly.

Valco offers **Tube-Grip** dispensing pliers for use with flexible tubes. The Tube-Grip dispenses material accurately and efficiently, saving time, money and material. Material can be dispensed in a variety of patterns. You can use a small orifice for a very thin precision bead, or it can apply a flat, ribbon-type pattern.

Valco's **Peeler** gasket scraper is designed to remove silicone gasket material. It also works well removing paper or fiber gasket residue. The hand-held version features an easy-to-hold handle that allows close, powerful control of the blade. The powered version is an attachment for an electric screwdriver or air ratchet. Its floating-blade design automatically maintains proper cutting angle and won't dig or gouge the surface.

**GelLube engine assembly and all-purpose spray lubricant** delivers liquid-to-gel protection in a convenient aerosol form. It blends easily with petroleum and synthetic-based motor oils, and does not restrict oil flow. The all-purpose lubricant works well for engine and transmission assembly and for many non-automotive applications, or anywhere there is metal-to-metal contact.

Valco's automotive detailing products features the popular **Magic Mix "the lazy man's polish"** line of metal polish, prep/cleaner, wax, aluminum brightener and cleaner/detailers.

*Visit our website [www.valco-cp.com](http://www.valco-cp.com) for handy tech tips and details on our complete product line, or call (513) 874-6550.*



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