



DRIVE LINE

News and Updates From Jasper Engines & Transmissions

June 2008

In This Issue...

- Customer Profile:
Portranco
Automotive **pg. 2**
- Diesel Injection
Pump Testing **pg. 3**
- A Paperwork Change
on Your JASPER
Remanufactured
Product **pg. 3**
- 200,000 Miles &
Still Goin' Strong **pg. 4**
- Your Independent
Garage Customer
Advisory
Committee **pg. 4**
- Send Us Your
Calendar Entries **pg. 5**
- New Over-The-Road
Look... Same
Great Product **pg. 5**

Long Time Jasper Engines & Transmissions Associate, Ralph Bair, Passes Away at the Age of 86

Jasper Engines & Transmissions mourns the loss of long time Associate Ralph Bair of Dubois, Indiana.

Bair died April 7th, 2008 at the Northwood Retirement Community in Jasper. He was 86 years of age.

Ralph Bair was born in Dubois, Indiana, on February 5th, 1922. He was a World War II Navy Veteran and a retired JASPER Associate where he had worked for over 50 years.

In his Quarterly Address to Associates April 9th, Jasper Engines & Transmissions President Doug Bawel called Ralph Bair a mentor to many Associates who currently work at JASPER. "Ralph individually trained each of our Regional Managers, and each of our Executive Committee members in the company's technical and corporate programs."

Bair started his career with JASPER on January 2nd, 1948 and was a fixture of the Gas Engine Remanufacturing Division. He was production foreman for most of his career. During his tenure at JASPER, Bair saw the company grow from a few dozen Associates to over 1,500, and production within his department grew from ten engines a day, to over 200 per day.

"He was a very capable and congenial type of leader to Associates," said JASPER Board Chairman Gervase Schwenk. "He was a qualified person, but soft-spoken and diplomatic in his role as a Department Manager."

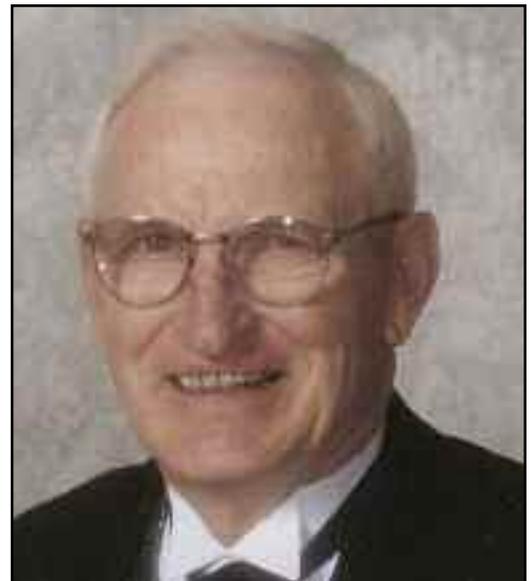
"Ralph had a knack," added Bawel. "He'd chew you out, and you wouldn't

know it for a day or two until you figured it out. Ralph would walk you around the barn two or three times before he let you in the front door."

In 1955, Bair was assigned the position as the first manager of JASPER's Indianapolis branch. He later returned to his duties in the Engine Division at the Jasper, Indiana, facility.

Though he became a part-time Associate in August of 1997, Ralph was actively involved in the training of new Associates, and was a tour guide for the Jasper, Indiana, facility.

Ralph Bair is survived by five daughters, one brother, one sister, 10 grandchildren and two step grandchildren. Several nieces and nephews also survive him.



Ralph Bair had a career that spanned over 50 years at Jasper Engines & Transmissions.

Be Car Care Aware™

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

Customer Profile

Portranco Automotive

"I feel JASPER is the BEST for everything." That is a comment from Rudy Santoscoy, owner of Portranco Automotive in San Antonio, Texas.

Santoscoy grew up the typical old-school individual who had a passion for cars, engines and racing. Fresh out of high school, Rudy was employed at a full-service Mobile station before attending Universal Technical Institute in Houston. After graduation, Rudy worked for a local transmission shop, then ventured to Western Auto and K-Mart. It was at K-Mart where Rudy persuaded a fellow co-worker to go into business together before becoming an entrepreneur and formed Portranco Automotive in April of 1991.

Portranco Automotive has remained at 12034 Portranco Road since its opening. Rudy started with four service bays, but his business steadily grew to become a full service facility, specializing in general automotive repair, state vehicle inspections, fleet and RV repair.

Since 1991, the facility has expanded three times, and currently boasts over 13,000 square feet of workspace and 18 service bays. In May of 2001, Rudy acquired a sister facility, Village Parkway Automotive in San Antonio; giving him another 7,000 square feet and eight additional service bays.

There are 20 employees at Portranco Automotive, including seven ASE-Certified and three ASE Master Technicians. A unique person on the Portranco staff is Carmen Rodriguez, the Dedicated Quality Control Person. Carmen rechecks ALL repairs before the vehicle leaves the facility. She also constantly checks to achieve, and exceed, customer satisfaction through call-backs, surveys and numerous customer retention resources.

As part of their Customer Service, Portranco provides a dedicated shuttle van to take customers to and from their workplace, or home, if necessary.

Since 2002, Portranco Automotive has been a faithful customer of JASPER remanufactured products. Nearly two-thirds of Rudy's purchases are for JASPER transmissions, and an installation kit is purchased with each JASPER engine. "Why would an Independent Garage Owner NOT use JASPER," asks Rudy? "It's obvious the caliber of work we are striving for requires us to use a SUPERIOR product like JASPER."

Portranco Automotive helps the community in any way possible, including offering above and beyond customer service while continuing to operate under key principles of honesty and integrity. Rudy's business follows a mission statement that reads, "A company of dedicated individuals determined to give customers quality products and great service that exceeds individual needs and expectations in a comfortable, supportive and friendly environment."

In giving back to the community, Portranco gathers donations for the local volunteer fire department and hosts an event with the county Sheriff's Department, offering helpful community crime prevention tips. The business also raffles off bicycles for children as a monetary donation for the fire department. In addition, they host a Saturday morning radio show with other local automotive repair shops, and maintain a continuous 100% AAA rating.

Portranco Automotive is a great example of a fine community neighbor and JASPER customer.



The service bays are full! Portranco Automotive in San Antonio, Texas, provides general automotive, fleet and RV repair.

Diesel Injection Pump Testing

Jasper Engines & Transmissions has added another step to the process of testing the DS Stanadyne injection pumps. This style pump is found on all GM 6.5 & 6.5T electronic diesel engines.

This new process involves engaging the Tach-N-Time timing tool in conjunction with a pulse detection sensor on the number one injection line which, in turn, sends a signal to the timing tool to ensure that the injection pump is perfectly timed. "Completing this process verifies that the injection pump is accurately timed internally and eliminates any potential for error when timing the injection pump to the engine," says Fred Ernst, JASPER Diesel Marketing Manager.

JASPER then verifies the timing process by using the Tech 2 scan tool while running the engine on the dyno.

The final phase of ensuring that the

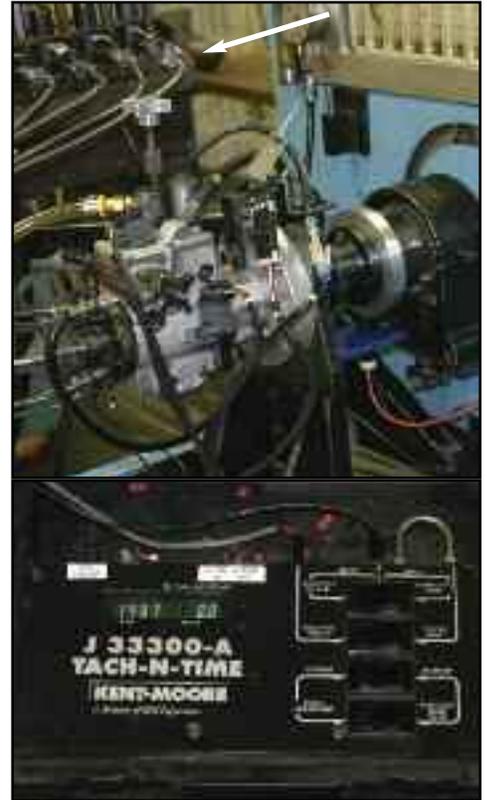
electronic injection system is in proper sync with the Electronic Control Module (ECM) must be performed by the Associate, using a Tech 2 or equivalent scan tool.

On all of JASPER's Running Complete diesel engines, the injection system is tested twice. "It's tested once when the injection system is remanufactured, then we test it again when the engine is live-run on the dynamometer," says Ernst.

This is yet another step JASPER takes to add value to our remanufactured products, without any additional charge to the customer.

TOP: A DS Stanadyne injection pump on the test stand with the pulse detection sensor attached to the number one injection line (see arrow).

BOTTOM: The pulse detection sensor works in connection with the Tach-N-Time timing tool to ensure the injection pump is perfectly timed.



A Paperwork Change on Your JASPER Remanufactured Product



The Buyer's Warranty & Available Premium Service Plan pamphlet.

As JASPER continues to try and eliminate waste in all of our processes and add improved value to our customers, we looked at the paperwork and found many different types of papers and stickers attached to our units. We also found duplicate information and some outdated information. As a result, we have implemented some changes. These changes can be broken down into two different areas: the unit and the office paperwork.

The Unit: We are placing a 7x10 clear shipping envelope on the top of each of our units. Included in this packing are: Instructions for Correct Installation and Service and the Red Production Number sticker with the production number. The Red Production Number sticker should be stuck on the vehicle.

The Office Paperwork: At the time of delivery, along with the Bill of



The clear shipping envelope includes instructions for correct installation and service and the red production number sticker.

Lading, we are handing out a blue Buyer's Warranty & Available Premium Service Plan. The Buyer's pamphlet will be in a clear vinyl packet. This Buyer's pamphlet is for you to hand to your customer, informing them about their JASPER Product. It is a good opportunity to include information about you, such as your business card with customer contact and phone number. The packet should be placed in your customer's glove box.

200,000 Miles & Still Goin' Strong!



JASPER caught up with Washington Villavicencio in Dale, Indiana, with his 2001 Ford F-350 with a JASPER remanufactured automatic transmission. 200,000 miles at press time and still goin' strong.

Washington Villavicencio of Heathville, Virginia, is an independent contractor for Dare Enterprises, a California company specializing in window blind cleaning and repair. Each month, Washington and his wife, Nancy, travel the

eastern seaboard and the midwest cleaning the window blinds at Denny's restaurants.

Washington's work truck is a 2001 Ford F350 pickup that pulls a 24-foot trailer full of his cleaning equipment. The truck had 534,000 miles on it when we caught up with him outside the Dale, Indiana, Denny's. But we also found out his truck has a JASPER automatic transmission installed, and had over 200,000 miles on it!

"I depend on my truck for work," says Villavicencio. "I travel from Maine to Florida and as far west as Illinois. I've had no problems with this transmission."

Prior to his purchase of a remanufactured transmission for his truck, Washington did his research before deciding on JASPER. "I did a little background and learned that JASPER was the leading innovator as far as engines and transmissions," said Washington. "It was a no-brainer."

Not only does Washington use his truck for work, he takes it on vacation too, across the country, pulling his toy-box full of ATVs. "I've taken this truck to Montana, North & South Dakota, and the heat of Arizona," added Washington. "The transmission has held up great."

Your Independent Garage Customer Advisory Committee



Customer Advisory Committee members are (pictured left to right): Gary Grubbs, John Cannon, Gregg Caldwell, Mike Byer, Don Cusson, Charlie Fehrenbach, Howie Graf, Rod Sparks, Marty Winkler, Chuck Coats and Tony Bove. Members not pictured are: Scott Zachary, Dennis Olewnik and Larry Perry.

We would like to introduce our Independent Garage Customer Advisory Committee for 2008. JASPER has been utilizing Customer Advisory Committees for over 20 years. These groups have been instrumental in the success of JASPER in the past, and we know they will help us stay focused on issues that are important to our customers in the future.

The members of the JASPER Independent Garage Customer Advisory Committee are:

- Scott Zachary - Zach's Automotive, Murfreesboro, TN
- Mike Byer - Mike Byer Auto & Truck, Asheville, NC
- Dennis Olewnik - Dennis Automotive, Philadelphia, PA

- Marty Winkler - Marty's Complete Automotive, Oakland Park, FL
- Charlie Fehrenbach - Charlies' Automotive, Liberty Center, OH
- Gregg Caldwell - G & C Auto Express, Chantilly, VA
- Gary Grubbs - Diesel Pickup Specialists, Inman, KS
- Don Cusson - Cusson Automotive, South Windsor, CT
- John Cannon - Cannon Automotive, LaPorte, IN
- Chuck Coats - Chuck Coats Automotive, Gulfport, MS
- Howie Graf - Kumler Automotive, Lancaster, OH
- Ron Sparks - Sparks Auto Care, Oblong, IL
- Tony Bove, Jr. - Bove's Auto & Truck Service, Rockford, IL
- Larry Perry - The Magic Mechanic, Orlando, FL

Discussions include topics associated with the automotive industry, such as how to get more people interested in becoming technicians in the industry. We also discuss things JASPER must do to remain a leader in drivetrain remanufacturing, like the recent offering of technical classes on both gasoline engine and transmission installation.

JASPER wants to be a customer-driven company, and we value you and your customers' input. We feel we benefit greatly, not only from our Customer Advisory Committee, but also from the feedback our customers give us through the customer reply cards that come with every JASPER product purchased and our tour reply cards.

There are a lot of changes going on within the automotive industry, and you and the group continue to provide us with the feedback we need for our next 66 years of business.

Get The Jump Early... Send Us Your Calendar Entries!

Do you have a vehicle that is calendar worthy? It's a question that we pose to our readers each year. Well, it's time, once again, for Jasper Engines & Transmissions to seek quality color photographs of vehicles and equipment in which a JASPER gas or diesel engine, transmission, differential or stern drive has been installed, for its 2009 Calendar Contest. Photo categories are unique vehicles and performance oriented cars and trucks.

Entrants must submit a color photograph (35mm or larger) and information about the vehicle, along with the JASPER remanufactured product

that has been installed. Vehicles should be placed in a "show" type setting when photographed. 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.

Every qualified entrant will receive a hat autographed by Ryan Newman. All entries will be judged based on adherence to the category, equipment appearance and the quality of the photograph.

Winners will be required to sign a release consent form for photograph and name publication.

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 Gift Package.

The entry deadline is September 1st, and is open to all JASPER customers, distributors and Associates. Entries should be mailed to:

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

New Over-The-Road Look... Same Great Product!



These 53-foot trailers are wrapped in the new JASPER vinyl. The sides on these rolling billboards show a different message.

Some of JASPER's over-the-road fleet will look different, as these 53-foot trailers are the first of 12 to be put into service.

The passenger side of the trailer (*top image*) shows a discussion between a technician and customer over an engine. The driver's side (*bottom image*) shows a different customer/technician meeting, this time over a transmission.

When motorists see these rolling billboards pass by, they'll read a message asking them to contact their professional technician about the millions of remanufactured products installed. "We're trying to promote the fact that it is commonplace to install remanufactured products to the general public and send them to professional technicians like you," says Mike Pfau, JASPER Advertising Manager.



E-Commerce Portal Drawing

We've had three more winning companies in the Jasper Engines & Transmissions E-Commerce Portal Drawing!

The winner for February was Widener Automotive of Batesville, Indiana. The winner for March was Fullerton Transmissions of Fullerton, California. The winner for April was Auto Fixx of Fayetteville, Georgia. All three companies selected the \$400 rebate coupon as their prize.

Sadly, our E-Commerce Portal Drawing promotion has come to an end. Thanks to all our customers who decided to order their JASPER product through our fully-customized E-Commerce Portal. We hope you continue to find it easy and convenient to use.

JASPER Names Preferred Partners for 2007

JASPER has named its Preferred Partners of 2007. The recipients of the award are Raytech-Allomatic Products, Elgin Industries, Grant Iron and Motors, Melling Automotive Products - Dura-Bond, Mahle-Clevite and Sonnax Industries. The awards were presented during the Jasper Engines & Transmissions 21st Annual Preferred Partners Banquet on March 19th.

Each of these companies received this award in the past, and several of these companies have received this award for at least five years or more, among them Grant Iron and Motors (5), and Elgin Industries (7).

JASPER's Preferred Partner Award is presented annually to recognize the company's Partners in Success. Recipients are nominated by an individual within the Purchasing, Quality, Manufacturing or Payables divisions of

the JASPER organization and are judged on Quality, Service, Fill-Rate, Response Time to a Problem, and Billing/Credit Procedures, among other criteria. Approval from all of the above-mentioned divisions is required for selection as a Preferred Partner.

Gary Bair, Manager of the Jasper Engines and Transmissions Purchasing Division, said JASPER charged ahead in 2007 with the Jasper Production System (JPS) of continuous improvement within the company.

"Our commitment for today and the future is the elimination of waste through never-ending improvements in Safety, Quality, Productivity, Customer Service and Reduction of Waste," said Bair. "Our goal is, and will continue to be, the elimination of waste in everything we do."

Bair told the Preferred Partners that JASPER still must have the right materials, at the right time, at the right place, but in the exact amount required with the least amount of waste.

"Inventory is waste," said Bair. We (our partners and JASPER) must work together to eliminate any and all waste that is built into our systems."

Bair challenged the Preferred Partners to continue to provide reliable delivery, speed to the market, provide JASPER's Quality and Product Development groups with solutions to make products better than the competition and help JASPER remove cost and waste in their products. "No one said it would be easy," said Bair. But by working together, we (as partners) can provide our customers with the product and service they expect each time."



www.jasperengines.com

e-mail: sales@jasperengines.com

815 Wernsing Road · P.O. Box 650 · Jasper, IN 47547-0650

JASPER ENGINE AND TRANSMISSION EXCHANGE



Prst. Std.
U.S. Postage Paid
Permit 249
Jasper, IN 47546