

News & Updates

NOVEMBER 2001

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Published by:

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Service Information Availability Bill Introduced

The Automotive Service Association (ASA) recently announced that U.S. Reps. Joe Barton, R-Texas, and Edolphus Towns, D-New York, introduced bipartisan legislation, H.R. 2735, The Motor Vehicle Owner's Right to Repair Act.

The legislation requires original equipment manufacturers (OEMs) to provide access to service information, both emissions and non-emissions, to the independent repairer. ASA supports this legislation and encourages its members to contact their congressional representative and ask them to support this bill.

In a recent survey taken by the Southwest Policy Group, 803 registered voters were questioned about information availability. The results show:

- 88 percent agree all repair information should be made available to the independent repairer and the owner of the vehicle.
- 92 percent would support a bill in Congress that requires auto manufacturers to provide vehicle repair information.
- 72 percent would support a candidate who favors requiring auto manufacturers to provide vehicle repair information.

"This bill provides independent repairers with the information they need to properly repair motor vehi-

cles," says Bob Redding, ASA's Washington, D.C. representative. "As apparent in the survey, vehicle owners want service information made available to the independent repairer. We appreciate the leadership these members of Congress have shown with this legislation."

Jasper Engines & Transmissions supports this bill as well, and encourages everyone to send a letter to YOUR U.S. Congressman urging their support.

When writing a letter to your U.S. Congressional Representative, there are certain steps you should follow:

1. Your purpose for writing should be clearly stated in the opening paragraph of your letter. If the letter is to encourage support for a specific bill, identify it accordingly, e.g. I am requesting your support of H.R. 2735, The Motor Vehicle Owner's Right to Repair Act.
2. Be courteous and to the point. Briefly state why the issue at hand is important to you. When possible, give real-life examples to support your position.

(continued on page 7)

Kohrs Truck & Auto Repair, Inc.

Kohrs Truck & Auto Repair in O'Fallon, Missouri, has been at the same location since 1981. Much of their business is aimed at fleet vehicles. They work on light duty and over the road vehicles. But Kohrs can also take care of complete auto and truck repairs, including oil changes, alignment, and replacement of gas and diesel engines.

The owner, Harold Kohrs, started his automotive career in 1957 working for a parts house and machine shop. After that, Kohrs worked at various General Motors dealerships, and an International Harvester dealership. But in November 1981, Kohrs wanted to strike out on his own, and started his business at 615 Arrow Lane in O'Fallon.

After a recent expansion about four years ago, Kohrs Truck and Auto Repair boasts 14 service bays in their 180 x 60 foot facility. Service Manager Hadley Nadler has been with Kohrs since the beginning. Ten of Kohrs 20 employees are ASE Certified Technicians. Kohrs technicians are required to take approved automotive education courses each year. Kohrs also pays for additional schooling his technicians attend, and offers an apprenticeship program at his business.

Kohrs Truck and Auto Repair has been a JASPER customer since 1989. They install a number of quality remanufactured gas and diesel



Harold and Sandy Kohrs use JASPER because they rely on our quality and superior service so they can better service the needs of their customers.

engines, light-duty and midrange transmissions, and differentials annually.

Kohrs Truck and Auto Repair uses JASPER because they rely on our quality and superior service, so they can better service the needs of their customers. Kohrs works directly with the JASPER sales force as well as the Customer Service department whether pointing out inherent O.E. failures or marketing strategies. Kohrs also feels the solid warranty means high quality, which benefits his customers, himself, and JASPER.

As for the future, Kohrs doesn't see any additional expansion at this time. But he does work toward the continued success of his business after his retirement. Kohrs is more than just a customer of JASPER, they are our business partners.



Harold Kohrs and his wife Sandy have been customers of JASPER since 1989.

Automatic Transmission Testing

by Greg Heeke, JASPER Research and Development/Quality Department

Greg Heeke

Greg Heeke is a graduate of Purdue University with a Bachelor of Science degree in Mechanical



Engineering Technology. He is an ASQ certified mechanical inspector and is ASE certified in Automatic transmissions. He has been with JASPER since 1998 in the Research and Development/Quality Department.

When JASPER started remanufacturing transmissions in 1957, the company committed to testing all automatic transmissions. At that time no test stands were available for purchase. So Gervase Schwenk, now JASPER Chairman of the Board, designed the first stands that JASPER used to test transmissions. The dynos were powered by internal combustion engines and used a brake to slow or stop the output shaft.

The first dynamometers were operator controlled. In this type of testing, operators set input speed and load while monitoring pressure and flow. They ensured that the unit shifted properly. Data was recorded at specified points during the test and compared to testing specifications. Early transmissions used vacuum to monitor engine load and adjust the transmission.

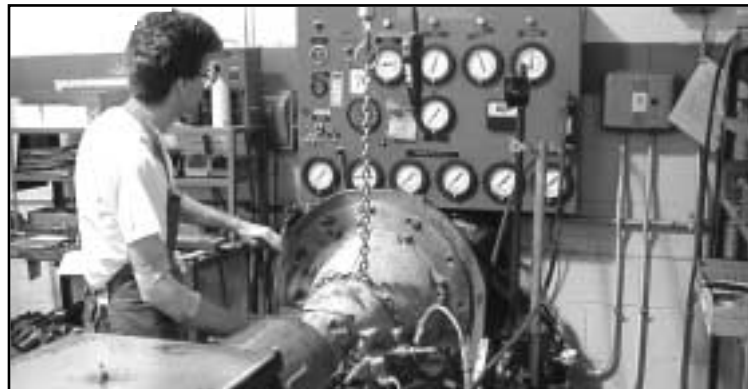
The next technological development was variable frequency drive electric motor dynos. These were the first dynos that JASPER purchased to test front wheel drive transmissions. The electric motors produce consistent torque over the operating RPM and run quietly. The electric

motor allows the operator to accurately set input speed, making it easier to see slips and ratio concerns. The operator must record pressure and flow and simulate engine load, and they must ensure that the transmission shifts properly.

Next came data acquisition to transmission testing technology on electric motor dynos. Data acquisition dynos use a computer to set input speed, monitor output speed, record pressure and flow, and instantly calculate a gear ratio for each step of the test. The computer is programmed with applicable specifications for the test and compares it instantly to the data acquired during the test. Upon completion of the test, the computer stores the data electronically.

As electronically controlled transmissions advance in technology, test stands also need to keep pace. In JASPER's newest dyno, the computer controls the transmission per the set program. The computer controls the transmission solenoids, which control transmission pressure and gear ratio, and instantly compares them to set specifications.

Test technology has come a long way from its introduction from internal combustion engine dynos for hydraulic transmissions to electronically controlled dynos for today's electronic transmissions. With this complete array of test equipment, JASPER is well equipped to test transmissions of yesterday and the fully electronically controlled transmissions of today.



One of the first dynamometers JASPER designed to test transmissions (pictured at top) is still in use for older hydraulic transmissions. In JASPER's newest dynamometer (pictured above), the computer controls today's electronic transmissions per a set program.

We Have Our Calendar Winners!

The winning photographs have been picked to grace the pages of the 2002 Jasper Engines & Transmissions Calendar. Our winners for 2002 are:

Joe Serles
St. Charles, MO
1957 Ford Retractable Hardtop

Rick & Mike Carter
Axton, VA
1932 Ford Roadster

Paul Kroger
Carlisle, OH
1969 Pontiac Trans Am Convertible

Jerry Sitzes
Union, MO
1942 Chevrolet Truck

Jerry Tully, III
Olyphant, PA
1996 Ford Mustang

Robert Ellis
Parma, OH
1955 Chevrolet

Robert Bibb
Springfield, TN
1957 Chevrolet

Tim Hembree
Wichita, KS
1980 Chevrolet Corvette

Richard Penkava
Berwyn, IL
1941 Dodge Truck

Roger Hunter
Huntingburg, IN
1964 Chevrolet Chevelle

Jim Bryar
Altoona, PA
1940 Ford Deluxe Coupe

Eric Kemp
Petersburg, IN
1986 Chevrolet Monte Carlo SS

Robert Pressley
Asheville, NC
1973 Chevrolet Truck

Honorable Mention:

Kevin Cina
Iron Ridge, WI
1982 Chevrolet Camaro

Jim Elbon
Baltimore, MD
1957 Chevrolet Convertible

Entrants were required to submit a color photograph and a description of the vehicle along with the JASPER product that was installed. The vehicles were placed in a "show" type setting. Judging was based on adherence to category, equipment appearance, and photograph quality.

Congratulations to our winners. They will receive a JASPER denim jacket, an autographed race hat, and a \$100 credit toward their next purchase of an engine, transmission, differential or stern drive. Our Honorable Mention winners receive a JASPER sweatshirt and a \$50 credit toward their next purchase of one of the aforementioned products.



Clockwise from upper left: 1955 Chevrolet owned by Robert Ellis, 1957 Ford Retractable Hardtop owned by Joe Serles, 1941 Dodge Truck owned by Richard Penkava, and 1969 Pontiac Trans Am Convertible owned by Paul Kroger. See all of the 2002 winners at www.jasperengines.com.

Things Change

by Doug Bawel, President Jasper Engines & Transmissions

On Monday there were people fighting against praying in school.
On Tuesday you would have been hard pressed to find a school where someone was not praying.

On Monday there were people trying to separate each other by race, sex, color and creed.
On Tuesday they were all holding hands.

On Monday we thought that we were secure.
On Tuesday we learned better.

On Monday we were talking about heroes as being athletes.
On Tuesday we learned what hero meant.

On Monday people were fighting the Ten Commandments on government property.
On Tuesday those same people all said "God help us all" while thinking "Thou Shalt Not Kill."

On Monday people argued with their kids about picking up their room.
On Tuesday these same people couldn't get home fast enough to hug their kids.

On Monday people were upset that their dry cleaning was not ready on time.
On Tuesday they were lining up to give blood for the dying.

On Monday politicians argued about budget surpluses.
On Tuesday, grief stricken, they sang "God Bless America."

On Monday we worried about the traffic and getting to work late.
On Tuesday we worried about plane crashes and terrorist attacks.

On Monday we were irritated that our rebate checks had not arrived.
On Tuesday we saw people celebrating people dying in the USA.

On Monday some children had solid families.
On Tuesday they were orphans.

On Monday the President was going to Florida to read to children.
On Tuesday he returned to Washington to protect our children.

On Monday we e-mailed jokes.
On Tuesday we did not.

It is sadly ironic how it takes horrific events to place things into perspective, but it has! The lessons learned, the things we have taken for granted, the things that have been forgotten or overlooked, hopefully will never be forgotten again!



Doug Bawel

Doug started in sales with Alvin C. Ruxer at his Ford agency in 1973. After graduating with a double major in Management and Marketing, Doug moved to Jasper Engines & Transmissions, where he spent 8 months in production, 2 years in advertising, 5 years in outside sales, and 2 years in Sales Management. Doug was asked to serve as President in 1987. Doug was president of PERA in 1987 and received the coveted Remanufacturer of the Year in 1996.

Women Call The Shots On Buying & Maintaining The Family Car

Women are not only becoming more influential in deciding what car to buy, they are also taking over the traditionally male-dominated responsibility of maintenance and repair, according to the National Institute for Automotive Service Excellence.

Currently more than 65 percent of customers who take their vehicles to a repair shop for service and repair are women. Some repair industry experts estimate that the average may actually be closer to 80 percent.

“More and more women are deciding where to take their car, minivan, light truck or sport utility vehicle for service and repair,” says Ronald H. Weiner, ASE president. “As this trend continues, females will represent the majority of customers with whom technicians and service managers must communicate.”

ASE offers several factors that account for the increasing presence of women in the showroom and in the customer waiting area. They include:

- The overall percentage of female drivers is rising, while the overall percentage of male drivers is decreasing. According to the U.S. Department of Transportation, the percentage of female drivers grew from 44% in 1972 to 49% in 1996, compared to the percentage of male drivers which fell from 56% in 1972 to 51% in 1996.
- Women have influential buying power. Ford Motor Marketing reports that women influence 80% of all purchases and have 95% veto power regarding automotive purchases.
- Women are purchasing more cars

than ever before. According to Art Spinella of CNW Research, an automotive marketing research firm based in Bandon, Oregon, nearly half of new car purchases are made by women, and 53% of used car sales can be attributed to women. In certain age and vehicle categories, females represent more than 50% of current buyers.

And here’s what leading female automotive experts have to say about this trend:

“There is growing appreciation of female customers. Technicians report that females ask more questions, inquire about details, and are more willing to look under the hood, or check out parts,” says Diane Hohman, an automotive aftermarket consultant in Herndon, Virginia. “Efforts to address the needs of female customers are evident in the marketplace.



From conducting women’s car care clinics to hiring female service writers and technicians, repair businesses are taking steps to welcome female customers.”

Donna Wagner, Director of Operations for the Car Care Council, Port Clinton, Ohio, believes that the presence of female professionals in repair shops may help create a more user-friendly environment for female customers. “Many women feel less intimidated when interacting with female service advisors and technicians. A greater comfort level can turn the whole repair experience into a positive one.”

While the total number of women in the repair profession is small, the rate of increase over the last few years is noteworthy. According to the U.S. Department of Labor, the number of female technicians grew from 9,000 in 1994 to 11,000 in 1996 - a 22% increase, while the number of male technicians increased by only 3% during the same period.

ASE, the national non-profit organization that tests and certifies repair professionals, has also seen an increase in the number of females participating in its testing and certification program. While the number of ASE-Certified male technicians has increased by 14% in the last two years, the number of certified female technicians has almost doubled from 1,329 in 1994 to 2,041 in 1996.

“It’s inevitable; just as we see more women in the showroom and at the service desk, we will see more women behind the service and parts counter talking to customers, and under the hood diagnosing and repairing automobiles,” predicts ASE president Ron Weiner. “Challenging careers such as automotive service professionals are not gender-specific. Servicing and repairing today’s vehicle requires more brainpower than brawn.”

ASE was founded in 1972 to help improve the quality of automotive service and repair through the voluntary testing and certification of automotive technicians. More than 415,000 ASE-Certified automobile, truck, and collision repair technicians, engine machinists, and parts specialists, work in dealerships, independent shops, service stations, auto parts stores, fleets, schools and colleges.

Article Courtesy of ASE

(Writing Your Congressman continued)

3. Use company letterhead and type your correspondence.
4. Include your name and mailing address.
5. Write only the representative that represents you. Each of us has one representative in the U.S. House of Representatives. (To find your representative call (202) 224-3121, or on the Internet at www.house.gov)

The following sample letter can be used as a foundation for your letter to your U.S. Representative.

Month Day, 2001

The Honorable FIRST and LAST NAME
United States House of Representatives
Washington, D.C. 20515

Dear Representative LAST NAME:

As a small businessperson and an independent automotive repair shop owner, I have faced increasing difficulties in getting service and repair information from original equipment manufacturers. The other shopowners and I rely on the manufacturers for both emissions and non-emissions service information. This is vital to ensure we are able to properly repair our customers' vehicles and keep them operating safely and efficiently. Therefore, I am asking you to support H.R. 2735, The Motor Vehicle Owner's Right to Repair Act.

If enacted, H.R. 2735 will give independent automotive repair professionals access to manufacturers' service information. Currently, the tools and information necessary for vehicle repair are either not available or so expensive independent shop owners cannot afford to purchase them.

H.R. 2735 is supported by the Automotive Service Association, the largest not-for-profit trade association of its kind, serving more than 12,000 member-businesses and 65,000 professionals from all segments of the automotive service industry. ASA advances professionalism and excellence in the automotive repair industry through education, representation and member services.

Sincerely,

Your Signature

FIRST and LAST Name
Mailing address
City, State Zip



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JASPER Branch & Distributor Locations



* Denotes Distributor

Florida:

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Indiana:

JASPER: 1-800-827-7455

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CLEVELAND: 1-800-827-7455

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Pennsylvania:

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