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## JASPER® and Electrification! What Does the Future Hold?

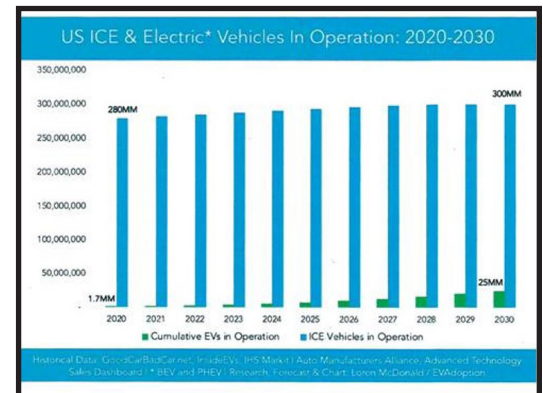
Quite often, JASPER is asked about electrification. We have owned an electric motors company for 40 years. We began doing wheel motors for giant coal haulers. Frankly, we thought it would have come sooner.

Right now, electric vehicles remain in infancy, similar to when Ford's Model T started hitting the road, replacing the horse and buggy at the turn of the last century. Their most significant drawbacks are range, the time it takes to charge the battery, and the number of locations to charge.

Level 1 charging units involve a standard 110-volt AC household outlet. *Energy.gov* reports Level 1 charging provides up to five miles of range per hour charged. An eight-hour overnight charge will enable around 40 miles of travel. Most public charging stations use Level 2 chargers, which are 240-volt AC systems providing up to 20 miles of range for one hour of charging. They provide about 180 miles of driving over an eight-hour overnight charging period. Some public stations offer DC Fast charging, with three different types of connections depending on the charge port on the vehicle. These can provide up to 80 miles of range per 20 minutes of charging.

According to *GasBuddy.com*, the average time to refuel at the gas pump is two to three minutes, though a stop can take longer than five minutes as motorists dash into a convenience store for travel snacks and drinks. That's still much shorter than the time for a battery recharge.

The NACS, the association for convenience and fuel retailing, reports more than 145,000 fueling stations across the United States. Over 127,000 of these stations are convenience stores selling fuel. The rest are gas-only stations, grocery stores selling fuel, and marinas. Compare that to the estimated 53,000 public charging stations nationwide, according to the US



**There could be 25 million electric vehicles in use by 2030, compared to 300 million with internal combustion engines.**

Department of Energy's Alternative Fuels Data Center. These station locations may not always be in plain sight, such as inside a parking garage, a mall parking lot, or dealership. Some may have a limited number of charging posts, which can extend a motorist's already lengthy stay if busy, while other stations have connectors only for a specific vehicle.

Approximately 1.7 million electric vehicles were on the road in 2020; most were passenger cars. That figure was compared to 280 million internal combustion engine (ICE) vehicles. At the World Electrification Conference of 2022 held in Detroit, it was estimated there could be as many as 25 million electric vehicles in use by 2030, compared to 300 million ICE vehicles in the field.

"The facts are electric vehicles ARE coming," said Jasper Holdings, Inc. CEO Doug Bawel, "but we believe they're not coming as fast as people would like to lead you to believe. JASPER has a strong and bright future in the field of automotive remanufacturing, and with companies like Jasper Electric Motors, we will be in electrification."

## Matt's Automotive Service Center

Matt's Automotive Service Center is situated on the Great Plains of the Central United States. Matt's can take care of all facets of vehicle maintenance, located at several locations around Fargo, North Dakota, and Moorhead, Minnesota. This includes automotive and diesel repair, collision repair, auto glass, automotive detailing, and Advanced Driver Assistance Systems (ADAS) calibrations.

Owner Matt Lachowitz founded his business in 2009. Matt started with \$5,000.00, one hoist, and a two-bay rented facility at 1234 1st Avenue North in Moorhead. In the 14 years since, nine state-of-the-art locations were added, serving the Fargo-Moorhead and Greater Twin Cities areas of Minneapolis-St. Paul.

The flagship location on First Avenue North remains in operation but has grown into an 11,800 square-foot facility with eight service bays. After a roof collapse in 2019, this location reopened the following year to include a service drive for customers to bring their vehicles into the shop without having to leave them. It also has a large lobby with a computer station for those who want to work while waiting on vehicle maintenance and a classroom and training center to connect with their network of facilities.

Matt's Automotive Service Center has installed many of JASPER's remanufactured products since 2009, whether an engine, transmission, transfer case, or turbocharger. "We are a company that provides options to our customers, allowing them

to make an informed decision," Matt said. "We educate them why JASPER® is the best choice because of their research and development teams working to improve the original product."

"We also utilize JASPER because they are the one and only remanufacturer you can go anywhere nationwide, and they will work with you," Matt added. "We also use them because of the updates they make on their products that will help improve the lives of our customers' vehicles."

The business philosophy of Matt's Automotive Service Center is to create exceptional experiences for their guests while taking care of their automotive needs. "It's our Mission Statement to give our customers a better experience than they've ever expected from an automotive facility," Matt said. "We aim to earn and keep their trust from the moment they walk in the door. Through continuous education, advanced training, high ethical standards, and a friendly attitude, we strive to be more than just an experience, but to become the new standard in the automotive repair industry."

"The customer is the reason we get to do what we enjoy every day, and that is helping people," he added. "It is more important to us that we build lasting relationships with our guests as opposed to the dollars and cents that come with that."

Matt's Automotive Service Center plans to expand, hoping to grow to 30 locations over the next ten years. "We feel our service is something every community can receive and benefit from," he said.



Matt's Automotive Service Center started in Moorhead, Minnesota, in 2009. Nine more locations have been added in the 14 years since.

## Little Rock Branch Opens

Jasper Engines & Transmissions has opened a branch office in Little Rock, Arkansas, to better serve businesses in and around Arkansas.

JASPER's newest branch is located within the Crossroads Business Park at 1305 North Hills Boulevard, Suites 105 and 106, in North Little Rock.

"As we continue to expand our Nationwide footprint, improving our availability and customer service is something JASPER® is very committed to," said Kevin Powell, JASPER Director of Branch Operations. "Our new Little Rock facility allows us to service most customers in this market with a JASPER truck up to five days a week."

The 8,712 square-foot Little Rock facility has diesel air and fuel components, gas and diesel engines, transmissions, and differentials in its inventory.

"The growth in Arkansas has exceeded our expectations," said JASPER Regional Vice President Richard Olson. "So, having a physical location for our great customers is only natural."

"Jasper Engines & Transmissions currently has 51 branch offices and two distribution centers, servicing the United States, Canada, and Puerto Rico," Olson added.

## CNC Machine Used in Block Remanufacturing



Mazak VCN-575C in operation in Gas POD 30.

More and more CNC machines are being used in the production areas of Jasper Engines & Transmissions. In POD 30 of the Gas Division, a Mazak VCN-575C is used in the block machining department for cylinder boring and milling. "It's replaced two separate machines, doing both processes with one unit," said JASPER Gas Division Manager Russell Haag.

Several engine families are remanufactured in POD 30, including modular Ford V8, Duratec, and GM Ecotec engines. The Mazak can differentiate by a user interface to choose the engine being remanufactured, and also utilizes a probing system to determine the size to bore the respective cylinders. "The probing process comes first, then both banks of cylinders are bored, and then the surface of the block is milled," said Haag.

Using the Mazak VCN-575C ensures tighter tolerances and improved product quality. "It also allows us to get the product out to our customers in a timely manner," Haag said.

## Sullivan, Indiana, Tornado Recovery Fundraiser

On March 31st, a tornado ripped a path of destruction over 40 miles across East Central Illinois and West Central Indiana, devastating the city of Sullivan (about 70 miles northwest of JASPER's corporate headquarters). Over 200 structures were reportedly damaged within Sullivan County by the storm, with 150 of those in neighborhoods within the Sullivan city limits.

In April, JASPER Associate-Owners raised funds to help with recovery efforts. Each manufacturing facility had collection boxes set up in break rooms. Every dollar raised was matched by JASPER and by Jasper Holdings, Inc. (JHI). **With all matching amounts, our final total raised was \$25,635.60!** JHI donated the funds to the Wabash Valley Community Foundation of Terre Haute, Indiana. They established a Help Sullivan Recover fund to help with long-term recovery and relief efforts for those impacted by the storms in Sullivan County.



JASPER HQ Associate Advisory Committee Members Jared Welp, Ashley Noble, and Austin Hildenbrand pose with the check to the Wabash Valley Community Foundation.

# Jenoptik Opticline Used in Cam Inspection



The Jenoptik Opticline C914 uses a combination of cameras and lights (above left) that cast a shadow around the cam lobes. The information tabulated is compared to JASPER specs (above right) for a go/no-go inspection.

When remanufacturing today's late-model engines, JASPER's investment in the Jenoptik Opticline C914 has made this tool an essential part of the camshaft inspection process.

"It's become an essential tool because of the tighter tolerances of today's engines," said JASPER® Gas Division Manager Russell Haag. "It allows us to catch anomalies in the cam that we have not been able to in the past."

The Jenoptik Opticline looks for specifications JASPER pre-programmed into the system for each specific camshaft.

The camshafts are inspected after they are remanufactured and before assembly installation. The inspection is done through six state-of-the-art cameras and lights that cast shadows around the cam. Compared to the pre-programmed specs, the findings give a go/no-go for that inspected camshaft.

The Jenoptik Opticline system is part of JASPER's overall investment in its remanufacturing equipment. "Using this device brings a huge amount of value to the customer," said Haag. "It's yet another tool in our arsenal to prevent non-conforming products from reaching our customers."

## JASPER® Delivers Bottled Water to East Palestine, Ohio

Nineteen pallets of bottled water were delivered in March to residents of East Palestine, Ohio, on behalf of Jasper Holdings, Inc. (JHI). East Palestine was the location of the February 3rd train derailment where toxic chemicals, fire, and thick black smoke affected this rural area.

In reaching out to various agencies, the need for bottled water was a priority, as Federal, State, and Local officials advised people to drink bottled water until additional testing could be completed.

In February, JHI Associate-Owners made donations to buy and deliver bottled water to East Palestine residents, as JASPER®, Weller, D&W, and Diesel USA each have branch locations in Ohio. Collection boxes were set up in break rooms of each JHI company. Every dollar raised was matched by the respective company and by JHI. **With all matching amounts, our final total was \$12,792.**

## QR Code for Past Newsletters



Our December 2022 Newsletter was emailed to our many customers around the country. Please scan the QR code above if you did not receive the e-mail copy, and would like to read the articles from previous issues. Ask your sales representative about getting on our e-mail list!

Make JASPER® your Brand of Choice. Call us at 800.827.7455, or log onto [www.jasperengines.com](http://www.jasperengines.com) for more information on our remanufactured products.

# JASPER'S Torque Converter Clutch Upgraded Calibration



GM 6L80/90

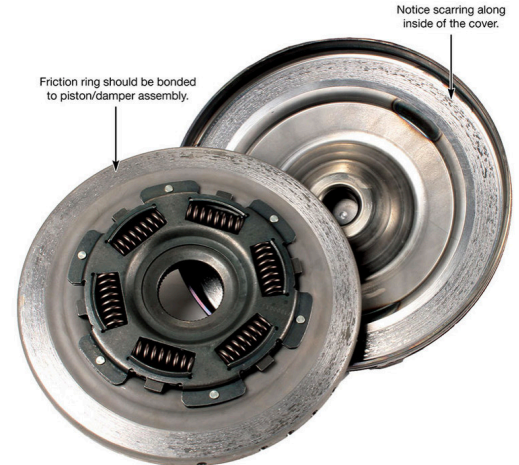
JASPER® is excited to offer an additional improvement option to our GM 6L80/90 transmission family.

Due to the warpage of the OEM front cover, JASPER's 6L80/90 front covers are upgraded to a billet design (excludes captive clutch applications). This upgrade has dramatically improved the overall longevity of the torque converter.

“However, due to GM programming commanding lock-up as early as 2nd gear and 12 MPH, the torque converter can still experience failures,” said JASPER New Product Development Group Leader Brad Boeglin. “Accelerated wear and burning of the TCC lining can still occur due to the GM lock-up calibration/strategy.”

JASPER is now offering an HP Tuner RTD3 device used through a smartphone app. With this device, the shop can modify the TCM to a JASPER set calibration which will only allow lock-up in 5th and 6th gear. “The TCC apply strategy has been improved in 5th and 6th gear,” said Boeglin. “This will reduce wear on the TCC under those low RPM (high load) situations.”

There is an additional benefit of this device, contact your outside sales representative for more details.



Accelerated wear/burning of the TCC lining can still occur due to the GM lock-up calibration/strategy.



The JASPER HP Tuner RTD3 device can modify the TCM to only allow lock-up in 5th and 6th gear.

## Mazak HCN-6800 Delivered

As part of a capital investment plan to enhance product quality in the Gas and Diesel divisions, JASPER® took delivery of a Mazak HCN-6800 CNC machine on March 16th at our Wernsing Road facility.

The 47,000-pound machine was delivered in three pieces and successfully maneuvered into position by Egenolf Industrial Group of Indianapolis. The biggest of the three was methodically guided down corridors and between storage racks, sometimes with only inches on either side to spare!

Once assembled, the Mazak HCN-6800 will machine head cam bores and block main saddles.



The 47,000 pound Mazak HCN-6800 was delivered in three pieces for use by the Gas and Diesel divisions to machine head cam bores and block main saddles.

# Cincinnati Branch has New Location

After 43 years, the Cincinnati, Ohio, Jasper Engines & Transmissions branch has a new location.

Since 1980, JASPER® has been in a leased location at 3428 Hauck Road in Cincinnati. In June, the branch moved less than two miles to 6266 Center Park Drive in suburban West Chester Township. The facility will share its location with Diesel USA with air and fuel components, and have a full inventory of remanufactured gas and diesel engines, transmissions, and differentials.

“This is the second location JASPER shares with Diesel USA,” said Kevin Powell, JASPER Director of Branch Operations. “June 21st was our first official day delivering out of the new location, and we are excited to work with our local Diesel USA team in the future.”

Cincinnati was the second branch location JASPER opened in 1958. The original branch was located in the city’s Northside neighborhood at the corner of Spring Grove Avenue and Fergus Street.



JASPER’s newest Cincinnati branch location (top image) is shared with Diesel USA at 6266 Center Park Drive in West Chester Township. The original Cincinnati branch location (above left) opened in 1958. The branch had been located on Hauck Road since 1980 (above right). This image was taken in 2001.

## Corcentric Program for JASPER® Installers

Jasper Engines & Transmissions is partnered with Corcentric to provide essential products and services for our installers.

Using the purchasing power of over 2,000 customers, Corcentric negotiates the best possible terms with suppliers you use to run your business. You get nationwide volume pricing on customized programs in every category of spend, with a high-touch level of account management. Procurement experts conduct a thorough spending analysis to offer solutions in categories such as MRO, office supplies, uniforms, and much more.



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There is no cost to participate in the Corcentric program. There are no commitments to buy - you buy what you need when you need it. There is no obligation to participate - you can opt out of the program anytime. For more information about the Corcentric program, contact John Latham at: [jlatham@corcentric.com](mailto:jlatham@corcentric.com).

# Building Relationships for Tomorrow

By Darrin Barney, President - EliteWorldwide, Inc.

## Darrin Barney

*started his own auto repair and 4X4 business in 2003. By having a dedication to the success of his employees that is unlike any other, as well as to the care and safety of his customers, his success quickly caught the attention of the industry, and it's brought about his being featured in countless podcasts and nationally published articles. He's been on the cover of Auto Inc. magazine, and he's spoken at a number of the industry's largest events. Before becoming President at EliteWorldwide, he filled the role of lead trainer for the industry-acclaimed Master's Service Advisor Program, and he's coached a number of clients to incredible levels to help Elite grow into the remarkable brand it is today.*



for your employees. If they feel like you only see them as a worker and a “way to get things done that I don’t want to do,” they will leave, especially when you have challenges.

After 20+ years of business ownership, connecting with and serving others has carried me through more hardships than I can count. Our most effective form of advertising was (and still is) word of mouth. It has opened doors that were bolted, welded, and rusted shut. It has allowed me to have friends and customers all over the world. To me, it is that important.

Here are a couple of things I have found to help build relationships with your customers, employees, friends, and family.

**Read “How to Win Friends and Influence People” by Dale Carnegie** - Yes, I know it has one of the cheesiest names ever. But it was one of the most influential books I have ever read. It was a life changer for me. It is one that I read multiple times a year and have had all three of my kids read. (My youngest son is 6!) It is a great book that every owner, manager, parent, friend, and employee should read.

**Show Genuine Interest in Others** - When that customer drops off their vehicle and mentions they have an anniversary dinner that night at 5pm, ask them about it. When an employee says something about their personal life, ask questions. You will be surprised at what

happens when you do. You will learn more about them and create more of a bond. As we always say at Elite, people buy from people, not companies. The same goes for your employees; people come to work for people. Please keep in mind, I am not asking you to start spending your day talking with each person you meet, but you will be surprised at how spending a couple of minutes a day, being curious, asking questions, and talking with others will make a difference in your life and theirs!

**Listen** - People are always listening with the intent to reply or listening with the intent to learn. Do your best to listen to understand. If you are always thinking about what you will say next, you only hear some things being said. When you try to listen to learn, you will pick up on more things, and most importantly, they will feel heard. Everyone wants to feel important.

**Peaks and Valleys** - Remember, you never know where the other person is on their journey through life. We all go through good times and bad times. When we keep this in mind, it allows us to see things from outside our perspective. You never know when taking the time to talk with someone can make a huge difference in their life. When someone seems upset, ask if everything is OK. Years ago, we had a customer come in that I could tell was having a hard day. I asked her if everything was

*(Continued on the back page)*

As I contemplated what I wanted to share for my first JASPER Newsletter, I was thinking of myself, 20 years ago, as a new shop owner and what piece of advice I would benefit from the most. Many things came to mind, but the one that kept coming back to me was simple. Take care of people. Treat others like humans and be genuinely interested in them. After all these years, I know that one thing opened more doors for me and my shop than anything else.

If turn-and-burn is your business model, and you see your customers and employees as only \$'s, you are missing out. That type of mentality is great in a booming economy, but when things tighten up, those turn-and-burn customers will remember how you made them feel, good or bad. The same thing goes

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*(Continued from page 7)*

OK, and she broke down in tears and told me that her husband had recently passed away. He had always handled the Jeep repairs, and she now feared getting ripped off. We had a great conversation, and I told her I understood and that we would take care of her. Years later, she is still a great customer and someone I consider a friend. You never know what people are going through.

Ultimately, I believe it's all about the relationships we build with others. Taking a few extra minutes out of your day won't hurt; you never know what it will do for someone else. Just recently, I lost a good friend, Brock Jeske. He always had a big smile, a great attitude and made me laugh. Brock is customer number #2 in our database, and when we opened the shop, we didn't have enough money for a sign, so he painted us one. (It still hangs in the shop.) Brock made the world better for everyone he met and made a difference. Be like Brock.

People may forget the words you say, but they will never forget how you made them feel.

I look forward to seeing you soon at Elite Coaching, Pro Service & training events, trade shows, automotive conventions, 4-wheeling on the trails, or anywhere else on this journey through life. Elite is here for you.

*Editor's Note: Darrin Barney is the president of Elite, a company that strives to help shop owners reach their goals and live happier lives while elevating the industry at the same time for over 30+ years. Elite is #1 in the industry for providing coaching and training from the industry's top shop owners and provides service advisor training, peer groups, and online and in-person sales, marketing, and shop management courses. You can contact Elite at [www.eliteworldwide.com](http://www.eliteworldwide.com) or by calling 800.204.3548.*