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JASPER® Offers Ford 3.7L Duratec Engine

Jasper Engines & Transmissions is excited to announce the availability of the remanufactured Ford 3.7L Duratec engine. This dual VVT V6 engine is available for the following late-model applications:

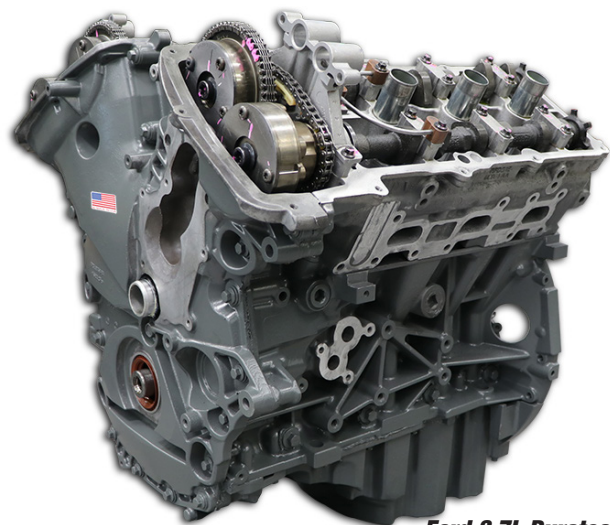
- **2015-2019 Transit 150, 250 & 350**
- **2011-2017 Mustang**
- **2011-2014 F150**

“Our remanufactured Duratec engine uses JASPER-designed pistons that have many improvements, increasing both strength and durability,” said JASPER New Product Development Group Leader, Brad Boeglin. “To complement the pistons, the ring packs are also greatly improved.”

“The top ring axial height has been increased to 1.5mm, and a physical vapor deposition (PVD) coating is added for less friction and improved longevity,” said Boeglin. “The oil ring is an upgraded two-piece design to aid in better oil control.”

The Ford 3.7L Duratec is covered by a nationwide, transferable parts and labor warranty of up to 3 Years, or 100,000 Miles. Full warranty disclosure is available on our website or upon request.

For more information on the complete line of JASPER remanufactured engines, please call 800.827.7455, or visit www.jasperengines.com.



Ford 3.7L Duratec

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Webb's Auto Repair

Lexington, Tennessee, located halfway between Memphis and Nashville, is the home of Webb's Auto Repair, a bumper-to-bumper auto repair facility.

Founded in 1985 at 2590 Old Huntington Road, owner Russell Webb did many things including farming before opening his business. Russell's Dad, the late Freddy Webb, helped Russell start the business. At first, they could not get a loan, so Russell decided to sell his stock in Morman's Feed Company, then sold all three of his boats. Webb's Auto Repair was originally in a 30 by 60 foot shop, and built on a dirt road. Some folks laughed at him that his business was too far out in the country. "If we do great work for a fair price, people would show up," Russell said. "And they did."

Over the years, Webb's Auto Repair expanded to its present size of 30 by 140 feet. The 4,200 square foot building includes five service bays, one open bay, parts storage, a conference room, and office. It also includes a 300 square foot waiting room for customers. For good measure, Terry Webb is the third generation in the business, and is a co-owner.

There are six employees at Webb's Auto Repair, including two GM Certified techni-

cians and one ASE Master Technician. Webb's pays for technicians to take their ASE testing. Technicians also have the opportunity to attend available classes, should they both benefit the technician, and the shop.

Webb's Auto Repair has been a JASPER installer of remanufactured products since 1985, and recently celebrated their second consecutive top one hundred award for 2019 and 2020. "The products from JASPER are the best in the business, and the lost art of customer service when issues arise, has not been lost" said Russell. "I have support throughout their business from my outside factory representative (Mark Miller), my inside sales person (Lindsey Mattingly), all the way to customer service."

As for the future of the business, the Webb's expect continued growth, based on the success from their business plan of treating people like family. "Our customers are like family, whether they are from out of town or local, we treat everyone the same way," said Russell.

We have not forgotten our humble farmer beginnings," Russell added. "We pick up and deliver for any customer that needs us to do so. It's not the size of the repair order, but the service provided."



Webb's Auto Repair owners Terry and Russell Webb, pose with a recent black and white drawing of their late father Freddy. Webb's has been a JASPER installer since they opened in 1985.

Bob Boeglin, Founder of JASPER's National Accounts Program, Passes at 68

Jasper Engines & Transmissions mourns the loss of Robert G. "Bob" Boeglin of Santa Claus, Indiana. Bob passed away suddenly the morning of Tuesday, July 6, 2021, at his home. Bob was 68.

Bob initially served as Chicago Branch Manager for several years until returning to Jasper, Indiana, as a Regional Vice President. Bob then founded, and led, our National Account program, and retired in 2016 with 42 years of service.

"In the beginning, he was a one-man band, traveling across the country prospecting and building that business. Bob was one who forged great friendships with his customers which continued into his retirement." said JASPER Chairman/CEO Doug Bawel.

"He developed programs with most package delivery and utility companies, airlines and other large fleets during his leadership," Bawel said. "Bob loved life and lived it to the fullest."

Two of Bob's three children are employed with JASPER, including Lindsey Mattingly (Inside Sales) and Brad Boeglin (New Product Development Group Leader).



Bob Boeglin had a career that spanned 42 years at Jasper Engines & Transmissions.

JASPER® Relocates West Virginia Branch

Jasper Engines & Transmissions is proud to announce the relocation of its West Virginia branch. The new location, at 4200 1st Avenue, Suite 206, in Nitro, is approximately 15 minutes west of JASPER's original branch in South Charleston.

"After nearly 40 years of continued operation out of the same facility, we are excited about our recent move to our new warehouse located in Nitro, West Virginia," said JASPER Director of Branch Operations Kevin Powell. "This 6,000 square foot facility provides more options for a smoother operation, while positioning us to better service our local customer base."

The West Virginia branch opened in 1984 as an independent distributorship, selling JASPER quality remanufactured products to customers of the Mountain State.

West Virginia was the company's last independently-owned distributorship when it was acquired by JASPER in early 2018.



The newly-relocated West Virginia branch is located in Nitro, at 4200 1st Avenue, Suite 206.

Warranty Format Reminder from JASPER®

There's an updated warranty format at JASPER. Though we announced the format change late last year, we wanted to provide you with another reminder.

Gone is the printed Warranty/Premium Service Plan. It has been switched to an electronic version. This digital format is accessible to your customers via www.jasperengines.com. Click 'Warranties' at the top of the page.

Installers can access warranty information via their myjasperaccount.com Customer Portal, by clicking on the 'Warranty' icon. Installers must log in to access their account screen.

The warranty guide is shipped with JASPER remanufactured units. This information must be provided to the vehicle owner for their records. The warranty guide also includes a QR code and URL that customers can access, for a complete disclosure of their JASPER Limited Nationwide Warranty, and Available Premium Service Plan.

Warranty Reference Guide

ELECTRONIC WARRANTY IMPORTANT:

This paperwork must be provided to the vehicle owner for their records.

JASPER® LIMITED NATIONWIDE WARRANTY & AVAILABLE PREMIUM SERVICE PLAN

FOR YOUR JASPER® REMANUFACTURED PRODUCT

Product Warranty Information

Scan this QR Code or visit ems.jasperengines.com/warranty.asp for a complete disclosure of the JASPER® Limited Nationwide Warranty and Available Premium Service Plan.

Stock # _____
Production # _____
Installer _____
Purchase Date _____
Install Mileage _____

Thank you for selecting a JASPER® Product!

For information, call 800-827-7455 or visit us at www.jasperengines.com.



Factory & General Office
815 Wernsing Road • P.O. Box 650
Jasper, IN 47547-0650

4838 06/11/2011 02/12/11

This warranty guide, shipped with JASPER products, must be provided to the vehicle owner for their records.

New Wastewater Treatment Facility for Jasper HQ

Jasper Engines & Transmissions has invested in a state-of-the-art wastewater treatment plant within the Wernsing Road remanufacturing facility. The new plant began processing in May. Its purpose is to remove waste oil and metals from water used in our remanufacturing through a nine-stage treatment process, before it is discharged to the City of Jasper sewer system.

Two large initial storage tanks are used to adjust the pH of the water, and skim the surface oil from the water coming into the facility. From there, the water is transferred to an oil-water separator. "This was an upgrade from the original facility," said Ben Schwenk, JASPER Environmental Manager. "This helps us better remove oil from the incoming water, making it easier to treat downstream, and remove more contaminants."

"We can treat 50 gallons of water a minute at maximum capacity," Schwenk added. "The waste oils are collected for recycling and solids are sent through the filter press, where remaining liquids are forced out, leaving a dry "cake" that is sent to a landfill."

The new wastewater treatment facility also utilizes a new JASPER-designed computer control system that monitors all functions through a central location. "Just looking at the home screen tells us significantly more than the old system ever did," Schwenk said. "Aside from purchasing our bulk storage and treatment tanks, 100% of the design, plumbing, wiring, pneumatics and other installation activities were completed by JASPER Maintenance Associates."

"A lot of what we did was not try to reinvent the wheel, as much as update our equipment and make a few improvements along the way," said Schwenk. "Waste treatment may not make us any money, but when we treat about 10,000 gallons per day, and the only alternative would be to transport that water off-site for treatment, we save hundreds of thousands per year!"



The new wastewater treatment facility for Jasper HQ began processing in May, and treats approximately 10,000 gallons of water a day.

JASPER® Offers Remanufactured Ford 2.5L Duratec Engine and 6F35 Transmission

Jasper Engines & Transmissions is excited to announce the release of the remanufactured Ford 2.5L Duratec engine and 6F35 transmission, available for several late-model Ford, Mercury, and Mazda applications. Both products fit the popular Ford Transit Connect utilized by many fleets.

Ford 2.5L Duratec Engine Applications

- 2009-2017 Ford Escape
- 2009-2011 Mercury Mariner
- 2009-2011 Mazda Tribute
- 2010-2011 Mercury Milan
- 2010-2017 Ford Fusion
- 2010-2013 Mazda 3
- 2011-2012 Mazda CX-7
- 2012-2015 Mazda 5
- 2014-2017 Ford Transit Connect

“The JASPER-remanufactured Ford 2.5L Duratec engine includes re-engineered pistons with a graphite coating to help prevent dry start-up and piston scuffing,” said JASPER New Product Development Group Leader, Brad Boeglin. “With this engine, JASPER is including a crank sensor alignment tool to assist in installation, a \$180 value.”

Ford 6F35 Transmission (2.5L) Applications

- 2013-2015 Ford Escape
- 2013-2014 Ford Fusion
- 2014-2020 Ford Transit Connect

“The JASPER-remanufactured Ford 6F35 transmission provides many updates including the 100% machining of the transmission case where the axle-driven sprocket bearing rides,” said Boeglin. “A steel shim is then installed, eliminating future case wear.”

The JASPER-remanufactured Ford 2.5L Duratec engine and 6F35 transmission are each covered by a nationwide, transferable, parts and labor warranty of up to 3 Years/100,000 Miles. Full warranty disclosure is available on our website, or upon request.

For more information on the complete line of remanufactured products from Jasper Engines & Transmissions, please call 800.827.7455, or visit www.jasperengines.com.



Ford 2.5L Duratec Engine



Ford 6F35 Transmission

Your Most Valuable Player

by Craig Hessenauer, JASPER Vice President of Fleet & National Programs

Craig Hessenauer

has been a Jasper Engines & Transmissions Associate-Owner for 32 years, working primarily in the Mid-Atlantic region as a Regional Vice President. Craig was appointed JASPER Vice President of Fleet and National Programs in December of 2020.



And This Year's Most Valuable Player is...

Who would you choose as your most valuable player of the year? Is that person at home, in the media, at work, or even a customer perhaps? What are the defining characteristics that led you to choose this person as your MVP?

Hey, did any of it rub off on you by chance? Are you going to be a better person in the future as a result of interaction with that person this past year?

One of the greatest rewards in life is the gifts we receive while in the presence of others. These gifts can come at unexpected moments. For instance, observing someone's patience during a strenuous moment for them can help us become more patient when it's our turn to experience a strenuous moment. Laughter and happiness are also some of those great "pass it on" gifts. Passion and compassion are another two, while dedication and diligence will help get us through.

When we see these defining characteristics in the actions of our co-

workers, customers, friends and family members, we have the opportunity to grow from those experiences. No one is perfect, but wouldn't it be great if we could witness these defining characteristics in the actions of our co-workers, customers, and at home more often? If your answer is yes, then try recognizing MVP behavior in others more often. Dale Carnegie said it best "Give people a fine reputation to live up to."

Here is a quick exercise for you. Pick your MVP and in 30 seconds write down every defining characteristic of that person you can think of. Now go forward in life looking for opportunities to celebrate those characteristics in the

actions of those around you. Reinforce greatness in those around you as this will enhance your life well.

By the way, is it possible to have more than one MVP in your life? You bet ya. If you can accept the idea of the most valuable players of the year, then you will find more defining characteristics to grow with. While I greatly admire and appreciate dedication and diligence at work, creativity and loving are my most cherished characteristics at home...

And This Year's Most Valuable Players Are...!

Core Pickup QR Code - It's Easy!

Looking for a better way to mark your core ready for pickup? JASPER has that base covered for you!

All JASPER remanufactured products include a Core Pickup QR Code at the lower right folded corner of the customer installation instructions.

To use this convenient service, all you need is a smartphone, or tablet, with a QR Code Reader (where applicable) or the camera function on your iPhone. Simply scan the Core Pickup QR Code, enter the Production Number located at the lower left folded corner of the Customer Installation Instructions, enter your zip code, and tap the 'Request Pickup' button. You're done! It's just that easy.



Customers can still mark their core pickup without the QR Code, either through www.jasperengines.com, or by phone. This QR Code is just another way JASPER can add convenience to you, and your busy schedule.

Are You A Shop Owner Suffering From Burnout?

By Bob Cooper, President & Founder/EliteWorldwide 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.

Over the years I have met hundreds, if not thousands, of shop owners who are suffering from burnout. They either tell me they have it, or it clearly shows in their behavior. Ironically, dealing with burnout is no different than fixing cars; in order to accurately solve the problem, we have to first identify the cause.

Let's start by taking a good look at the cause of burnout. The reason most shop owners have burnout is because they spend most of their day doing a job not aligned with who they are. Look at it like this: technicians and service advisors spend most of their day working in what I call "the moment." They spend the majority of their time dealing with customers and vehicles that came in that same day. To put it another way, they're solving current problems.

On the other hand, managers spend most of their time reviewing the past, or planning for the future. They look at past productivity, past trends, past

results, etc. By the way, this is all good, because we need sharp people who have a good understanding of past performance, and we need people who can quickly and professionally solve the problems at hand.

Yet the job of business owners is to spend most of their time in the future; not in the past, and not in the moment at hand. Unlike managers, techs and service advisors; business owners are responsible for setting the company goals, developing the plans, hiring the stars, etc. Interestingly, when most shop owners first start their journeys in the world of business, they actually do spend the majority of their time where they need to: thinking about the future. They're busy securing their locations, getting their signage, putting their marketing plans in place, prospecting, etc. Yet when their businesses become relatively established, and they've reached their initial growth goals, they find themselves spending most of their time managing their businesses, rather than building their businesses. To put it another way, they start off as entrepreneurs, and end up doing something they never imagined they would be doing: working as managers; spending most of their time reviewing the past, rather than looking to the future, and building their businesses.

If this sounds all too familiar to you, then here's the guaranteed cure for you: simply put, you need to reevaluate the goals of your company. If you look to the future, and set some worthy long-term and mid-term growth goals for your company, not only will those goals get you excited, but they will give you a better sense of purpose. Add to that, your day-to-day decisions will be much easier to make, and your new-found goals will put that spark back in you that will be seen by all of your employees.

Clearly, one of the roles of every business owner is to lead by example, and what better example can you set than by having clearly defined goals that will benefit your employees, your customers, your community, and you. I've shared these conclusions and this recommendation with thousands of people over the years, and I can tell you without hesitation, people who have taken this advice to heart have seen their burnout literally disappear overnight, and in many cases, their businesses have grown well beyond their wildest dreams.

In closing, I'd like to say this: if you are suffering from burnout, and if for whatever reason you decide to pass on this recommendation, then it may be time for you to pick up the phone and call your local business broker. Otherwise, as time goes on you're going to struggle in business. True entrepreneurs like you all have one thing in common: they have what it takes to build really great companies, but as strictly managers for any length of time, well, with all due respect, they usually struggle at best. On that, you have my promise.

Editor's note: Since 1990, Bob Cooper has been the president of Elite, a team of industry leading shop owners that helps other fellow shop owners take their businesses to new levels of success, reach their goals, and establish a work/life balance that leads to a higher quality of life. The company offers industry leading service advisor training, peer groups, and coaching and consulting services that deliver extraordinary results. You can learn more about Elite by visiting www.EliteWorldwide.com, or calling 800-204-3548.



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JASPER 4-Speed Transmission Reaches 200 Wins!

A milestone was recently reached by the JASPER 4-Speed Transmission used by drivers in NASCAR's national touring series.

Kyle Busch's victory May 2nd in the *Buschy McBusch Race 400* for the NASCAR Cup Series at Kansas Speedway represented the 200th victory for the JASPER 4-Speed Transmission in the series.

The JASPER 4-Speed Transmission is currently being used by 18 team/driver combinations in the 2021 NASCAR Cup Series, along with being used by 12 team/driver combinations in the 2021 NASCAR Xfinity Series.

The 2021 season has also been highlighted by the addition of the Richard Childress Racing team using the JASPER 4-Speed Transmission, along with the new 23XI team owned by Michael Jordan. "With 2021 being our final year in the NASCAR Cup Series," said JASPER Manager, Mark Harrah, "we're preparing for our best season ever."



This state-of-the-art facility is where the JASPER 4-Speed Transmission is prepared for 30 NASCAR Driver/Team combinations to use in the 2021 racing season.

