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**DRIVE
LINE**

News and Updates From Jasper Engines & Transmissions **December 2018**

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**JASPER® Expands Ford 6R80
Product Line**



Ford 6R80

Jasper Engines & Transmissions is pleased to offer an expansion to our remanufactured Ford 6R80 RWD and 4WD transmission product line. These transmissions are now available for the following Ford and Lincoln applications:

- 2015 RWD **Mustang (3.7L)**
- 2015 RWD **Explorer/Navigator (3.5L)**
- 2015 4WD **Explorer/Navigator (3.5L)**
- 2015 RWD **F150 (3.5L)**
- 2015 4WD **F150 (3.5L)**
- 2016 RWD **Explorer/Navigator (3.5L)**
- 2016 4WD **Explorer/Navigator (3.5L)**
- 2016-2017 **RWD Transit (3.7L)**
- 2016-2017 **RWD Transit (3.5L)**

The 6R80 valve body is 100% remanufactured and vacuum tested to restore hydraulic integrity. “This reduces the chance of low hydraulic pressure within the transmission, resulting in erratic shifts,” said Boeglin.

Great care is taken to ensure each 6R80 can stand up to the rigors of everyday life. “A deeper, high-capacity oil pan is installed on select models, to reduce the chance of transmission overheating, and the latest design pressure plates are 100% installed to reduce the chance of snap ring dislocation on overdrive, direct and intermediate clutches,” said Boeglin.

The 6R80 is covered by a 3-Year/100,000 Mile nationwide, transferable, parts and labor warranty. Full warranty disclosure is available on our website, or upon request.

For more information on the remanufactured products of Jasper Engines & Transmissions, contact us at 800-827-7455 or visit www.jasperengines.com.

“Each JASPER remanufactured Ford 6R80, 2011 and later, receives a 100% NEW lead frame,” said Brad Boeglin, JASPER New Product Development Group Leader. “The new lead frame includes the speed sensor and range switch, which will prevent the transmission from intermittently dropping into first gear.”



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Hess Tire Service

Hess Tire Service is our Customer Profile for the month. Located between Andover and Independence in western New York State, near the Pennsylvania state line, Hess Tire Service is a JASPER Preferred Installer, and specializes in auto and truck repair, diesel service, tires and towing.

Tim and Rachel Hess are the owners. Tim's father, Lester, started the business in the mid 1970s as a hobby fixing cars and tires of friends and neighbors. In 1980, one of Lester's sons took over the agriculture tire business. The other son, Tim, took over the auto and truck tire business in 1992. An alignment machine was purchased two years later, and the auto repair business grew from that point.

In 1994, Hess Tire Service moved to its present location at 2377 County Road 22 in Andover. The business was originally a 100' x 60' garage with three service bays. Over the years, additional space was added to the building. Presently, Hess has nearly 31,000 square feet of work space, with nine service bays and an additional 1,320 square feet of office space.

With 13 technicians and six service writers, Hess Tire Service will pay 100% of the expense for employees to attend seminars and continuing education. Technicians have also attended diesel seminars hosted by JASPER.

Hess Tire Service has been an installer of JASPER remanufactured engines, transmissions and diesel fuel and air components for the past 15 years. "We use JASPER for the warranty coverage, and because they have a great product," Tim said. "If there's ever an issue, it



Hess Tire Service owner, Tim Hess, is a JASPER Preferred Installer.

was addressed quickly and professionally."

"We also use JASPER for the name recognition of quality the company brings," Tim added. "Our customers can't afford to do the job twice, so getting it right the first time is important. We can install JASPER with confidence."

Hess Tire Service lives by its Mission Statement of:

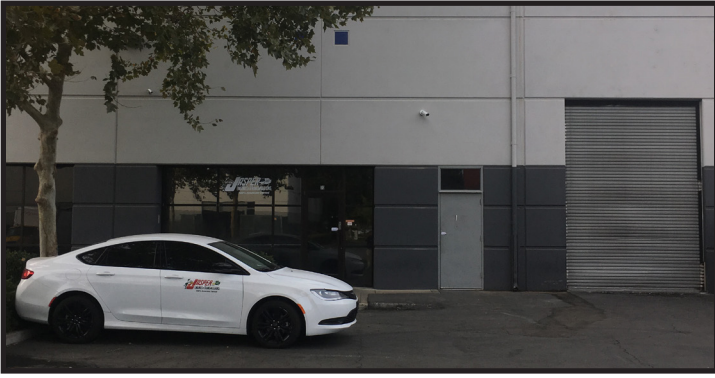
We want to provide our customers with an honest job, fair prices and, most important, that they may see Christ in all we do and say. And to provide a God-fearing and Christian atmosphere for our employees.

As for the future of the business, Hess plans to pave his lot, and continue outdoor beautification projects around his facility.



Hess Tire Service in Andover, New York, uses JASPER for the warranty coverage, and for the name recognition of quality the brand brings.

Sacramento Branch Opens



Jasper Engines & Transmissions has opened a branch office in Sacramento, California, to better serve the businesses in northeastern California and northwestern Nevada.

JASPER's newest branch location is 1424 North Market Boulevard #70 in Sacramento.

"This region of California and Nevada has rapidly grown over the years, and continues to show phenomenal growth," says Rich Olson, JASPER Regional Manager for the Sacramento area. "This new branch office in Sacramento is our way of thanking customers for their loyal support."

The 19,331 square foot Sacramento facility will have diesel fuel and air components, gas and diesel engines, transmissions and differentials in its inventory. The location also provides JASPER delivery drivers efficient drop-off and pick-up capabilities.

Jasper Engines & Transmissions currently has 47 branch offices, and two distribution centers, in 28 states.

Getting It Right!

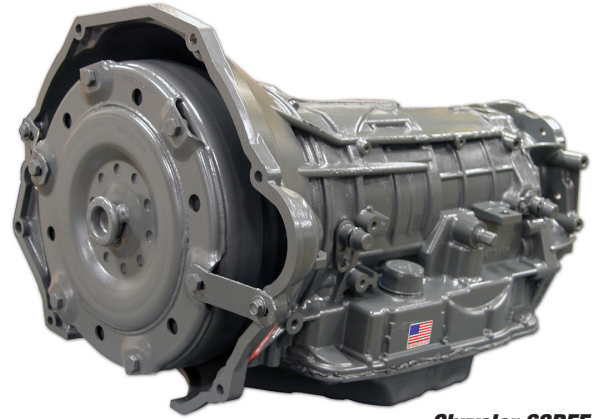


In the October 2018 Drive Line Newsletter, it was erroneously reported the two people in the above picture were Shawn and Julie Siddle, owners of SS Diesel & Auto.

That is Shawn on the left. However, the person on the right is Amy Pleace, Service Writer for SS Diesel & Auto. The wrong picture was mistakenly used for the article.

We apologize for the mix-up.

JASPER Expands Chrysler 68RFE Product Line



Chrysler 68RFE

Jasper Engines & Transmissions has announced an expansion to our remanufactured Chrysler 68RFE transmission product line.

This rear-wheel drive transmission is now available for 2009 through 2017 Dodge/RAM Diesel engine applications.

"JASPER is installing the Sonnax Smart-Tech® Drum on all 68RFE applications," said James Miller, JASPER Transmission Quality Captain. "This drum utilizes thicker, double-sided overdrive friction plates, which can withstand a higher heat capacity, preventing the chance of heat-related clutch plate warping."

"In addition, JASPER 100% replaces the 68RFE pump gear with a gear that has a bevel machined into the lugs," said Miller. "The bevel reduces the amount of play the pump gear has with the impeller hub, ensuring consistent fluid pressure."



The beveled pump gear reduces the amount of play the gear has with the impeller hub, ensuring consistent fluid pressure.

Also available is a Sonnax triple disc torque converter option for heavy-duty 68RFE applications.

The 68RFE is covered by a 3-Year/100,000 Mile nationwide, transferable, parts and labor warranty. Full warranty disclosure is available on our website, or upon request.

For more information on the remanufactured products of Jasper Engines & Transmissions, contact us at 800-827-7455 or visit www.jasperengines.com.

Five Reasons A Customer Should Choose A Remanufactured Engine, and JASPER In Particular

by Craig Hessenauer, JASPER Regional Vice President

Craig Hessenauer

has been a Jasper Engines & Transmissions Associate-Owner for 26 years, working primarily in the Mid-Atlantic region.

Craig began his automotive career over 30 years ago after attending Salisbury State University in Maryland in pursuit of a Bachelor's Degree in Business Administration.



When a vehicle still fits your family's needs, then repair considerations should take into account a longer term of vehicle use. Choosing a remanufactured engine is a more reliable, long-term solution than the alternatives.

Unlike a used, or rebuilt engine, a remanufactured engine employs a standard process of machining all surfaces to ensure they return to original equipment tolerances, or better. Both new and reclaimed parts are inspected to verify they do not have signs of wear or deformities that could cause a premature failure. Remanufactured engines are tested to validate they operate to original equipment performance standards. These meticulous processes provide the vehicle owner with greater engine longevity as well as reliability.

Given the complexity of today's vehicles, when selecting a source for a remanufactured engine, you need to consider both the engine supplier, as well as the installing repair shop's ability to service their product and workmanship. Jasper Engines and Transmissions has a 76 year track record of providing high-quality remanufactured products, as well as high-quality customer service. JASPER provides this high level

of prompt and reliable service nationwide. The JASPER website provides consumers with a list of quality installers throughout the United States, simply by entering your local zip code into the installer search screen.

There is a lot to consider once you have decided to reclaim your vehicle. Whether you go with a lower cost solution, or a remanufactured solution, either way you are making a substantial investment. It is wiser to invest "once" in a quality solution for the reliability and longevity, than to invest in low quality

only to experience a need to repeat the repair and expense in the near future.

There is a lot you can gain by reclaiming your vehicle, versus replacing your vehicle. Taxes, and depreciation in the first 18 months on a new car alone, often exceed the cost of installing a remanufactured engine. Couple the offsetting savings with the reliability and longevity of a remanufactured solution, you will quickly see the value of doing the job right the first time using a quality source such as Jasper Engines and Transmissions installed by one of their installing dealers located nationwide.

JASPER® Earns Business of the Year Honors

The Grow Southwest Indiana Workforce Development Board recognized Jasper Engines & Transmissions as its "Business of the Year" at its annual meeting September 28th. JASPER was honored for their accomplishments through the help of WorkOne Southwest services. WorkOne helps clients find a new or better job, choose a career, access training, or get the information needed to succeed in today's ever-evolving workplace. Services are also offered to businesses needing to recruit needed members for their workforce.

The "Business of the Year" award is to recognize a company in Economic Growth Region 11 that has best utilized WorkOne Business Services. Jasper Engines and Transmissions has been remanufacturing quality products since 1942 and today is the nation's largest remanufacturer of gas and diesel engines, transmissions, differentials, rear axle assemblies, marine engines, sterndrives, performance engines, and electric motors. JASPER regularly participates in job fairs hosted at WorkOne Southwest in Jasper, Indiana, and openly accepts and hires candidates of all abilities.

As the landscape of candidates has changed, JASPER has become more involved in changing how talent is attracted, and has made a mark in talent retention in the community. The company participates in events such as the STEM Challenge, Teacher's Manufacturing Boot Camp and local Tour of Opportunity. JASPER also honors the Governor's Work Ethic Certification by offering internships to students and provides a structured bonus program as an incentive to Certification earners.

The Grow Southwest Indiana Workforce Development Board serves as the governing board providing policy guidance for, and review and evaluation of, activities under Workforce Investment Act in the nine-county region of WorkOne Southwest and Economic Growth Region 11. The Indiana counties include: Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh, and Warrick.

GM 6L80E Product Line Expanded

JASPER is pleased to announce an expansion to the current GM 6L80E Transmission line.

Originally released in April 2011, this 6-speed transmission is now available on exchange for these additional applications:

2012-2016 Isuzu NPR, GMC W4500 (6.0L Gas Engine)

“The transmission control modules of this unit are hydraulically, and electronically, tested on a stand-alone system, then tested again on a dynamometer using a state-of-the-art CAN software package,” says Brad Boeglin, JASPER Research and Development Group Leader. “JASPER offers free rental of DREW Technologies J2534 pass through devices and now also offers shops the ability to rent the DREW Remote Programming System (RPS).”

The 6L80E is covered by a 3-Year/100,000-Mile nationwide, transferable, parts and labor warranty. Full warranty disclosure is available on our website, or upon request.



GM 6L80E

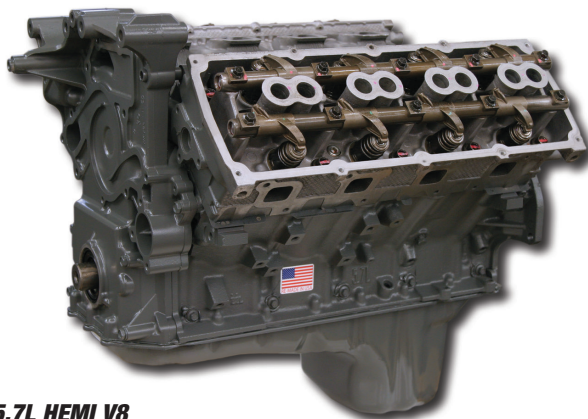
JASPER Expands Chrysler 5.7L HEMI V8 Line

JASPER is pleased to announce the release of an extension to the current Chrysler 5.7L HEMI V8 product line.

This engine is now available for the following late-model applications:

2016 Chrysler 300
2016 Dodge Challenger
2016 Dodge Charger
2016 Dodge Durango

2016 RAM 1500
2016-2017 RAM 2500
2016-2017 RAM 3500
2016 Jeep Grand Cherokee



Chrysler 5.7L HEMI V8

One of the many value-added improvements JASPER made was redesigning the piston. Along with graphite-coated skirts to prevent piston scuffing, and dry start-up, these JASPER redesigned pistons offer additional advantages.

JASPER redesigned HEMI pistons have 40% stronger compression lands compared to OE first generation design. It also provides for reduced ring heat and improved ring sealing. It's engineered with twice the piston skirt, or thrust area, compared to OE second generation design, which provides improved durability and reduced scuffing tendency. Two additional center skirt drainbacks provide three times more oil return to prevent the oil ring from sticking and reduce oil consumption. Finally, JASPER pistons utilize a greater pin bore area, with a full-floating pin design, that reduces scuffing.

In addition, the remanufactured HEMI V8 uses JASPER-designed multi-layer steel head gaskets to ensure superior protection against leaks. They feature a larger firing ring bore with improved embossment for a better combustion seal. JASPER's MLS gaskets are more robust in design, which helps prevent leaks and maintains OE compression ratio. The outer gasket layers are also PTFE coated to reduce wear.

The 5.7L HEMI V8 is covered by JASPER's 3-Year/100,000 Mile nationwide, transferable, parts and labor warranty. Full warranty disclosure is available on our website, or upon request.



Along with graphite-coated skirts to prevent scuffing and dry start-up, these JASPER redesigned pistons for the Chrysler 5.7L HEMI offer several advantages.

Seeding Our Future Technicians is Your Responsibility

by Carm Capriotto, Remarkable Results Radio/Town Hall Academy

Carm Capriotto

is the founder and host of Remarkable Results Radio, the only podcast that interviews today's most inspiring and successful automotive aftermarket professionals. Carm has 35 years experience in the automotive aftermarket, including 20 years as a business owner and 15 years in an executive position.



I keep hearing about that greatest challenge in the aftermarket, a Technician Shortage. Recently instead of listening to the 'woe is me' story, I asked, 'How are we going to fix it?' and no surprise, there were great answers to this question.

The top solutions to the tech shortage are not new, but they will require action and if we do nothing to close the gap we have no one to blame but ourselves. We are hurting on a few different fronts mainly with the lack of young people enrolling in automotive CTE programs (Career and Technical Education) at high-school and college levels, and the poaching of our technicians from other industries that are also desperately in need of technicians, including: diesel, fleet, government, and fork lift among others.

The fix is not an easy task and will require a level of volunteerism like we have never seen before. If you have ever searched for a technician, and you do not want to be in that position again, then let that feeling drive your decision to change.

Shop owners must understand their future and the future of our industry is to involve our young people into appreciating the automotive world. There is a lot of momentum that makes the automotive world attractive today. Simply put, we are driving a computer-controlled machine that is connected to the world which can be an attractive talking point to young people who want to work with their hands and computers.

So, is it enough to tell the kids, "Hey would you like to work on high tech computer-controlled cars?" Maybe not. Who we need to tell are their parents. That does not mean we stop talking to the kids, instead we need to talk to our middle school parents, counselors, principals and superintendents. We do this by volunteering for advisory committees, speaking at career days, talking to the rotary clubs, chambers and the many other local volunteer service groups in your community. If we do not sell/recruit our industry at the middle school and parental level, we miss our chance when career paths start to form.

Do not wait for an invite, walk into a high school and ask about their automotive program and ask to be involved; same for college (post-secondary). Most need advisory board members, especially independents, to get involved. They need your support to help grow their program and engage their students.

We have a vibrant auto care industry with 535,508 registered businesses, and 278 million registered motor vehicles, and it's growing. The auto care industry reached \$368 billion in 2016 and it is projected that vehicles in operation will increase by 10.4% by 2021. The auto care industry employs 4.6 million professionals. Speaking of vibrant and opportunistic.

Here are some important elements of your contribution that go beyond the schooling if we are to fix our tech shortage:

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The One Word Your Customer Wants to Hear

By Bob Cooper, President & Founder/EliteWorldwide

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.

A while back, I had the opportunity to interview over forty people for a panel of customers. My intent was to discover what drives their decisions in choosing an auto service facility, how they make their purchasing decisions, and the follow up they would like to see. In many cases I spent well over an hour with each of these prospective panelists, so I had the opportunity of learning many amazing things. Here is one of the most valuable insights I was able to take away from these interviews....

Regardless of the length of time the people I interviewed had been patronizing the same independent repair facility, one of the questions I asked each of them was, "If the service advisor told you a complete transmission or engine was needed, would you authorize the repair?" The overwhelming majority of the people I interviewed said before they would authorize such an expensive repair, they would first contact the dealership or a transmission shop. When I asked why, the standard response was "Bob, you have to understand a trans-

mission, or an engine, can be pretty complicated, so I'd want talk to an expert first."

I came to a number of conclusions after speaking with all of these customers. First of all, most independent repair shops are not doing a good enough job of educating their customers on their level of competency and skill. Secondly, your customers are no different than you when it comes to looking for expert advice. Look at it like this... Imagine you have been going to the same doctor for years, and have a tremendous amount of faith in that doctor. Then imagine that doctor told you that you had a problem with your lower back. Even though your doctor may be well-skilled with lower back problems, and possibly even better skilled than many orthopedic surgeons, I suspect you'd still feel more comfortable speaking with an orthopedic surgeon. Why? Because they're viewed as the "experts." Ironically, your customers are no different. If you have a general auto repair shop, they'll look at you as their friendly family doctor—good for most things, but not necessarily the expert.

The "expert" perception plays a huge role in how brake shops are able to generate new customers. You might think they attract customers by offering low-priced brake services, but in reality

that's not the case. The reason they are continually able to bring in customers is because the motoring public perceives them to be what they are looking for: the brake experts.

So here's my suggestion: if you want to build a more profitable, successful business, one of the things you'll need to do is brand yourself as the "expert" in every way you can. Those of you that have specialty shops, such as transmission shops, brake shops, etc., should incorporate the word "expert" in all of your automotive repair marketing campaigns. Those of you who have general auto repair facilities should use terms such as "The SUV Experts," "Toyota Experts," etc. Your customers are looking for an expert for all aspects of their lives. When it comes to auto repair and service, make sure they know in clear terms, it's you.

Editor's Note: Since 1990, Bob Cooper has been the president of Elite (www.EliteWorldwide.com), a company that strives to help shop owners reach their goals and live happier lives, while elevating the industry at the same time. The company offers one-on-one coaching from the industry's top shop owners, service advisor training, peer groups, along with sales, marketing and shop management courses. You can contact Bob at contact@eliteworldwide.com, or at 800-204-3548.

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- ***Start holding Automotive STEM classes for middle schoolers in your shop. They will be so impressed to learn about the “rolling computer”.***
- ***Create a summer boot camp for students who want to learn about the automotive industry.***
- ***Get involved with high school and post-secondary education. You can join an Advisory Board and simply ask what they need and then set out to help fulfill those needs.***

- ***Develop a comprehensive internship program - they are available with government help.***
- ***Improve the integration of our young people into the industry.***

For much of our image and career pathing problems we need to look internally, maybe even research why entry-level technicians left the industry. Check your business culture, work environment, commitment to training, pay, benefits, tooling, image, marketing, etc. There is a ground swell from independent shop owners that are making improvements to their businesses in the form

of margin and labor rate improvements and managing their key performance numbers. They realize a stronger bottom line and improved business culture will help negate the technician shortage because they can retain and recruit talent from a stronger position.

If we get involved and talk up our exciting trade the message will start to be discussed at the dinner table. Let us be proud of the industry we earn our living with, where technology is ruling every new advancement and will require talented, computer ‘nerds’ to repair today and tomorrow’s future transportation needs. Welcome the parents, kids and teachers to your place and share the future.