


JASPER 
ENGINES & TRANSMISSIONS
100% Associate Owned

**DRIVE
LINE**

News and Updates From Jasper Engines & Transmissions

December 2019

In This Issue...

Customer Profile:
 Jack Williams Tire & Auto
 Service **pg. 2**

JASPER® Expands Ford 6.7L
 Scorpion Complete Format
 Diesel Product Line **pg. 3**

JASPER® Makes Available
 Ford 6.7L Scorpion Running
 Complete Engine **pg. 3**

Austin, Texas, Branch
 Relocated **pg. 4**

JASPER® Expands
 Availability of Cummins 6.7L
 ISB/QSB Rear Gear Running
 Complete Diesel **pg.4**

JASPER® is a Corporate
 Sponsor to a Mobile Disaster
 Response Organization **pg. 5**

Joe McDonald:
 The Economic Engine **pg. 6**

Bob Cooper:
 A Shop Owners Check
 List for Creating Team
 Spirit **pg. 7**

**JASPER® Offers Remanufactured GM
 Gen V 5.3L GDI Engine**



GM Gen V 5.3L GDI Engine

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, is excited to announce the availability of GM Gen V 5.3L GDI engines.

In an effort to be first to market for late-model vehicles, this engine is available for the following Chevrolet and GMC applications:

- **2014-2018 Silverado, Sierra**
- **2015-2018 Tahoe, Suburban, Yukon**
- **2016-2018 Silverado, Sierra (Hybrid)**

"JASPER's pistons have been redesigned with a larger 4.00 mm oil ring, compared to the OEM 3.00 mm oil ring, for improved oil control," said Brad Boeglin, JASPER New Product Development Group Leader. "We've added five times more oil drain back through the pistons that will help return oil to the

crankcase, reducing the chance of ring sticking."

"The fuel pump lifter is located in the valley of the engine and will be supplied with each JASPER remanufactured unit," added Boeglin. "GM also relocated the PCV from the valve cover to the LOMA board with a 'shaker valve' which will also be supplied on our JASPER engine."

The GM Gen V 5.3L GDI engine 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.

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



Follow Us on Social Media

Published by:
 Jasper Engines &
 Transmissions
 P.O. Box 650
 Jasper, IN 47547-0650
 Phone: 800-827-7455
 Fax: 812-634-1820
www.jasperengines.com

Jack Williams Tire & Auto Service

Jack Williams Tire & Auto is celebrating 90 years in business. The company is a full-service automotive repair facility, providing tires, parts and accessories, to customers at retail locations throughout the eastern half of Pennsylvania.

Jack Williams Sr. founded the business in Kingston, Pennsylvania, in 1929. Today, Jack Williams Tire is a multi-generation, family-owned business with 36 retail locations and a network of 12 warehouses throughout northeastern, and central Pennsylvania. Serving five states and employing more than 800 employees, they offer full-service auto and truck services including tire repair and replacement, alignment, oil changes, state inspections, brakes, tire rotations, shocks and more. In addition, the company operates three aftermarket specialty shops under the brand *Auto Addictions*.

Jack Williams Tire is headquartered in Moosic, Pennsylvania. Bill Williams is the current owner, and his three children are the third generation of the Williams family. Jason, Scott, and Tracey are on the executive board, and are involved in day-to-day activities within the company leading Jack Williams into 2020 and beyond.

Jack Williams Tire has many technicians across the company that have varying ASE Certifications, including several ASE Certified

Master Technicians. The company encourages their employees to further their automotive education by providing in-house training for shop employees, whether they are seasoned, or new to the industry.

Jack Williams Tire has been a JASPER installer of engines, transmissions and differentials, for the past 20 years. "They have the best remanufactured products on the market," said Rick Gladstone, Kingston, Pennsylvania, General Manager. "They back up those products with a fantastic guarantee. JASPER also puts in a lot of effort updating and fixing problematic factory units."

Jack Williams Tire & Auto Service is committed to becoming the industry leader within the tire and automotive field, within the next decade and beyond. "We are constantly looking for ways to improve, get better, and provide the best customer experience possible," Gladstone said. "From wholesale, retail, mobile installation, equipment sales and services, we are the experts in our field and set out to be the one stop shop."

"Whether the customer is a mom caring for her family, a fleet manager, an automotive dealership, or anything in between - they can trust us for the right service they need," Gladstone added.



Jack Williams Tire & Auto Service provides automotive tires and parts at 36 different retail locations throughout eastern Pennsylvania. This location is in Mount Pocono, Pennsylvania. The company has been a JASPER installer for the past 20 years.

JASPER® Expands Ford 6.7L Scorpion Complete Format Diesel Product Line



Ford 6.7L Scorpion Complete Format Diesel Engine

Jasper Engines & Transmissions is pleased to announce the expanded availability of the Ford 6.7L Scorpion Complete Format Diesel Engine. This diesel engine is available for 2015 Ford F250-F550 applications.

A JASPER remanufactured Complete Format Diesel Engine includes the block, head, crank, cam, rods, valve train, oil pump, oil pan and pickup tube, oil filter, oil cooler, inner & outer gear covers and finishing gaskets.

“JASPER’s remanufactured engine includes machining, assembly and testing processes that helps assure the customer maximum engine life and performance,” said Ryan Dooley, JASPER Diesel Division Manager.

“Each JASPER Complete Format Diesel Engine is completely remanufactured with a standard set of new parts,” said Dooley, “while all other castings and components are requalified and remanufactured to meet or exceed OEM specifications.”

Unique to the industry, JASPER supplies a gasket set valued at \$500 with each Ford 6.7L Scorpion Complete Format Diesel Engine. The JASPER Gasket Set includes 33 items, and nearly 80 pieces. Items include: fuel line assembly, fuel injector lines, gaskets, intake cover gaskets and much more!

The Ford 6.7L Scorpion Complete Format Diesel Engine is covered by a warranty up to two years parts and labor. Full warranty disclosure for this engine is available upon request.

For more information on the complete line of JASPER remanufactured diesel engines, log onto jasperengines.com or call 800.827.7455, extension 97165.

JASPER® Offers Ford 6.7L Scorpion Running Complete



Ford 6.7L Scorpion Running Complete Engine

Jasper Engines & Transmissions is pleased to announce the availability of the Ford 6.7L Scorpion Running Complete Diesel Engine. This engine is available for the following applications:

- **2011 - 2014 F250, F350, F450, F550 Pickup, Cab/Chassis**

“This JASPER Running Complete engine includes a CP4 pump with a Bosch updated carbon coated tappet to prevent metal fatigue, tappet failure, and improve lubricity characteristics,” said Brad Boeglin, JASPER New Product Development Group Leader.

“In addition, JASPER installs 100% NEW Inconel exhaust valves,” said Boeglin. “These exhaust valves withstand higher operating temperatures compared to early factory exhaust valves.”

“JASPER also installs a stamped steel lower oil pan with a metal plug,” he added. “It replaces the early factory plastic oil pan and drain plug, which are susceptible to damage, and prone to leaks.”

Unique to the industry, JASPER’s remanufactured Ford 6.7L Scorpion Running Complete Engine includes nearly \$500.00 in additional installed parts. These include: Turbo Exhaust Pipes, EBP Tube and Sensor, EGR Exhaust Pipes, EGR Bracket, Harmonic Balancer, MAP Sensor, and Miscellaneous Bolts and Clamps.

Each JASPER Running Complete Diesel Engine is dynamometer tested with an OEM ECM to verify proper engine operation, peak performance and exhaust opacity. A finishing gasket set is included for ease of installation.

The 6.7L Scorpion Running Complete engine is covered by a two-year parts & labor warranty. Air & fuel components for this engine (injectors, injection pump, and turbo) also carry a two-year parts & labor warranty. Full warranty disclosure for this engine is available on our website, or upon request.

For more information on the complete line of JASPER remanufactured diesel engines, log onto jasperengines.com or call 800.827.7455, extension 97165.

Austin, Texas, Branch Relocated

Jasper Engines & Transmissions has relocated its Austin, Texas, branch 30 miles southwest to the city of San Marcos.

The branch is located at 794 Transportation Way, Building 4, in San Marcos.

“The new location is along the Interstate 35 corridor,” said Kevin Powell, JASPER Director of Branch Operations. “This allows JASPER many advantages for servicing Austin, and nearby San Antonio, by giving us more of a central location to both cities, and the surrounding area.”

The San Marcos branch is housed in a new 7,000 square foot facility with the capacity for up to 600 remanufactured gas and diesel engines, transmissions, differentials, and fuel and air components.

“These are exciting times for Jasper Engines & Transmissions as we continue to expand our national footprint,” added Powell. “Our goal of offering better nationwide availability of our superior products is in full swing.”

Jasper Engines & Transmissions currently has 48 branch offices and distribution centers in 28 states.



The new San Marcos, Texas, branch is located along the Interstate 35 corridor, midway between Austin and San Antonio.

JASPER® Expands Availability of Cummins 6.7L ISB/QSB Rear Gear Running Complete Diesel



Jasper Engines & Transmissions has expanded the availability of its Cummins ISB/QSB 6.7L Rear Gear Train Running Complete engine. This engine is officially available for 2013-2018 medium-duty on-road trucks, agricultural, construction, and industrial applications. This engine is available with or without head studs.

A JASPER Running Complete engine is completely remanufactured using a standard set of new parts, all other castings and components are remanufactured to meet or exceed OEM specifications.

This engine includes the Block, Head, Intake Manifold, Valve Cover, Inner Gear Cover, Outer Front Cover, Water Pump, Water Pump Pulley, Damper, Oil Pump, Oil Pan, Oil Filter, Oil Cooler, Fuel Filter Head and Filter, Fuel Injection Pump, Injectors, Turbocharger, Exhaust Manifold, Engine Speed Sensor, Engine Position Sensor, Oil Pressure Sensor, Coolant Temperature Sensor, Turbo Boost/Air Temp Sensor, Turbo Speed Sensor, Water in Fuel Sensor, EGR Air Temp Sensor, Crankcase Pressure Sensor, Exhaust Back Pressure Sensor and Fuel Pressure Sensor.

Each JASPER Running Complete engine is dynamometer tested, ensuring trouble-free engine performance. Engines are tested under varying loads to simulate in-the-vehicle operation. The test is concluded with a final engine run-in and inspection to assure peak performance and operating efficiency.

The Cummins ISB/QSB 6.7L Rear Gear Train Running Complete engine is covered by a two-year warranty. Components such as the turbocharger, water pump, sensors and harnesses are covered by a one-year warranty. Full warranty disclosure is available upon request.

For more information on the remanufactured diesel engines of Jasper Engines & Transmissions, log onto jasperengines.com, or call 800.827.7455, extension 97165.

JASPER® is a Corporate Sponsor to a Mobile Disaster Response Organization

By Scott Shipman, Founder/Executive Director, Helping His Hands Disaster Response



JASPER recently donated an over-the-road tractor to Helping His Hands Disaster Response of Vincennes, Indiana, to assist in bringing hope, and a hand of service, to those in need.

Founded in 2011 and formalized to a 501(c)3 in 2013, Helping His Hands Disaster Response (HHH) is a social service organization with headquarters located in Vincennes, Indiana. Our mission is to bring hope, and a hand of service, to those in need. We envision communities where anyone stricken by hardship or disaster are loved and aided in their cleanup/recovery as well as their rebuilding journey. Thousands of men, women, and children are served annually through the efforts of Helping His Hands. HHH is governed by a 12-member Board of Directors, committed to the highest standards in nonprofit governance with focus on sound fiscal management, fundraising, strategic planning and mission-aligned programs.

HHH helps reduce or neutralize mental, emotional, and financial trauma that results from natural disasters by providing prompt assistance and support to communities and victims of disaster in collaboration with church and community partners. Our teams of trained volunteers are able to deploy within 12-48 hours anywhere in the United States to lend a helping hand with clean up, structural repairs, distributing food and emergency supplies and more. HHH is a member of the Indiana Voluntary Organizations Active in Disaster (VOAD) and is recognized by the Federal Emergency Management Association (FEMA). From our home base in Southern Indiana, HHH has responded to disasters in over 20 states, including cleanup and relief from hurricanes and flooding in the Carolinas, Florida, Louisiana, and Texas as well as flooding in Nebraska, New York, and Tennessee and tornadoes in Alabama and Arkansas.

HHH has a desire to plant a version of HHH in communities across the country so we can enlarge our volunteer base. We are looking for partnerships in other states and communities, both physically, financially, and training volunteers in their local home area. This process not only transforms neighborhoods in need but the lives of the volunteers giving back to their community.

Our definition of disaster is, “when that which is normal has been disrupted.” That means a leaking roof, a window repair, or even needing a new wheelchair ramp to get in and out of their house. We have several programs offered locally in Southern Indiana that could be done across the country. These include: our food pantry that feeds an average of 400 families a month, our auto program, and our wheelchair ramp program where we build ramps and low-rise steps for people in need. We also host job fairs and welcome troubled youth to volunteer with us. During their time here, we use that time to encourage and mentor them.

We welcome Jasper Engines & Transmissions as a Corporate Sponsor and would love to have you join us on our journey of “bringing hope and a hand of service to those in need”. To find out how you can get involved both physically and financially, or to set up a meeting with HHH to discuss your hometown becoming a volunteer base, log onto: helpinghishands.com.



The Economic Engine

by Joe McDonald, JASPER Senior Vice President of Sales

Joe McDonald

is a University of Maryland University College (UMUC) graduate with an Associate's Degree in Business. Joe has 26



years of experience in the automotive field and 21 years with JASPER. He served as a Regional Vice President of Sales for 17 years, and was recently named Senior Vice President of Sales.

A Jasper Engines and Transmissions Factory Representative will make close to 3,000 shop visits annually. They truly become industry experts within two to three years, based on their observations and dialogue with you.

Gary Duckworth is on his 18th year with JASPER, and is a former shop owner. Gary recently shared the following message below with his customer base in South Florida:

If you're struggling with profit, it can only be a couple items:

- **Car Count,**
- **Average R.O.**
- **The Amount You're Charging**

As Gary explains, he observes shop owners working with the same demographic on both ends of a spectrum.

Have you ever considered what can make one shop grow, while another will struggle? In my travels, I have literally visited thousands of shops across the country. I'm often puzzled (and frankly, sometimes frustrated) when I see substantial differences in the level of success among shops in the same town. One owner will tell me about his vaca-

tion home while another is complaining he can't pay his bills. They're working with similar vehicles and customers. How can this be? The answer has to do with something we call, "The Economic Engine".

The Economic Engine is what powers your business. It's either running you to the top, or the bottom... it never idles.

The Upwards Engine: When you finally start charging the proper labor rate and parts mark up, you make more profit. With more profit comes the ability to invest back into your business. You can attract better quality technicians and purchase higher quality diagnostic equipment. Your technicians will produce higher quality jobs with less comebacks.

This shop owner turns out quality work therefore attracting quality-minded customers who will pay more money for good service. This allows you to then charge more for your services. That produces even more profit, leading to more money to invest back into your business. You race to the top of the industry!

The Downwards Engine: When a shop owner is giving in to price objections, they make less profit.

Working with less profit limits the owner's ability to give his staff a competitive income. This creates a challenge to attract quality technicians.

Giving in to price objections generally leads to installing lower quality parts. Less skilled technicians and lower quality parts will result in more comebacks and dissatisfied customers. As shops slowly and silently lose customers they become more willing to take on low profit jobs just to fill the bays. Some shop owners will resort to allowing customer supplied parts and further reducing their profits. Eventually, this leads to offering junkyard parts.

The spiral downward continues as junkyard parts will lead to more problems. If you're not paying attention to your shop's economic engine, you may find yourself with a parking lot full of older cars and more customers asking for used parts as you race to the bottom of our industry.

One thing is certain... As you choose your customer base, they will refer more like-minded people as you are the shop owner who allows parts brought in.

Are you racing to the top, or spiraling towards the bottom?



The Economic Engine is what powers your business. It's either running you to the top, or the bottom, and it never idles. Which way are you going?

A Shop Owners Check List for Creating Team Spirit

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.

Regardless of whether you have one or twenty employees, your productivity and profits will both go up if all your employees work together as a team. If you feel that's not the case in your shop, or if you would like to ensure you are covering all the bases, I hope this checklist can help.

• **Hire the right people** - At Elite we look for people that have the right attitude, the right aptitude and the right ethics. I am sure you will agree in order to cultivate a team spirit, everyone on your team will need to have these three traits. Not only should you have discussions with your key employees about your hiring intentions, but you need to have them involved in the interviewing and decision-making process as well. They will be working with the new hire every day, so if nothing else, you owe them the opportunity to give their input.

• **Educate every new hire on the things that are most important** - During their orientation, you need to educate them on the goals of your company, your Mission Statement, and the culture of your company. Ideally you'll not only have a Mission Statement, but you will have the

new hire memorize it as well (Not familiar with Mission Statements? See ours on the Elite site).

• **View your entire organization as a family rather than a company** - Simply put, you should recognize the birthdays of all your employees, their family happenings, etc. The more you can instill a feeling of family, the stronger your shop's team spirit will be.

• **Have regularly scheduled team meetings** - In addition to reviewing policies, procedures, etc., at your meetings, you need to review your mission and culture as well. This constant reminder will help foster the common cause teamwork you are looking for.

• **Provide ongoing education** - In addition to job-related education, you need to provide your employees with ongoing education that fosters your culture and team spirit. At Elite, every new-hire is required to read *How to Win Friends and Influence People*, and as a team we read (and review) books like John Maxwell's *Ethics 101* and *Attitude 101*.

• **Perform regularly scheduled employee reviews** - These reviews not only provide you with the opportunity to praise each employee for their team efforts, but you can ask for their suggestions on how to further improve the team spirit within your company. If you've hired the right people, you can rest assured they will provide you with the answers you are looking for.

• **Create team incentives** - Although every employee needs to be compensated for their own productivity, you need to have team incentives in place. In addition to incentives for overall shop productivity, you should consider incentives for 5-star reviews that reflect their team efforts.

• **Do away with hierarchies** - I feel in today's world we no longer need hierarchies, which is why no one works "for" me at Elite; everyone works "with" me as a team. This does not mean everyone isn't accountable, they are. It just means that I view everyone in our family at Elite as being incredibly important to our mission. I have found over the years when people know you care about them, and when they realize just how much you value their role and contributions, they will move mountains for you.

Editor's Note: Since 1990, Bob Cooper has been the president of Elite Worldwide Inc. (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 the industry's #1 peer group of 90 successful shop owners, training and coaching from top shop owners, service advisor training, along with online and in-class sales, marketing and shop management seminars. You can contact Elite at: contact@eliteworldwide.com, or by calling 800.204.3548.

Elite™
PEOPLE. PRINCIPLES. RESULTS.



100% Associate Owned

JASPER ENGINE AND TRANSMISSION EXCHANGE

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

e-mail: sales@jasperengines.com

www.jasperengines.com

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



JASPER Independent Fleet Advisory Committee Holds Meeting

Jasper Engines and Transmissions conducted their Independent Fleet Advisory Council meeting during October. The purpose of this council is to create a forum of like-minded fleet repair shops. It allows these business owners to share and create best practices for success.

“As we continue to build our National Fleet Installer program, our Advisory members will be a crucial part of our decision making” says Joe McDonald JASPER Vice President of Sales. “Fleet Managers today need to trust they are receiving quality repairs at a fair price.”

“Our Fleet Installer program is answering that call with the direction of Independent owners across the Country,” he added.

The Independent Fleet Advisory Council meets twice a year, with a two-year commitment similar to our Independent Repair shop council.

“We want to thank our new Independent Fleet Advisory council members for helping shape the course of JASPER,” said Zach Bawel, JASPER President. “It stands with our commitment to be the ‘Brand of Choice’ for our customers. They shared a lot.”



JASPER Independent Fleet Advisory Committee members (along the wall): Bill Black, Adrian Vahak, Jason Croteau, Rick Cole, John Wensel and Tim Bonner, (along the rail): Stephanie Flores, Kelsey Gary, Brandon Respress, Jay Fenningsdorf, Bill McAnally and Dave Hauer.