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**DRIVE
LINE**

News and Updates From Jasper Engines & Transmissions

March 2019

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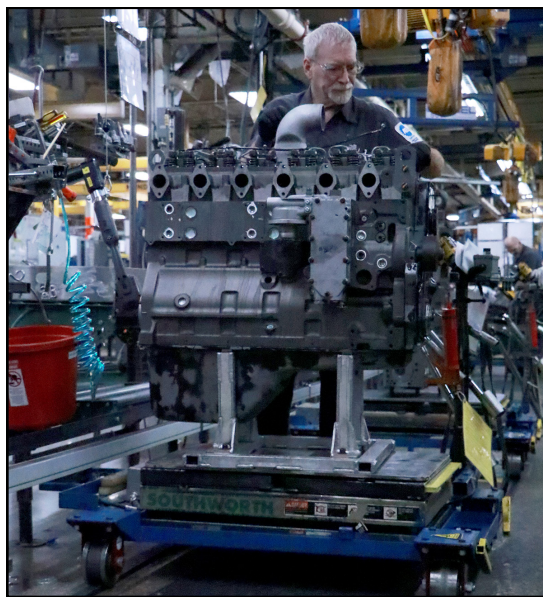
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Diesel Division Completes Renovation Relocation Program



POD 80 incorporates a floating work station which rides along a steel track; moving the engine mounted on a lift table from station to station within the assembly area.

After three years of planning and construction, the last remanufacturing work area within JASPER’s Diesel Division Renovation and Relocation project has been completed.

POD 80 remanufactures the popular International inline-series engines (466E, 466EGR, MaxxForce DT engines), the Ford 6.7L “Scorpion” V8, the Mercedes 2.7L, and all custom diesel applications, including Detroit and Perkins engines.

“The layout of this work area is similar to the other PODs within the Diesel Division, with departments for disassembly, block and head machining, and assembly,” said Ryan Dooley, JASPER Diesel Division Manager. “However, the size of some of these diesel engines, which can

weigh up to 2,000 pounds, make them too heavy to be moved around with roller conveyors.”

“For this POD, we developed a ‘floating work station’ which rides along a steel track,” said Dooley. “It moves the engine mounted on a lift table, from station to station within the assembly area.”

The first Diesel Division remanufacturing work area, POD 70, remanufactures the current JASPER lineup of V8-style diesels, including the 6.0L, 6.4L, 444 and Duramax engines.

POD 90, remanufactures several of JASPER’s popular inline diesel engines, including the Cummins ISB, 6.7L and 6B, along with the Caterpillar C7, 3116 and 3126 engines.

By dividing the remanufacturing steps into smaller pieces of work, the process is more intuitive for the Associate-Owner, and makes for a repeatable, efficient process, which has improved the quality of the JASPER product.

“2018 was a record year in a reduction of 0-90 day warranty claims,” said Dooley. “The Diesel Division finished under one percent failure rate, which is unheard of.”

“When you’re spending \$8,000 - \$14,000 on a diesel engine, your patience for failures and rework is very little,” Dooley added. “We felt to improve customer retention, and grow sales, it starts by reducing warranties.”

“We also saw a 20% reduction in dynamometer rejects,” said Dooley. “Some say it’s the dyno operator. I disagree, it’s the built-in quality steps that are in these remanufacturing work areas allowing Associate-Owners to stay focused, and make our production processes very repeatable.”

Fleet Maintenance of South Florida

When businessman Joe Megonegal moved to South Florida in 1989, he looked for opportunities to start a new business. His father had owned a trucking company in New England, so truck repair seemed like a natural venture to start. They started growing from day one and, after ten years, they were ready to buy some land and build what is their current 8,000 square foot shop, with nine service bays.

Joe's staff of 11 is focused on solving the needs of local fleets that includes customers such as Coca-Cola and FedEx Ground. "We do what ever it takes to get the truck turned around and back in service," said Joe. "Our philosophy is 'Do It Right and Do It The First Time'."

Fleet Maintenance of South Florida (FMSF) also works on lift gates and cranes, but stays away from tires, alignments and bodywork. Joe has many stories of them going out of their way to get a fleet vehicle back in service. During the holiday season, they even went as far to pick up a tractor from the UPS depot and driving the truck to swap the trailer so the driver could continue to deliver the holiday packages before Christmas. Solving a fleet's problems is always their end goal.

One of the special services they offer is steam cleaning. They have a bay set up with curtains and special floor drains just for this purpose.

Joe sees a great value in training. "The more my guys know, the more they are worth,"

he said. FMSF reimburses their employees for any training classes, so long as the technician passes the course. They'll even send technicians to Baltimore for lift gate training. They employ a number of ASE technicians.

Keeping and attracting new technicians is a difficult task these days. Joe offers a benefit package that includes a pension and profit sharing plan, a 401(k) plan, and a generous vacation plan.

The West Palm Beach, Florida, business started using JASPER® 15 years ago. FMSF won the top JASPER dealer in Palm Beach/Treasure coast region for September 2018. When asked why he uses JASPER, Joe stated, "The service from JASPER is dynamite, from their products to the way they do business, is spot on."

In the near future, Fleet Maintenance of South Florida looks to add more staffing, and continue to seek out fleets in the area that see value in good quality work, and prompt service.

Joe Megonegal is a professional business man that found the need for a quality, customer-focused fleet maintenance shop in Palm Beach County. Through smart steady growth, Joe has built a successful business that not only treats his customers with respect, but also provides a safe, secure work environment for his employees. It's no wonder Fleet Maintenance of South Florida, and Jasper Engines and Transmissions, have a great partnership.



Fleet Maintenance of South Florida has been a JASPER installer in the West Palm Beach area for the past 15 years.

JASPER® Offers GM 3.6L DOHC Engine with Optional GDI Fuel System Pre-Installed

Jasper Engines & Transmissions has expanded the availability of its remanufactured GM 3.6L Product Line.

JASPER is pleased to announce the release of the GM 3.6L LLT engine option, **available with Direct Injection (GDI) fuel injectors, fuel rails, injector harnesses and a fuel rail pressure sensor pre-installed.** The engine is available for the following applications:



GM 3.6L LLT engine option, with available Direct Injection (GDI) fuel system pre-installed.

Buick
2009-2011 LaCrosse
2009-2017 Enclave

Cadillac
2008-2011 CTS, STS

Chevrolet
2009-2017 Traverse
2010-2011 Camaro

GMC
2009-2017 Acadia

“This engine option is a first for JASPER offering a GDI unit with injectors installed,” said Brad Boeglin, JASPER New Product Development Group Leader. “It was developed due to the difficulty of installing the injectors, and rails, with the heads already on the unit. This unit is a great value for our customers, due to other costs involved with exchanging and replacing injectors on the standard engine.”

“It also eliminates the difficulty customers may face when installing injectors without potential damage to the seals,” added Boeglin.

The JASPER remanufactured GM 3.6L DOHC engine is covered by a 3-Year/100,000-Mile nationwide transferable parts and labor warranty. The injectors, rails, harnesses and sensor have a one year 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.

25 NASCAR Driver/Team Combinations Use JASPER 4-Speed Transmissions in 2019

The JASPER 4-Speed Transmission is being used by 18 team/driver combinations for the 2019 Monster Energy NASCAR® Cup Series. It is also being used by seven team/driver combinations for the 2019 NASCAR® Xfinity Series.

The following Monster Energy NASCAR® Cup Series teams are using the JASPER 4-Speed Transmission in 2019: Stewart-Haas Racing, with drivers Kevin Harvick, Aric Almirola, Clint Bowyer and Daniel Suarez. Joe Gibbs Racing, with drivers Denny Hamlin, Kyle Busch, Martin Truex, Jr. and Erik Jones. Front Row Racing, with driver David Ragan. Gaunt Brothers Racing, with driver Parker Kligerman. Germain Racing, with driver Ty Dillon. Go Fas Racing, with driver Corey LaJoie. Leavine Family Racing, with driver Matt DiBenedetto. MBM Motorsports, with driver Joey Gase. Richard Petty Motorsports, with driver Darrell (Bubba) Wallace, Jr.. Petty Ware Racing, with driver B.J. McLeod. Premium Motorsports, with driver Ross Chastain. Rick Ware Racing, with driver Cody Ware.

The following NASCAR® Xfinity Series teams are using JASPER 4-Speed Transmissions in 2019: Joe Gibbs Racing drivers Jeffrey Earnhardt, Brandon Jones and Christopher Bell. Stewart-Haas Racing, with drivers Cole Custer and Chase Briscoe. Kaulig Racing, with drivers Justin Haley and Ross Chastain.

2018 was a highly successful season. Three of the top four drivers in the 2018 Monster Energy NASCAR® Cup Series final playoff standings drove cars equipped with JASPER 4-Speed Transmissions. Monster Energy NASCAR® Cup Series cars equipped with JASPER products accounted for 26 wins, 110 top-five finishes, 185 top-ten finishes, and earned 23 pole position starts in 2018.

NASCAR® Xfinity Series cars equipped with JASPER 4-Speed Transmissions accounted for 12 wins in 2018.

“We are going into 2019 prepared for the expanded work load,” said Mark Harrah, JASPER Partner. “Our nine Associates worked hard over the winter in our new state-of-the-art facility in North Carolina to stay on top of teams’ needs and expectations going into the race season.”

What Are You Worth?

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.

That question has been asked many different ways over time. We will be specifically focusing on YOUR worth to YOUR business.

A typical maturation process for a shop owner starts as a technician with the dream of owning their own facility. For many of you, this dream has become a reality and, unfortunately, sometimes a nightmare, but nightmares are still a dream.

We have come across many new owners in my travels, and they all have the same common traits. We see energy and excitement to create a great business that focuses on customer service and great work. After several years, we see some of these folks start to get lost in their business. It is common to see this person gravitating back into the shop, turning wrenches and getting back into their comfort zone.

We understand this, but as we heard recently, this greatly reduces your worth. "When you're turning a rotor, or doing a set of tires as an owner, than you're worth the same as the amount you pay your technician "for the same job at that time," said Buck Pandolfi of Hayden Auto Electric in Reynolds, Georgia.

We have all heard the old clique "Are you running your business, or is your business running you"? Well, you need to ask YOURSELF that question. We get too focused on repairing cars, and lose sight that you are running half a million dollar, to a three million dollar, annual business.

You just happen to repair vehicles to get that revenue.

If we asked, "what experience do you have in running a business of this size", what would your answer be? For most of us, we would bet very little. So the question is what are you doing to become an expert in running a business? One of the biggest mistakes we see is the juggling act many owners try and do between working in the shop, and running the front. **The fact is... It can't be done.**

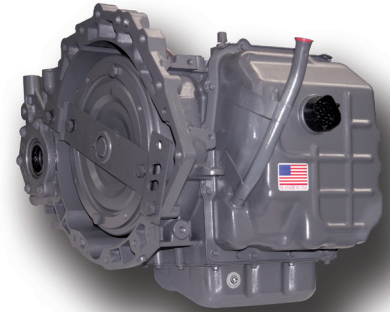
You must choose where you want to be. As owner of the business, you may feel your job is to run the business up front. Depending on the size of your business, many of you have chosen to have service writers as well. This allows the day to day activity to be handled up front and, for you to be able to be proactive, versus reactive, to your business. For others, that may not fit, and we get it, but hire great people and have tools in place to monitor their success.

The most successful business owners know their numbers. They know their profit margins and understand their break even numbers. Many of you have become resigned to the fact you are just another employee, take your pay, and see what is left at the end of the month. If this resembles your business philosophy, we suggest making a decision to change what you are doing. Here are a couple ideas that we suggest:

- **Take a business management class at the local Community College**
- **Join a local Business networking group and solicit ideas**
- **Have goals and post them**
- **Hire a business coach**
- **Meet with your accountant regularly to review your numbers**

So what is your worth to your business today? What could you be worth with some additional training and education? Remember you are a business owner first, and a technician second.

Scan This QR Code for Chrysler 62TE Tech Update Videos



If you scan the QR code above, you can view the JASPER® Technical Update videos on our remanufactured Chrysler 62TE Transmission.

JASPER helps customers overcome issues with these transmissions through several competitive features and benefits that include:

- **JASPER prevents loss of 3rd and 6th gear by installing an improved snap ring in the case. JASPER's snap ring is 27% greater in radial thickness which significantly increases the retaining force, ensuring the snap ring remains engaged.**
- **JASPER prevents hydraulic leaks between the Underdrive, Overdrive, and Reverse clutch by installing solid PTFE stator support seals. PTFE seals are superior to OE steel seals in separating these hydraulic circuits.**
- **JASPER installs a billet front cover on each Chrysler 62TE. Billet front covers are machined from a solid piece of steel. This is an improvement over the original stamped design that is prone to distortion and cracking.**

Make JASPER your brand of choice. Call us at 800.827.7455 or log onto jasperengines.com for more information.

JASPER®/Elite Partnership to Offer More Training; Help Shop Owners Become More Successful

Jasper Engines & Transmissions, the nation's leading remanufacturer of drivetrain components, and Elite, an industry leading shop management training and coaching company, have partnered to provide shop owners with ethics-based sales, marketing, recruiting and shop management training to help them build more successful auto repair businesses.

Over the last few years, JASPER has sponsored several of Elite's High Impact sales seminars, and more recently, Elite's Online High Impact and Online Phone Skills Training courses. Both companies received such great feedback from these courses, they decided to become partners, and collaborating on more courses to help shop owners in 2019 and onward. It was the right decision for JASPER®, Elite, and the industry.

Some upcoming courses they are planning will be available exclusively to JASPER customers, and JASPER customers will receive special pricing on JASPER sponsored Elite training available to shop owners everywhere. The objectives of all Elite/JASPER courses will be to make quality training more accessible to shop owners, to deliver great value. Because the companies have a shared mission to elevate the perception of our industry, all training will be principle-centered and rooted in ethics.

"Bob Cooper and we have been collaborating for many years, and this partnership is a culmination of that," says Joe McDonald, Senior Vice President of Sales for JASPER. "Elite has been an industry leader in bringing shop owners across the country to a high level of expertise in their business acumen."

"As we continue to support the Aftermarket with not only Drivetrain products, but world-class training, it only makes sense to join one of the best in our Industry," added McDonald. "Jasper Engines and Transmissions and Elite will be announcing several training opportunities that will allow our customer base to benefit greatly in 2019."

"We're always looking for new ways to help shop owners reach their goals and become more successful, we couldn't be more excited to have the opportunity to help more JASPER customers, and shop owners everywhere, through this partnership," says Bob Cooper, founder and President of Elite. "We're honored to partner with a company that so closely shares our principles, and are grateful to know any Elite customer exposed to JASPER through this partnership will be taken care of by a company that will always have their best interest."

OKC Top Award Winner at JASPER Sales Banquet

The Oklahoma City branch of Jasper Engines & Transmissions took home the President's Award for 2018 at the company's annual sales banquet January 29th.

Recognized as JASPER's top branch award, the President's Award is based upon improvements in several sales categories. In addition, the Oklahoma City branch received an award for Most Improved Fuel and Air Sales in 2018, along with awards for Most Improved Sales Volume and a First Place award in Branch Customer Retention.

"Congratulations to all the Associate-Owners of the Oklahoma City branch for winning the President's Award for 2018," said Zach Bawel, JASPER President. "We have been in the Oklahoma City/ Tulsa area for several years, and have continued to see this market grow and prosper. Thank you to all our great customers in the area for making this possible."

"We look forward to continued growth from our Oklahoma City branch in the future," added Bawel.

Individually, Oklahoma City Manager Kevin Jones was named Manager of the Year for 2018, and earned second place in Sales Representative Customer Retention. Jones, and Oklahoma City Sales Representative Russell Gray were named Bronze Level sales recipients, achieving a company sales increase in 2018 over the previous year. Oklahoma City Sales Representative Ted Kuehn earned Second Place in Sales Veteran of the Year honors. Ted was also named a Silver Level sales recipient, achieving a company sales increase in 2018 over the previous two years.



Oklahoma City Branch representatives pose after winning the President's Award for 2018 at the annual Sales Banquet held January 29th.

Customer Service at the Highest Level

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.



When someone asks you to think of a company in your town known for excellent customer service, most people have a hard time thinking of more than one. Sometimes none. Are you one of them? Can you be?

The process of becoming world class in customer service is a difficult journey and requires much more than an occasional meeting, poster on the wall or slogan. It is a process, not an event. It requires commitment from the CEO that is practiced with every move and decision.

Some organizations rise to temporary success in this area, but soon fall back to mediocrity. Still, most businesses today have a goal of delivering excellent service to their customers and yet their customers could not put them in high esteem.

Very few teams understand reaching a high level of service requires a change in culture and successful implementation of many processes while creating an outstanding customer experience.

Why is culture necessary in a top service company? We are in an age of technology and commodities along with more competition than ever. Search and reviews have made it so easy to find automotive service and distinguishing yourself from

the competition involves every Associate providing unparalleled customer service. A huge part of the building blocks of superior customer service is the trust factor. Is your customer at ease? Do they feel safe when doing business with you? Do they feel they have a relationship? Is their experience with your company like no other automotive service experience they have ever had? Keep in mind bad customer service experiences will hurt you and your brand. You probably have heard the saying customers love to tell friends and family about their bad experiences. On average an unhappy customer will tell at least nine people about their bad experience and the secondhand conversations can also be damaging to your reputation. You cannot afford even one bad review.

The process of creating, managing and maintaining a culture of service is hard work. It starts with the buy-in of your entire team. Be sure they are involved in the creation of your 'creed' (mission statement, etc.) and the processes it will take in making it the foundation of your business. Do this and your team will notice the change in your customer. You will hear 'how great it is to do business with your company' and new customers will find you because they will seek out what you offer through word of mouth and five-star reviews. Customers will value how they are treated and the positive experiences you have created for them and they will hopefully reward you with their business.

Let's talk culture for a minute. Culture is the combination of behaviors, actions and attitudes that define an organization. Having an overarching culture is the foundation to creating a five-star customer experience. What behaviors can you look at and use that define your culture? Do you or your associates spring into action when a customer walks in your door or when they call? What attitudes characterize the way you think about servicing your customers? Do you show respect to your customers? Are you helping each other improve?

The greatest service companies (and you will be one of them) are known for consistently delivering excellent service. They have invested a lot of time and resources to ensure each Associate does not have to be reminded of the standard of service they provide every day. It becomes second nature! They know what to do every day in different circumstances and do it without their supervisors watching. They make strong customer centered decisions that exceed expectations. But it only happens if the culture of the company has exceptional customer service as one of its foundations.

As a side thought regarding your culture, here is another very powerful adage: Take care of your people and they will take care of your customers or "If you make a big deal out of little things, then the little things won't become a big deal," said David Dennis. Leaders must have passion for details, but our Associates at every level in our organization must see the value in doing even the smallest task with excellence. Great organizations are built on the shoulders of Associates who do their assigned tasks with precision and passion. Each person can positively or negatively impact a customer's experience by the way he or she smiles, greets, speaks, looks and listens.

Plan on 2019 being "the year of the customer". Set a goal of 50 five-star reviews in the next six months. You may already be there, but keep putting in the work to keep that level going. If you are not there yet, pull the team together. Talk to your customers. Catch them in your waiting room or call them, ask about their service experience and evaluate every transaction. What could have been done better? Exceptional customer service cannot be transmitted via telepathic waves. You cannot wish it. Stop hoping, or even wishing, your team delivers exceptional customer service. Define it and set accountability to it one customer experience at a time.

Bring in More First-Time Callers

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.

With vehicles being built better than ever before, and with service intervals continually being extended, you are going to see your customers less often. This means your service advisors are going to have to be razor sharp when the phone rings. Although there is no silver bullet, there are a number of things you can do to get more appointments. In this article I would like to share some of the best practices your advisors can use that will generate immediate results.

In order for someone to buy from you, three things need to occur:

- **They have to like you**
- **They have to trust you**
- **They have to view you as a credible expert**

So when your phone rings, the first thing your advisors need to sell is themselves; not the service or repair. The best way of accomplishing this goal is with a professional, courteous and upbeat greeting, such as "Thank you for calling Elite Auto Care, this is Bob. How can I help you this morning?" By using these words we're showing appreciation, by volunteering the name of our company we're assuring the callers that they've called the right

number, and by providing our name we're beginning to build personal relationships. By asking how we can help, we're asking a question that will allow us to control the conversation. By being upbeat and using the right tonality, our likability goes up, and the customer's anxiety goes down.

The second thing your advisors will need to do is slow the conversation down so the callers don't feel rushed, and they'll have to become good detectives by asking a number of questions. By having the callers talk, it will take their focus off of the price, and it will allow them to begin to feel more comfortable with your advisors at the same time.

When it comes to asking for the appointment, one of the best kept secrets I can share with you is this: With rare exception, your advisors need to offer every caller a choice of appointment times, and whenever possible, one of those options should be for them to bring the vehicle in now. For example; "I can squeeze you in now, or would 2:15 be better for you?" When it comes to auto repair, customers love finality, which is why providing the "now" option is a powerful sales tool.

Now here's the absolute best-kept secret for dealing with the tough first-time callers. At Elite we have trained thousands of service advisors, and over the decades we have learned understanding how callers think is critical to success in sales. There is a misconception about phone shoppers, they are only interested in the lowest price, yet in reality that's the furthest from the truth. The reason most people ask for a price is because they don't know what questions they should be asking. For example, if a call comes in from a lady who says she is calling around for prices on behalf of her husband, and if she states her husband has the vehicle so she can't bring it in for an inspection, your advisors should say something like this –

"Well Mary, I know price is important to you, and if I were in your position, it would be important to me, too! But I have to tell you, if you call 10 shops today

you'll more than likely get 12 different prices. Mary, do you have a pen and piece of paper? Great! When you are calling around, I'm going to recommend that you consider asking some other questions as well. You may want to ask the shops you're calling how long they have been in business. Another question you may want to ask them is whether or not they have ASE Certified Technicians (This is when your advisor can explain to the caller what the certification means, and how they will benefit). Some other questions I would encourage you to ask are how they go about diagnosing vehicles such as yours, what warranties they offer and whether they are in writing, and whether or not they provide options in their service recommendations."

I used this procedure in every shop I owned, and found it to be so effective and powerful. Elite now teaches it in all of our sales courses. The reason this procedure works so well is pretty simple: Your advisors will be providing the caller with the kind of information they need to choose the right shop, and showing them you care more about them than their credit card. You can also rest assured the shops they call will stutter and stammer when asked these questions, and every time the caller asks the recommended questions they will be thinking of one thing – Your Advisor.

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.

EliteTM
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JASPER Customer Webpage Can Enhance Your Website

Have you been looking for an easy and effective way to advertise using your JASPER Co-op funds? We have developed a JASPER webpage (pictured at the right) for your website. It features an overview, product information, corporate videos and web links. Best of all, we manage it... So you don't have to.

"This was developed for two reasons," said Jason Hulsman, JASPER Marketing Manager. "First, we needed a webpage the customer could easily add to their site. Secondly, we wanted to ensure the content accuracy of this page."

Visit jasperengines.com and click on 'Installer & Fleet Resources' at the top of the homepage. Then, click 'Co-op Advertising' on the left-hand column. Click the 'JASPER Customer Webpage' button in the center of the page. Simply click on the JASPER Customer Webpage Generator button. Enter your business name in the Company/Business field and click the 'Generate' button to create code for your site. Copy this block of code and either provide it to your website developer, or paste it anywhere between the <body> and </body> tags of your HTML pages to embed the provided JASPER content to your page.

By adding our JASPER® Customer Webpage to your website, you will qualify for a 50% reimbursement for invoiced web development fees, provided you have Co-op funds available.

We're a Proud Installer of

ReMade in the USA

3 Year/100,000 Mile Nationwide Transferable Warranty

JASPER Engines & Transmissions - Transmission

Established in 1942, Jasper Engines & Transmissions has grown into the nation's leading remanufacturer of drivetrain components. Through comprehensive research, and the utilization of new technology, JASPER® will provide you with the highest quality, value and reliable performance. JASPER is at the industry forefront in developing updates to correct concerns in original manufacturer design. These updates allow for improved performance and increased longevity, ultimately providing you with a better product. JASPER is 100% Associate Owned with employees who are dedicated and committed to your total satisfaction. We proudly recommend Jasper Engines & Transmissions remanufactured drivetrain products. Why else should you choose JASPER?

- **EXTENSIVE EXPERIENCE:** With over 75 years of remanufacturing experience, generations of JASPER Associates have shared vast amounts of knowledge and the processes necessary to produce the highest level of quality and product reliability. JASPER Engines & Transmissions will provide you with trouble-free performance and peace of mind for years to come.
- **PROVEN QUALITY:** JASPER remanufactured products meet, or exceed, original specifications and, where applicable, improve OEM design with updated parts and precise machining. JASPER takes a cellular approach to remanufacturing, with teams, known as PODs, that specialize in producing a specific product or product family. JASPER's POD cross training provides the highest quality, the best efficiency, and ultimately brings you better value.
- **THOROUGH TESTING:** Each JASPER product is subjected to a specific set of tests and calibrations during the inspection and building processes. Gas engines are live-run tested to ensure proper compression, vacuum and oil pressure. Transmissions are dynamometer tested under load to ensure proper gear ratios, line pressure, cooler pressure and flow. Running Complete Diesel engines are dynamometer tested under varying loads to simulate in-the-vehicle operation, including a final engine run-in and inspection to ensure peak performance and operating efficiency.
- **NATIONWIDE WARRANTY:** Jasper Engines and Transmissions offers an up to 3 Year/100,000 Mile Nationwide Transferable Parts and Labor Warranty. Full warranty and core policy is available at <http://www.jasperengines.com/warranty.asp> or upon request.

The Nation's Most Trusted Name in Remanufacturing