


**JASPER**   
**ENGINES & TRANSMISSIONS**  
*100% Associate Owned*

**DRIVE  
LINE**

News and Updates From Jasper Engines & Transmissions

March 2020

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**27 NASCAR Driver/Team  
Combinations to use JASPER® 4-Speed  
Transmission in 2020**

The JASPER 4-Speed Transmission is being used by 17 team/driver combinations for the 2020 Monster Energy NASCAR® Cup Series. It is also being used by ten team/driver combinations for the 2020 NASCAR® Xfinity Series.

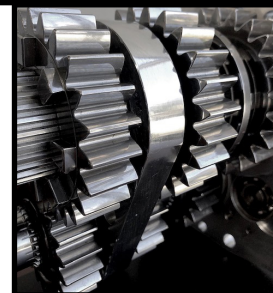
The following Monster Energy NASCAR® Cup Series teams are using the JASPER 4-Speed Transmission in 2020: Stewart-Haas Racing, with drivers Kevin Harvick, Aric Almirola, Clint Bowyer, and Cole Custer. Joe Gibbs Racing, with drivers Denny Hamlin, Kyle Busch, Martin Truex, Jr., and Erik Jones. Front Row Motorsports, with drivers John Hunter Nemechek and Michael McDowell. Petty Motorsports, with driver Bubba Wallace. Leavine Family Racing, with driver Christopher Bell. Gaunt Brothers Racing, with driver Daniel Suarez. Go Fas Racing, with driver Corey LaJoie. Germain Racing, with driver Ty Dillon. Premium Motorsports, with driver Brennan Poole, and Carl Long Motorsports, with driver Timmy Hill.

The following NASCAR® Xfinity Series teams are using JASPER 4-Speed Transmissions in 2020: Joe Gibbs Racing, drivers Riley Herbst, Brandon Jones, and Harrison Burton. Stewart-Haas Racing, with driver Chase Briscoe. Kaulig Racing, with drivers Justin Haley, Ross Chastain, and AJ Allmendinger, and Carl Long Motorsports, with drivers Timmy Hill, Chad Fincham, and a third driver to be determined.

2019 was another highly successful season for drivers using the JASPER 4-Speed Transmission. All four drivers in the 2019 Monster Energy NASCAR® Cup Series Championship



***This state-of-the-art facility (above) is where the JASPER 4-Speed Transmission (right) is prepared for 27 NASCAR Driver/Team combinations to use in the 2020 racing season.***



Four playoff standings drove cars equipped with JASPER 4-Speed Transmissions, including Series Champion, Kyle Busch. Monster Energy NASCAR® Cup Series cars equipped with JASPER products accounted for 23 wins, 95 top-five finishes, 172 top-ten finishes, and earned 14 pole position starts in 2019.

NASCAR® Xfinity Series Drivers using JASPER products accounted for 18 wins in 2019.

“We are going into 2020 excited and prepared for the workload,” said JASPER Manager, Mark Harrah. “Our nine Associates have worked hard over the winter in our state-of-the-art facility to stay on top of our teams’ needs and expectations, going into the new race season.”



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## Brad's Auto Service

This month's Customer Profile is Brad's Auto Service. The Palm Bay, Florida, business is a complete auto service facility, specializing in standard maintenance, engines, heating and air conditioning, auto electrical, and vehicle alignment.

Brad's Auto Service was founded in 1992 by the business' original owner, Brad Leonard. Current owners, Jerry and Emma Davis, purchased the shop from the Leonards in February of 2019. Jerry, a retired United States Air Force veteran, has given the shop a new and updated look.

The total size of Brad's Auto Service, located at 2520 Palm Bay Road NE, is 4,500 square feet, with seven service bays. The business includes a 1950's-themed waiting room, along with a parts storage bay, conference room and office.

"We believe in educating the customers on the repair of their vehicle, and the laws repair shops must adhere to," said Jerry. A well-informed customer makes it easier for us to work on their vehicle."

There are three employees at Brad's Auto Service, including one ASE Master technician. Brad's Auto Service will pay for their employees to take their ASE Certification test. If classes come open that can benefit both the technician and the shop, techs are encouraged to attend.



Brad's Auto Service has purchased JASPER remanufactured products since its opening in 1992. "The products from JASPER are the best in the business," said Jerry. "They stand by their warranties."

Brad's Auto Service has a business philosophy of treating each customer as if it's their Mom or Dad. "We don't hide anything, from markups on parts, to showing every customer what is going on with their vehicle," said Jerry.

"There are about ten corporate companies in the area, and they want to trust us not just with the repair of their vehicles," Jerry added, "but with the safety of their loved ones."

In the future, Brad's Auto Service plans to work with local schools, and their shop classes, so students can see what it's like to work in a real-world business. They are also working on a program to teach students on learning to drive.



**Brad's Auto Service in Palm Bay, Florida, has been a JASPER installer since its opening in 1992. Here is a look inside their 300 square foot, 1950's-themed, waiting area.**

# 100,000 Transmissions Built at Willow Springs



**Associate-Owners of JASPER's Willow Springs, Missouri, Transmission Division take a picture following the remanufacturing of their 100,000th transmission.**

The Willow Springs, Missouri, remanufacturing facility of Jasper Engines & Transmissions celebrated a milestone in 2019 with the production of its 100,000th transmission. The 100,000th unit, produced October 29th, was a 66RFE for a RAM truck.

“We started building transmissions in 2004 and achieved a 30,000 unit milestone in 2010,” said Mearl McBride, Willow Springs Transmission Division Manager. “It took only another nine years to get to 100,000, so you can see that we’re growing our production.”

Willow Springs currently has 56 Associate-Owners as-

signed to their Transmission Division. They presently remanufacture the Chrysler A604, 42RLE and 62TE, and the RFE series for RAM trucks. They also remanufacture the Ford AXOD, and will begin production of the GM 4L60E in early March.

The Willow Springs Transmission Division remanufactured 8,525 units in 2019.

“We have a great group of Associate-Owners who work well together and keep the main goal of Quality in focus,” McBride added. “We look forward to the challenges of the future as we continue to grow and expand our line of transmissions.”

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## JASPER Opens Pensacola, Florida, Branch



**This 10,000 square foot facility in Pensacola, Florida, is JASPER's newest branch location.**

Jasper Engines & Transmissions has opened a branch of office in Pensacola, Florida, to better serve the businesses in the Florida panhandle and southern Alabama markets.

JASPER's newest branch is located at 7770 Sears Boulevard in Pensacola.

“As we continue to expand our nationwide footprint,

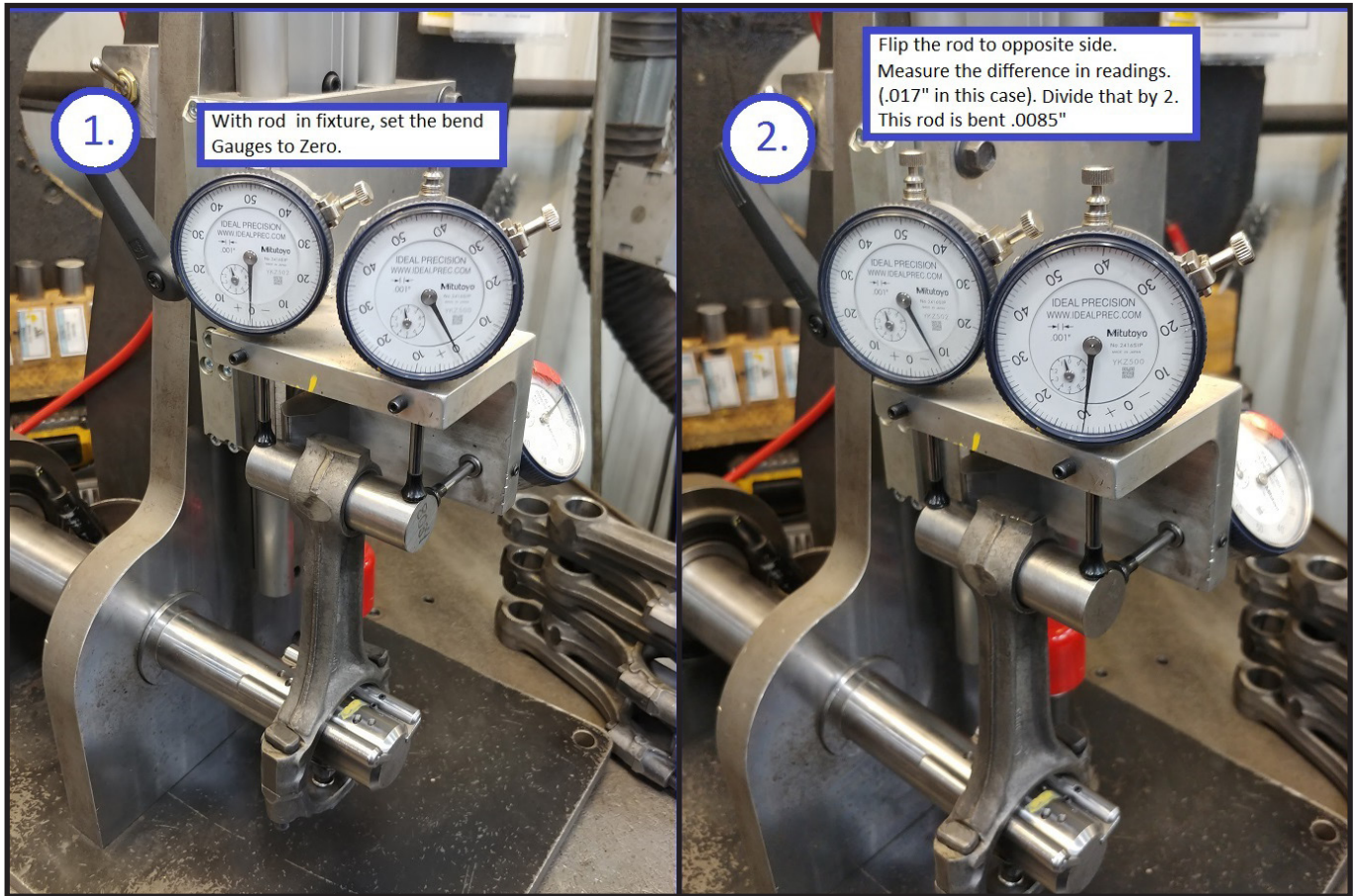
improving our availability and customer service is something JASPER is very committed to,” said Kevin Powell, JASPER Director of Branch Operations. “Our new Pensacola facility will allow us to service most customers in this market with a JASPER truck up to 5 days a week.”

The 10,000 square foot Pensacola facility will have diesel air and fuel components, gas and diesel engines, transmissions, and differentials in its inventory.

“The growth in the panhandle has exceeded our expectations,” said JASPER Regional Vice President, Richard Olson. “So it is only natural to have a physical location for our great customers.”

“Jasper Engines & Transmissions currently has 49 branch offices, and two distribution centers, servicing the United States, Canada, and Puerto Rico,” Olson added.

# A Better Way to Check for Rod Bend and Twist



**JASPER's Engineering Group designed a new tester that uses a rotating rod base, and dial indicators, to measure rods for bend and twist. The new tester reduces the chance of a bent rod getting into a unit.**

Jasper Engines & Transmissions has developed a new testing system for improved accuracy in the inspection of connecting rods for bend and twist.

For many years, JASPER utilized a tester where the rod was placed on a base and held in place with a wrist pin in the small bore of the rod. A handheld fixture was placed against the fixture body and positioned on the wrist pin. Feeler gauges were used to check for a gap between the hand fixture datum points and the wrist pin.

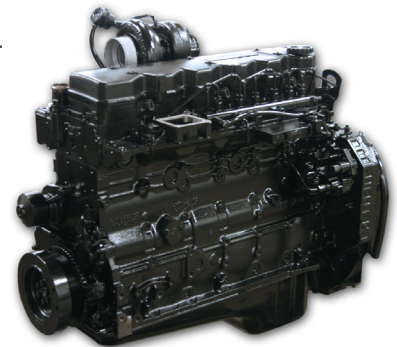
Unfortunately, the handheld fixture needed to maintain three points of contact to the fixture body to read properly. Most of the readings were subject to operator feel, there were also multiple wear points on the design, making the tester difficult to repair.

JASPER's Engineering Group designed a new tester that uses a rotating rod base and dial indicators to measure rods for bend and twist. A wrist pin is inserted into the small bore, and the rod is locked into the rotating rod base. The rod is rotated up into the dial indicators which give a reading. The operator verifies the reading, and determines if the rod is good or bad based on engine specification.

The new JASPER-designed rod checker reduces the chance of a bent rod getting into a unit. The tester can also be easily maintained for less cost and downtime.

## Right Article... Wrong Engine!

In our December 2019 issue, we promoted our expanded availability of the Cummins 6.7L ISB/QSB Rear Gear Running Complete Diesel Engine. The information in the article was correct... Unfortunately, the picture was not.



We apologize for the mix-up. The picture shown here should have been used.

# Chad Morgenthaler Begins his 2020 Season

The 2020 season is already underway for JASPER-sponsored angler Chad Morgenthaler. The Reeds Spring, Missouri, native described his 2019 season as “interesting, with lots of changes”. Morgenthaler said the fishing industry was thrown a curve ball last year, due to the division amongst the Elite ranks, and the development of a new professional tour. “I actually benefited from the upheaval by being one of only a few invited back to B.A.S.S. for the 2019 season,” he said. “A lot of new faces at B.A.S.S. from ownership to a very large influx of Rookie anglers ready to make their mark in the fishing world. A lot of positive changes last year resulted in a strong elite field and a strong, committed organization.”

Another change occurred last year in the loss of Chad’s dear friend, Glenn Brown to cancer at the age of 43. “I met Glenn 14 years ago while competing on the FLW Tour and we quickly became close buddies,” he said. “His death affected me in profound ways. There’s not a day that goes by that I don’t think of him and all the great time we had on the water.”

The 2019 Elite season didn’t exactly fish to Chad’s strengths; they were mostly post-spawn summer/fall events with several locations new to Chad. “Every angler has a specific pattern/condition they excel under, basically their favorite style of fishing,” he said. “Throughout the 2019 season, I was able to adapt in most situations and qualified for the Angler of the Year Championship, but unfortunately fell just a few places short of the Bassmaster Classic.”

Morgenthaler expects 2020 to be different, as the schedule fishes more to his strengths, allowing for lots of shallow water, pre-spawn fishing. Plus, Chad will have the opportunity to revisit several pools of water he did not have experience in 2019.

“I always look forward to a season that is heavy on spring and early summer fishing rather than a schedule where events are



**JASPER-Sponsored angler Chad Morgenthaler expects 2020 to fish more to his strengths: shallow water and pre-spawn fishing.**

heavy into late summer and fall,” Morgenthaler said. “On average I just tend to do better, and let’s face it, who doesn’t like the odds stacked in their favor.”

JASPER has been Morgenthaler’s primary sponsor since 2006. “It has truly been an honor to be part of the JASPER family, and a privilege to have grown with such an outstanding company,” he said. “Long-standing relationships with sponsors within the fishing industry are very few and far between. Our relationship has often been brought up in conversations over the years, and has definitely been one of the highlights of my life.”

The introduction of hospitality fishing has been a very successful building block for Chad’s relationship with JASPER. “Fishing with their customers is a way of saying ‘thank you’ for their loyalty and dedication,” said Morgenthaler. “I feel I have a lot of responsibility to do my part for JASPER and ensure clients have the best possible experience they can.”

## ***Remaining Chad Morgenthaler Tour Schedule 2020 BASS Elite & BASS Open Series***

***BASS Elite - Chickamauga Lake, Dayton, TN  
February 14th - 17th***

***Bassmaster Classic - Lake Guntersville, Birmingham, AL  
March 6th - 8th***

***BASS Elite - Lake Eufaula, Eufaula, AL  
April 2nd - 5th***

***BASS Elite - Santee Cooper Lakes, Manning, SC  
April 16th - 19th***

***BASS Open - Cherokee Lake, Jefferson Co., TN  
May 7th - 9th***

***BASS Elite - Sabine River, Orange, TX  
May 29th - June 1st***

***BASS Elite - Texas Fest (TBA)  
June 5th - 9th***

***BASS Elite - St. Lawrence River, Waddington, NY  
July 23rd - 26th***

***BASS Elite - Lake Champlain, Plattsburgh, NY  
July 30th - August 2nd***

***BASS Open - Oneida Lake, Syracuse, NY  
August 6th - 8th***

***BASS Elite - Lake St. Clair, Macomb Co., MI  
August 20th - 23rd***

***BASS Open - Lake Hartwell, Anderson, SC  
September 24th - 26th***

# Do They Know What You Know?

by Craig Hessenauer, JASPER Regional Vice President

## Craig Hessenauer

*has been a Jasper Engines & Transmissions Associate-Owner for 28 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.*

If I had a penny for every time I heard a shop owner share excitement about a new technician, only to find later it didn't work out; I would have enough pennies to pave a patio. It's sad to hear when someone was not employable. After all, they too have bills to pay. The reasons vary from poor attendance to lack of productivity. Some simply lack the technical aptitude you were expecting them to have. It's one thing when a technician over-states what he or she is capable of, but when you hire with the intent to train and the technician fails to retain what you taught them, then who should you blame? It's easy to blame the technician. But there is an old saying that when you point your finger at someone... **You have three fingers pointing back at you!**

The facts are, hiring practices and training practices point back to you, the shop owner. What is your process for hiring and training? Do you have this process written down? Do you have pre-planned questions to ask during an interview, and what are you really listening for? Good questions and the right answers will not eliminate hiring and training problems completely, but you can greatly reduce them by being more prepared.

I like the expression "hire tough and manage easy." In short, do not hire the first person that comes through the door (or these days... the ONLY person that

comes through the door). Hire when you find the right person. Usually, you will only find great people one at a time, so be patient. To increase your chance of success, use the popular online job sites for searches. You can also get out into the community and talk up job opportunities, rather than waiting for that one person to come in. Once you have a candidate, then the fun begins. Remember, just because you have a candidate, doesn't mean you want to hire them.

What are the questions to ask, and what are you really listening for? Let's start with what to listen for. A strong work ethic, integrity, and technical aptitude would be a great start. Couple those traits with a history of performing at the pace you are expecting, and you've got a winner.

It is challenging to find people willing to be productive for 40 plus hours per week, but they are out there. Couple that with technical aptitude, and you are probably searching for the top 2% of eligible workers in the United States. Remember: hire tough and manage easy, so be patient... they are out there.

The strong work ethic comes first and we usually learn at an early age. So ask them about their very first job. It's not usually on their resume. People with a strong work ethic usually started working by age 11 or 12 doing odd jobs or working in a family business. They grew up working; it's just part of what they do.

If you've hired the wrong person, their lack of integrity will be easy to spot. So be wary of frequent job hoppers, and ask probing questions about their experience in each of their previous jobs. Watch their eyes and body language for signs if they are searching for answers, rather than telling you the truth. If they lack sincere reasons for leaving, then they are likely the problem. You may also want to ask where they got their work ethic from. It is great to see the integrity shine through as they describe a parent or role model and what they admired about them most.

You can also combine your search for integrity and aptitude by asking a technical question they won't likely know the answer to. Listen for honesty ("I do not know the answer to that.") If you give them an assignment to find the answer in order to be considered for the job you will quickly find out if they were serious about the opportunity (integrity) as well as the level of technical aptitude found in their answer.

Many shop owners would take a candidate with strong work ethic and integrity over technical experience and a poor attitude, provided the candidate can retain technical knowledge. The great thing about people with a strong work ethic and integrity is they accept responsibility for learning what they need to know.

The final question is... What are you willing to teach them? In order for them to know what you know, you must be willing to invest in them. Somewhere in California is a shop owner who devotes thirty straight days to teaching a new hire. I never met him, but admire that level of commitment. Have a training process in place for each of the jobs you expect the new hire to perform, then commit someone to observe and sign off on what that new hire is capable of doing. When you hire a candidate with a strong work ethic, integrity, and technical aptitude, the training will be the easy part of the managing equation.

**Hire tough, and provide great training.**

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## Getting It Right!

In our December 2019 issue, our Customer Profile was on Jack Williams Tire & Auto Service. We erroneously reported the general manager's name for the Kingston, Pennsylvania, location. The general manager's correct name is Richard Goulstone. Our apologies for the mistake.

# Tips on Hiring Superstar Techs and Advisors in Competitive Times

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.*

One of the single greatest challenges shop owners face today is finding and hiring superstars. Regardless of whether you are looking to hire technicians or service advisors, here are some tips that will help you hire the stars.

**1. Accept the fact that with rare exception, the stars you are looking for are already working, and are reasonably satisfied.** This doesn't mean they won't be open to a conversation with you, because many of them will be. It's your responsibility to identify those stars, and then reach out to them. Even if there is little or no interest on their part, you still win, because you have started a relationship. Not only may the time come when they reach back out to you, but I have learned over the years that the stars know the stars, so they may be able to provide you with the names of some other good candidates who would be interested in your offer.

**2. You should never offer someone a job, but should instead offer them an opportunity to join a company like yours.** Beyond just a competitive wage, you will need to provide a compensa-

tion and incentive package that includes paid vacations and holidays, paid sick days, uniforms and ongoing training. In addition, you will need to provide the opportunity for growth and income advancement, security, rewards for tenure (such as retirement programs), and of course, leadership. Bear in mind, anyone can offer them a wage. What you need to offer is a package that shows you really do care about the people who work with you. The rule I have lived by for decades is if you put out peanuts, you'll get monkeys. The stars produce profits, whereas the monkeys produce debt.

**3. Whenever there is a shortage of skilled labor, you not only have to make the candidates an attractive offer, but you need to remove as many barriers as possible.** Change, is scary for most, especially if they have been with the same shop for years, so you need to be well aware of their fears. No matter how good a tech or an advisor is, one of the greatest concerns they'll have is you'll be unable to deliver. A method I've used over the years is providing a really attractive guarantee for a number of months. Most shop owners are hesitant to do so because they fear if the employee doesn't produce, it will cost them a fortune. What they don't realize is if they do a better job of qualifying the candidates, and if they accept the fact they can always terminate an underperformer, their concerns should diminish dramatically. As business owners, we need to set our fears aside and reduce the fears of the candidates. At Elite, we are open and up-front with all candidates by telling them on a predetermined date the hefty guarantee will be reduced to \$XXX, and we have every expecta-

tion by the predetermined date they will be earning well more than the guarantee.

**4. We should never forget the rule that says, "When we hire Larry, we get Mary."** Simply put, if the candidate has a significant other in their life, with rare exception, they will be involved in the decision making process. This is why we strongly encourage you (whenever possible) to meet with the significant other as well as with the candidate. If Mary is sold on you and your company, then there is a really good chance she will sell Larry on joining your team.

**5. Last but not least, you should let the candidates know the culture of your company.** The stars you are looking for may have well-paying jobs, but there is a good probability there is a vacuum when it comes to the culture of the company they are working for. If you let them know you are committed to ethics, and you and your entire team live by a principle that you will never put money ahead of people, you will discover you are able to hire the superstars you've been looking for.

*Editors 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 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 courses. You can contact Elite at [contact@eliteworldwide.com](mailto:contact@eliteworldwide.com), or by calling 800-204-3548.*

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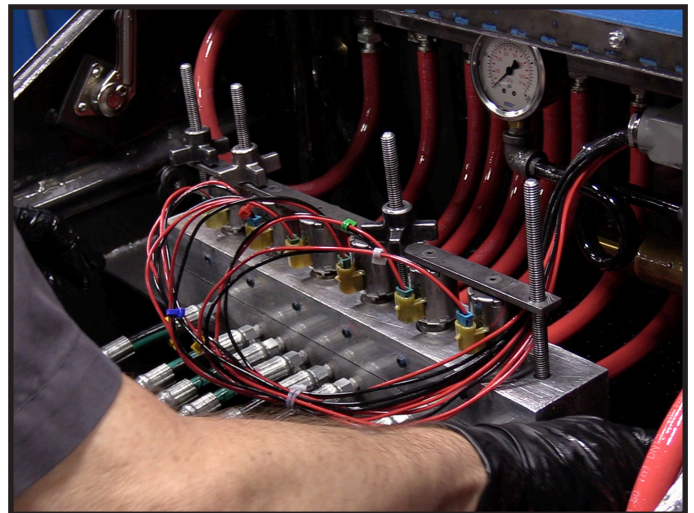
## JASPER® Develops Solenoid Cleaning Process

JASPER has developed a solenoid cleaning process as one of the value-added improvements made to our remanufactured transmissions.

Contaminates from clutch material, or wearing hard parts, can collect in transmission fluid. Most contaminants are trapped by the filter or pan magnet. The rest can get lodged into tight spaces, and a transmission solenoid is a common trap. Fluid typically flows through the solenoid in one direction. This causes contaminants to build up or become packed inside a solenoid. Failure to remove these contaminants can prevent the solenoid from functioning correctly, and shift-related concerns can occur.

JASPER has developed a process to reverse fluid flow while cleaning solenoids. The JASPER-designed cleaning device essentially reverses the flow through the solenoid, flushing out contaminants once packed in those tight areas.

Each solenoid is flushed for three minutes before it is tested and qualified for proper operation. After flushing and achieving a successful test result, a solenoid can then be installed in a JASPER remanufactured transmission.



***The JASPER-designed cleaning device essentially reverses the fluid flow through the solenoid, flushing out contaminants once packed in tight areas.***

This improved cleaning process allows JASPER to qualify solenoids that would otherwise be discarded. It's also another way of providing you and your customers with the perfect product.