




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

**DRIVE  
LINE**

News and Updates From Jasper Engines & Transmissions

November 2019

**In This Issue...**

*Customer Profile:*  
Auto Würks Diesel **pg. 2**

JASPER® Offers  
Remanufactured Ford 3.5L  
Duratec Engine **pg. 3**

JASPER® Expands  
Remanufactured GM  
6T70/6T75 Transmission  
Line **pg. 3**

JASPER® Has Its Calendar  
Winners for 2020 **pg. 4**

JASPER® Expands  
Remanufactured Ford 6R140  
Transmission Line **pg. 5**

JASPER® Invests in CNC  
Cam Boring Machine **pg. 5**

*Carm Capriotto:*  
Eleven Tips for Creating  
'Extreme Employee  
Loyalty' **pg. 6**

*Bob Cooper:*  
An Ethics Checklist for  
Shop Owners **pg. 7**

**JASPER® Expands Availability on Ford  
6F50/55 Transmissions**

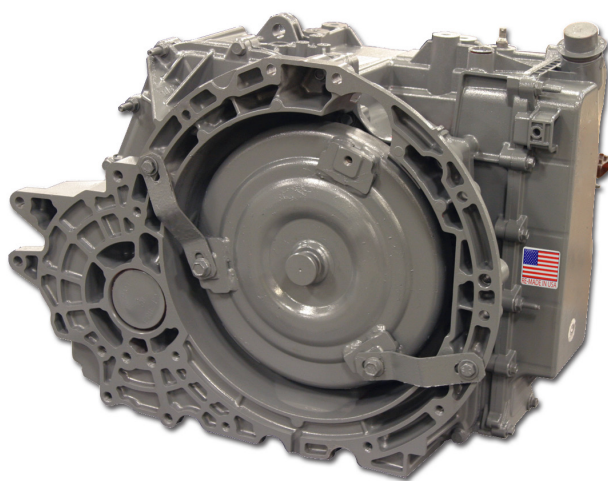
Jasper Engines & Transmissions, the nation's leader in remanufactured drive-train products, announces the expanded availability of its remanufactured Ford 6F50/55 FWD, and AWD, transmissions.

These electronically controlled 6-speed transmissions are available on exchange for the following vehicles:

- 2011-2018 Flex, MKT (3.5L AWD)**
- 2012 Taurus (3.5L AWD)**
- 2013-2018 Explorer (3.5L AWD)**
- 2013-2018 Explorer (3.5L FWD)**
- 2013-2018 Edge (3.5L FWD)**
- 2014-2018 Taurus, Police Interceptor (3.5L FWD)**

- 2011-2016 MKS (3.7L AWD)**
- 2013-2018 MKT (3.7L FWD)**
- 2013 MKZ (3.7L AWD)**
- 2013 Explorer, Police Interceptor Utility (3.7L FWD)**
- 2014-2016 MKX (3.7L FWD)**

"The Solenoid packs on these units are hydraulically, and electronically, tested on a stand-alone system, then tested again on a dynamometer," says Brad Boeglin, JASPER New Product Development Group Leader. "JASPER offers free rental of DREW Technologies J2534 pass through devices, and



**Ford 6F50 Transmission**

now also offers shops the ability to rent the Remote programming system."

The Ford 6F50/55 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 transmissions, please call 800.827.7455, or visit [jasperengines.com](http://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](http://www.jasperengines.com)

## Auto Würks Diesel

“No big rigs. No gas vehicles. This is the specialty shop you have been looking for.” One look at the Auto Würks Diesel website shows that this is not your usual installer. The Caldwell, New Jersey, business describes themselves as, “an exclusive Diesel Specialist that separates us from the crowd.”

Michael Primamore started his business as a single-bay shop in nearby Montclair, New Jersey, in 1982. Michael moved Auto Würks Diesel 12 years later to its present location at 6 Park Avenue in Caldwell. The business underwent renovation in 2016, and currently has over four service bays and 2,600 square feet of workspace. As the name implies, Auto Würks Diesel specializes in diesel engine, and fuel injection, service and repair. “We pride ourselves in system checkout,” said Michael. “Getting a true scope of the problem, and how long the problem has been occurring, is very important.

“Our procedures, and quality control is key,” he added. “We take pride in our tremendous detail, as we strive to deliver the perfect product to our customers.”

There are five employees at Auto Würks Diesel, plus Michael and his wife, Rose Marie. Two of his employees are Certified with the Association of Diesel Specialists. Technicians are encouraged to further their diesel automotive education through publication study, or by attending outside specialty training each year.



***Auto Würks Diesel specializes in diesel engine, and fuel injection, service and repair.***

Auto Würks Diesel has used JASPER quality remanufactured diesel engines, fuel and air components, and transmissions, since 1997. “We like the quality of the JASPER product, and how their strong customer support deals with any warranty issues,” said Michael. “Support is a term that can be used very loosely in our industry these days.”

“We take pride in our work,” Michael added. “Nothing speaks volume like results.”

As for the future of Auto Würks Diesel, Michael says his business will “continue to serve our customers, and gain knowledge of our entire industry.”

“We are grateful that we are our customers choice,” he said. “The reason for our growth and longevity is because they exist. We live to serve.”



***Auto Würks Diesel of Caldwell, New Jersey, has been an installer of JASPER remanufactured products since 1997.***



# JASPER® Offers Remanufactured Ford 3.5L Duratec Engine



**Ford 3.5L Duratec V6**

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, announces the availability of the remanufactured Ford 3.5L Duratec engine. This non-turbo, single VVT version, is available for the following applications:

**(One Bolt Oil Filter Adapter)**

**2007-2009 Edge, Fusion, Milan, MKX, and MKZ**  
**2008-2009 Taurus, Taurus X, and Sable**  
**2009 Flex**

**(Three Bolt Oil Filter Adapter)**

**2008-2009 Taurus X**  
**2009-2010 Taurus, Edge, Sable, and MKX**  
**2009-2011 Flex**  
**2010 Fusion and MKZ**

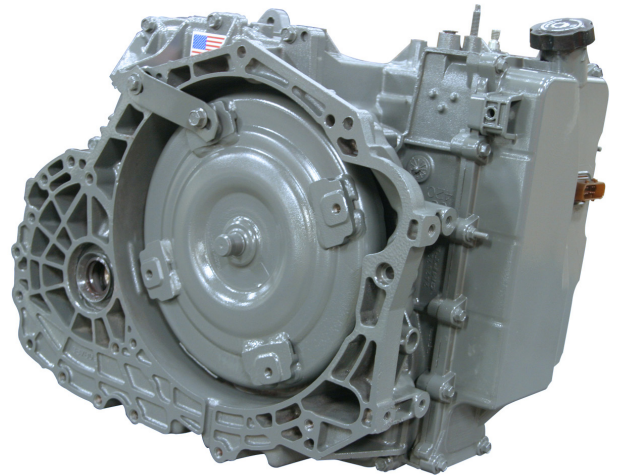
“This version of the Ford 3.5L Duratec is our first engine available, by JASPER, in the Ford 3.5L/3.7L engine family,” said Brad Boeglin, JASPER New Product Development Group Leader.

“The Ford 3.5L requires a unique cam boring process to ensure exact bore alignment, size, and surface finish,” said Boeglin. “JASPER co-designed a coolant-fed CNC machine (*see page 5*) to meet these critical specifications for this engine platform, and additional late-model applications which we will release in the near future.”

The Ford 3.5L Duratec 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](http://jasperengines.com).

# JASPER® Expands Remanufactured GM 6T70/ 6T75 Transmission Line



**GM 6T70 Transmission**

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, announces the expanded availability of its remanufactured GM 6T70/6T75 FWD, and AWD, transmissions. These electronically controlled 6-speed transmissions are available on exchange for the following GM vehicles:

**2013-2017 Enclave, Acadia, Traverse (3.6L FWD)**  
**2013-2017 Enclave, Acadia, Traverse (3.6L AWD)**  
**2013 Equinox (3.6L AWD)**  
**2013-2014 Terrain (3.6L AWD)**  
**2013-2015 SRX (3.6L AWD)**  
**2013-2016 XTS (3.6L FWD)**  
**2013-2017 Terrain, Equinox (3.6L FWD)**  
**2014-2016 Impala, LaCrosse (3.6L FWD)**

Every JASPER remanufactured transmission is subjected to strict, high-quality processes:

- Disassembly, meticulous inspection and cleaning of components.
- All new and remanufactured parts are carefully inspected for correct tolerances to assure dependability.
- JASPER's research and product development ensures inherent issues in OEM design are corrected.
- Dynamometer testing is performed using a state-of-the-art Controller Area Network to simulate in-vehicle operation to assure trouble-free product results.
- An available Premium Service Plan offers customers an even greater value.

The GM 6T70/6T75 is covered by JASPER's 3-Year/100,000 mile nationwide transferable parts and labor warranty. Full warranty disclosure is available on our website, [jasperengines.com](http://jasperengines.com), or upon request.

# JASPER Has Its Calendar Winners for 2020



**1968 Plymouth Barracuda owned by Frank C. Miller, Jr. of Winston-Salem, North Carolina.**

Thank you! Our customers come through each year for the annual Jasper Engines & Transmissions calendar, and this year was no exception! We had really great entries for the 2020 edition. Entries received this year were judged on adherence to the category, equipment appearance, and the quality of the photograph or image.

Entrants whose work appears in the calendar receive a \$100 gift certificate, which can be used to purchase JASPER remanufactured products or wearable items, 30 complimentary calendars and a special JASPER Gift Package.

Congratulations to all our Winners!

**Dr. Gary Routson**  
Cambridge, Ohio  
1973 Ford Mustang Mach I

**Randy Erickson**  
Carmel, Indiana  
1959 Ford Thunderbird

**Daniel Conner**  
Kyle, Texas  
1950 Ford F1 Pickup

**Tom Harrison**  
Grand Island, New York  
1970 Century 17' MKII Boat

**Rich & Heather Todaro**  
Chesterfield, Missouri  
1965 Ford Mustang GT

**Tommy D. Haney**  
San Antonio, Texas  
1942 Chevy Truck

**Larry & Linda Mills**  
San Antonio, Texas  
1950 Dodge Power Wagon

**Kevin Bower**  
Mountain Home, Idaho  
1968 Pontiac Firebird

**Kevin Whetstone**  
Rayville, Louisiana  
1972 Chevy Camaro SS

**Frank C. Miller, Jr.**  
Winston-Salem, North Carolina  
1968 Plymouth Barracuda

**Jamie Noel**  
Orange, Massachusetts  
1970 Chevy C10 Pickup

**Jasper Engines & Transmissions**  
Jasper, Indiana  
Cobra Kit Car



**1942 Chevy Truck owned by Tommy D. Haney of San Antonio, Texas.**



**1965 Ford Mustang GT owned by Rich & Heather Todaro of Chesterfield, Missouri**



**1968 Pontiac Firebird owned by Kevin Bower of Mountain Home, Idaho.**



**1972 Chevy Camaro SS owned by Kevin Whetstone of Rayville, Louisiana.**



# JASPER® Expands Remanufactured Ford 6R140 Transmission Line

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, announces the expanded availability of its remanufactured Ford 6R140 RWD, and 4WD, transmissions. These electronically-controlled 6-speed transmissions are available on exchange for the following late-model vehicles:

**2015-2019 F250, F350 6.2L (RWD & 4WD)**  
**2015-2016 F250, F350 6.7L (RWD & 4WD)**  
**2017-2019 F250 6.7L (RWD & 4WD)**  
**2017-2019 F250, F350 6.7L (RWD & 4WD)**

“Great care is taken to ensure each JASPER transmission can stand up to the rigors of everyday life, which is why each remanufactured Ford 6R140 is 100% dynamometer tested through a state-of-the-art software package,” said Brad Boeglin, JASPER New Product Development Group Leader. “This eliminates the chance of shifting concerns and ensures a quality product for the customer.”

“Valve bodies are 100% remanufactured to ensure all hydraulic integrity is restored,” Boeglin added. “Vacuum testing the valve body reduces the chance of low fluid pressures, causing slipped clutches and erratic shifts.”

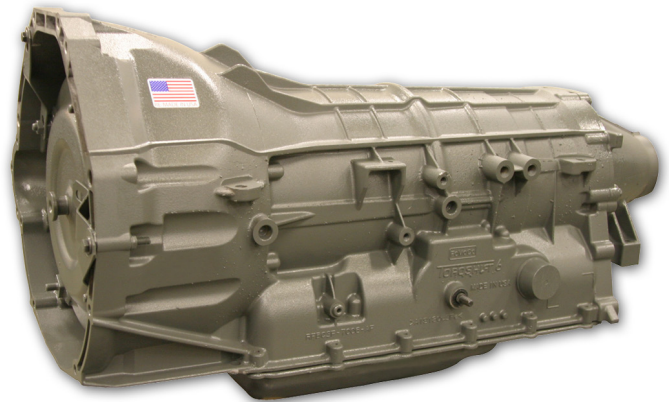
“The speed sensors for this transmission, along with the Internal Mode Switch (IMS), are tested to verify there are no issues with the component prior to installation,” said Boeglin.

JASPER's goal is to be first to market. “We are very excited

to have some models available up to the 2019 model year,” he added.

In addition, JASPER offers FREE rental of a J2534 Pass-Thru device to assist in programming valve body strategy and ID, to ensure the proper calibration is installed in the vehicle. “This reduces the programming hassle for shops that currently do not have a J2534 device, and eliminates the chance of shifting, electrical issues, or transmission failure,” said Boeglin.

The JASPER remanufactured Ford 6R140 is covered by a three-year, 100,000 mile, nationwide parts and labor warranty. Full warranty disclosure is available at [jasperengines.com](http://jasperengines.com), or upon request.



**Ford 6R140 Transmission**

---

## JASPER Invests in CNC Cam Boring Machine

Ford designed the 3.5L Duratec Engine with multiple-sized cam journals. To remanufacture this engine, JASPER invested in a state-of-the-art, coolant-fed DeHoff cam boring machine.

This CNC was developed exclusively for JASPER to machine cam bores with multiple diameters, while maintaining a surface finish of 20Ra or below for cam bore longevity.

To maintain precise tolerances between the cam bore and camshaft, JASPER utilizes this unique machining process, along with spray welding the camshaft journals, allowing us to maintain the tighter clearances of late-model engine applications.

This dual-stage process begins with the CNC using a measuring probe which establishes true center, followed by machining a pilot hole in the first cam bore. A different piloting cutting tool is then installed, ensuring proper concentricity for the machining of all cam bores.



**The DeHoff CNC machine was developed exclusively for JASPER to machine cam bores with multiple diameters, while maintaining a surface finish of 20Ra or below for cam bore longevity.**

After machining, the cam bores are measured with a highly-precise dial bore gauge, verifying the bores are within JASPER's tight specifications.

# Eleven Tips for Creating ‘Extreme Employee Loyalty’

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.*



With my ear to the ground as the aftermarket podcast guy, an enduring culture rings strong as one of the most important strategies of an extremely successful business. One critical component of that success, and the only way it works is with the support of your people; your team. So, are you doing the right things to help develop employee loyalty?

Within the hundreds of interviews with service professionals, we hear the power of family, team, and loyalty. In one such session, sponsored by Jasper Engines and Transmissions, my panel brought their best ideas how they have built extreme employee loyalty.

I have distilled a nice concise list of tactics that work for shop owners who shared their employee loyalty methods. I know you will find some “low hanging fruit” that will be easy to implement. A few of these ideas/tactics will be a challenge for you. However, in the long run, why not implement them? Employee loyalty leads to retention. If you have assembled the best team, can you afford to lose just one?

**1. Create a Strong Culture.** It is the foundation and the glue that keeps your organization together and on the same page. These are your standards and values that drive every action and decision you and your team makes. The famous quote from

Peter Drucker - “Culture eats strategy for breakfast”.

To be clear, he did not mean that strategy was unimportant – rather that a powerful and empowering culture was a surer route to organizational success.

### **2. Communicate with Your Team! They Want to be Involved and Have a Say.**

Assemble a weekly meeting for your team to talk openly with you. It is their meeting. They talk to you. Listening to your people is an important rule of Leadership. Perhaps, you can hold a “Fact Finding Friday” meeting. Listen to their input and let them help make policies and procedures. Set goals together. Address their concerns and discuss safety. Get buy-in from employees through stories and sharing your vision. Discuss customer reviews, cleanliness and being organized. Let them know when they are doing a good job. Review total shop performance and key indicator numbers and how they can help improve them. In turn, what is in it for them? Conduct MOP bucket meetings to get anything off your chest. No names, no rebuttal. Be honest and transparent.

### **3. Offer Paid Training Classes / Tuition Reimbursement / Paid Time Off for Training.**

- Providing training lets them know you care as much about their success as your own.
- Stop with the negative thoughts that ‘If you train them and they leave, you just wasted your money. What if they stay and they are not trained on the latest technology?’
- Promote manufacturer training clinics with lunch.

### **4. Say Thank You and Mean it.**

Acknowledge a Job Well Done.

### **5. Keep it Fun! Think Outside the Box!**

Set Weekly Sales Goals! Be creative in your goal setting.

### **6. A solid pay program is important, but it is not necessarily about the money.**

Benefits and family time also drive employee loyalty.

a. Offer paid time off to do something in the community for your people; something charitable of their choosing. This says, “I am here to support you.”

b. Healthcare, a simple IRA, and an above average compensation package tells your employee you care about the wellbeing of them and their family.

c. Tool Credits / Custom Built-In Toolbox

### **7. Take a portion of your team to industry training events like Vision, AAPEX, ATE, ASTE, and the TST Big Event.**

a. Shop owners that have done this do not regret their decision. They are getting the best concentrated training and a bonding experience they never expected.

**8. State-of-the-Art Equipment:** have the best tools, equipment, and information systems.

**9. Four Day Work Week.** Some shop owners have been able to establish this with their companies.

**10. Using outside of work experiences like a summer family event, Christmas party, and sporting events helps create loyalty.**

**11. Close the shop between Christmas and New Year’s Day.**

I talk to shop owners every week and hear about family. Their team spends one-third of their life or more at the shop. Loyalty is one component of building a family team and it does not happen naturally. It is hard to create an environment where people love to work together and enjoy what they do. Improve your loyalty factor. Pick one idea from the list and implement it tomorrow.

*Editor’s Note: Carm Capriotto is an aftermarket influencer and host of Remarkable Results Radio and the Town Hall Academy Podcasts, where the business of the aftermarket is spoken.*  
[www.remarkableresults.biz](http://www.remarkableresults.biz)

Listen to this inspiring panel session on building employee loyalty: [www.remarkableresults.biz/a119/](http://www.remarkableresults.biz/a119/)

# An Ethics Checklist for Shop Owners

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.*

Every shop owner has a number of important responsibilities. First and foremost, they are responsible for setting the goals of the company and hiring the right people. They are also responsible for creating the plan, managing their employees and ensuring the success of the company. But there's another major responsibility every shop owner has; that's to bring ethics into every decision making process, let their moral compass guide them. This checklist is certainly not meant to be a complete list of all ethical considerations, but I feel this will give you a good starter-list to consider, and hopefully review with your employees.

**1. Setting Customer Expectations.** We are the professionals in all cases, so at the very first point of contact we have an ethical responsibility to set clear expectations for each and every customer. These expectations need to address the services performed, the benefits of those services, the time they will take, and the cost of those services.

**2. Performing Complete and Accurate Vehicle Inspections.** In all cases, inspection services need to be clearly explained to the customer, and they need to be completed in a professional manner that meets

with industry standards. With the understanding the customer's safety is in our hands, beyond any operational reasons, we have an ethical responsibility to complete such services so we can better protect our customers. This means inspecting all the relative vehicle components, the customer's hard copies of service receipts, and any vehicle history stored in our customer databases. All discoveries and recommendations need to be documented in an easy-to-understand and legible manner for the customer to review.

**3. Disclosing all Discoveries.** The customers turn to us for services and repairs depend on our honesty. There is an unspoken expectation we will disclose all of our discoveries at all times, and do so in a manner that allows our customers to feel comfortable, and under no pressure whatsoever to authorize any additional services.

**4. Selling Additional Services.** As professionals, we need to ensure each and every service recommendation is presented in a professional and customer-centric way that follows your company's sales procedures. The sale should start by confirming the customer's initial concerns, and then prioritizing the additional services in a way that builds customer confidence, and stimulates a conversation about the recommendations. In all cases we need to explain the benefits of the recommended services, and provide the customer with a copy of the estimate if they elect to not authorize the recommended services. As service providers, our moral compass should direct us to treat the customer as though they are family, and in doing so, we need to view the sales process as help-

ing the customer make the right decision, rather than looking at the dollars and cents associated with the sale.

**5. The Morality of Pricing.** As business owners we need to live by a number of rules when it comes to pricing our services, yet the most important rule states we need to treat people the way they should be treated. At Elite, we certainly understand no two shops will ever be exactly alike. There are many things that need to be considered when establishing your pricing. One thing we tell every single coaching client is there is always a point where pricing moves beyond generating a reasonable profit, and to the point of greed. One of our mantras at Elite is, "Just because you can charge more, doesn't mean you should charge more." Simply put, you can never put money ahead of people.

**6. The Morality of Employee Equality.** This is a subject in itself, so I will just give you one example of employee equality. At Elite, we certainly understand most shop owners have pay plans in place that they have developed, in many cases, over many years. This often leads to them having techs in their shops on different pay plans, and earning different incomes. Rather than taking this approach, you should have a pay plan in place that is transparent, and allows every tech to see what they can earn based on their ASE Certifications, their productivity, and the quality of their work. By taking this approach, every tech will be working off the same pay plan matrix, and your moral compass will tell you you're being fair to all.

**7. General Decision Making.** As business owners we are constantly making decisions

*(Continued on Back Page)*

**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

---



*(Continued from Page 7)*

throughout the day, and while in most cases they are not too difficult to make, we inevitably run into those decisions that are a little tougher than others. In many cases, those difficult decisions involve two things; people and money. To ensure we make the right call when faced with these difficult decisions, we need to ask ourselves, “What’s the right thing to do?”, rather than, “What’s best for us?” For years here at Elite we have used my “Grandmother technique” whenever we are faced with these difficult decisions. We simply ask ourselves, “what would our grandmothers say?”, and by the time we are done with that exercise, we inevitably feel good about our decision because it was made based on ethics; not dollars and cents.

**8. Never Lose Faith in Ethics.** By embracing the value of ethics, and consciously bringing them into your life, a number of things will inevitably occur. First of all, the superstars you would like to have working with you, will want to work with you. Secondly, not only will you feel good about your

decisions, but the people you work with will feel good about them also. Finally, if you never put money ahead of people, if you consciously bring ethics into your decision making process, and if you never lose faith of your moral compass, you will be serving as a role model for all the people you work with. You will be building a great business based on principles that have withstood the test of time.

*Editor’s Note: “Since 1990, Bob Cooper has been the president of Elite Worldwide Inc. ([www.EliteWorldwide.com](http://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](mailto:contact@eliteworldwide.com), or by calling 800.204.3548.”*