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**JASPER Continues Development of
Mega-POD Remanufacturing**



(Above left) Every transmission part has a specific place on a board, so Associates can quickly see if they have everything for assembly. (Above right) Associate Chris Hemmer facilitates 'one touch assembly' which reduces overall parts handling within the work area.

Jasper Engines & Transmissions is a company that strives to be the Brand of Choice for Their Customers. Through the company's Continuous Improvement program, and through the many LEAN concepts learned, the way a transmission is remanufactured continues to develop.

For example, JASPER's high-volume transmission remanufacturing work areas, known as Mega-PODS, have undergone major transformations since their inception at Crawford County facility. Originally, a Mega-POD combined two or more work areas into one larger entity. "The original concept simply divided the work into thirds," said John Schroeder, JASPER Vice President of Drivetrain Manufacturing. "As a result, we had shorter cycle times, allowing for greater Associate Efficiency, Expertise and Production."

The latest version of the Mega-POD, developed at JASPER's Power Drive facility, differs from the original concept in several key areas. The first component is parts presentation. "Every part has a specific place on a board, so now it's visually easy to see if an Associate has everything needed for a unit's assembly," Schroeder said.

The second key component in Mega-POD production is what we call 'one touch assembly'. "Before, we used to build up sub-assemblies and, ultimately, load the case in final assembly," Schroeder said. "Now, every time a part is touched, it's built and loaded into the case. This has reduced overall parts handling within the work area."

The third key component is 'just-in-time' delivery of parts to assembly areas. "Instead of receiving a whole tray of parts, the Associate only receives the parts they need for their respective process at their work station," he added. "These parts are delivered in the order with which the unit will be built. It's easy to follow the parts."

"This is a very visual way for the operator to do the work, and for leadership to support the team" said Schroeder. "The Mega-POD has its own case prep remanufacturing area and its own dynamometer to test the finished unit. It's a mini manufacturing plant."

JASPER's latest version of the transmission Mega-POD provides greater value to our customers through a more efficient remanufacturing process, which leads to decreased lead times and produces a higher quality product.



customer profile

Skips Auto Repair

The business philosophy of Skips Auto Repair says it all: “We are NOT the cheapest, but we want to be the best.” Skips is a full-service facility, located in Frederick, Maryland. Skips was recognized by JASPER as one of 2015’s Top-100 Independent Repair Facilities in the country.

Jeff Weddle started his automotive career with his father, Charlie, who at the time owned his own service station. Jeff mainly built transmissions before the overdrive era. He knew what he wanted to do very early in life when he purchased the current shop, located at 214 Broadway Street in Frederick, right out of high school in 1978. The facility measures 26’ x 115’ and has four service bays. Some of the services Skips Auto Repair provides to customers include vehicle pick-up and delivery, free towing of vehicles needing major service, and custom exhaust pipe bending.

“We try to get to know each customer on a personal basis,” said Jeff. “That way, our customers know they can trust this shop for their business.”

Jeff started his business by himself and, over time, added three technicians to the payroll. They’ve received ASE Certification in various fields, including brakes, electrical and suspension. When a technician passes a testing program, Skips Auto Repair will pay for the cost of that technician’s further education.



Skips Auto Repair’s T-shirt design shows they install JASPER products.

Skips Auto Repair has been an installer of JASPER quality remanufactured products for the past 16 years. “We find JASPER to be a company that’s easy to work with,” said Jeff. “They provide great service and can deliver most products the very next day.”

“There is seldom a problem with a JASPER product, but there are no hassles when there is one,” he added.

Skips Auto Repair has earned a great reputation, with primarily word-of-mouth advertising. Their future plans are simple: continue to run the business and continue to do what they are doing, which is to be very personal with their customers, and fix their vehicles Right the First Time.



Skips Auto Repair in Frederick, Maryland, was recognized by JASPER in 2015 as one of the Top 100 Independent Repair Facilities in the country. They have been a JASPER Installer for the past 16 years.

JASPER Offers International MaxxFace DT Running Complete Diesel Engine

Jasper Engines & Transmissions is proud to announce the availability of the International MaxxFace DT 7.6L Running Complete Diesel Engine.

This quality remanufactured engine is available for the following 2007-2010 applications:

- **International 4300 Series**
- **International 4400 Series**
- **IC Corporation 300 Series Busses**

“Each Running Complete engine is completely remanufactured, using a standard set of new parts,” said Brad Boeglin, JASPER New Product Group Leader. “All other castings and components are remanufactured to meet or exceed OEM specifications.”

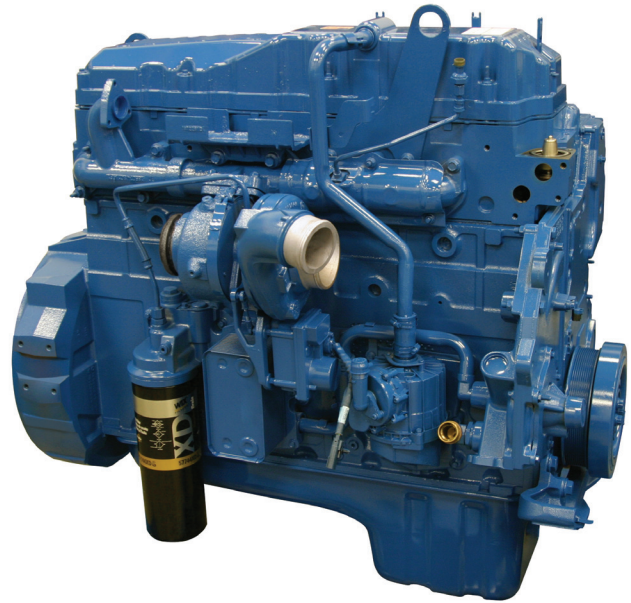
Key updates and features to this engine include the installation of double thick tappet guides for strength and to ensure the tappets will not rotate and damage the camshaft lobes. JASPER also includes the installation of the crankcase breather assembly and a finishing gasket set.

A JASPER Running Complete diesel engine is dynamometer tested. “Live-run dynamometer testing of every running complete diesel engine assures trouble-free engine performance,” said Boeglin. “Engines are tested under varying loads to simulate in-vehicle operation.”

“The test is concluded with a final engine run-in and inspection to assure peak performance and operating efficiency,” he added.

A JASPER remanufactured International MaxxFace DT Running Complete includes the following components:

- Air Temperature Sensor
- Block
- Cam Sensor
- Cams and Lifters
- Crank Sensor
- Damper
- EGR Exhaust Back Pressure Sensor
- Exhaust Manifold
- Flywheel Housing
- Front Cover
- Front Mount
- Fuel Filter
- Fuel Pressure Sensor
- Fuel Supply Pump
- Head and Valve Train
- High Pressure Oil Pump
- Injector Pressure Regulator



International MaxxFace DT Running Complete

- Injector Pressure Sensor
- Injector Wiring Harness
- Injectors
- Installation Gaskets
- Intake Manifold
- Manifold Absolute Pressure (MAP) Sensor
- Oil Cooler
- Oil Filter
- Oil Pan
- Oil Pressure Sensor
- Oil Pump
- Oil Temperature Sensor
- Rods
- Turbo
- Valve Cover
- Water in Fuel Sensor
- Water Pump

The JASPER remanufactured International MaxxFace DT 7.6L Running Complete engine is covered by a two-year, unlimited mileage, parts and labor warranty for Class 5-6-7 trucks and school busses, and a one-year parts, unlimited mileage/hours warranty for Class 8 trucks, transit bus, industrial, agricultural and construction applications. 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.

Top-4 for Morgenthaler in Oklahoma

JASPER-Sponsored Pro Angler, Chad Morgenthaler, came away with a fourth place finish at the 2016 Bassmaster Elite Series event in Durant, Oklahoma held June 8th - 12th. It was Chad's 2nd top-5 of the year, to go with his fifth place finish on Florida's Lake Toho in January.

"It was sunny and calm every day (on Lake Texoma), which made it a no-brainer that the fish would be in the thick cover," Chad wrote in his blog. "The only questions were whether you'd get a bite and whether you'd be able to extract him from the mess of limbs."

Chad turned in 19 fish during the four-day tournament. His total weight was 57 pounds, nine ounces, just over eight pounds off the winning weight of tournament winner, Greg Hackney. Morgenthaler's share of the purse was \$22,000.



Your JASPER Customer Advisory Council



Members of the JASPER Customer Advisory Council are (from bottom to top, back row): Lee Wilson, Chris Adkins, Nick Barton, Jon Rittenhouse, Bryan Davis, Jack Collingsworth, Jr and (front row, from bottom to top): Rick Gowen, Randy Gee, Brodie Dehass, John Pelfrey and Jack Collingsworth Sr. Not pictured were John McElroy and Mike Drennan.

Pictured are members of the current JASPER Customer Advisory Council.

The council is made up of Independent Repair Facility owners and managers from around the country. The group meets twice a year and the members make a two-year commitment.

Jasper Engines & Transmissions gains insight from these meetings, as the council discusses issues facing the automotive repair industry.

We want to thank our current members, as well as past members, for helping shape the course for JASPER. Thank you for helping make Jasper Engines & Transmissions the "Brand of Choice". We are committed to our customers' success.

Willys-Overland-Knight Registry Visits JASPER



Some of the sights seen around the Wernsing Road facility when members of the Willys-Overland-Knight Registry stopped by JASPER for a tour.

Nearly 160 members of the Willys-Overland-Knight Registry (WOKR) held their 56th Annual International Meet-Up in Jasper, Indiana. During their June 20-23rd visit, many of the members took time to tour JASPER's Wernsing Road and Power Drive facilities.

The WOKR was established to bring together people interested in the preservation of vehicles powered by "sleeve valve" engines, or the related family of Willys-Overland vehicles from 1903 to 1942. Nameplates included: Willys, Overland, Whippet, Stearns, Marion, and other vehicles powered by a Knight sleeve-valve engine.

By definition, a sleeve-valve fits between the piston and the cylinder wall of an engine where it rotates, or slides. Ports, or holes, in the sides of the sleeves come into alignment with the cylinder's intake or exhaust ports at the appropriate stage of the engine cycle.

JASPER: Your One-Stop Source for Air & Fuel Components



The Air and Fuel Components area is part of this 12,000 square foot Diesel Division expansion at JASPER's Wernsing Road facility.

In addition to remanufacturing a complete line of diesel engines, Jasper Engines & Transmissions offers a selection of diesel engine air and fuel system components, including fuel pumps, injectors and turbochargers.

Sales of air and fuel components has steadily increased, and JASPER believes it could be one of the company's top divisions in the next five to ten years.

In preparation for this growth, and overall Diesel Division expansion, JASPER is adding 12,000 square feet of work space to its Wernsing Road remanufacturing facility. This project is scheduled for completion by October.

Diesel air and fuel components offered by JASPER include high pressure oil pumps, like the Bosch Rexroth Pump and the Shepard Pump, the Stanadyne DS and DB2 pumps, along with a variety of Caterpillar Pumps. Every fuel injection pump is thoroughly tested and calibrated on sophisticated test equipment.

All Bosch injection pumps are calibrated on a state-of-the-art Bosch 815 calibration stand. HEUI high pressure oil pumps are tested on a custom-built test stand to provide a live simulation of in-the-vehicle operation.

Injectors include the HEUI 7.3 and 466, the 6.0 and 6.4 Bosch Common Rail and other popular applications.

As a Service Dealer for both Bosch and Stanadyne, JASPER's Diesel Air and Fuel Component Division employs Associates who have been trained in original equipment specifications and processes.

JASPER is a Service Dealer for Borg Warner and remanufactures, and stocks, most popular Borg Warner turbocharger applications. JASPER also remanufactures Garrett and Holset applications, plus many more. A core balancer and state-of-the-art component balancer are used in the remanufacturing process of every turbocharger. This assures exact component balance in order to assure optimum turbocharger performance and life.

In addition to the air and fuel components we offer, JASPER offers accessories for the very popular International/Ford 6.0L diesel engine. These accessory items include heads, FICM (Fuel Injection Control Module) and EGR cooler.



Let JASPER be your one-stop shop for diesel air and fuel components, including turbos, injectors, fuel pumps and HEUI systems.

JASPER Drivers Win IMTA Team Championship



(Left to right): JET Transit drivers Brian Kuhs, Rich Mehling, Bob Pickett and Dennis Schepers hoist the IMTA Team Championship Trophy.

Four over-the-road drivers from Jasper Engines & Transmissions' transportation division, JET Transit, brought home the Team Championship trophy from the Indiana Motor Truck Association (IMTA) 2016 Truck Driving and Technician Championships, held June 10th and 11th in Indianapolis.

Drivers competing for JET Transit were: Bob Pickett, Dennis Schepers, Brian Kuhs and Rich Mehling. The IMTA Championships allow some of Indiana's finest driving professionals to compete against each other.

The competition consisted of a written examination, a pre-trip inspection, and a driving skills test. JET Transit's four drivers had the top average score of the 20 transportation operations participating in the division.

Individually, Bob Pickett earned a share of 1st place in the tanker truck division and was a top-10 finisher in the Grand Champion competition. Dennis Schepers brought home 3rd place in the straight truck division. Brian Kuhs placed 4th in 5-axle sleeper berth tractor-semi-trailer and Rich Mehling placed 5th in 4-axle tractor-semi-trailer.

"JET Transit has competed in this competition for many years, and we're just extremely proud of the performance of our drivers in 2016," said Curt Petry, JET Transit Director, who was recognized as the 2015 IMTA Safety Professional of the Year. "We feel we have the most professional drivers in the industry, and they represent JASPER very well."

AE Tools Offers Aftermarket Repairers OEM-Level Diagnostics and On-Car Technical Support

by Mike Muck, Co-Owner, AE Tools

It goes without saying that the complexity of the modern vehicle has completely changed what it means to repair cars. It doesn't seem like long ago we were rebuilding carburetors. Now, we're reprogramming modules. The game has certainly changed. Working on cars now requires more than just a toolbox filled with hand tools and an impact wrench. Today's technician needs to be computer savvy, have a strong foundation in electrical, have access to factory scan tools and technical support.

If you're like most shop owners and technicians in the automotive aftermarket, you're experiencing the challenges associated with module programming, re-flash programming, coding, TPMS and on and on. You're fixing things you can't see. You need to have the best tools, technicians, service information and support you can get your hands on.

Here are some questions for you...

1. Have you ever tried to find the transmission solenoid strategy data for a Ford?
2. Do you know what Sequential programming on a GM vehicle is?
3. Have you ever had a GM vehicle error out and fail to complete programming?
4. Have you ever tried using a used module? Do you know when you can or cannot?
5. Have you ever used "blank module programming" on a Ford after bricking the module and thinking you needed a new one?
6. Do you know how to find and verify flash files for the vehicle you are working on?
7. Have you ever fought just trying to get the GM website to work?

How would you like access to a resource that solves these issues and more?

At AE Tools we've developed a scan tool and technical support program so you can gain more knowledge and keep vehicles in your bays until completion of work. Everyday we take hundreds of support calls from technicians and shop owners around the globe and provide them with real diagnostic solutions and on-car support, so they can finish the job in their shop.

What does support from AE Tools look like in action? Our support begins before a scan tool is ever purchased, because we want to make sure you're investing in the right diagnostic solutions for your shop. So, the first step is consultation. We want to know which vehicles you primarily work on, which diagnostic tools you currently own and what vehicle manufacturers you want to be service-ready for in the future..

Once a diagnostic tool is purchased through AE Tools or one of our resellers, it includes technical support for the life of the tool. Our phone and web-based technical support covers scan tool functionality, software setup and installation, module programming, reprogramming, key programming and more. We are currently developing educational videos to help with all our scan tools, along with access to a scan tool specific knowledge base of solutions. For an annual fee, technical support packages are also available for customers who have purchased tools from other suppliers.

From the AE website, www.aetools.us, a technician can login and receive remote support from a member of our 12-person

technical support team. We're actually live on the car, via PC, helping technicians finish the job, because the last thing you want to tell your customers is, 'I have to take your car to the dealer.'

As a shop owner, it's difficult to keep pace with all these technological advancements, especially on top of hiring new technicians, training and marketing. We can't help you manage all technicians, but if you want to invest in the RIGHT scan tools and receive lifetime phone and web-based technical support, we can help.

To start, we want to provide you with a valuable resource. It's called a Customer Vehicle Market Analysis (CVMA) and it's FREE. It provides a breakdown of all registered vehicles in your market, by make, model and year. **Just Text "JASPER" to 67076 for your free report, or go to www.aetools.us/jasper**



(top) The Mopar MicroPOD II is Chrysler's latest PC-based diagnostic interface available through AE Tools. Like all OEM and Aftermarket Tools purchased through AE Tools, it includes on-car technical support for the life of the tool. (above) AE Tools builds custom laptops specifically for automotive repair professionals. The ruggedized Durabooks come with a 1 terabyte partitioned hard drive so shop owners can run multiple OEM softwares from the same laptop. This is a foundational tool for any shop using OEM diagnostics and pairs perfectly with the AE Z Flasher II--the best tool for programming, re-programming and multi-line OEM diagnostics.



Seven Tips on Delivering Extraordinary Service

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.

Most shop owners will start pumping more money into their marketing campaigns when they are looking to increase their car counts. This can help bring new customers into your shop, which is certainly important, but the value of your new customers diminishes if you're unable to keep them coming back. There will be no greater key to your success in the coming years than your ability to "create a memorable customer experience" that shows your customers you genuinely care about them, so here are seven tips that will help you deliver extraordinary service, and keep your customers coming back to your shop for years to come.

#1. Always under-promise and over-deliver. If you apply this principle to your business, you can often exceed your customers' expectations. For example, when your competitors are asked how long it will take to do a minor service, they will typically tell the customer something like, "It will take about an hour." Unfortunately, they have now set an expectation in the customer's mind. What they should have done was ask the customer how soon he needed the vehicle. If the customer were to then

respond by saying, "I need it by noon" (and it's 9:00am), your service advisor now has three hours to complete a one hour job, and can pleasantly surprise the customer by getting it done before noon. It's no different when you put together an estimate. If there is any way you can come in even a few dollars under your original estimate, your customers will be thrilled when they come in to pick up their vehicles! Always under-promise, and then look for every opportunity to over-deliver.

#2. Make sure all of your employees follow the Marriott Rule. This rule states that any time a customer comes within twenty feet of any employee, the employee should smile and make eye contact. If the customer comes within ten feet of an employee, Marriott employees are asked to smile and give a salutation like, "Good morning!" I would strongly encourage you to ask your employees to not only smile and give a salutation, but to ask the customer, "Have you been helped yet?" Discuss this at your next employee meeting and watch employee morale, and customer satisfaction, go straight up!

#3. Empower your service advisors so they can put out small fires before they turn into big fires. All you need to do is implement a policy similar to the one used at the Ritz Carlton. At the Ritz, they empower all their employees with a predetermined budget they can use for customer satisfaction. You should do the same. Set aside a small budget your service advisors can use to resolve customer complaints on the spot, long before you have to get involved. To reward your employees who provide exemplary customer service and do not need to exhaust this budget, you can give them a portion of the unused money as an incentive!

#4. Be very careful with using the word "Free." Most people view something that's free as being of little or no value. What you should do is tell your customers the service is "No Charge." This sends a strong message there's a value to

the service, but you are setting the cost aside for them.

#5. Make a habit of always asking your customers, "Is there anything else that I can help you with?" If you ask this question when you're writing up the customer it can obviously lead to additional sales, but beyond that, it's a question you should ask throughout the entire customer experience. You should ask the very same question after your customers have authorized your recommended services, you should ask it at car delivery, and you should ask it when you have completed your customer follow-up calls. The value in asking this particular question is that it shows your customers you genuinely care about them, and you embrace every opportunity to help them in any way possible.

#6. Always follow through on what you say you are going to do. If you give a customer an estimate, then we all understand it to be just that: An Estimate. On the other hand, if you tell a customer that the repair won't run over \$500.00, and you find out later on that it does, then you should pick up the difference. Not only is it the ethical thing to do, but that customer will sing your song for years to come. People always enjoy dealing with people who make promises ... and then deliver.

#7. Never forget: It's what you do after the sale that counts. Follow-up thank you calls and notes that are genuine and from your heart, are priceless.

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



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Permit 249



A New Quick and Easy Way to Schedule your Core Pick-up!

Looking for a better way to schedule your next core pickup? JASPER has that base covered for you!

All JASPER Remanufactured Products produced after June 1st include a Core Pick-up QR Code at the lower right folded corner of the Customer Installation Instructions.

To use this convenient new service, all you will need is a smartphone, or tablet, with a QR Code Reader App (which is a free download from most App Stores). Simply open a QR Code Reader App, scan the Core Pick-up QR Code, enter the Production Number located at the lower left folded corner of the Customer Installation Instructions, enter your zip code and tap the Request Pickup button. You're done! It's just that easy.

Customers can still schedule a core pick-up without the QR Code, either on the JASPER website, or by phone. This QR Code is just another way JASPER can add convenience to you and your busy schedule.

A NEW Quick and Easy Way to Schedule a Core Pick-up!

Scan QR Code
Enter Production Number
Enter Your Zip Code
Tap the Request Pickup Button!

This is the home page that greets installers when they check out the JASPER/Elite KPI Center.