

**In This Issue...**

*Customer Profile:*  
Gill's Service Center **pg. 2**

What's "New" at Jasper Authentic Custom Drivetrains **pg. 3**

JASPER Sponsors Ohio Rodeo **pg. 4**

A Strive to Thrive Testimonial **pg. 4**

*Craig Hessenauer:*  
2011... Failure to Communicate **pg. 5**

Crawford County Expansion Complete **pg. 6**

Gary Witte... JET Transit Master Truck Driver **pg. 7**

5R55N/S/W... Check Those Fluid Levels **pg. 7**

**JASPER Offers GM Six-Speed Automatic Transmissions**

Jasper Engines & Transmissions, the nation's leader in remanufactured products, has added the following late-model transmissions to its remanufactured lineup.

The GM 6L80 and 6L90E 6-speed transmissions are available for the following 2007-2009 vehicles:

- Chevrolet Yukon Denali, Avalanche and Suburban
- GMC Sierra Denali
- Cadillac Escalade
- Chevrolet/GMC C/K 1500-3500 pickups

These transmissions are unique in that the transmission control module (TCM) is physically contained "inside the transmission." "These control modules are vehicle identification number (VIN) specific and must be reprogrammed accordingly," says James Corbin, JASPER Quality Systems and New Product Development Manager.



**The GM 6L80 and 6L90E transmissions are available through JASPER.**

JASPER uses the GM MDI (multiple diagnostic interface) to reprogram the TCM. Customers with an MDI, or other J2534 device, installed with the proper GM software, can reprogram these units. "But until JASPER feels comfortable that our installers have these devices, and access to the proper GM software, we will ship these units reprogrammed, per the vehicle VIN, from the factory, says Corbin."

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 problems in OEM design are corrected.
- Dynamometer testing of domestic automatic transmissions simulates in-vehicle operation to assure trouble-free product results.
- An available Premium Service Plan offers customers even greater value.

Each transmission 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 GM 6L80/90E, and JASPER's complete line of remanufactured transmissions, please call 800-827-7455, or log onto [www.jasperengines.com](http://www.jasperengines.com).

# Customer Profile

## Gill's Service Center

It's located at the only stop light in Harpersville, Alabama. You can't miss it. Neither can the customers of Gill's Service Center. Conveniently located at the intersection of U.S. Highways 280 and 231 for the past 49 years, Gill's is a full-service facility for auto repair, tires, exhaust, auto parts and 24-hour wrecker service.

Jimmy Gill started the business in 1962. Eleven years later, Jimmy's son, Bim, started working with his Dad. Jimmy drove an ambulance parked at the shop, while Bim drove the wrecker. Later, Bim ran the shop with one other mechanic.

As Gill's Service Center grew, so did the business opportunities. Bim's wife, Janet, opened a parts counter in 1983. Not long after, their son, Jonathan, came home from college and became the shop's service writer. Over time, Gill's purchased the adjacent property around their shop, in preparation for future growth. What was once a single building with four service bays on one acre of land, Gills Service Center is now a five-building complex with 15 service bays on ten acres.

The number of employees at Gill's has grown over the years to 13. Experience is a key to Gill's success. "All of our technicians have been with us 10 to 25 years," says Bim. "The youngest of our techs is 32 years of age." Gill's encourages their technicians to grow their knowledge in order to keep up with today's growing automotive technology. As further encouragement, Gill's pays their technicians to pursue additional education.

For the past 22 years, Gill's Service Center has been an installer of JASPER engines, transmissions and rear-end

differentials. "We love the quality of the JASPER product and its nationwide warranty," says Bim. "Their service is prompt, their facilities are clean and their Associates are friendly."

When it comes to company business philosophy, the name "Gill's Service Center" helps spell out how their goal is to be the best in auto repair... not the cheapest:

### *Gill's Service Center*

Greet customer promptly  
Integrity and honesty  
Learn new skills  
Leading auto specialist  
Stock accurate inventory

See your manager for help  
Efficient work  
Reliable service  
Value our responsibilities  
Increase productivity  
Clean your work area  
Every customer satisfied

Confident repeat customers  
Extraordinary employees  
No wasted time  
Trustworthy reputation  
Every car repaired correctly  
Re-check your work

"We do our best to represent our longevity and the dependable repairs we accomplish," added Bim. "We want to build one facility so that service, parts and technicians can better serve our customers."



**Gill's Service Center in Harpersville, Alabama, is a full-service auto repair facility located at the only stoplight in town.**

# What's "New" at Jasper Authentic Custom Drivetrains

The title of this story is a little misleading... because nothing is new when it comes to the Jasper Authentic Custom Drivetrains division. In fact, it's all old.

Case in point: the Dynaflo "Dual Path Turbine Drive" two-speed automatic. This transmission was built from 1961 to 1963 and was used in the Buick Special. The Special was Buick's answer to customers shopping for a smaller car, as opposed to the heavy, oversized cars produced in the day.

The concept of the car was light and fuel efficient, but the engineering of the transmission was unique. It was the perfect project for 22-year JASPER Associate, Bob Goodman, now with the Transmission Department of Jasper Authentic Custom Drivetrains. Bob has a special knack for how transmissions work.

"In terms of the philosophy behind how clutches and pumps work in most transmissions, there are inherent characteristics that apply from one transmission to another," says Goodman. "This transmission was different from all of them, and that's probably why it had such a short production life."

"The design of the clutch packs is quite unique... they don't apply with pistons alone, but with a fulcrum and lever," added Goodman. "It's an air-cooled transmission, with cooling vanes on the torque converter to dissipate heat."

Other engineering oddities include the "skillet-type" pan cover, held in place with a single bolt through its center. "The governor on this transmission has a big pivot lever in the back and looks like weights off an old steam engine on the output shaft that would generate a fulcrum effect," says Goodman. "It would push in a valve on the valve body to generate governor pressure. It's very abstract in terms of the thought process behind the way it was designed."

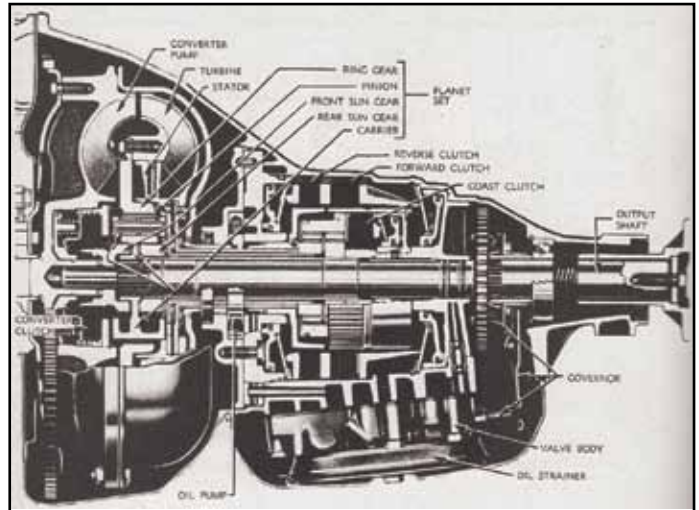
"Most importantly," added Goodman, "Due to the transmission's short production life, along with its design issues, it is very hard to find parts. This is not a cheap unit!"

But that's the point of Jasper Authentic Custom Drivetrains. These Associates specialize in remanufacturing engines and transmissions that are currently no longer offered, or have been turned away in the past because they did not fit into a production remanufacturing system.

"One type of client that would benefit from our division, for instance, is the individual restoring a '69 Corvette who wants his or her serial numbers to match, and wants their engine to be hand-built by experienced professionals," says Alex Ernst, Jasper Authentic Group Leader.

"With Jasper Authentic Custom Drivetrains, we spend extra time remanufacturing an engine or transmission," Ernst added. "We give the customer that hands-on, hand-built treatment that our target customer base is looking for."

In addition, Jasper Authentic Custom Drivetrains provides some extras for the enthusiast. "Customers can opt to have their engine dynamometer tested, in addition to the live-run test we perform on most applications," said Ernst. "And we can provide the customer with documentation of the remanufacturing process. With a login name and password, they will be able to go to our web site and check the daily progress of



**A Google search netted this diagram of a Buick Dual Path Turbine Drive two-speed automatic. Note the planetary set within the torque converter.**



**Bob Goodman, of the Jasper Authentic Custom Drivetrain Transmission Department, poses with the finished Buick transmission.**

their engine or transmission."

"If a customer opts for the documentation package, Jasper Authentic Custom Drivetrains will provide a binder and CD with pictures & specifications," added Ernst. "Now the customer can archive the documentation for their own records, or use it to authenticate their unit as they show their vehicle."

For more information, call 800-827-7455 or visit [www.jasperengines.com](http://www.jasperengines.com).



# JASPER Sponsors Ohio Rodeo

The 2011 Round Town Bull Bash, sponsored by the Gabriel Cattle Company, Don Casey Inc., & Jasper Engines & Transmissions, was held in February at the Pickaway County fairgrounds in Circleville, Ohio.

There were a total of ten events in which riders competed for points & money. Each event drew at least 30 riders. Each event was attended by at least 900 people who saw some of the best bull riding in Ohio. Bull riders came from Ohio, Texas, New York and Wyoming.

The Bulls were the highlight of the show. Several of which have been seen on nationally-televised PBR competitions across the country. The event was sanctioned by the SEBRA (Southern Extreme Bull Riders Association) Which enabled the riders to gain points for prizes up to \$50,000 in other events across the county.

The winner of the Round Town Bull Bash was Ralph Hobson (at right, flanked by Columbus Branch Manager, Dane Patterson, and JASPER installer, Don Casey). Ralph was successful in having over a 90% riding average. The grand prize was a Jasper Engines & Transmissions custom embroidered jacket, along with an additional \$10,000.00 in prize money. Second place went to Brandon Davis, who followed right behind Ralph with an 85% riding average. He took home a shot gun and \$8,000.00 in prize money.



**Bull riding action from the Round Town Bull Bash. There's probably a good reason why the rider is wearing a helmet!**



**Round Town Bull Bash winner, Ralph Hobson, poses with JASPER Columbus Branch Manager Dane Patterson (left), along with JASPER installer, and event co-sponsor, Don Casey (right).**

## A Strive to Thrive Testimonial

"I would recommend any shop owner, as well as employees, attend the "Strive to Thrive" program offered by JASPER.

I have had most of my shop attend, from service writers to technicians, as the program opens the eyes of technicians to the challenges we face as owners.

I think it gives them a greater sense of what is going on in the industry, and engages them in the process of making their respective shops better. Also, as an owner, anytime we get to meet with other owners it is a great opportunity to learn and grow from one another.

We receive the benefit of JASPER's experience and access in the market to better prepare us for potential oncoming challenges. I have been to two events and each time I have come back with ideas to implement immediately in my business for a direct benefit, as well as a hit list for additional improvements. I could go on and on about the benefits, but there is not enough space to list them all."

Mark Roberts  
Schertz Auto Service  
Schertz, Texas



**Schertz Auto Service, northeast of San Antonio, Texas, has received the benefits of attending JASPER's Strive to Thrive presentations.**

# 2011... Failure To Communicate

by Craig Hessenauer, JASPER Regional Manager

## Craig Hessenauer

has been a Jasper Engines & Transmissions Associate for 21 years, working primarily in the Mid-Atlantic region. Craig



began his automotive career 29 years ago after attending Salisbury State University in Maryland in pursuit of a Bachelor's Degree in Business Administration.

Do you like movies? One of my enjoyments in life is to quote a popular movie line at a moment that it happens to be relevant to a current situation.

For example, when I wish to be humorously sarcastic about the quantity of something, my pat answer is "Hundreds of them". I would not expect you to remember this, but that line was perfectly delivered by a young man in a tree when Robin Hood, played by Kevin Costner, asked the boy "Is it true; did you kill the deer?" For some reason that stuck with me; you would be surprised how often the answer "Hundreds of them" gives people a chance to chuckle.

How about this one, "What we have here... is a failure to communicate" Can you relate that line to a famous movie? (Cool Hand Luke, 1967) How about this, can you relate that line to your current situation? If so, then it may be time to work on your communication skills. I know, I know, you communicate fine; it's your employees! They are the problem, right? "Are you talkin' to me, Are you talkin' to me?" (Taxi Driver, 1976). OK, I'm sure there are some employ-

ees who really don't want to listen or participate in making your business run smoothly. But let's not point the finger too quickly. Good communication begins at the top.

I am going to ask you to be honest with yourself now. Could your business run smoothly without you being there each day to clarify what, how and when things need to be done? Based on my travels, I would estimate that only 15% of independent garages could operate without the owner being present for any length of time before the business would deteriorate. Here is another tough question to answer for yourself: is that because you want it that way or because your employees don't know enough to perform the 'what, how and when' without your input? Ask yourself this question - What would happen if you were taken seriously ill and could not be at your place of business to direct your employees on a daily basis for a long period of time? How many families, including your own, would suffer? It's a tough reality to face, but if your business evolves too much around you then you are running the risk of hurting a lot of people should you become long-term ill or disabled.

So what is a good business owner to do? I suggest that it's in every employee's best interest for you to help them understand how important they are to the success of the business, then help them understand the priorities of the business. Once you have those two things accomplished, empower your employees to make self-directed decisions that are consistent with your company's priorities.

If you are sure what those priorities are, take time to write them down. If you are not sure, then stop yourself - or better yet - stop the whole crew from running in every direction. Sit down at lunch one

day, or after work, and discuss what is truly important in the running of your business. Capture ideas like "prompt and courteous customer service" (you know, for those people who are really providing the payroll). How about this one "to provide a safe and secure working environment for all employees" (I borrowed that one from the Jasper Engines and Transmissions vision statement). "To develop and maintain a reputation for high quality repairs". I could come up with some more for you, but then it wouldn't mean as much to your employees as when they come up with these priorities together with you. Place all of the priority points that your staff comes up with on a single sheet of paper. Display copies the priority sheets (better known as vision statements) throughout your business, as a reminder to all of how "their" business needs to operate. Yes, it is their business as much as it is yours (just not on paper). After all, their family members are relying on the health of your business just as much as your family members are.

Just imagine, with a clear set of priorities, your employees could really get good at running your business. Then your communication could come down to this simple direction, "Show me the money."

"What we've got here...is failure to communicate." CAPTAIN (Strother Martin) in Cool Hand Luke (1967)

"... Are You talkin' to me? Are You talkin' to me?" TRAVIS BICKLE (Robert DeNiro) in Taxi Driver (1976)

"Show me the money." ROD TIDWELL (Cuba Gooding Jr.) in Jerry Maguire



# Crawford County Expansion Complete

Jasper Engines and Transmissions has completed its 41,488 square foot expansion to the Crawford County Facility.

September 8, 2010, was when ground was broken on the project. It took approximately eight months to complete, and has effectively increased the size of the Crawford County facility to over 408,000 square feet under roof.

The expansion allows the space needed to merge Jasper Innovative Solutions with the company's Distribution operations for a more efficient flow of finished product, along with allowing both companies to grow.

"Moving into this new area allows us to expand our presence in the market," says Luke Bawel, Jasper Innovative Solutions General Manager. "Before, we were limited to the amount of commercial fleets we could take on due to the availability of space for those products. Now we have the space to not only take on those customers, but this also allows us to add additional part lines to better service our customers.

JIS currently has over 12,000 part numbers in stock. With the new expansion, Bawel anticipates the ability to store over 20,000 part numbers, depending on the quantity of each part. This includes components from the recently acquired Canam Marketing Corporation. Canam's inventory will be moved from their Milwaukee, Wisconsin, distribution center to Crawford County. "We're bringing on 900 additional product lines with the purchase of Canam, and we still have the capacity to service more fleets," added Bawel.

Not only does the expansion give JIS the opportunity to fill all orders under one roof, but keeps them involved in new product development. "We feel we have a great advantage when it comes to producing quality products at JASPER," says Bawel. "It's going to allow us to better suit the customer's needs and get a hand in production because that is what JASPER excels in."



**Room to grow... Jasper Innovative Solutions moved into 41,488 square feet of new space at the Crawford County facility. The expansion allows JIS to merge with Distribution operations for a more efficient flow of finished product.**



**Jasper Innovative Solutions has over 12,000 part numbers in stock. The new expansion allows JIS to store over 20,000 part numbers, depending on the quantity of each part.**

The Crawford County facility is located approximately 40 miles east of Jasper, Indiana. Originally constructed in 1998 for the purpose of core processing, the Crawford County facility has evolved into a complete remanufacturing operation in the disassembly, machining, assembly and testing of gas engines, transmissions, transfer cases and select manual transmissions.

JASPER's Product Distribution Center opened at Crawford County in 2000. Nearly 600 JASPER remanufactured products are shipped from the

Distribution Center each day to a network of 40 branch locations throughout the United States. The Distribution Center is also the primary location for the unloading, tagging and identification of core and miscellaneous product from the branch locations.

Jasper Innovative Solutions, a sister company to JASPER, moved to the Crawford County facility in 2008. JIS is a supplier of vehicle parts to the United States Postal Service Vehicle Maintenance Facilities and other fleets throughout the United States.

## 5R55N/S/W... Check Those Fluid Levels



**Figure 1 (above left): Inside the pan of the 5R55N/S/W is a tube which determines the transmission fluid level. Figure 2 (above right): A sticker reminds technicians the transmission holds 12 quarts of fluid.**

Jasper Engines & Transmissions incorporates a procedure to fill the Ford 5R55N/S/W transmissions with the correct level of fluid.

Though the 5R55N, S and W are all similar in design, they each differ in specific areas based on the needs of the transmission's intended application. However, a common feature is the lack of a dipstick to check fluid levels. "Some common complaints from customers on these transmissions are generally caused by low fluid levels," says Craig Leuck, JASPER Transmission Division Manager. "These complaints include gear slippage, 'neutraling' when fluid settles to one side of the pan while the vehicle is in a curve – losing forward motion, or general transmission failure."

The 5R55N/S/W is intended to hold 12 quarts of transmission fluid. Inside the pan is a tube which determines the level of fluid (see Figure 1). As the pan is filled, the fluid level will reach the top of the tube, then drip down the tube and out of the pan. "This is the visual indication that the pan is full," adds Leuck. "But at this point, the pan only holds approximately eight quarts."

**"The next step for the technician is to drive the vehicle until transmission fluid temperature reaches 180 degrees," says Leuck. "This opens up the transmission cooling system; lowering the fluid level in the pan. The technician can then add the remaining four quarts to the transmission."**

JASPER attaches a bright orange sticker on the pan of each 5R55N/S/W (see figure 2). This will remind technicians the transmission holds 12 quarts of fluid. Also provided with the transmission is a Technical Bulletin explaining the procedure to properly fill the transmission.

## As The Engine Turns... Again!

The spinning engine and transmission near JASPER's Wernsing Road entrance has been a landmark of the city of Jasper, Indiana, since the company moved to this location in 1965.

For a few days in June, the Ford 351 Cleveland V8 and C6 transmission was taken off its lofty perch for a sprucing-up by Associates Lauren Newkirk and Keith Recker of JASPER Certified Components. This procedure is done every four years... the last time in 2007.

The engine and transmission received a fresh coat of paint, while new chrome air cleaner, valve covers and pans were attached, giving this engine/transmission combination a new lease on life - for display purposes, that is.



**It takes a boom truck from Jasper Electric Motors, and a couple of Maintenance Associates, to position the drivetrain onto its lofty, spinning, perch.**

## Gary Witte... JET Transit Master Truck Driver

JET Transit is proud to announce that one of its Over-The-Road drivers was recently recognized by the Indiana Motor Truck Association (IMTA) as a Master Truck Driver.

Gary Witte is shown receiving his award from the President of IMTA, Gary Langston. Witte has been with JET Transit since 09/14/1987, and was recently honored for achieving 1,000,000 miles of accident-free driving.

The Indiana Motor Truck Association awards the professional certification of Master Truck Driver to drivers of commercial motor vehicles who meet high standards for educational achievement, professional conduct and accident-free driving.

The Master Truck Driver Award qualifications include an accident-free driving record for one million miles or ten years, no traffic citations within the past three years, and a record of community service or continuing professional education. It is estimated that less than 2% of the nation's drivers will ever qualify for this award.

JET Transit now has ten drivers with Master Truck Driver certification. Congratulations to Gary on his acceptance into this very prestigious group.



**JET Transit driver, Gary Witte (at right), receives his Master Truck Driver certificate from IMTA president Gary Langston.**

# JASPER's Rolling Showcase Rolls On for 2011

Jasper Engines & Transmissions is on the road for 2011, celebrating nearly 70 years of business in the automotive remanufacturing industry.

As a way to better educate the public on our remanufacturing capabilities, JASPER has designed a mobile marketing rig, appropriately named the "JASPER Rolling Showcase." The "Showcase" is making appearances at high-profile car shows and performance events now through October.

The JASPER Rolling Showcase is an 18-foot tandem axle box truck, towing a 28-foot stacker trailer. The showcase carries the JASPER-Powered Shelby Cobra kit car; the JASPER-Powered Vendetta V8 Custom Trike, product displays, and a 540 square foot canopy that attaches to the trailer during setup.

JASPER Associates are on-hand at each event, so visitors can walk up and ask about our remanufacturing processes.

What began as Alvin C. Ruxer's insight has evolved into a company with an ongoing commitment to quality and the largest mass remanufacturer in the world.

JASPER's Mission Statement is simple: "Do It Right... And Have Fun!" For nearly 70 years, JASPER has been committed to being a leading force in the automotive industry.



**The JASPER Rolling Showcase is off to another destination in 2011. It may visit somewhere near you.**

## Remaining 2011 JASPER Rolling Showcase Schedule

July 15-17	Syracuse, NY (Syracuse Nationals)
August 4-7	Louisville, KY (National Street Rod Assoc.)
August 26-28	Evansville, IN (Frog Follies)
September 9-10	Pigeon Forge, TN (Shades of The Past)
Sept 30-Oct 2	Fort Worth, TX (Goodguys Lone Star Natls.)



www.jasperengines.com

e-mail: sales@jasperengines.com

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

JASPER ENGINE AND TRANSMISSION EXCHANGE

100% Associate Owned



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