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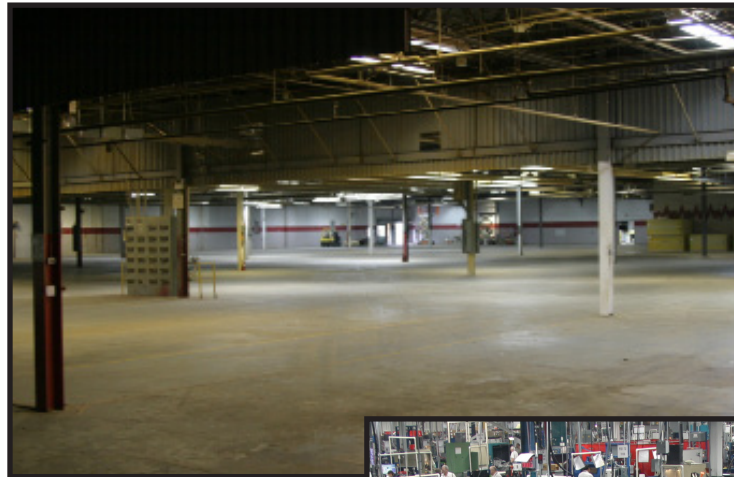
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Power Drive - Then and Now!



This 220,000 square foot space sat vacant until JASPER saw the building's potential for company expansion. In April, 2014, JASPER announced its intent to purchase the Power Drive location and use it for its Drivetrain Remanufacturing Divisions. This image was taken May 29th, 2014.

This image was taken May 18th, 2015. The Power Drive location is home to 14 transmission remanufacturing work areas, including Case Prep and Transmission Shipping. Power Drive will be the home to Differential Remanufacturing later this year.



April 30th, 2014, was the day JASPER Chairman/CEO, Doug Bawel, joined state and local officials in announcing the company's plans to expand its footprint in the community, create additional jobs and reinvest in a vacant 220,000 square foot manufacturing facility in Jasper, Indiana.

Fast-forward to May 2015... The last of the Transmission Division components that formally called the Wernsing Road Facility home since 1965, have been transported 1/2 mile southwest to JASPER's new Drivetrain Remanufacturing Facility (nicknamed Power Drive within the company, because of the

building's street address).

The first transmission remanufactured at Power Drive occurred on September 8th, 2014, barely four months after the April announcement. Since then, 14 transmission remanufacturing work areas (known as PODS) have been established at Power Drive, with nearly 250 Associates currently working at the new facility.

"To move an entire division, in roughly 12 months, has been an incredible accomplishment that took teamwork," said John Schroeder, JASPER Vice President of Drivetrain

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Published by:
Jasper Engines &
Transmissions
P.O. Box 650
Jasper, IN 47547-0650
Phone: 800-827-7455
Fax: 812-634-1820
www.jasperengines.com

AG Diesel Repair

Portland, Oregon, and AG Diesel Repair, is the home for the subject of this issue's Customer Profile. Though their emphasis is on light-duty diesel engine repair, they are a full-service auto repair facility.

Cameron Tormanen started AG Diesel Repair "Through a lot of hard work," he said. In 1993, the company Cameron worked for went out of business. So he, and a partner, bought the equipment from that closed business. Two years later, Cameron took full ownership of the business and, later that same year, moved the business from its original Oregon City address to Portland.

The original AG Diesel Repair shop in Portland was approximately 4,000 square feet. In 2007, Cameron moved the business again to its current 12,000 square foot shop at 12410 NE Whitaker Way, with 12 service bays. The company not only takes care of light-duty diesel repair, but also auto repair and maintenance, and tire and wheel sales and service. Customers can either wait in the comfortable waiting area, with free Wi-Fi availability and a computer work station, or take advantage of their local shuttle service and 24-hour drop off.

AG Diesel Repair has 14 employees, including three ASE-Certified Technicians in various criteria, and two ASE Master Technicians. AG Diesel Repair technicians are encouraged to further their automotive education by participating in training sessions held every other Thursday night. "We are very



AG Diesel Repair is located in Portland, Oregon.

involved in our industry," said Cameron. "We host ASA meetings and training workshops for businesses, including our own." Cameron even promotes having his service writers undergo personality training to positively impact customer service.

AG Diesel Repair has been an installer of JASPER remanufactured diesel and gas engines, transmissions and differentials since March of 2007. Why is JASPER their choice for drivetrain components? "For their great customer service, great parts and fantastic reputation in the industry," said Cameron. "Since the first purchase in 2007, the main factor of repeat business is JASPER's customer service."

The business philosophy at AG Diesel Repair considers everything they do as a three-way win. "First and foremost, the customer must win," said Cameron. "Then my employees win, and finally the business wins."

"Being able to understand and empathize with a customer allows us to always help fulfill our customer's needs," he added.



Ten of AG Diesel Repair's 14 employees stand inside their 12,000 square foot shop in Portland, Oregon. They have been JASPER installers since 2007.

JASPER Offers Remanufactured Ford 6R80 RWD and 4WD Transmissions

Jasper Engines & Transmissions is pleased to offer the remanufactured Ford 6R80 RWD and 4WD transmissions. These transmissions are for the following 2009-2010 Ford and Lincoln applications equipped with a 5.4L engine:

- F-150
- Expedition
- Navigator

“Each JASPER remanufactured Ford 6R80 is 100% dynamometer tested, and TCM validated, through a state-of-the-art CAN 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.”

The TCM receives a thermal conductor layer to improve heat dissipation between it and the valve body to reduce the chance of overheating. “The hydraulics and electronics of the TCM are 100% tested,” added Boeglin.

The 6R80 valve body is 100% remanufactured and vacuum tested to restore hydraulic integrity. “This reduces the chance of low hydraulic pressure within the transmission, resulting in erratic shifts,” said Boeglin.



The JASPER remanufactured Ford 6R80 is available for 2009-2010 Ford and Lincoln applications with a 5.4L engine.

Great care is taken to ensure each 6R80 can stand up to the rigors of everyday life. “A deeper, high-capacity oil pan is installed, where applicable, to reduce the chance of transmission overheating, and the latest design pressure plates are 100% installed to reduce the chance of snap ring dislocation on overdrive, direct and intermediate clutches,” said Boeglin.

JASPER Offers Remanufactured Toyota A750E and A750F Transmissions

Jasper Engines & Transmissions is pleased to offer the remanufactured Toyota A750E (RWD) and A750F (4WD) transmissions. These transmissions are for the following 2004-2011 Toyota applications:

- Tundra
- Sequoia
- Tacoma
- 4Runner
- FJ Cruiser

“Each JASPER remanufactured Toyota A750E and A750F is 100% dynamometer tested, using a state of the art dyno 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.”

All wear areas of the valve body are reamed to oversize, where applicable, and vacuum-tested to restore the hydraulic integrity of the unit. “This reduces the chance of low fluid pressure within the transmission, causing slipped clutches,” said Boeglin.

In addition to the value-added quality remanufacturing



The JASPER remanufactured Toyota A750F 4WD (above) and A750E transmissions are available for 2004-2011 applications.

steps to provide a perfect product, great care is taken to ensure each A750E and A750F can stand up to the rigors of everyday life. “Each transmission receives 100% new friction plates from the OE manufacturer to retain shift quality and durability,” said Boeglin. “Converter linings are 100% replaced to reduce lock-up shudder and solenoids are 100% tested to verify proper operation before they are installed in the transmission.”

The JASPER remanufactured Toyota A750E and A750F are covered by a three-year, 100,000 mile, nationwide parts and labor warranty. Full warranty disclosure is available at www.jasperengines.com or upon request.

Bueltel Named Chief Financial Officer of Jasper Engines & Transmissions

Jasper Engines & Transmissions is pleased to announce that Linda Bueltel has been named Chief Financial Officer.

In her position, Linda will manage the Accounting, Tax, Acquisition & Regulatory Compliance Functions, as well as oversee the Audit and Valuation processes. She will work closely with the Board of Directors, External Auditors, and Operations on reporting the financial results and opportunities to allow JASPER to continue the tradition of building strong relationships with customers and Associates.

Linda has been a JASPER Associate since 2007, when she began managing the tax process. Since that time, she has had various responsibilities within the accounting department, including financial reporting, external audit coordination and oversight, acquisition due diligence, and integration of the Weller financial team.

When asked about her recent promotion, Linda stated, "JASPER has been a true blessing for both my career and my family. I have been given many opportunities to be challenged and grow, and I am grateful for them all. We have an outstanding team of Associates at JASPER who work hard to ensure the continued success of our ESOP company."

"I am honored to be entrusted with the JASPER CFO responsibilities," said Bueltel. "I am thankful for the continued mentoring and support given from the leadership team."



Linda Bueltel, JASPER's new CFO has been an Associate since 2007.

Powell Named JASPER Director of Branch Operations



Kevin Powell, JASPER Director of Branch Operations, has been an Associate since 2002.

Kevin Powell has been named Director of Branch Operations for Jasper Engines & Transmissions

In this position, Kevin will oversee the operations at JASPER's 43 branch offices from coast to coast. He also has responsibility for the Branch Auditing and Routing Departments. Kevin will work closely with Regional Management, Branch Auditors, Routers, and Associates at each branch, to ensure operations are running smoothly and that JASPER continues the tradition of building strong relationships with customers and Associates.

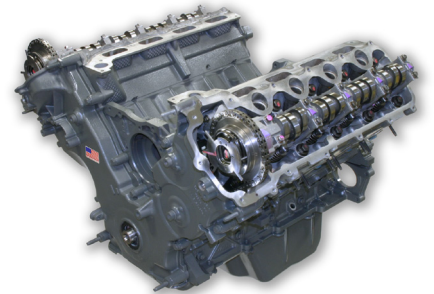
Kevin has been a JASPER Associate since 2002, when he began as a Branch Auditor. His previous respon-

sibilities within the company have included implementing the Routing Department and Regional Operations Manager.

"Kevin has demonstrated his ability to lead others while we continue to improve our Branch Efficiency and Customer Service levels," said JASPER President, Zach Bawel.

"JASPER has given me many opportunities to learn and grow, and I am very thankful for all of them," said Powell. "We continue to be successful because of our people, and am blessed to have a phenomenal team of co-owners with whom to work with."

Scan This QR Code for Our Ford 4.6/5.4L Oil Pump Tech Update Video



If you scan the above QR code, you can view a JASPER Technical Update video on the Ford 4.6/5.4L 3-Valve VVT Oil Pump.

JASPER helps customers overcome issues on these engines through several competitive features and benefits that include:

- An updated high-volume oil pump to ensure proper pressure to the VVT on 3-valve applications.
- Cam bearing clearances that are maintained through the use of CNC and spray welding technology to reduce upper end noise.
- Nitrided valves to improve durability and reduce friction.

Make JASPER your brand of choice. Call us at 800.827.7455 or www.jasperengines.com.

Morgenthaler Earns Another Top-10!

Chad Morgenthaler, JASPER-Sponsored professional angler, placed 10th at the Bassmasters Elite Series Tournament April 9th - 12th on Lake Gunthersville in Alabama. Chad caught 20 fish with a total weight of 76 pounds, six ounces, earning \$11,500 for his efforts.

“This tournament felt really good,” Chad said. “I was in my element and moved up (the standings) every day.”

This was Chad’s second top-10 finish of the season, to go with his January win at the Bassmaster Southern Open in Florida. That victory earned him a spot in the 2016 Bassmaster Classic.



Chad Morgenthaler shows off his catch en route to a 10th place finish on Lake Gunthersville.

JASPER Hosts JETT Fundraiser

On Saturday, April 18th, Jasper Endows Today & Tomorrow (JETT) teamed up with Will Read and Sing For Food for an evening of entertainment that raised \$1,625 to benefit JETT’s community outreach efforts. JETT was founded in 2013 to bring JASPER Associates together in order to learn more about philanthropy, and to have a greater impact on local communities.

Will Read & Sing For Food players Kyle Lueken, Scott Saalman, Debbie Schuetter, Angie Mayfield, Megan Gatwood and Carley Knapp were joined by special guest musician Jason Wilber for an event that rocked JASPER’s new Power Drive location. The approximately 125 attendees had the opportunity to see the new facility, listen to some amazing live music and hear some humorous essay readings, all while supporting a great organization.

Wilber, a native Hoosier and lead guitarist for Grammy Award-winning legend, John Prine, played several of his songs while also sharing stories of his Indiana roots, travel around the world and insight of how many of his songs were born. The local Will Read & Sing For Food players covered a variety of popular songs, mixed with some of their original pieces, and rounded it out with some heartfelt and humorous readings.

This event marked the 61st for Will Read and Sing For Food and was the second largest collected amount for one of their events. Since 2011, Will Read and Sing For Food has raised over \$42,000 for various community causes in and around Dubois County, including: Community Food Bank; Dubois County Community Foundation community grant giving; Anderson Woods; Tri-Cap; Paul Michael Ash Endowment for Music and the Arts; local libraries; Catholic Charities; Shared Abundance; Psi Iota Xi; Crisis Connection; Dubois County Humane Society, Ferdinand Folk Fest, Habitat For Humanity and Hands in Hands Belize immersion trip.



Members of Will Read & Sing for Food perform for the crowd at JASPER’s Drivetrain Remanufacturing facility. The event raised over \$1,600.00 for Jasper Endows Today and Tomorrow.

New JASPER Look... Same Great JASPER Product!

For the first time since 2008, JASPER's over-the-road fleet is getting a makeover. Some of JASPER's new 53-foot trailers, box trucks and delivery vans have a different look as they begin service in the field.

One side of the vehicle shows a discussion between a technician and a customer over a JASPER remanufactured engine. The other side shows a different customer/technician meeting, this time over a JASPER transmission.

When motorists see these rolling billboards pass by, they'll read a message asking them to contact their professional technician about the millions of remanufactured products installed.

"We're trying to promote the fact that it is commonplace to install remanufactured products to the general public and send them to professional technicians like you," says Mike Pfau, JASPER Advertising General Manager.



This is what JASPER's new rolling billboards look like on a 53-foot fleet trailer (top) a Hino box truck (above left) and a Promaster delivery van (above right).

(continued from front page)

Remanufacturing. "Throughout the move, the only way to effectively navigate all of the moving parts and pieces, as well as continue to service our customers, was to have everyone working together. Our Associate/Owners have really pulled together to make this move a success."

Much of the division's transition from one building to another occurred while maintaining customer demand during one of the busiest times of the year.

Schroeder described it as jumping from one moving car to another moving car. "The goal was to cause as little disruption as possible to our Associate/Owners and our customers throughout the move," he said. "To make this happen, prior to each move, we followed a detailed standardized work instruction which, in some cases, spelled out the hour to hour activities for the folks involved in the move. This gave everyone a chance to understand their specific scope of work and what was expected of them."

The Differential Division will be the last major move to Power Drive from its current home in Jasper West, another remanufacturing facility one-quarter mile



Transmissions used to be built here: The floors of the former home of Transmission Remanufacturing at the Wernsing Road facility have been buffed and polished, in preparation for JASPER's Engine Division.

west of the Wernsing Road facility. That move is scheduled for completion by the end of June. "After this, we take one very deep breath, then begin to focus on how we can improve this new system that has been developed," said Schroeder. "The challenge is for everyone to remember this is a journey without a destination. Although it's important to stop along the way to celebrate our progress, we must always focus on

improving our environment and processes as well as developing our Associates."

Power Drive is JASPER's 5th remanufacturing facility, joining Wernsing Road and Jasper West, both in Jasper, Indiana, Crawford County, Indiana, and Willow Springs, Missouri.

As the space was vacated at the Wernsing Road Facility, JASPER's Engine Division has started with their expansion project.

The Most Powerful Lady in The Auto Repair Industry

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.

For an industry that was once dominated by males, I am pleased to have watched us evolve to a point where today we have female technicians, service advisors, managers and shop owners that are superstars in every regard. Without question, there are many powerful ladies throughout our industry that are role models for all of us. When I think of all those amazing women and the impact they have had on our industry, I can't help but also think of a gal that's not only changing our entire industry at the speed of light, but that has the power to take you and your shop to the top, as well as put you out of business. At Elite, we have a name for this amazing lady: We call her Mother Google.

As you well know, the people in your community no longer have their auto repair choices limited to a few printed pages in a worn out directory. With just a click of a mouse, Mother Google, who's on call 24/7, will now provide that potential customer with information on dozens of auto repair facilities. The only limits in place are self-imposed by the consumer: How many pages of

results they're willing to search through, and how far they are willing to travel. So in essence, the consumer's options are endless.

Mother Google will also help that potential customer decide which shops they should call by scouring each website for relevant information, then presenting the sites that she feels to be the best choices on the first page of her search results. Even though you could argue her job would then be done, she doesn't stop there, as she will look at every word on those sites, and she will rank her search results in an order that she feels best serves the consumer. In essence, she'll tell your potential customer, "This shop is more likely to be able to fulfill your needs than the one I'm showing you below it." So if you're not one of Mother Google's top recommendations for your targeted keywords, you need to talk with a search engine optimization (SEO) expert about how you can move your website up in her rankings. Please keep in mind that it can be very difficult to evaluate the capabilities of one SEO expert versus the next, so I'd encourage you to ask other business owners you know if they can recommend an SEO expert that has delivered results. In today's day and age there are many ways you can get your phone to ring, yet as I am sure you will agree, Mother Google will play an incredibly important, if not leading role.

Beyond search results, through Google+ reviews she is now providing a platform that enables people in your community to share their experiences and overall opinions about your shop. The day is rapidly approaching when there will be no secrets, due to her diligence and the insights to your customer experience that she makes accessible to the world. So while providing an amazing customer experience has always been critical to a shop's success, it's never been more important to ensure you offer a customer experience that's second to none.

And what about pricing? Not too

many years ago it was a task for customers to look for price comparisons, but today she has reinvented that entire process. Not only are there companies like RepairPal that provide community-based price comparisons, but Mother Google will find prices and availability for your customers instantaneously. You can rest assured that when you call a customer with a service recommendation and they tell you they'll call you right back, in most cases they're reaching out to their friend Mother Google for more information they can use to make their decision.

Does Mother Google have weaknesses? Of course. For example, she typically provides more confusion and misdiagnosis than accurate results when it comes to providing diagnostic information. But when you judge her by her strengths, and you consider that she is available to each and every consumer at a moment's notice, you will then see that she is not only the best friend of today's consumer, but like many women today she is revolutionizing our entire industry, and she is absolutely critical to the success of your shop in the coming years.

In closing, I hope you consider that people in your community now have far more choices than ever before, pricing transparency is becoming more the rule than the exception, and you have to be at the top of your game if you want Mother Google to recommend you. There's a good chance those that fail to appreciate her power, that don't offer an amazing experience for their customers to share and that are unable to get onto page one of her recommendations will ultimately find themselves in front of a bankruptcy judge. But if you stay sharp, and never put money ahead of people, Mother Google will help you take your shop to the top.

Editor's Note: Visit the Elite Blog at: www.EliteWorldwideStore.com/blog for additional sales, marketing, and management tips and strategies from Elite Worldwide President Bob Cooper.

Sunnen SV20 Aids in Torque Plate Honing Process

Many of you are familiar with JASPER's long-standing process of torque plate honing blocks to ensure the proper size and shape of the cylinder. However, with the modern materials of today's engine blocks, we've partnered with Sunnen to develop a new torque plate honing device - the SV20.

What was once a manual process, this machine uses automated size control, and gives JASPER more control and tighter tolerances on our cylinder bore than ever before.

Once the block is loaded into the SV20, the machine can be programmed to hone the first cylinder to the size requested. Microprocessors in the boring bar control the amount of force applied to the cylinder, ensuring a consistent bore diameter from top to bottom.

"The machine employs recall memory so that all cylinders in a particular block can be honed to the exact same spec as the previous cylinder," said Randy Bauer, JASPER Gas Division Manager. "This assures that all cylinders within that block are the same size."

The use of the Sunnen SV20 in our remanufacturing process is just one more way JASPER builds value into each of our products.



The Sunnen SV20 uses automated size control, and recall memory, so that all cylinders in a particular block can be honed to the exact same spec.



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

