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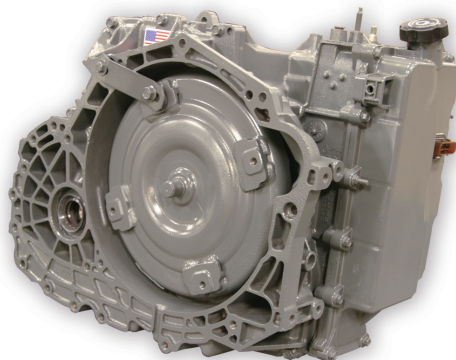
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**New Transmissions Available On
Exchange from JASPER**



GM 6T70E/6T75E

Jasper Engines & Transmissions, the nation's leader in remanufactured drivetrain products, continues to expand its transmission inventory with two new transmissions available on exchange.

The GM 6T70E/6T75E is a six-speed CAN (Controller Area Network) electronically controlled automatic transmission and is available for the following 2007-2009 GM applications:

- Chevrolet Equinox, Traverse, Malibu
- GMC Acadia
- Saturn Outlook, Aura
- Buick Enclave
- Pontiac G6, Torrent

The Ford 6R60/6R75 is also a six-speed CAN electronically controlled automatic and is available for the following 2006-2008 applications:

- Ford Explorer, Explorer Sport Track, Expedition
- Mercury Mountaineer

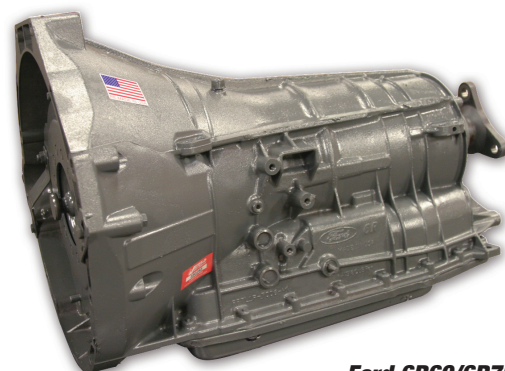
"These units have Transmission Control Modules (TCM) mounted inside the transmission on the valve body," says Brad Boeglin, JASPER New Product Development Team Leader. "Testing the transmission, and its TCM, is done with

a state-of-the-art JASPER-engineered CAN control system," added Boeglin. "Units are then pre-programmed per the vehicle application, eliminating the hassle and expense of the customer having to reprogram these units."

The JASPER 6T70E/6T75E and 6R60/6R75 remanufactured transmissions are 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 under varying loads simulates vehicle operation. We test for leaks and abnormal noises. TCM data is monitored, recorded and reported on the network including solenoid load, transmission fluid temperature, actual gear to gear ratios and all sensors.
- An available Premium Service Plan that offers customers even greater value.

These transmissions are 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.



Ford 6R60/6R75



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Customer Profile

Marysville Motor Cars

Marysville, Pennsylvania, along the Susquehanna River, north of Harrisburg, is home to this issue's Customer Profile: Marysville Motor Cars. This business focuses on the retail sale of used cars, trucks, SUVs and recreational vehicles. Marysville is also a full service repair and car rental facility.

Owner Wayne Houck started his career at a nearby Chrysler-Plymouth dealership. Wayne worked his way up and later purchased his own Chrysler-Plymouth dealership which, at its peak, employed over 65 people and retailed over 300 cars per month.

In 1995, Wayne sold his dealership and opened his own shop which became Marysville Motor Cars. Located at 700 North State Road, Marysville has seven service bays and 14,000 square feet of work space. As the business has grown, Marysville has offered free towing and loaner vehicles for customers either having a JASPER installation or undergoing major repair. They've also learned that engine and transmission installation is a great way to grow a customer base.

Two of the company's four employees are ASE-Certified in several criteria, including engine and transmission diagnostics, brakes, air conditioning, ABS and fuel injection. In order to keep ahead of the latest advancements in automotive technology, Marysville pays for its technicians to attend technical clinics either by JASPER, the Pennsylvania Independent Automobile Dealers



Marysville Motor Cars technicians Justin Mewis and John Edkin join shop owner Wayne Houck outside their Pennsylvania location.

Association (PIADA), or the Pennsylvania Automotive Association (PAA).

For the past 17 years, Wayne Houck and Marysville Motor Cars have been a faithful installer of JASPER quality remanufactured products. "I have found JASPER to be the highest quality product available; backed by a company second to none," said Wayne. "Our JASPER factory representative keeps us informed of the latest updates and industry news, while the Warranty Department handles issues quickly and correctly."

For Marysville Motor Cars, the customer is the lifeline to success and prosperity. Wayne says business excellence is an aspiration, an attitude and a way of life. "Excellence is all of us working together, aspiring to the fullness of our potential, and to do everything better than it has ever been done before," he said.



Marysville Motor Cars specializes in the retail sale of used cars, trucks, SUVs and recreational vehicles. They also install JASPER remanufactured engines and transmissions and are a full service repair facility.

A VSM Can Help Your Business

by Brian Weeks, JASPER Customer Advisory Council

In August, I had the privilege of being part of a VSM (Value Stream Mapping) meeting at JASPER. What is VSM you ask? Well, in short, it's a road map by which continuous improvement can be attained.

Let's take a simple process like an oil change and run it through the following 10 steps of a VSM to expose how much waste is present, and what we can do to eliminate it. The goal is to reduce the overall time to complete the task and the number of movements made by the technician by 25%.

Steps of the VSM:

- **Observe Reality** – Sit back and observe the entire process from the time the customer walks in the door and requests the service until the keys are delivered back into the customer's hands. The following are just a few examples of steps to observe: a) Use a stopwatch to record how long it takes. b) Note how many people are involved in making the process happen. c) Draw a map of the shop floor and trace the movements made by the technician throughout the entire task.
- **Identify Waste** – Write down all areas of waste that you see in each step of the process. Ex: a) The technician had to walk to various areas of the shop to retrieve items such as a funnel, oil filter wrench, and rags to perform the task. b) The technician had to go back to the service desk to print the oil change sticker. You get the idea, write down any forms of waste that you observe.
- **Plan Countermeasures** – If you could create the ideal scenario, what would it look like? Ex: a) Have the Service Writer print the oil change sticker and gather all needed parts before the tech is called to perform the service. b) Set up the service bay with all necessary items to reduce the movements the technician has to make to perform the job.
- **Reality Check** – Test the changes in order to verify they are

value added. We don't want to just make a change...we want to reduce waste and improve the current state.

- **Make Changes** – Continue to make changes to the current process until our goal of 25% reduction of overall time and movements made by the technician are reached.
- **Verify Change** – Monitor the process with the changes in place to verify waste has been removed and we have an improved process.
- **Measure the Results** – Time the new process and compare it to the old one. Did we meet our goal of a 25% reduction in overall time and movements made by the technician?
- **Make this the Standard** – Write a procedure for the process you have just created so that everyone will follow the same steps.
- **Celebrate** – Be proud of your accomplishment.
- **Do it Again** – Reevaluate the same task after a period of time using this 10 step process.

This is just one small example of how you can use VSM in your shop. If you have been in business for any length of time you know the importance of staying ahead of the curve. In the automotive service and repair industry it is paramount... continue to improve or get run over and left behind. VSM is the heartbeat of the Jasper Production System. By adopting this method, JASPER has been able to stay ahead of the curve in the automotive aftermarket by continuously improving every aspect of their business. At the end of the day, this equates to delivering a world class product to the end user.

I challenge you to take one thing you would like to see improved in your business and apply the steps of Value Stream Mapping. You will be amazed at the results!

Editor's Note: Brian is the owner of Augusta Transmission Clinic in Augusta, Georgia.

Big Block Chevy + JASPER = One Happy Customer!



Brad Ryan had his left hand firmly on the throttle putting his remanufactured 427 cid Corvette engine through a dyno test at the Jasper facility. Picture by Steve Temple, SGT Communications.

JASPER customer, Brad Ryan, was able to throttle up his remanufactured Corvette engine on the dynamometer during a recent visit to Jasper Authentic Custom Drivetrains.

A numbers-matching build, including a dyno-run, was part of the package Brad purchased. During Brad's visit to JASPER, he was able to tour the facility and meet with Steve Temple who was writing an article for *Vette Magazine*, which will feature the 427 cid engine that JASPER built for Brad's 1967 Corvette.

"It's moments like these, that make my job an absolute pleasure," said Darren Ragsdale, Jasper Authentic Custom Drivetrains & Performance Division Manager. "It's an honor to be able to work on our customers' toys and projects."

JASPER Calendar Winners for 2014

Thank you! You have come through again! We had lots of great entries submitted and the winning photographs have been selected to be part of the 2014 Jasper Engines & Transmissions calendar.

Entries received this year were judged on adherence to the category, equipment appearance and the quality of the photograph or image.

Every qualified entrant received a JASPER hat. Entrants whose work appears in the calendar receive a \$100 gift certificate, which can be used to purchase JASPER remanufactured products or wearable items, 24 complimentary calendars and a special JASPER Gift Package.

Congratulations to all our winners!

Bob & Pattie Drennan
Sonora, CA
1951 Ford Victoria

Brian Schultz
Manheim, PA
1950 Chevy 3100

Chris Butler
Northglenn, CO
1991 Chevy 1500

Chuck Wanamaker
Mahwah, NJ
1940 Ford Coupe

Jyntre Stroud
Collins, MS
1967 Chevy Camaro RS

Noel Clemmer
Lake Lynn, PA
1947 Ford COE Truck

Rick Howell
Lynwood, IL
1947 Ford Super Deluxe

Rosie & Al Cool
Smithsburg, MD
1968 Chevy Camaro

Tom & Jack Breiding
McMurray, PA
1970 Chevy Chevelle Malibu

WC Radford
Beaumont, TX
1978 Pontiac Firebird

Jennifer Hill
Racine, OH
1956 Ford Thunderbird

James Neisler
Jackson, TN
1966 Chevy Corvette

Gregg & Becki Russell
Austin, TX
1950 Chevy 3100



1970 Chevy Chevelle Malibu owned by Tom & Jack Breiding of McMurray, Pennsylvania.



1966 Chevy Corvette owned by James Neisler of Jackson, Tennessee.

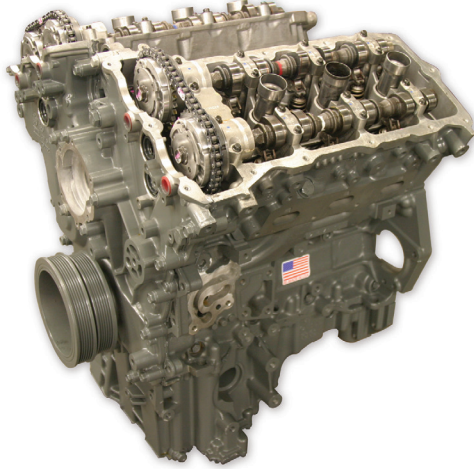


(Above) 1947 Ford Super Deluxe owned by Rick Howell of Lynwood, Illinois.

(Left) 1940 Ford Coupe owned by Chuck Wanamaker of Mahwah, New Jersey.



GM 3.6L High Feature Engine Available



JASPER offers the GM 3.6L High Feature V6 engine on exchange. This engine has dual overhead cams with variable valve timing and port injection.

JASPER has added a new offering to its lineup of remanufactured gas engines. The GM 3.6L High Feature DOHC, Port Injected V6 with variable valve timing (VVT), is available on exchange for the following 2004-2008 applications:

- Cadillac CTS, STS, SRX
- GMC Acadia
- Saturn Outlook
- Buick Enclave

“This remanufactured JASPER engine includes all four camshaft actuators and harmonic balancer,” says Brad Boeglin, JASPER New Product Development Team Leader. “The

pistons are a JASPER re-engineered design to maintain OE compression ratios. A larger ring pack was used to aid in improved sealing and reduce oil consumption, and a graphite coating on the skirts prevents dry start-up and piston scuffing.”

“In addition, JASPER installs NEW nitrated engine valves for improved heat resistance and the reduction of valve guide wear,” said Boeglin. “We also supply a finishing gasket set that includes an updated valve cover gasket to assist in proper PCV operation,” said Boeglin.

Every JASPER Remanufactured Engine is subjected to strict, high-quality processes:

- Disassembly, meticulous inspection and cleaning of components.
- Precise machining for reliable performance.
- Head surfaces statistically monitored to assure proper sealing with the block.
- JASPER’s research and product development ensures inherent problems in OEM design are corrected. Units are put through a 50-hour durability test to verify.
- Live-Run Testing provides peace of mind and assures reliability.
- An available Premium Service Plan that offers customers even greater value.

Each engine 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 remanufactured products of Jasper Engines & Transmissions, please call 800-827-7455, or log onto www.jasperengines.com.

Street Rodder Road Tour Visits Jasper Facility

11 participants in the 2013 Amsoil Street Rodder Road Tour visited the Jasper Facility on September 9th.

The participants took the opportunity to park their beautiful cars on the front grass facing US 231 and take a tour of our facility. Many of the cars came from Ohio, with some as far away as Florida, North Carolina and Montana.

The JASPER stop was part of a week-long “Shades of the Past” driving tour that began in Pigeon Forge, Tennessee, on September 8th and wrapped up at a National Street Road Association event in Kalamazoo, Michigan, on September 15th. The trip included stops at the Indianapolis Motor Speedway Museum, the Recreational Vehicle/Motor Home Hall of Fame in Elkhart, Indiana, and the Gilmore Car Museum near Kalamazoo.



Participants in the Amsoil Street Rodder Road Tour displayed their cars in front of the Jasper Facility September 9th.

I Was Blind and Now I See

by Craig Hessenauer, JASPER Regional Vice President

Craig Hessenauer

has been a Jasper Engines & Transmissions Associate for 23 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.



"I was blind and now I see." John 9:25

What a miracle; to give sight to one who previously had none. Could you imagine being able to help someone, or others, many others, even thousands, to see? What would you like them to see first? How about your business!

If you believe most new customers come from referrals, or word of mouth, then yes, you are correct. Referral continues to be the number one source of new customers for automotive repair businesses.

Fortunately that "word..." is no longer simply "...of mouth." That word is now typed, texted, liked, friended and is sailing over the vast ocean of computer data. Streaming 24/7 to and from your friends, family, and the people they know... and now to people they don't even know!

I say "fortunately" because the Internet can provide you with an opportunity to gain much more new business than word of mouth alone. And young prospects don't communicate in the traditional fashion (just watch those young fingers fly). The Internet has become the primary way young prospects source recommendations and referrals. They are well connected and they need to see you there. Where are you?

Imagine, if you will, sailing over that vast ocean of computer data are recommendations and referrals about your shop, including recommendations for high-profit Jasper Engines & Transmissions jobs, of course. Can you see? Can you see your business growing on those vast waves of recommendations and referrals?

OK, so you want to fill your service bays with new business, but words and phrases like... 'Certified Google AdWords', 'mobile apps', 'SEO', 'social media', 'e-newsletters', 'online reputation management' and 'content creation'

sound a little Greek, if not down-right 'geek' to you. Well relax... We have people for that.

Jasper Engines and Transmissions does endorse web service provider Autoshop Solutions because they specialize in content and methods to drive business from the Internet into your service bays. And, unlike many other web providers, Autoshop Solutions can prove it to you with tracking systems that allow you to see the return on your web service investment. Did you get that from your last printed ad? Well maybe you were blind, but now you can see.

Let's face facts. Facebook and a variety of other Internet referral opportunities are able to fill your service bays if managed correctly. The part I like is that Danny Sanchez, and his team at Autoshop Solutions, will make it easy for your team to ride that wave of change. We recommend you reach out to Autoshop Solutions and let their team help you see what your future customers have been missing.

Editor's note: For more information, visit www.autoshopsolutions.com, or head to [Facebook.com/AutoshopSolutions](https://www.facebook.com/AutoshopSolutions).

Kolene Era Ends at JASPER



The last basket of components to receive a Kolene salt bath at JASPER's Crawford County facility occurred on July 26th.

A siren went off in the Crawford County remanufacturing facility the morning of July 26th. It was the ringing of the Kolene alarm, signifying the last load of parts to be cleaned in the iconic, big blue, molten salt bath system of the Crawford facility.

For many years, the Kolene cleaning system was a highlight of JASPER's remanufacturing processes. Molten salt was heated to over 700 degrees Fahrenheit to thoroughly clean oil, grease and grime from cast iron components. Though the Kolene system underwent several refurbishments, JASPER decided to forgo a total system replacement.

"Although we were very pleased with the Kolene system and the results it produced, we found a traditional 'bake and blast' method gives JASPER redundancy," said Doug Bawel, JASPER Chairman/CEO. "Had the Kolene system malfunctioned, Crawford's remanufacturing would've been dead in the water. However, with multiple ovens available at Crawford, remanufacturing can continue."

Selling at Car Delivery

by Bob Cooper, President & Founder/Elite Worldwide

Bob Cooper

has functioned as the developer, owner and an operator of some of the most successful auto repair shops in North America.

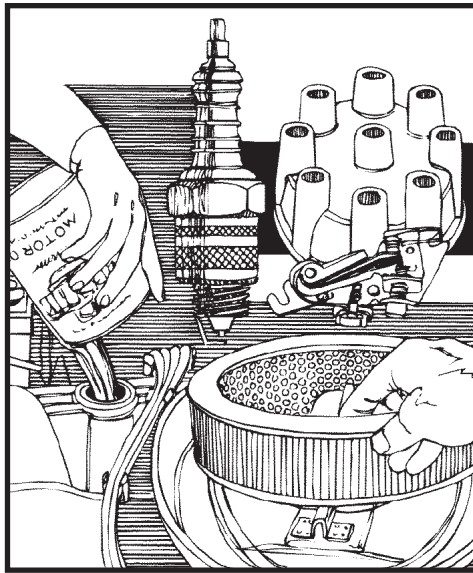


Bob is a member of the prestigious National Speakers Association and is one of the nation's leading authorities on both personal and career success. Today Bob speaks nationally, as well as internationally, to many trade associations, universities, private banking groups and Fortune 500 companies.

If you want to generate more repeat business, then there are a number of things you will need to do. You'll need to deliver an extraordinary value, exceed your customers' expectations at every touch point, and stay in touch with your customers after the sale.

Over the years, I have discovered most service advisors have the right intent and make their best effort to do all of these things. They want to do a good job, and they know that a part of their job is to help their customers see the value in their services. This is why they work hard at building value in their company and services when speaking with first-time callers. It's also why they'll build interest and value in their service recommendations with the hope that their customers will agree with their recommendations, authorize the services, and then ultimately return. The top advisors in America not only understand this, but they'll always put a strong focus on the benefits of their recommended services, rather than on the parts and labor.

For example, when discussing the benefits of a brake service, they'll tell their customers that they'll have smooth-



If you want to see more return business to your shop, Bob Cooper suggests at the time of car delivery, take a moment to explain the benefits of your customer's next service.

er and more responsive pedal operation, quieter braking, faster stopping and the peace of mind they'll have good, safe, and dependable transportation.

Yet where almost all advisors fail, is at the point of car delivery. We have discovered this is where advisors do a good job of reselling the customer on the services performed, and certainly schedule the customer's next visit, but what they fail to do is this: They don't discuss the benefits of the next service.

Here's an example we can all relate to. You go to the dentist for a toothache, and they discover you need a crown. The dentist then tells you that you have two options, and explains the benefits of each. You like what you hear and you make your choice based on the benefits that were shared with you. Then before you leave, the dentist tells you that you'll be due for a checkup and cleaning in six months, and they schedule you in. Will you return in six months? Well, you might, especially if the dentist met all of your expectations. But when that reminder card finally shows up in your mailbox, or the phone call two days prior, you may

hesitate for one simple reason: None of us enjoy going to the dentist, and the dentist didn't explain the benefits of the checkup and cleaning during your last visit. If they had told you how this visit could save you money, help prevent other painful problems, and reduce the amount of time you'll ultimately spend with your dentist, you would more than likely be more willing to return. I can only hope you agree that it's no different with your business. If you want to see more return business, then do this...

At the time of car delivery, take just a minute or two to explain the benefits of the customer's next service. For example, rather than just telling your customers they'll be due for their next scheduled service in six months, say something like this... "As I mentioned to you earlier, Doris, your next service is going to be a maintenance service, and it'll be due in six months. Now the good news is, that service is going to help you squeeze every mile out of every gallon of gasoline, it's going to help you maintain your warranty and protect the value of your vehicle, and it's going to help you save time and money by preventing costly breakdowns."

Although I can't guarantee your customers are going to return if you do what I am recommending at the time of car delivery, there is one guarantee I can make you: If you take just a minute to explain the benefits of the next service to your customers, there is a strong probability they'll want to come back. On the other hand, if the only reason for them to return is because you sent them a reminder card telling them they need to come in for nothing more than to spend money with you and to be without their vehicles for a day, then you've given them a really good reason to toss the reminder card... and not come in.

For additional sales, marketing, and management tips & strategies from Elite Worldwide President Bob Cooper, visit the Elite Blog at:

www.EliteWorldwideStore.com/blog

Engine Repowering... A Better Economic Investment

The purchase of a new car might sound great at first, but it may not be the right investment. Other options, such as repowering a customer's current engine, may be a much better economic decision.

"Smart shoppers and smart motorists make better decisions when they know the options," said Ken Carter, chairman of the Engine Rebuilders Council. "Many consumers think buying a new vehicle is the only solution when they experience serious engine trouble. In fact, installing a remanufactured engine will extend current vehicle life at a significantly lower cost than buying a new one, saving big money in the long run."

With repowering, a customer's engine, or an identical one from another like-vehicle, is completely disassembled, cleaned, machined and remanufactured. Unlike used, or junkyard engines with an unknown maintenance history, remanufactured engines are reliable and backed by excellent warranty programs.

Customers can visit the Engine Rebuilders Council website at www.enginerebuilder.org. They can click on 'Cost Comparisons' to view examples illustrating the cost difference between purchasing a new vehicle and repowering with a remanufactured engine.

Thanks for The JASPER Tour

I wanted to take the time to send a brief 'thank you' for allowing me to visit your facilities. I have been on numerous plant/facility tours in my career, and I cannot remember seeing a more motivated and productive workforce. The professionalism and job dedication that I witnessed from your JASPER Associates was second-to-none.

I can honestly say that the processes and procedures, along with a dedicated workforce, has made me question ever trying to rebuild an engine or transmission again. There is no doubt in my mind that JASPER products are the finest available, period.

Please share my sentiments with the Associates. It was an awesome tour and well worth my time.

David Espinoza
Area Maintenance Manager
Progressive Waste Solutions
Haltom City, Texas



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