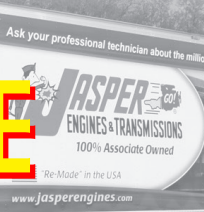




JASPER
ENGINES & TRANSMISSIONS
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 LINE**



News and Updates From Jasper Engines & Transmissions **October 2024**

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JASPER® Offers Expanded 6F35 Transmission Availability



JASPER has made the remanufactured 6F35 available for a wider variety of Ford and Lincoln applications.

Jasper Engines & Transmissions, the nation's leader in remanufactured powertrain products, is excited to announce the expanded availability of the remanufactured Ford 6F35 transmission. This remanufactured unit is available for the following late-model Ford and Lincoln applications:

- 2014-2020 Ford Fusion 1.5L
- 2017-2019 Ford Escape 1.5L FWD
- 2017-2019 Ford Escape 1.5L 4WD
- 2013-2019 Ford Escape 2.0L FWD
- 2013-2016 Ford Escape 2.0L 4WD
- 2013-2015 Ford Taurus 2.0L
- 2015-2019 Lincoln MKC 2.0L

"The JASPER-remanufactured Ford 6F35 transmission provides many updates including the 100% machining of the transmission case where the axle-driven sprocket bearing rides," said JASPER New Product Development

Group Leader Brad Boeglin. "A steel shim is then installed, eliminating future case wear."

"We've seen numerous core issues regarding converter failures in the 6F35 transmission with 1.5L and 1.6L engines," Boeglin noted. "As a result, we now install a new, updated Schaeffler converter in these instances to significantly improve durability."

The JASPER-remanufactured Ford 6F35 transmission is covered by a nationwide, transferable, parts and labor warranty of up to 3 Years/100,000 Miles. Full warranty disclosure is available upon request.

For more information on the complete line of remanufactured products from Jasper Engines & Transmissions, please call 800.827.7455, or visit www.jasperengines.com.



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PROFESSIONAL FLEET MAINTENANCE CUSTOMER FOCUS

Professional Fleet Maintenance, LLC

Professional Fleet Maintenance (PFM) of Fort Lauderdale, Florida, primarily focuses on diesel truck repair and fleet maintenance. In addition to truck repair and maintenance, PFM offers DOT inspections, a JASPER® Fleet Installer of engines and transmissions, tires, A/C repair, and fleet washing.

Professional Fleet Maintenance was started in 2008 by Andrew Fleishman and Claudia Coll. Before PFM, Andrew worked as a mechanic for a truck repair company. He saw many bad habits in the industry, such as improper repair, poor maintenance, and mediocre customer service. These practices not only led to frequent breakdowns and safety issues but also caused financial strain on the fleet owners. Out of passion for his clients and the nature of his work, he decided to start his own business to create a positive impact in the industry.

In partnership with his wife Claudia, they established the business with a mere \$100 and a lot of hope. Beginning as a mobile service working out of their home in Weston, Florida, in 2008, they later opened a one-bay shop in Davie, Florida, in 2009. Their growth was steady and impressive, expanding into eleven service bays in 2016 before relocating in 2022 to their current 10,500 square-foot location at 350 SE 24th Street in Ft. Lauderdale.

Professional Fleet Maintenance offers comprehensive maintenance on light, medium, and heavy-duty fleet vehicles. It has eight service bays, four mobile service units, and two acres of parking. This includes mobile repair services, DOT inspections, preventative maintenance, tire management, fleet wash, and truck rentals.

Six employees at Professional Fleet Maintenance are ASE Certified. Andrew holds a Master Tech Certification in automotive, truck, and school buses. Most technicians are certified in diesel engine repair, performance, air brakes, A/C, and suspension. PFM provides: course and examination reimbursement, online training with local dealerships, and salary compensation corresponding to appropriate levels of certification.

For the past 15 years, PFM has been an installer of JASPER products, including engines, transmissions, turbos, and fuel system components. “We use JASPER’s products due to their outstanding warranty, reliability, and customer service support,” Andrew said.

Professional Fleet Maintenance is not just a business, it’s a family. Built on core family values, like respect, loyalty, and care, these principles extend into their business philosophy. “We believe in cultivating customer relationships and caring about them like family as we provide high-quality services,” he added. “Through honest and consistent communication, as well as comprehensive maintenance, we exhibit top-notch business standards.”

PFM is not just looking to the past, but also to the future. With plans to open another satellite location in another metropolitan city next year, the company is poised for further expansion. “We also plan on diversifying our services to offer more support to our customers, whether that be through truck rentals or establishing a division for hybrid vehicle maintenance,” said Andrew. The future of PFM is bright and full of potential.



Professional Fleet Maintenance of Fort Lauderdale, Florida, has been an installer of JASPER remanufactured products for the past 15 years.

JASPER® Expands Late-Model Ford Differential Availability

Jasper Engines & Transmissions has announced the expanded availability of rear differentials for late-model Ford and Lincoln applications.

Differentials for these applications can be hard to find, but JASPER has the following remanufactured units readily available for exchange:

8.8 Applications:

- 2018-2022 Expedition, Standard, 3.15
- 2018-2022 Expedition, Standard, 3.31

9.75 Applications:

- 2015-2020 F150, Standard, 3.15
- 2015-2020 F150, Standard, 3.31
- 2018-2022 Expedition, Standard, 3.31
- 2018-2022 Expedition, Navigator, Standard, 3.73
- 2018-2020 F150, ELocker, 3.15
- 2018-2020 F150, ELocker, 3.31
- 2018-2020 F150, ELocker, 3.55
- 2018-2020 F150, ELocker, 3.73
- 2017-2020 F150, ELocker, 4.10
- 2018-2020 F150, HD Payload, ELocker, 3.55
- 2018-2020 F150, HD Payload, ELocker, 3.73
- 2018-2022 Expedition, Navigator, ELocker, 3.73



JASPER has expanded availability of the 9.75 (above) and the 8.8 (right) differentials for late-model Ford applications.



These late-model Ford differentials are covered by a nationwide, transferable parts and labor warranty of up to three years or 100,000 miles. Full warranty disclosure is available on our website or upon request.

For comprehensive support and more information on the complete line of JASPER remanufactured products, please call 800.827.7455 or visit www.jasperengines.com. We're here to answer all your questions and provide the assistance you need.

Holset Turbos Available for More RAM Applications

JASPER® is pleased to announce the expanded availability of Holset 6.7L turbochargers for the following late-model RAM applications.

- 2019-2021 RAM 2500/3500 Pickups (front gear applications)
- 2019-2021 RAM 3500/4500/5500 Cab & Chassis (front gear applications)

This turbo comes equipped with an actuator motor, speed sensor, gaskets, new bearings, and thrust collars.

The bearing housing journal finish is 35 Ra or lower to prevent premature bearing failure, which is better than the industry standard.

The Holset 6.7L turbo undergoes a two-step balancing process. The component balancer independently balances the turbine wheel/shaft and compressor wheel. Then, the center section (or rotating assembly) is balanced on a high-speed core balancer exceeding 60,000 RPMs to ensure proper balance.

The actuator is calibrated to the turbo during assembly. There



Holset 6.7L turbochargers are available for 2019-2021 RAM late-model applications.

is no relearn procedure or calibration needed to install this turbo; it's a plug and play setup.

The Holset 6.7L turbo carries a 1 Year Parts and Labor Warranty - see our website for details.

For more information on the complete line of JASPER remanufactured air and fuel components, please call 800.827.7455 or log onto www.jasperengines.com.

The JASPER® Co-op Deadline Approaches

The JASPER Co-op Advertising Program is available to independent garage owners (IGO) and transmission shops who have achieved a minimum of \$7,500 or more in sales in the previous year. Customers will receive a 3% allowance based on their total sales from the previous year toward their co-op allowance.

JASPER may reimburse up to 50% of the invoice for qualified and approved advertising. After the claim has been processed, reimbursement will be provided as a credit to your JASPER account or a check. Any unused co-op funds will expire at the end of each calendar year. For more detailed information about the JASPER Co-op Program guidelines, visit the JASPER Co-op webpage or ask your JASPER Factory Representative for more details.

Why Advertise with JASPER?

As a customer, you will benefit from

selling JASPER products, adding profit and satisfied customers to your business. Additionally, you will benefit from the co-op program with qualifying advertising that actively promotes your sale of JASPER products. Our program goes beyond just placing the JASPER logo in your ad; it's about delivering a strong sales message that actively works to bring customers to your shop!

Where can I go to see my co-op allowance?

- Step 1: Log onto or Create a MYJASPER account. (www.myjasperaccount.com)
- Step 2: Click on the "MY ACCOUNT" icon. Select "Account Information & Preferences"
- Step 3: Scroll just below the "activity" box.
- Step 4: Look for the header CO-OP ADVERTISING FUNDS (based on previous year-to-date sales).

Important JASPER Co-op Information

**Current Year Advertising/
Wearable Deadline
December 31st, 2024**

Co-op Phone Number

800-827-7455, Ext 11752

Co-op Fax Number

812-481-0217

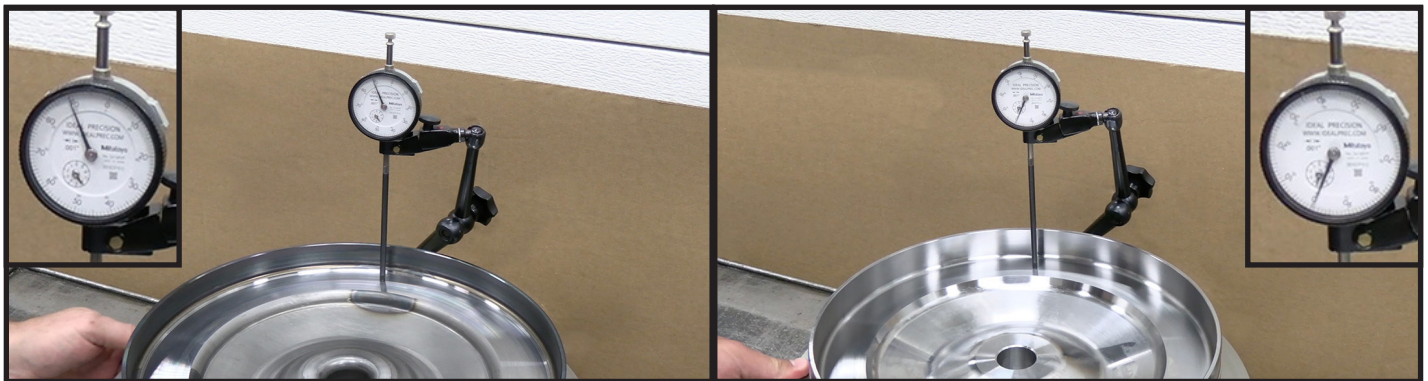
Co-op E-mail

coop@jasperengines.com

Co-op Webpage

www.jasperengines.com/coop-advertising.com

GM 6L80/90 Converter Front Cover Comparison



The GM OE 6L80/90 machined front cover can warp in the reaction area (top left). The enhanced thickness of the billet front cover reduces the risk of warpage in that same area (top right).

The machined converter front cover of the GM 6L80/90 transmission is prone to warping in the reaction area. This warping in GM OE front covers is a direct result of the cover being tightened in a lathe. This warpage worsens after welding the impeller due to the intense heat produced during the welding process, which is close to the reaction area.

As part of the remanufacturing process, JASPER uses a billet front cover, which is a type of front cover made from a single block of metal, to eliminate warpage. Its enhanced thickness ensures superior heat dissipation during the welding process in converter assembly, thereby reducing the risk of warping.

Editor's note: check out the Jasper Engines & Transmissions YouTube video on this subject: <https://youtu.be/zdBocqFf98Y>

Service Advisor Expectations

By Joe McDonald - JASPER Executive Vice President of Sales

Joe McDonald

is a University of Maryland University College (UMUC) graduate with an Associate's Degree in Business. Joe



has 34 years of experience in the automotive field and 27 years with JASPER. He served as a Regional Vice President of Sales for 20 years, and serves today as Executive Vice President of Sales.

The Importance of a Proactive Service Advisor in Your Business

Many shop owners take on the role of service advisor, especially when running a smaller business. As your business grows, it's crucial to recognize that the service advisor becomes the face of your company. The effectiveness of this role will significantly impact your success.

Throughout my 30-year career in the Automotive Aftermarket, I've had the opportunity to observe service advisors in over 1,000 Independent Repair shops across the country. I found a wide range of approaches – some advisors were reactive, simply responding to the flow of business, while others were proactive, actively contributing to the shop's growth. In one particular instance, I spoke with a shop owner who shared that his service advisor had been with him for three years. When I asked why he hired this individual, his answer caught me off guard. He said, "I didn't have time to manage that role anymore." I then inquired about the impact this service advisor had on his business. After a moment of hesitation, the owner admitted his business had been unchanged for the last several years.

His response revealed a significant issue: the owner wasn't holding his service advisor accountable for driving growth,

nor had he set clear expectations for the role. This is an example of a reactive service advisor. It's likely not an isolated case. How many of you have service advisors in the same situation?

What to Look for in a Proactive Service Advisor

A successful service advisor should exhibit three key attributes: *attitude*, *aptitude*, and *ethics*. Without these traits, your company will struggle. They should also possess a natural talent for sales. It's important to note, talent is different from skill - while skills can be learned, talent is innate. When looking for a service advisor, seek out those with a natural ability to engage in conversation, quick thinking, and a genuine smile. With the proper training, these individuals can help your business soar. Remember, your primary business is people; vehicle repairs are just a commodity. How you handle your customer interactions will influence every aspect of your business.

A proactive service advisor does much more than respond to shop flow – they actively drive business. This includes responsibilities of increasing car count, improving average repair orders (ROs), and ensuring customer satisfaction. How often is your service advisor following up on recent re-

pairs or estimates? Are they making sales calls to local fleets? What is their closing rate? Have they contributed to increasing your average RO, and do they understand their expectations for this metric?

These are just a few of the questions you, the shop owner, should be asking yourself. It's recommended that owners or managers conduct regular reviews with their service advisors, perhaps weekly. These reviews should focus on reviewing their goals and actions to see if they are improving.

Setting Clear Expectations for Success

All of this begins with clearly defined expectations. It's essential to have a written job description for your service advisor, and you should review it with them regularly. This description should cover key performance areas, including car count, gross profit, and customer service. A well-defined role, coupled with accountability, will allow your service advisor to operate proactively and contribute significantly to your business's growth.

A proactive service advisor isn't just a manager of daily tasks—they are a critical driver of your business's long-term success.



A proactive service provider is a critical driver of your business's long-term success.

JASPER® Expands Late-Model GM 9.5 Differential Availability

Jasper Engines & Transmissions is pleased to announce the expanded availability of remanufactured GM 9.5 rear differentials for the following late-model applications.

- 2018-2021 Express/Savana 2500/3500 Cargo/Passenger (3.42 Standard)
- 2018-2022 Express/Savana 3500 Cutaway (3.42 Standard)
- 2019 Express/Savana 4500 Cutaway (3.42 Standard)
- 2018-2022 Express/Savana 2500/3500 Cargo/Passenger (3.42 Limited Slip)
- 2018-2022 Express/Savana 3500 Cutaway (3.42 Limited Slip)
- 2019 Express/Savana 4500 Cutaway (3.42 Limited Slip)

These late-model GM differentials are covered by a nationwide, transferable parts and labor warranty of up to three years



Remanufactured GM 9.5 differential is available for late-model Chevy/GMC vans and cutaways.

or 100,000 miles. Full warranty disclosure is available on our website or upon request.

For comprehensive support and more information on the complete line of JASPER remanufactured products, please call 800.827.7455 or visit www.jasperengines.com. We're here to answer all your questions and provide the assistance you need.

JASPER® Offers Remanufactured International MaxxForce DT EPA10 Complete Format Diesel

Jasper Engines & Transmissions is pleased to announce the availability of the JASPER remanufactured International MaxxForce DT EPA10 Complete Format Diesel Engine for 2010-2016 applications.

These engines are configured for International delivery trucks, dump trucks, garbage trucks, utility trucks, and school buses. Please provide the engine serial number and the VIN when calling for availability.

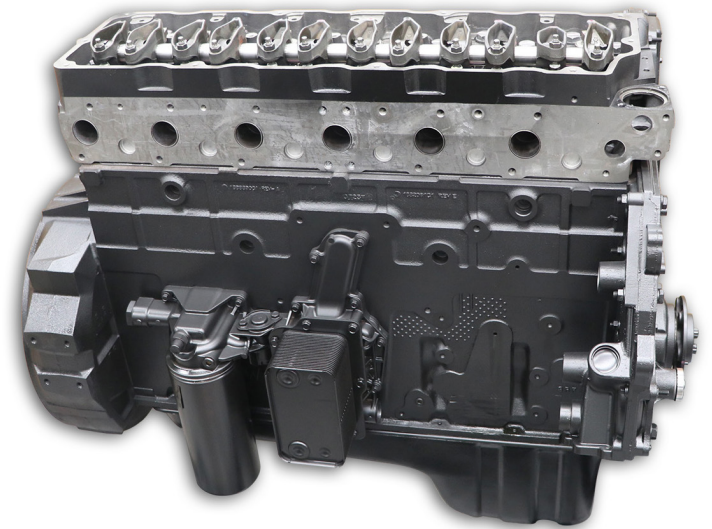
A JASPER remanufactured Complete Format Diesel Engine includes the block, head, crank, cam, rods, valve train, oil pump, oil pan and pickup tube, oil filter, oil cooler, inner & outer gear covers and finishing gaskets.

“JASPER’s remanufactured engine includes machining, assembly and testing processes that will help assure the customer of maximum engine life and performance,” said Ryan Dooley, JASPER Diesel Director of Operations.

“Each JASPER Complete Format Diesel Engine is completely remanufactured with a standard set of new parts,” said Dooley, “while all other castings and components are remanufactured, and requalified, to meet or exceed OEM specifications.”

Warranty information for the International MaxxForce DT EPA10 Complete Diesel Engine is as follows:

Class 5,6,7 Trucks (33,000GVW or less), School Bus
1 year parts and labor - unlimited mileage



The JASPER remanufactured International MaxxForce DT EPA10 Complete Diesel is available for 2010-2016 applications.

Class 8 Trucks (33,001GVW or more), Transit Bus, Industrial, Agricultural, Construction

6 months parts - unlimited mileage/hours

For more information on the complete line of JASPER remanufactured diesel engines, log onto www.jasperengines.com or call 800.827.7455, extension 97165.

The Power of Continuity Plans: Securing Your Shop's Future

By Darrin Barney, President - EliteWorldwide, Inc.

Darrin Barney

started his own auto repair and 4X4 business in 2003. By having a dedication to the success of his employees that is unlike any other, as well as to the care and safety of his customers, his success quickly caught the attention of the industry, and it's brought about his being featured in countless podcasts and nationally published articles. He's been on the cover of AutoInc. magazine, and he's spoken at a number of the industry's largest events. Before becoming president at EliteWorldwide, he filled the role of lead trainer for the industry-acclaimed Masters Service Advisor Program, and he's coached a number of clients to incredible levels to help Elite grow into the remarkable brand it is today.



natural disaster, a financial downturn, or even a personal emergency, these plans ensure that your shop can keep its doors open and continue to serve your customers without missing a beat. Without a continuity plan, a sudden change can cause confusion, disrupt workflow, and ultimately lead to lost revenue and customer trust. By proactively planning for these scenarios, you can minimize downtime, maintain your reputation, and ensure that your business remains resilient no matter what comes your way.

Key Components of a Continuity Plan

1. Identify Critical Operations: Start by pinpointing the core operations essential to keeping your shop running. These could include daily repairs and customer service, inventory management, and financial operations.

2. Prepare for Staff Changes: Losing a key team member, whether through a planned departure or an unexpected absence, can be disruptive. Develop a cross-training program so more than one person can handle each critical role. This will prepare your shop for sudden changes and build a more flexible and capable team.

3. Assess Risks and Develop Strategies: Identify potential risks affecting your business, such as supply chain disruptions, economic downturns, or technological failures. For each risk, develop strategies to mitigate its impact. This might involve establishing relationships with multiple suppliers, building a financial cushion, or investing in reliable technology. (I love doing a SWOT analysis. This involves evaluating your business's Strengths, Weaknesses, Opportunities, and Threats to better understand where you stand and how to improve.)

4. Communication Plan: Establish clear lines of communication for your team and customers. Who will communicate what information, and through what channels? A plan ensures everyone is on the same page, reducing confusion and maintaining trust. For example, during a power or internet outage, the team leader could quickly notify staff via group text and inform customers through automated messages, explaining the situation and providing updates. This keeps everyone informed and helps manage expectations.

5. Regular Review and Update: A continuity plan isn't a "set it and forget it" document. It should be reviewed and updated regularly to account for changes in your business, industry trends, and new potential risks.

The Benefits of Being Prepared

The primary benefit of having a continuity plan is peace of mind. Knowing you are prepared for various scenarios thus allowing you to focus on what matters most: serving your customers and growing your business. Moreover, it strengthens your team by promoting a proactive mindset, enhancing customer trust by demonstrating your service commitment, and safeguarding your shop's financial health.

In the ever-changing automotive industry, staying ahead of potential disruptions with a robust continuity plan is not just smart; it's essential. By preparing now, you're investing in your business's future and ensuring it can weather any storm.

Conclusion

As automotive shop owners and managers, we are responsible for thinking about the present and planning for the future. Continuity plans are a critical part of this forward-thinking approach.

(Continued on back page)

Why Continuity Plans Matter

A continuity plan is a road map for how your business will continue to operate smoothly during unexpected disruptions. Whether it's a key employee leaving, a

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e-mail: sales@jasperengines.com
www.jasperengines.com



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I encourage every shop owner to develop or review their continuity plans. Remember, *the best time to prepare for a challenge is before it arrives.*

If you need assistance building your continuity plan, we've created a comprehensive guide to help you get started. The best part, as a JASPER client, you are free to use this guide. Contact us at accounts@eliteworldwide.com, and we'll happily send it your way. Stay ahead, stay prepared, and keep driving forward.

Note: Ready to dive even deeper into strategic planning for your shop? Join us at the Fly with the Eagles Owner Boot Camp this November in Raleigh. As a JASPER client, use the code JASPER300 at checkout to enjoy a \$300 discount on your registration. Don't miss this chance to secure your shop's future—spaces are filling up fast! Details at <https://eliteworldwide.com/event/fly-with-the-eagles-1/>. Secure your spot now!

****Note: If you have JASPER co-op funds, you can submit your invoice receipt to JASPER for 50% off (up to \$500 annually)!***

Newsletter Archive QR Code



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Make JASPER® your Brand of Choice. Call us at 800.827.7455, or log onto www.jasperengines.com for more information on our remanufactured products.