



BOB JEFFRIES: AN INDUSTRY ICON RETIRES



ONE-OF-A-KIND.
HIGHLY
VALUABLE.
A HELPING HAND.

An icon in the North American commercial truck world is getting ready to hang up his tools.

After 44 years in the industry—and 26 of those representing the Delco Remy brand—Bob Jeffries, Manager of Fleet Operations & Service, is retiring at the end of March.

“His are massive shoes to fill. Bob is one of a kind,” says Brian Thompson, North American Fleet Director. “He is highly valuable on the technical side and has devoted a significant amount of time to fleets around the country, providing training, troubleshooting and preventive maintenance. Bob has been absolutely instrumental in forging many of our long-term customer relationships.”

From Heavy Duty to Heavyweight

Bob started his career as a mechanic, working his way up to service manager at a Kenworth dealership. It was during that time that his wife saw a newspaper job ad from Leece-Neville for someone with heavy-duty experience. Bob got the job and started as part of the technical team, answering phones and helping troubleshoot customer problems. Bob spent 15 years at Leece-Neville where he eventually became the high-output product manager.

When his boss at Leece-Neville joined Remy International, Bob followed him. And it’s been a decision he never regretted.

“This has been a great job,” he shares. “I see customers when they have problems, and I get to help them remedy the situation. Fleets stick with us because we not only have great products, but we view the relationship as one of service. When they have a problem, we stay with them until we get the customer taken care of. That goes a long way.”

Silver Plug Standout

Bob’s commitment to troubleshooting and training was recognized in 2014 when he was honored with the prestigious Silver Spark Plug Award from the national Technical & Maintenance Council (TMC). As TMC’s highest honor, the Silver Spark Plug Award recognizes those who demonstrate industry leadership and contribute new ideas, practices or innovations in the management and maintenance of commercial motor vehicle technology.

And contribute Bob has!

He has chaired several



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task forces that led to the creation or updating of TMC-recommended practices covering charging, testing and handling of vehicle electrical systems. He has served as a panelist or organizer for mini-tech sessions within the study group and has also been involved with TMC's National Technician Skills Competition's Starting and Charging Skills Station and PTDC Training for several years.

"I have a lot of pride knowing that trucks going down the road have adopted practices that I helped implement—practices that make them better, safer and more efficient from a maintenance standpoint," Bob says.

His True Legacy: People

During his time representing Delco Remy starters and alternators, Bob made significant contributions that have greatly influenced the company and the industry. For him, those top contributions include:

- Pioneering the diagnostic training that the Delco Remy team still uses today
- Setting the standard for alternator amperage for national school bus specification
- Creating a widely used online electrical training program for technicians
- Authoring the Delco Remy warranty approval book

While Bob's list of accomplishments is long, those who have worked with him say his real legacy is in how he impacted people—his colleagues, his fleet customers and new technicians.

"When I came here, I had no fleet experience. Bob introduced me to the fleet and field side, and I am indebted to him for taking me under his wing and for sharing his knowledge with me," says Brian.

Greg Hightower, National Fleet Manager, has a similar experience: "Bob helped me get hired here. He has always been there with a helping hand when needed," he says. "While his mentorship has been amazing, it's his friendship that I will cherish a lifetime."

Greg says Bob's impact on fleets and technicians is equally strong.

"He has provided training for countless mega fleets over the years," Greg says, "and the technicians absolutely love Bob!"

Jeremiah Packett, Application Engineer, echoes that sentiment: "Bob has put in a tremendous amount of work and effort with several fleets to help ensure that their technicians are properly trained to troubleshoot heavy duty electrical systems."

It's the way Bob interacts with customers that stands out to everyone. Curtis Cummings, National Fleet Manager, says that he's watched Bob work and admires how he educates and directs customers to a solution for their electrical concerns.

"Bob is extremely impressive with his industry knowledge—he's one of the best technical minds I've ever worked with—yet he talks to folks in a way that anyone can understand."



Shoulders to Stand On

Bob is extremely proud of the Delco Remy brand and believes he's been able to contribute to its success because of those who shaped the path before him.

"I look back on the legacy that established Delco Remy, and I believe I've been able to stand on their shoulders to help us be successful," he says.

Now, it's Bob's shoulders that others will stand on as they continue to carry forward the Delco Remy brand—his legacy of service, training and all-around support.

TECH TIP: VOLTAGE DROP TEST

The electrical problems related to excessive voltage drops are more common than you may realize. Think of your starting and charging cables as a two-way street. The battery needs to deliver its available power to the starter through the cables and connections for cranking the engine. In turn, the alternator needs to replenish the battery and provide the power for the vehicle loads through the charging cables and connections. If the street is too narrow to carry the current, it shows up in measurable “voltage drop” or loss. This is often manifested in short battery life, frequent jump-starts or perceived alternator and starter problems.

It’s not uncommon for an alternator or starter to be replaced because it’s believed to be faulty or run its normal life cycle, only to later discover that the root cause of the problem doesn’t reside with the alternator or starter.

High or unwanted resistance is one contributing factor that leads to cranking and charging system problems. High resistance is often caused by one of these four main issues:

- Loose connections
- Corrosion in the cables and wiring
- Improperly sized wiring or cables
- Improperly crimped connectors

While a technician may regularly do a visual inspection of cables and connections it doesn’t show what is going on inside the cables or the connections. This is why the concept of voltage drop testing is the only sure method of determining if there is an adequate current delivery path for optimum starting, charging, battery performance and life.



CONDUCT A VOLTAGE DROP TEST

A voltage drop test is a good best practice during your scheduled preventive maintenance or before replacing the battery, starter or alternator. Visit the Delco Remy YouTube Channel to view our updated voltage drop video.

ALTERNATOR SELECTION MADE EASY

When it’s time to replace your alternator or upgrade to another model, you want to evaluate all of your options and see how they stack up against one another. Our new Delco Remy Alternator Selector Guide makes it easy.

The guide provides a comparison chart of the top-selling Delco Remy alternators, outlining factors such as:


- Mounting types
- Special features
- Amperage output
- Peak efficiency
- Specification
- Warranty

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“The Alternator Selection Guide is an all-in-one tool that allows our customers to more easily compare models,” says Ed Clayton, Regional Sales Manager. “It brings all the pertinent technical data together for a quick reference for customers as they are trying to decide on a replacement model or upgrade option.”

Clayton says the guide—which also explains mounting types, spotlights key features and provides basic education—has already been really useful in the field and is a helpful tool for parts and service counter staff as well.



ALTERNATOR SELECTION GUIDE

FOR MEDIUM & HEAVY-DUTY COMMERCIAL VEHICLES

SIDE BY SIDE COMPARISON						
MODEL						
Mounting Type Available	J180 Short Hinge, Pad Mount	J180 Short Hinge, Pad Mount J180 Long Hinge, Pad Mount	J180 Short Hinge, Pad Mount Quad Mount	Pad Mount	J180 Short Hinge, Pad Mount	J180 Long Hinge, Standard BOMM Pad, 55SI Style 105MM Pad
Brush or Brushless	Brush Style	Brush Style	Brushless	Brushless	Brushless	Brushless
Temperature Sense	No	Yes	Yes	Yes	Yes	Yes
Max Output	12V, 160 Amps 24V, 70 Amps	12V, 160 Amps 12V, 180 Amps 12V, 200 Amps 24V, 110 Amps	12V, 170 Amps 24V, 105 Amps	12V, 215 Amps	12V, 240 Amps 12V, 275 Amps 12V, 300 Amps 24V, 250 Amps 24V, 275 Amps	12V, 430 Amps 24V, 250 Amps 24V, 275 Amps
Output @ 1000 RPM	12V, 100 Amps 24V, 40 Amps	12V, 125 Amps 12V, 130 Amps 12V, 140 Amps 24V, 70 Amps	12V, 100 Amps 24V, 50 Amps	12V, 121 Amps	12V, 150 Amps 12V, 180 Amps 12V, 190 Amps 24V, 95 Amps	12V, 350 Amps 24V, 175 Amps 24V, 230 Amps
Peak Efficiency	12V, 62% 24V, 68%	12V, 68% 24V, 72%	12V, 68% 24V, 73%	72%	12V, 72% 24V, 78%	12V, 73% 24V, 80%
Temperature Rating	100°C/212°F	125°C/257°F	125°C/257°F	130°C/266°F	240 & 275 Amp: 125°C/257°F 300 & 350 Amp: 115°C/239°F	430 Amp: 93°C/209°F 250 Amp: 125°C/257°F 275 Amp: 110°C/230°F
Warranty	1 Year, Unlimited Miles	1 Year, Unlimited Miles 2 Year, Unlimited Miles (Schalt Bull)	3 Years, 350K Miles		3 Years, Unlimited Miles	
Weight	16.9 lbs / 7.7 kg	18.7 lbs / 8.5 kg	25.4 lbs / 11.5 kg	30.4 lbs / 13.8 kg	31 lbs / 14.1 kg	43.2 lbs / 19.6 kg
Length	213.7 mm	216 mm	263 mm	253.8 mm	252 mm	285.9 mm
Overall Diameter	150.0 mm	154 mm	171 mm	176.5 mm	176.5 mm	186.5 mm

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Download the guide at delcoremy.com.

- Support
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CATALOG UPGRADE: ENHANCED PRODUCT SHOTS

Our online catalog just got better! Our top-selling 150 parts numbers now have enhanced product shots, allowing users to view products from the front, back and side.

“These enhanced images give customers a visual look at what’s in the product box they’re going to receive,” says Brian Koehlinger, Senior Sales Manager, PHINIA.

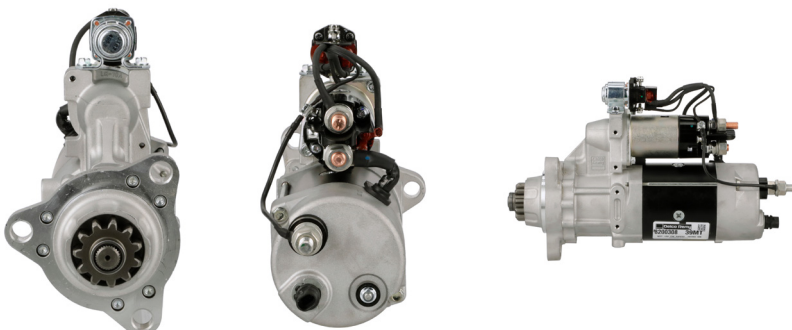
Todd Harbin, Catalog Specialist, who manages the Delco Remy Tech Line, says he’s already seeing how the upgrade is making the parts selection process easier and more clear

for customers.

“By being able to view an image of an exact part number versus just the standard model gives our customers more confidence and clarity in their ordering,” he says.

Harbin says plans are underway to add enhanced product views for the remainder of the part numbers in the catalog. Plus, 360-view photos will be added in the future to further enhance the customer experience.

Part No. 8200308 – 39MT Starter Motor



THE NEW CATALOG PHOTOS HAVE ALSO BEEN UPDATED IN OPTICAT—WHICH IS AVAILABLE TO YOU AT NO COST.

PHINIA: LEVERAGING THE STRENGTH OF THE DELCO REMY BRAND

PHINIA's first year is off to a strong start! We completed the spinoff from BorgWarner last summer and have worked hard to ensure there's been no interruption to our Delco Remy customer base. Even more, we're gearing up to offer customers an expanded commercial vehicle product portfolio.

"We're excited to have the Delco Remy brand as part of PHINIA's product portfolio," says Mike Hill, Director, Commercial Vehicle Group, Aftersales. "We know the value of this brand to the marketplace and are working diligently to expand our aftermarket distribution channels around the globe."

In addition to the Delco Remy brand, the Delphi and Hartridge brands reside with PHINIA.

"The strength of all three PHINIA brands will allow us to offer customers even more solutions for their commercial vehicle applications and enable us to better serve aftermarket," Hill says.

OE Quality

Customers can be assured that Delco Remy starters and alternators have the same OE quality you've come to rely on.

"We're still an original equipment manufacturer—of Delco Remy electrical systems and now the Delphi fuel injection systems," says Hill. "Our customers count on us for the highest quality premium product and that remains our steadfast commitment."

Nothing changes with the Delco Remy brand—it will remain the flagship leader of starters and alternators. Our dedicated customer service, technical support, and regional sales and service teams remain ready to serve you.

PHINIA: BY THE NUMBERS (2023)

\$3.45B
Global Business

13,200
Employees

44
Locations

20
Countries

3
Focus areas:
Electrical systems + fuel
systems + aftermarket

KNOWLEDGEABLE

Starters and alternators are what we know—and the well of our knowledge is deep. With specialized expertise and experience curated over 125 years, we ensure the Delco Remy product you put on your vehicle operates exactly as it was designed to do.

