

Lehman's Automotive Services, Inc.

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ACTUAL TRANSMISSION REPAIR CASE STUDY

No actual results are either express or implied by this actual case study. Revised: Dec 3, 2009

ABSTRACT:

A regular customer of Lehman's Automotive Services, Inc. was kind enough to provide an actual case history of a Lehman's transmission repair that dates back to June 6, 2001, for the purpose of indicating the results of that service, and it's follow up, to assist and aid future customers in making the decision to repair their transmission. This also includes frank and candid comments from that customer.

BACKGROUND:

You've all heard it ... Free advise. It goes something like this. "Once a transmission goes, the car is never the same." Bunk! That's why free advice is available for free. Generally speaking, fixing a car with a reliable history is always less expensive in the long run. Always remember, the special brown speckled paint is paid for.

Many years ago, this same owner indicated that he had a Mazda GLC, which developed a transmission problem very soon after taking receipt of this car. It had only two reliable owners, as the vehicle was gift from a father, so the engine, suspension, body, was in great condition, not to mention the fuel economy. The car was immediately scraped. When the father found out about the car, he stated, "I think you maybe acted to quickly to scrap that vehicle". "There were other options". "Maybe you should've seen what it would of cost to have the transmission repaired". "It was a great little car." That response stuck with this owner for years to come.

June 2001. A 1995 Buick Regal Sedan, with an excellent engine, good suspension and body was reviewed with and discussed with Keith Lehman for a transmission repair. This vehicle had only two reliable known owners. The Buick has a small block 3.1 liter V-6 engine with 95,990 original miles on it. Both replacement and rebuilding the existing transmission was discussed. Keith suggested that the most reliable method was to rebuild the transmission. An estimate was provided. The die was cast. With removal, installation, fluids, rebuild, parts, etc, (the labor to remove and install the transmission was \$300) the rebuild including tax was \$1,608.67.

September 2004. The owner of the 1995 Buick storms into Lehman's Automotive and is visibly upset because the transmission was once again having problems. The problem at the time was that the owner of the vehicle didn't realize the how many actual miles (142,642) and how much time had transpired since the June 2001 replacement (38 months), almost the total length payments for a new car payment. The problem was identified with the torque converter. With removal, installation, replacement with a remanufactured torque converter, fluids, etc, (again, the labor to remove and install the transmission was \$300) the total bill including tax was \$582.90. The owner being so upset about having to fix his transmission once more, dug into his records, only to share the history of the transmission repair with Keith Lehman. Keith took the abuse, only to find out that the owner was in fact a very happy camper. Now lets see why that customer is now a satisfied customer.

If the average payment on a new car for 4 years can be conservatively set at \$300 per month. \$1,608.67 divided by \$300 is 5.36 payments or 5.36 months. The car lasted 38 months as of 9/04. Now compare that with the cost of a new vehicle (38 x \$300 = \$11,400). Yes, it's used, it has a little brown speckled paint, but it's paid for. Wahoo, did the owner of the vehicle proclaim! Now, it's more than worth it to role those dice one more time and now it's a little more than a third of the price of the original transmission rebuild at \$582.90.

July 2006. At 163,483 miles the transmission developed a transmission leak. Total cost including parts, labor, fluid, etc. was \$117.66.

It's over eight (8) years later. Today there is exactly 190,926 miles on the vehicle. This vehicle is still in top operating condition and in use to this day. The customer has another car for his wife to use, but she prefers this one for some reason ... brown speckled paint and all. Do the math, that's 94,936 additional miles. Some new cars on the market today don't last that long. The total cost for all the transmission repairs was a whopping \$2,309.23. It sounds like allot doesn't it. The car to date has lasted 103 months. \$2,309.23 divided by 102 months = \$22.63/month, which represents the actual monthly cost to repair that transmission. Now compare this to having a new car during that same period of time (102 x \$300=\$30,600). Don't tell Keith Lehman this, but I should be kissing the ground on which he walks. Cha Ching! Still running well.

You might be thinking, there had to be other repairs that this car needed in 103 months. To be direct the owner performed many of these repairs on his own including replacing rotors, brake pads, oil, spark plugs, tie rod ends, engine serpentine belt, but these items, including alignments, must be either replaced or serviced on new cars also. A ball joint was brought back to Lehman's for repair, but again, the overall cost was very low.