

Lehman's Automotive Services, Inc.

2837 Walnut St. | Harrisburg, PA 17103
Toll Free Phone: (717) 232-0900 | Fax: (717) 232-xxxx
Web Site: www.harrisburgpainspections.com

ACTUAL TRANSMISSION REPAIR CASE STUDY

No actual results are either express or implied by this actual case study. Revised: October 1, 2015 (09/12/03).

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 on June 6, 2001. To assist and aid future customers in making the decision of whether to repair their transmission we have indicated the results of that service, along with its other repairs. This includes frank and candid comments from that customer.

BACKGROUND:

Free advise ... You've all heard it. 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 RELIALE HISTORY" is always less expensive in the long run, especially a car that has been paid off.

Many years ago, this same owner indicated that he owned 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-in-law for his daughter, so the engine, suspension, body, was all in great condition, not to mention the fuel economy. Instead of repairing it, the decision was made to scrap the car was immediately, again based upon free advice. When the parent found out about the car, he stated, "I think you maybe acted to quickly in scraping 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 as it turned out, this was a bad decision.

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, labor, etc., the total cost of the rebuild including tax was \$1,608.67. Sounds like allot but in fact it was a bargain.

In September 2004, that same 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), which was almost the total length payments for a new car. The problem was identified with the torque converter, not the transmission. With removal, installation, replacement with a remanufactured torque converter, fluids, etc., 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 let's see why that customer was a satisfied customer.

If the average payment on a new car for 5 years can be conservatively set at \$400 per month, the cost of a new vehicle would be $(60 \times \$400 = \$24,000)$. The total for both repairs was \$2,191.57 divided by \$400 is 5.47 payments. The car lasted 38 months as of 9/04. Yes, it's used and it has a little brown speckled paint, but it's paid off. Wahoo, did the owner of the vehicle proclaim!

July 2006. At 163,483 miles the transmission developed a transmission leak. Total cost including parts, labor, fluid, etc. was \$117.66. On October 11, 2012 at 219,000 the transmission failed again. At the time the owner of the vehicle was thinking ... scrap the car, but a little simple math indicated that it just might be more than worth it to role those dice one more time. The cost for a complete transmission rebuild was \$1,191.55.

It's over fourteen (14) years later. Today there is exactly 247,546 miles on the vehicle. This vehicle is still in top operating condition and still in use by my customer. In 2019 it will be converted into an antique vehicle with many additional benefits. My customer now has eight (8) vehicles (1 antique & with 2 more in 2019). Do the math. That's 151,556 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 \$3,500.78. It sounds like allot doesn't it. The car to date has lasted 172 months. $\$3,500.78$ divided by 172 months = \$20.35/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 $(172 \times \$400 = \$68,800)$. Don't tell Keith Lehman this, but I should be kissing the ground on which he walks. Cha Ching! It's still running well.

You might be thinking, there had to be other repairs that this car needed in 172 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. Keith Lehman has repair the heater fan, ball joint, etc., but again, the overall cost was very low.