

[REDACTED]
Livingston, N.J. [REDACTED]

NHTSA Headquarters

1200 New Jersey Ave. SE- West Building

Washington, DC 20590

Re: 2025 Chevy Trailblazer

To whom it may concern:

On July 10, 2024, my wife and I leased a 2025 Trailblazer from Schumacher Chevrolet located in Livingston, NJ. At approximately 7200 miles, the transmission failed.

The vehicle was left at the Schumacher shop on 12/9/24 for 31 days. It is new vehicle. Why did they rebuild the transmission instead of replacing it? If the vehicle had in excess of 50,00 miles, I would understand rebuilding of it. (See repair order – 4 pages).

To the best of my knowledge, there was a problem getting parts and the only transmission tech was on vacation. On the positive side, they supplied me with a loaner vehicle which was located over ½ hour away. There is a rental vehicle right up the road.

Upon following their instructions of driving the vehicle for two -three hundred miles, it is my opinion that the vehicle is unsafe to be on the road—

- 1- The transmission jumps into gear when I put in gas sometimes
- 2- Line guidance system is not working and steering locks sometimes when attempting to turn.

IF I go to the dealership shop, they will probably hold the vehicle for a lengthy stay.

What are my options?

Sincerely,
[REDACTED]

RL



606 W Mount Pleasant Ave - Livingston, NJ 07039
(973) 992-9100 Fax: (973) 992-0277

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:30 p.m.
Monday - Thursday
7:30 a.m. to 6:00 p.m. Friday

R/O Open Date	R/O Number
12/09/24	
R/O Close Date	
01/08/25	Pre-Invoice
Mileage In	Mileage Out
7198	7198
Service Advisor / Tag #	
Johnny Roman	

LIVINGSTON, NJ

Work Phone

Home Phone

Year	Make	Model	Body
2025	CHEVROLET	TRAILBLAZER	AWD LS

Note - Mileage in
Mileage out
Did they repair
vehicle

DESCRIPTION OF SERVICE AND PARTS

miles for final transmission adaptives to learn.
8465240

#3 - 02CVMULTI: MULTI POINT INSPEC MULTI POINT INSPECTION
Tech: MICHAEL PIMENTEL (044)

Warranty

#4 - 00CVZZZLOA: ALT. TRANSPORTATION ALT. TRANSPORTATION -
Z7911

hertz

Tech: MICHAEL PIMENTEL (044)

Work performed by HERT003 :

Warranty
Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Mileage In	Mileage Out
7198	7198
Service Advisor / Tag #	
Johnny Roman	
Vehicle Identification Number	
KL79MNSLXS	
Delivery Date	In-Service Date
07/16/24	07/16/24
Color	License Number
WHITE	

LIVINGSTON, NJ

Year	Make	Model	Body		
2025	CHEVROLET	TRAILBLAZER	AWD LS		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 10CVZ06: CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON CUSTOMER STATES SES LIGHT ON CHECK ENGINE LIGHT - DIAGNOSIS - C/S: CHK ENGINE LIGHT IS ON Tech: MICHAEL PIMENTEL (044) see line 2	Warranty
#2 - 10CVZ: DRIVEABILITY DRIVEABILITY - C/S: CHK FOR VEHICLE HAS NO POWER. HAVE TO PUT IN LOW GEAR Caused by Customer complaint of SES light on with no forward movement. Attempt road test. Verify complaint. Vehicle has little to no forward engagement. Scan dtc s P0746 PC 1 stuck off set as current. Perform line pressure test following Document ID: 4504333, in park shows 53psi. When vehicle placed in drive pressure will go to 5psi =fail. Inspect transmission fluid level. Level found to be full but with distress. Remove transmission from vehicle for internal inspection. NOTE: alternate service procedure used. Complete powertrain not removed. During disassembly noted failure of 123456 piston seal along with 123456 housing damage from failed	

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

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Johnny Roman		
Work Phone	Vehicle Identification Number	
	KL79MNSLX	
Home Phone	Delivery Date	In-Service Date
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Year	Make	Model
2025	CHEVROLET	TRAILBLAZER
	Body	Color
	AWD LS	WHITE
		License Number

LIVINGSTON, NJ

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

123456 snap ring pop out. See attached. Found
123456 clutches distressed.

Tech: MICHAEL PIMENTEL (044)

Installed 24297282 :SL-N-SEAL (04166-BCKT)	Qty: 1	Warranty
Installed 24267681 :SL-N-RING (04164-BCKT)	Qty: 1	Warranty
Installed 24267680 :SL-N-PLATE (04163-BCKT)	Qty: 1	Warranty
Installed 24290714 :SL-N-PLATE (04163-BCKT)	Qty: 2	Warranty
Installed 24267678 :SL-N-PLATE (04163-BCKT)	Qty: 2	Warranty
Installed 24286803 :SL-N-PLATE (04163-BCKT)	Qty: 1	Warranty
Installed 24280145 :SL-N-RING (04164-BCKT)	Qty: 1	Warranty
Installed 24277333 :SL-N-SEAL (04166-BCKT)	Qty: 1	Warranty
Installed 24047197 :SL-N-HOUSING (04169-BCKT)	Qty: 1	Warranty
Installed 24053272 :SL-N-BODY KIT (04265-BC)	Qty: 1	Warranty
Installed 24267848 :SL-N-GASKET (04115-BCKT)	Qty: 1	Warranty
Installed 24268389 :SL-N-SEAL (04226-BCKT)	Qty: 1	Warranty
Installed 24285073 :SL-N-SEAL (04197-BCKT)	Qty: 1	Warranty
Installed 24282417 :SL-N-SPRING (04164-BCKT)	Qty: 1	Warranty
Installed 24050076 :SL-N-PISTON (04166-BCKT)	Qty: 1	Warranty
Installed 13418808 :SL-N-SEAL (09222-BCKT)	Qty: 1	Warranty
Installed 11588468 :SL-N-BOLT (04115-BOPCKT)	Qty: 3	Warranty
Installed 11610906 :SL-N-BOLT (04085-BCKT)	Qty: 2	Warranty
Installed 11547142 :SL-N-WASHER (06056-BCKT)	Qty: 2	Warranty
Installed 11611687 :SL-N-NUT (06056-BCKT)	Qty: 2	Warranty
Installed 12670252 :SL-N-SEAL (01516-BCKT)	Qty: 1	Warranty
Unrealized 11603078 :SL-N-BOLT (00029-BC)	Qty: 1	Warranty
Installed 11549247 :N-BOLT (07039-BC)	Qty: 2	Warranty
Installed 23206807 :SL-N-SEAL (04530-BCKT)	Qty: 1	Warranty

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Service Advisor / Tag #	Johnny Roman	
Vehicle Identification Number	KL79MNSLXS	
Delivery Date	07/16/24	In-Service Date
	07/16/24	07/16/24
Color	WHITE	License Number

LIVINGSTON, NJ

Year	Make	Model	Body	
2025	CHEVROLET	TRAILBLAZER	AWD LS	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Installed 23206808 :SL-N-RETAINER (04525-BCKT)	Qty: 1	Warranty
Unrealized 42721955 :SL-N-RING (06056-BC) 4272	Qty: 1	Warranty
Installed 13499082 :N-GASKET (03611-BC)	Qty: 1	Warranty
Installed 12683614 :N-GASKET (03690-BC)	Qty: 1	Warranty
Installed 19132944 :SL-N-SEAL (04525-BPCKT)	Qty: 1	Warranty
Installed 19132950 :SL-N-CLIP (04525-BPCKT)	Qty: 1	Warranty
Installed 23432713 :SL-N-RETAINER (05511-BCKT)	Qty: 1	Warranty
Installed 23321677 :SL-N-SEAL (04530-BCKT)	Qty: 1	Warranty
Installed 84501585 :SL-N-SEAL (04515-BC)	Qty: 1	Warranty
Installed 25874797 :SL-N-SEAL (04128-BOPCKT)	Qty: 2	Warranty
Installed 25874797 :SL-N-SEAL (04128-BOPCKT)	Qty: 2	Warranty
Installed 13418807 :SL-N-SEAL (09222-BCKT)	Qty: 1	Warranty
Installed 11589279 :SL-N-BOLT (08900-BOPCKT)	Qty: 1	Warranty
Installed 11611268 :SL-N-BOLT (08900-BOPCKT)	Qty: 1	Warranty
Installed 19421240 :N-FLUID (08800-BOPCKT)	Qty: 10	Warranty
Installed 13418809 :SL-N-SEAL (09222-BCKT)	Qty: 2	Warranty
Perform 1 rev 123456 housing overhaul using new seals and gaskets as required. Clean unit of debris from clutch distress. Reassemble transmission using new seals and gaskets as required. Reinstall transmission back to vehicle using new seals, gaskets, clips, and bolts as required. Fill and adjust fluid level. Perform coolant fill and bleed along with hvac evac and charge for a/c condenser removal. No1234yf needed. Perform transmission fast learn procedure. ADVISE: customer to allow 200-300		

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DV DANIELS NJ 070
18 FEB 2025



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