

Negatives



Aggressive upselling without enough focus on priority, urgency or cost effectiveness, and this is effected by short staffing of Service Advisors



Due to short staffing, Service Advisors don't have enough time to audit technician upsell reports and advocate for their customers



Expensive labor rates and high parts mark-up contribute to repairs that are considerably more expensive, but they do use only original equipment manufacturer parts



Short staffing in the shop and on the service drive causes sloppy mistakes and sometimes leads to damage to customers' vehicles



Poor communication from service advisors due to short staffing makes it difficult for customers to communicate with the service department

Positives



They work on only one brand of vehicle so they are more likely to see patterns of issues or failures on certain models of vehicle



They have the newest most updated diagnostic equipment and therefor are more capable of accurately diagnosing your vehicle



They're more accountable for the work they do. If they won't resolve an issue, you can call the Corporate Headquarters or the manufacturer for assistance



They typically have more amenities than independent shops, like loaner cars, car washes, comfortable lounges, parts boutiques and snacks



They have access to great technical support from the manufacturer especially when dealing with difficult diagnostic issues



Sometimes when calling dealers to get quotes on repair or maintenance work, the price changes once you get in front of a Service Advisor



Dealers tend to use more car business or industry jargon, and this can make the repair upselling process confusing to customers with little car experience



Dealerships have detailed history files on your vehicle that are easy to access, plus other dealers can access the same history files as well



The facilities at dealerships typically look much cleaner, nicer and more organized, and the dealer is required by the manufacturer to keep it that way

Negatives



They work on many brands of cars so they tend not to see patterns of failures on certain models of vehicles, slowing down the diagnosis



They typically don't have the newest available diagnostic equipment from the manufacturers so its harder for them to diagnose vehicles



They sometimes keep replacing parts instead of diagnosing the vehicle, then end up charging you for all of them instead of just the one that fixed your car



Unless they are a national chain, there's no Corporate Headquarters or manufacturer to call if they will not help you resolve an issue or complaint



Their parts/labor guarantee is typically much shorter than the dealers, and most times you have to go back to the shop that did the work to use it, unlike dealerships

Positives



Per repair, they are cheaper than the dealers due to their lower labor rates and use of lower cost and quality aftermarket parts



The technicians are more accessible to speak directly with, some shops don't have Service Advisors so you just deal with the technician directly



Over 62% of vehicle owners in the US utilize independent shops due to their perceived mistrust of dealer service departments



Because they are not required to have the amenities that dealers do, this leads to cheaper pricing due to lower operating expenses



They have the flexibility to do things that dealers cannot, like patching tires, welding exhaust parts or cheap part modifications



Their system of keeping track of all your records is not as consistent and organized as it typically is at dealership service departments



Because they have no manufacturer making them do it, their facilities are usually not as nice or clean as they are at dealer service departments



They can typically get simple maintenance and repairs done quicker as their shop is not backed up with complex warranty diagnostic issues



According to consumer reports, customers have the perception that repair shops offer a more personalized form of car repair service