

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