



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