

Why select a service company that is not a dealership

Both the local service company and the dealerships have benefits to using them but most people are concerned with price. If you use price as the yard stick then there is no question that a service company is cheaper, usually about one fourth to one half of the price of the dealership. This is generally due to the use of aftermarket parts that the service company will use. Dealerships will only use manufacturer certified replacement parts, which are much more expensive. If the service company is experienced with your type of car and has the proper diagnostic tools then you can trust them to use a quality aftermarket part that will be indistinguishable from the dealership part.

Service companies are also known for their lengthy field experience. You may take your car to a dealership thinking that they are the experts and will do a better job. In reality, there is such a large turnover in technicians that about half the time your car will be worked on by an inexperienced new tech. The smaller service shops usually only have a few technicians but they have been on the job for years and have worked on many different models of cars and trucks with a diverse set of problems. Since the technicians are at the service company for longer than at a dealership, it allows you to build a relationship with your mechanic. That trust can mean a great deal to a car owner because you know the mechanic sees you as more than just a name on a form and will probably deal with you again in the future.

The only place that the dealership will have the edge is in equipment and its use. They have a much larger budget than smaller service companies and can afford cutting edge equipment. So the optimum choice for a service shop would be to have the experience, trustworthiness and savings of a small shop and the specialized equipment of a dealership. That perfectly describes Alan Cox Automotive. Their experienced technicians have years of industry experience and have specifically been with Alan Cox Automotive for most of them. They try to form a lasting relationship with their clients by giving good, quick service and providing automotive advice that their clients can count on. They have all of the equipment needed to run diagnostics and service on Honda, Acura, Toyota, Lexus and Mazda cars and they have an extensive inventory of replacement parts. The inventory includes standard parts as well as high performance parts that have been designed for use in race cars. They are a repair shop with all the benefits of a service company and a dealership rolled into one.