

Always fair and gives you personal servive

5.0 Stars

NPS: 10

by Jim Constantin on 2016-03-09

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I came in with a throttle that was sticking and they worked through their lunch time to troubleshoot and fix the problem in half an hour.

5.0 Stars

NPS: 10

by David Gruwell on 2016-02-16

I came in with a throttle that was sticking and they worked through their lunch time to troubleshoot and fix the problem in half an hour.

Confident I can take my Saab to these experienced technicians

5.0 Stars

NPS: 10

by Sharon Politz on 2016-02-13

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Focus Automotive is the only place for me and my family. We started with Saabs but now have started having our Hondas and Acura service done here as well. They are honest and provide A-1 Quality Service. I will go nowhere else.

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NPS: 10

by Hayes on 2016-01-24

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This is the second vehicle that I've owned that I've entrusted to Focus Automotive/The Saab Shop. They did great work on my Saab and just as well with my jeep! Flexible and courteous as always.

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NPS: 10

by Travis Lorden on 2016-01-22

This is the second vehicle that I've owned that I've entrusted to Focus Automotive/The Saab Shop. They did great work on my Saab and just as well with my jeep! Flexible and courteous as always.

I had an appointment to wait while my car was serviced. Tim provided me with coffee and informed and consulted me at every step of the work. When more problems were found they were dealt with in an appropriate order and by my choice. When parts needed, I was given options and recommendations were offered. The car was road tested and new issues dealt with as long as there was enough time. I left with my car running well and confident that it had been treated as well as circumstances allowed.

5.0 Stars

NPS: 10

left anonymously on 2016-01-20

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Always excellent service and friendly staff.

5.0 Stars

NPS: 10

by Peter Boehringer on 2016-01-16

Always excellent service and friendly staff.

Excellent quality service as always. Family business where you are treated not just a client.

5.0 Stars

NPS: 10

by Ilsiya Khasanova on 2015-12-31

Excellent quality service as always. Family business where you are treated not just a client.

As always, you take care of me, even if it is an end of day crisis. You are reliable and fair with your prices. I'm extremely happy with your service.

5.0 Stars

NPS: 10

by Caren Maynard on 2015-12-15

As always, you take care of me, even if it is an end of day crisis. You are reliable and fair with your prices. I'm extremely happy with your service.

I go in expecting perfection, and I get it at SAABSHOP. They still managed to exceed my expectations by sending me on my way a half hour sooner than promised.

5.0 Stars

NPS: 10

by Bill Politt on 2015-12-13

I go in expecting perfection, and I get it at SAABSHOP. They still managed to exceed my expectations by sending me on my way a half hour sooner than promised.

Great service, as always...Happy Thanksgiving to you all.

5.0 Stars

NPS: 10

by Mike Descoteau on 2015-11-23

Great service, as always...Happy Thanksgiving to you all.

Focus Automotive is a family run business with very knowledgeable and qualified mechanics. They are also friendly and courteous. This most recent service they replaced a complicated positive battery cable for me at about half the cost of what the dealer wanted.

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NPS: 10

by Cliff Loverme on 2015-11-10

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**They find small problems before they become big problems
\$\$\$\$**

5.0 Stars

NPS: 10

by David Gruwell on 2015-11-09

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as usual.....a thorough review of my car for inspection. my coffee was good and the chair I waited in is a dream I dosed off for a bit . and as usual my car is taken care of by Joe who has been servicing my saabs for more than several years. the work is great and the friendly family atmosphere is nice. if you want a good place to take your saab and have professionals work on it the Saabshop is the best. thanks Joe,Tim and Michelle!

5.0 Stars

NPS: 10

by Pearl Colby on 2015-11-04

as usual.....a thorough review of my car for inspection. my coffee was good and the chair I waited in is a dream I dosed off for a bit . and as usual my car is taken care of by Joe who has been servicing my saabs for more than several years. the work is great and the friendly family atmosphere is nice. if you want a good place to take your saab and have

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As always , great service

5.0 Stars

NPS: 10

by Dean Burnham on 2015-11-03

As always , great service

All though all I needed was programming, Tim did an outstanding job giving me multiple options and advising on the repairs I was making myself, making the repair the most cost effective one for me. Extremely knowledgeable shop. Any problem I can't figure out on my own this is the only place I would bring my car.

5.0 Stars

NPS: 10

by Philip Svensson on 2015-10-21

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excellent job

5.0 Stars

NPS: 10

by Louis Brissette on 2015-10-20

excellent job

Honest and quality work, fair pricing, excellent customer service and by far the most knowledgable in car repairs. I totally recommend this place!

5.0 Stars

NPS: 10

by Frankie Montenegro on 2015-10-10

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One word says it all EXCELLENT

5.0 Stars

NPS: 10

by Norm Pelletier on 2015-10-10

One word says it all EXCELLENT

Excellent customer service. Great knowledge of Saab's unusual quirks and the means to repair them.

4.0 Stars

NPS: 8

by Frederick Tuttle on 2015-09-19

Excellent customer service. Great knowledge of Saab's unusual quirks and the means to repair them.

Once again, the folks at Focus Automotive offered clear, understandable explanations for the issues with my car, showed me how to watch for the recurrence and sent me on my way feeling confident that i will not be stranded, at least

by them(my car, now that is another story, :-)). I love these guys!

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by Susan Booth on 2015-09-18

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Thank you for the speedy work on my car.

5.0 Stars

NPS: 10

by Kathryn Dwyer on 2015-09-17

Thank you for the speedy work on my car.

Excellent service. Recommend to all.

5.0 Stars

NPS: 10

left anonymously on 2015-09-15

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Great

5.0 Stars

NPS: 10

by Stephen Christian on 2015-09-12

Great

Brought my car in for a noise in the front end suspension. Joe diagnosed the problem in a matter of minutes and we scheduled the ball joint replacement for a few days later. The work was completed in good order and the problem is solved.

5.0 Stars

NPS: 10

by Peter Boehringer on 2015-09-02

Brought my car in for a noise in the front end suspension. Joe diagnosed the problem in a matter of minutes and we scheduled the ball joint replacement for a few days later. The work was completed in good order and the problem is solved.

Super-easy to schedule an appointment. Work done right, so quick I didn't have time to finish reading the magazine!

5.0 Stars

NPS: 10

left anonymously on 2015-08-26

Super-easy to schedule an appointment. Work done right, so quick I didn't have time to finish reading the magazine!

As always great service , they take care of their customers!

5.0 Stars

NPS: 10

by Dean Burnham on 2015-08-26

As always great service , they take care of their customers!

Great honest family business! Rest assured that these people really know what their doing. One of the cleanest, organized shops I've ever seen. Their capabilities combined with many years of experience will give you comfort in knowing that the job will get done right the first time. They originally specialized in early and late model Saabs, but have expanded over the years on working on all types of vehicles. I live in a Bedford, and this shop is certainly well worth the trip to have your car serviced!!

5.0 Stars

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by Pete Hertel on 2015-08-24

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Always very good at finding a solution to everything,, After even doing the work when i forgot my credit cards at home Tim trusted me to go home and call in the credit card number,, This is the way a business has to work,, Quality work, and treat the customer as the King or Queen.,,

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Again, job well done!!

5.0 Stars

NPS: 10

by Abe Anderson on 2015-08-18

Again, job well done!!

I have received outstanding service from Focus Automotive. They provide very knowledgeable and friendly customer service along with providing very dependable repair work. I love the team of wonderful people at Focus and look forward to returning to them for my Saab servicing needs. Highly recommend! !!!

5.0 Stars

NPS: 10

by Christy Estey on 2015-08-16

I have received outstanding service from Focus Automotive. They provide very knowledgeable and friendly customer service along with providing very dependable repair work. I love the team of wonderful people at Focus and look forward to returning to them for my Saab servicing needs. Highly recommend! !!!

While we ended up not having the work done (the amount of work needed on an older made it not really worthwhile), the staff at the Saabshop was friendly, thorough, and very helpful

in diagnosing and clearly illustrating the issues that the car had. I would recommend to anyone looking for a shop to bring their Saab (or any European car).

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by Ryan Cordaro on 2015-08-14

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It's not often that you can drop off a vehicle that is not starting properly and receive a phone call back from Tim stating "I've got good news and great news!" It turned out to be a missing nut! While they had my vehicle they looked it over for other issues and were able to take care of the other items as well. The turn around was amazing! I will be a life-long customer. They are honest and they always look for items that may be needing repairs in the future to help keep my vehicle on the road. I can't say enough good about the entire family! They always great with me a smile whether I am on the phone or in person.

5.0 Stars

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by Janel Burns on 2015-08-13

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I dropped in unannounced with an exhaust leak to have it inspected. They put my car up on a lift and found a deteriorated flex pipe, They had a new pipe in stock and installed it right away. I was back on the road in less than an hour with a quiet and safe exhaust system. Their service is excellent.

5.0 Stars

NPS: 10

by David Gruwell on 2015-08-05

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Great work (as usual).

5.0 Stars

NPS: 10

left anonymously on 2015-08-04

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**I made an appointment for a waiting service, they took my car right in, performed the needed service, reviewed future needs and had me on my way. Just as I have come to expect!
Thanx to the crew at Focus**

5.0 Stars

NPS: 10

by Ralf Kleinschmidt on 2015-08-02

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Great experience!

5.0 Stars

NPS: 10

left anonymously on 2015-07-28

Great experience!

Joe, Michelle, and Tim are wonderful! They're honest and straightforward and tell it like it is, which I so appreciate. The shop runs like a well oiled machine! they are pros at the whole customer service experience!

5.0 Stars

NPS: 10

by Barbara Meighan on 2015-07-28

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Everyone was very helpful and friendly.

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Knowledgeable, efficient and VERY service oriented. I highly recommend Focus Automotive/The Saabshop.

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NPS: 10

by Kathy Crews on 2015-07-12

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was thinking maybe need to rebrand with the saabs falling off. must be a big market for volvo repair...what brand are saab aficionados moving to.... dave

5.0 Stars

NPS: 10

by David Hughes on 2015-06-24

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dave

I've been going here for as long as they have been open. They are very professional and get the job done. It is hard to find a mechanic you can trust. That's why I choose Focus Automotive/ The Saabshop Bow Automotive for all my vehicle needs.

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Always so nice and helpful!

5.0 Stars

NPS: 10

by Lindsay Wells on 2015-06-16

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Tim and Michelle are the best... Always helpful and understanding.

5.0 Stars

NPS: 10

left anonymously on 2015-06-12

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By far this is the best garage I've ever been to. Competent, fairly priced, friendly. And they stand behind their work. You couldn't ask for more.

5.0 Stars

NPS: 10

left anonymously on 2015-06-11

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**Best place ever, trustworthy ,honest and as smart as can be!
Love this place and I wouldn't trust our cars with anyone else
! At least 15 years fixing our daily drivers, our kids cars , and
our jalopy out back! Thanks for everything Joe, Michelle and
Tim!!!**

5.0 Stars

NPS: 10

by Claudia Echavez on 2015-05-27

Best place ever, trustworthy ,honest and as smart as can be! Love this place and I wouldn't trust our cars with anyone else ! At least 15 years fixing our daily drivers, our kids cars , and our jalopy out back! Thanks for everything Joe, Michelle and Tim!!!

I have never had a poor experience at the Saab Shop. They are always friendly and willing to go the extra mile to make

you feel like you are the most important customer! Thank you so much for everything!

5.0 Stars

NPS: 10

by Janel Burns on 2015-05-21

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Another thorough job of helping me keep my '03 Sportwagon running like a clock. Jane, my wife who has had no direct contact with Tim, Joe or Michelle, took a couple of phone calls and was mightily impressed in how we were kept in the loop while our car was there for its annual visit. Thanks again!

5.0 Stars

NPS: 10

by Larry and Jane Twitchell on 2015-05-13

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Found you guy's last year and have been very pleased with the service.

5.0 Stars

NPS: 10

by Bob Lee on 2015-05-12

Found you guy's last year and have been very pleased with the service.

They do a great job on time, if there are questions, they always call!!

5.0 Stars

NPS: 10

left anonymously on 2015-05-09

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"Old Blue" needed a new ticker. The alternative was not a pleasant thought. The expert surgeons down at Focus Automotive were awesome throughout the entire procedure. From taking some extra time finding a super clean lightly used donor '97 2.0T, to a mere 3 day turnaround on the actual swap, getting her back out the door almost a week earlier than expected. Wow. Done right with attention to the finer details...rethreading all the mounting holes for ancillaries, an oil pickup mod, +1 for noticing the donor also came with a new power steering pump, and lastly for smartly knocking out a few otherwise insanely-expensive-to-replace-were-the-motor-in-the-car seals, that were nearing end of life. The car has never sounded so good, so quietly. I can actually hear the also new turbo spin up. With 4 new ZR50/16s under it, it's very responsive, strong, has an easy pedal and it's a pleasure to drive. I'm glad I didn't turn Old Blue into a parts donor. Couldnt be happier with the service, or the craftsmanship. A job very well done.

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by Kevin Coates on 2015-04-27

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Always competent friendly service. I wouldn't go anywhere else.

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I wish all businesses had the same ethics and quality of work as the Saab Shop. It is rare to find such a trustworthy, hard working group of people these days. If everyone was as trustworthy, the world would be a better place.

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by Laura Briggs on 2015-04-21

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As always, work totally up to snuff and on schedule.

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NPS: 10

by Bill Politt on 2015-04-09

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Once again The Saab Shop provided service that exceeded expectations. Somehow they manage to keep my aging fleet of vehicles, now approaching 500K miles in total, and an mileage-weighted average age of 20.2 years, healthy and humming.

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by Scott Prentice on 2015-03-29

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Wouldn't bring my car any where else. Totally trust the team. I know that my car will be properly repaired at the least

possible cost. Joe is a skilled technician and Tim and Michele provide the absolute best customer service.

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by Mark Orshak on 2015-03-22

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Always helpful, friendly, with accurate estimates, and quality done-right-the-first-time workmanship, and a nice clean environment. This is what a professional shop should be like. With a 97 900se daily driver nearing classic stage, I intend to run it a long time, Joe and team have done the service on this car almost it's entire life, with only a 2 yr gap during second owner timeframe. I'm the 3rd owner, and the car is in great shape mechanically and body. Highly recommended group of pros.

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First time at the Saabshop and it was a great experience. They were very thorough with the explanation of services needed on my recently acquired 2000 Saab. I will be back for all my Saab service.

5.0 Stars

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by Richard Thompson on 2015-03-19

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Always give you a valid quote before any work is done. Finish on time and the people are very kind and considerate.

5.0 Stars

NPS: 10

by Bill Maslen on 2015-03-15

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As usual, work done right and promptly.

5.0 Stars

NPS: 10

by Bill Politt on 2015-02-27

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Tim's pre-purchase inspection was VERY Helpful. To feel I have a trustworthy person to educate me about buying a

used car and to have a trustworthy group of people to service and maintain our cars is invaluable. Thank you.

5.0 Stars

NPS: 10

by Petra Shaw on 2015-02-19

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Predictably outstanding. Once again The Saabshop exceeded expectations by getting the work done sooner than promised and for less than pre-approved. First, they found an important safety item that others might have missed. Next they researched a less expensive alternative to the Lexus part(s). Then Tim called with the choices.

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The service is always excellent. I have in the past and will continue to recommend The Saabshop to my friends. Joe, Michelle, and Tim are the best!

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NPS: 10

by Barbara Meighan on 2015-02-18

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If you need a mechanic and work team that you can trust, this is the place to go. They are up front and honest. They let you know step by step what you need and all your options. They do great work. I wouldn't go anywhere else.

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Joe took a good look at my heating problem and was able to get to the root cause. Excellent customer service.

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by Kim Lussier on 2015-02-17

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customer service second to none

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NPS: 10

by Dean Burnham on 2015-02-17

customer service second to none

It's nice when your repair cost comes in half of what you budgeted! Joe and crew had me in and out quickly on Thursday. Truly the most genuine people I've had the pleasure of doing business with since I've been owning vehicles for over 20 years!

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NPS: 10

by Travis Lorden on 2015-02-08

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You all were very thorough and helpful in diagnosing the issues with my 2000 Saab 9-5. It's too bad I wasn't able to have the repairs done. I think I would have enjoyed having you as my place to go for repairs. I wish you increasing success at The Saab Shop.

5.0 Stars

NPS: 10

by Phyllis Huntley on 2015-01-14

You all were very thorough and helpful in diagnosing the issues with my 2000 Saab 9-5. It's too bad I wasn't able to have the repairs done. I think I would have enjoyed having you as my place to go for repairs. I wish you increasing success at The Saab Shop.

Always timely and thorough. Joe and crew don't keep my 9-3 down for very long. Thanks again guys!

5.0 Stars

NPS: 10

by Travis Lorden on 2015-01-08

Always timely and thorough. Joe and crew don't keep my 9-3 down for very long. Thanks again guys!

This was my first experience with Focus Auto/The Saabshop and I was very pleased with the communications and follow-up, as well as the work performed. Focus Automotive will see my Saab 9-3 again. JE

5.0 Stars

NPS: 9

left anonymously on 2014-12-29

This was my first experience with Focus Auto/The Saabshop and I was very pleased with the communications and follow-up, as well as the work performed. Focus Automotive will see my Saab 9-3 again. JE

Expert repair - nothing new under the SAAB sun for Joe - in record time. Thanks much and Happy Holidays!

5.0 Stars

NPS: 10

by Bill Politt on 2014-12-21

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I always have an enjoyabel experience. Tim explains all repairs to my level of understanding.

5.0 Stars

NPS: 10

by Steve Murphy on 2014-12-14

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Great service! Always a pleasure to deal with. Thanks.

5.0 Stars

NPS: 10

left anonymously on 2014-11-30

Great service! Always a pleasure to deal with. Thanks.

All work done correctly and quickly. Another perfect visit.

5.0 Stars

NPS: 10

by Bill Politt on 2014-11-20

All work done correctly and quickly. Another perfect visit.

Very friendly, informative staff. Everything was clearly explained and was repaired as promised. There were no surprises or hidden fees. I'll definitely bring my Saab back here for repairs, etc.

5.0 Stars

NPS: 10

by Kathy Cavanaugh on 2014-11-11

Very friendly, informative staff. Everything was clearly explained and was repaired as promised. There were no surprises or hidden fees. I'll definitely bring my Saab back here for repairs, etc.

I obtained the appointment for service quickly and the car was ready even before I expected it. All the personnel involved made the experience pleasant and professional.

5.0 Stars

NPS: 10

by Norm Miner on 2014-11-09

I obtained the appointment for service quickly and the car was ready even before I expected it. All the personnel involved made the experience pleasant and professional.

My 9-3 is running better than ever. Thanks as always for the fine work! Hope to not see you for a few months, though ;)

5.0 Stars

NPS: 10

by Travis Lorden on 2014-11-07

My 9-3 is running better than ever. Thanks as always for the fine work! Hope to not see you for a few months, though ;)

It was great as always! Excellent service!

5.0 Stars

NPS: 10

by Ilsiya Khasanova on 2014-11-06

It was great as always! Excellent service!

Customer Service is always excellent at the SaabShop! Joe and Tim and Michelle really have their act together and feel like family!

5.0 Stars

NPS: 10

by Barbara Meighan on 2014-11-04

Customer Service is always excellent at the SaabShop! Joe and Tim and Michelle really have their act together and feel like family!

Clean shop, a friendly group who take their work seriously.

5.0 Stars

NPS: 10

by Abe Anderson on 2014-10-10

Clean shop, a friendly group who take their work seriously.

My car didnt want to wait for an appointment yesterday afternoon and announced its' arrival from down the street. Joe, Tim and Michelle took the time needed to correctly diagnose the problem and i left a while later with my car purring with contentment!! Thanks so much! Sue

5.0 Stars

NPS: 9

by Susan Booth on 2014-10-08

My car didnt want to wait for an appointment yesterday afternoon and announced its' arrival from down the street. Joe, Tim and Michelle took the time needed to correctly diagnose the problem and i left a while later with my car purring with contentment!! Thanks so much! Sue

High parts cost(double retail prices) excessive shop supply charges and not communicating the cost of scanning/clearing codes before doing so

3.0 Stars

NPS: 4

by Bob Roach on 2014-10-03

High parts cost(double retail prices) excessive shop supply charges and not communicating the cost of scanning/clearing codes before doing so

very satisfactory. Will be in touch later this fall regarding serpentine belt and plugs.

4.0 Stars

NPS: 8

by Tim Young on 2014-09-30

very satisfactory. Will be in touch later this fall regarding serpentine belt and plugs.

As always, AWESOME

5.0 Stars

NPS: 10

by Norm Pelletier on 2014-09-27

As always, AWESOME

Top notch and timely!

5.0 Stars

NPS: 10

by Travis Lorden on 2014-09-26

Top notch and timely!

Great shop !

5.0 Stars

NPS: 9

by Glen Miller on 2014-09-16

Great shop !

Honest and knowledgeable. Fast service.

5.0 Stars

NPS: 10

by Don Principe on 2014-09-12

Honest and knowledgeable. Fast service.

No surprises always calling to update us on problems discovered and estimated cost of repair. We have a 2001 Saab with over 210000 miles on it. Joe made us feel very comfortable that we made the correct decision to repair the car instead of looking to replace it. Tim would call if there was any changes to the estimate. They stand by their repairs, my wife and I could not be happier.

5.0 Stars

NPS: 10

by Bill Maslen on 2014-09-06

No surprises always calling to update us on problems discovered and estimated cost of repair. We have a 2001 Saab with over 210000 miles on it. Joe made us feel very comfortable that we made the correct decision to repair the car instead of looking to replace it. Tim would call if there was any changes to the estimate. They stand by their repairs, my wife and I could not be happier.

As always Joe, Michelle and Tim prove exceptional service and reasonable prices.

5.0 Stars

NPS: 10

by Mike Friedberg on 2014-08-31

As always Joe, Michelle and Tim prove exceptional service and reasonable prices.

Timely repairs, fair price, and wonderful people.... That's what The Saab Shop is all about! Love you guys!

5.0 Stars

NPS: 10

by Travis Lorden on 2014-08-27

Timely repairs, fair price, and wonderful people.... That's what The Saab Shop is all about! Love you guys!

Always a more than pleasant experience. Never have I been to a mechanic shop where I have met nicer people than at the Focus Automotive Saab Shop in Bow. After my first experience with them, even though I had only gotten an inspection with no work done, I later received a very nice holiday card from them. To put in that little extra is what made them first stand out to me.

5.0 Stars

NPS: 10

by Drew Bunker on 2014-08-20

Always a more than pleasant experience. Never have I been to a mechanic shop where I have met nicer people than at the Focus Automotive Saab Shop in Bow. After my first experience with them, even though I had only gotten an inspection with no work done, I later received a very nice holiday card from them. To put in that little extra is what made them first stand out to me.

you guys are the best! I wouldn't take any of my THREE Saabs anyplace else!

5.0 Stars

NPS: 10

by Barbara Meighan on 2014-08-19

you guys are the best! I wouldn't take any of my THREE Saabs anyplace else!

Best service rendered.

5.0 Stars

NPS: 10

by Dominic Wani on 2014-07-26

Best service rendered.

I called the Saab Shop to give me a jump start. They provided immediate service to give me a jump start at a nearby gas station and replaced my failed battery all within an hour. I really appreciate the quick service they gave me on a moments notice.

5.0 Stars

NPS: 10

by David Gruwell on 2014-07-18

I called the Saab Shop to give me a jump start. They provided immediate service to give me a jump start at a nearby gas station and replaced my failed battery all within an hour. I really appreciate the quick service they gave me on a moments notice.

As usual, a great appointment , with frat people. I always feel like part of the family when I see you guys! Thank you

5.0 Stars

NPS: 10

by Patty Kerchin on 2014-07-16

As usual, a great appointment , with frat people. I always feel like part of the family when I see you guys! Thank you

Quality work. Honest and friendly staff. I'm glad we found them!

5.0 Stars

NPS: 10

left anonymously on 2014-06-28

Quality work. Honest and friendly staff. I'm glad we found them!

If I could give Joe, Michelle, and Tim at The Saab Shop a million stars, I would. My Saab needed some emergency repairs, and even on a tight time frame they were able to thoroughly inspect my 9-3 and find another imminent issue, that if unattended to, could have possibly lead to a situation where my wife and kids could have been stranded on the side of the road somewhere. The needed repairs were performed timely and with a trustworthy quality that I haven't

experienced anywhere else. Do yourself a favor and call The Saab Shop the next time you need work done. You will not find better people in the business!

5.0 Stars

NPS: 10

by Travis Lorden on 2014-06-27

If I could give Joe, Michelle, and Tim at The Saab Shop a million stars, I would. My Saab needed some emergency repairs, and even on a tight time frame they were able to thoroughly inspect my 9-3 and find another imminent issue, that if unattended to, could have possibly lead to a situation where my wife and kids could have been stranded on the side of the road somewhere. The needed repairs were performed timely and with a trustworthy quality that I haven't experienced anywhere else. Do yourself a favor and call The Saab Shop the next time you need work done. You will not find better people in the business!

Outstanding as always

5.0 Stars

NPS: 10

by David Hughes on 2014-06-26

Outstanding as always

Joe, Michelle, and Tim at the Saabshop are awesome. Their mechanical knowledge is unquestionable, they are courteous, prompt, always keep me in the loop, they do all the little things that a great customer service group should do. I have and will continue to recommend the Saabshop to

my family and friends, without hesitation. Not just those with Saabs, but for any car.

5.0 Stars

NPS: 10

by Barbara Meighan on 2014-06-16

Joe, Michelle, and Tim at the Saabshop are awesome. Their mechanical knowledge is unquestionable, they are courteous, prompt, always keep me in the loop, they do all the little things that a great customer service group should do. I have and will continue to recommend the Saabshop to my family and friends, without hesitation. Not just those with Saabs, but for any car.

The folks down at the SAAB Shop are reliable, knowledgeable, keep you informed, and are a pleasure to deal with. Brought mt 97 NG900 in for a first time visit, only to find they'd been servicing the 2 previous owners as well. Did a fairly large customization job for me...308mm and 300mm brake upgrades, stainless 2.5' cat back custom exhaust fab'd in-house, steering and frame braces, ecu stage 2 tune, T7 boost controller, plus all my service and repair work. No need to look anywhere else. Joe, Tim, and Michelle will take care of you, and your car. These folks know how to do SAABs, and customer service too. Dont hesistate, boost yourself on down Rte 3 with confidence. It's relaxed, and the prices are sweet too, even for custom work.

5.0 Stars

NPS: 10

by Kevin Coates on 2014-06-15

The folks down at the SAAB Shop are reliable, knowledgeable, keep you informed, and are a pleasure to deal with. Brought mt 97 NG900 in for a first time visit, only to find they'd been servicing the 2 previous owners as well. Did a fairly large customization job for me...308mm and 300mm brake upgrades, stainless 2.5' cat back custom exhaust fab'd in-house, steering and frame braces, ecu stage 2 tune, T7 boost controller, plus all my service and repair work. No need to look anywhere else. Joe, Tim, and Michelle will take care of you, and your car. These folks know how to do SAABs, and customer service too. Dont hesistate, boost yourself on down Rte 3 with confidence. It's relaxed, and the prices are sweet too, even for custom work.

The removal and repair of the convertible top mechanism was completed on time and for the estimated. cost. a job well done

5.0 Stars

NPS: 10

by David McCain on 2014-06-08

The removal and repair of the convertible top mechanism was completed on time and for the estimated. cost. a job well done

Friendly service and dependable thorough work! Thanks!

5.0 Stars

NPS: 10

left anonymously on 2014-06-05

Friendly service and dependable thorough work! Thanks!

Great service! Lost my breaks nearby and parked the car in their yard. They were able to work into their schedule and get my vehicle running within a couple days.

5.0 Stars

NPS: 10

by Steve Korzyniowski on 2014-05-31

Great service! Lost my breaks nearby and parked the car in their yard. They were able to work into their schedule and get my vehicle running within a couple days.

Excellent job once again. Very consistent and professional. I would highly recommend them.

5.0 Stars

NPS: 10

by Richard Surace on 2014-05-28

Excellent job once again. Very consistent and professional. I would highly recommend them.

Prompt, friendly, thorough! Their standard is high and I'm the beneficiary. They've been taking care of my Saab for about eight years and I don't want anyone else touching it. They keep it running as it's supposed to.

5.0 Stars

NPS: 10

by Larry and Jane Twitchell on 2014-05-23

Prompt, friendly, thorough! Their standard is high and I'm the beneficiary. They've been taking care of my Saab for about eight years and I don't want anyone else touching it. They keep it running as it's supposed to.

My recent experience with The Saabshop was excellent. The whole staff was professional, knowledgeable and extremely helpful. The service on my car was done in a timely manner

and the price was very reasonable. We have used them in the past and have found them very trustworthy and dependable. thank you !

5.0 Stars

NPS: 10

by Mark Robidoux on 2014-05-17

My recent experience with The Saabshop was excellent. The whole staff was professional, knowledgeable and extremely helpful. The service on my car was done in a timely manner and the price was very reasonable. We have used them in the past and have found them very trustworthy and dependable. thank you !

Great service in a timely manner.

5.0 Stars

NPS: 10

by Jonathan Wronski on 2014-05-14

Great service in a timely manner.

Great job. 30% under budget and on time. I couldn't ask for more

5.0 Stars

NPS: 10

by David McCain on 2014-05-12

Great job. 30% under budget and on time. I couldn't ask for more

I was not looking forward to investing in a new clutch and another dealer's shop had suggested a new rebuilt engine was needed on a car with 158K miles. Instead of buying a

new car, I wanted to investigate what was really needed. I went back to the honest group of people whom were referred to me and as always, Michelle, Jo and Tim identified the true engines problem, while fixing the clutch, all for ~1/3 of the prize quoted to 'fix' the problem the dealer identified.

5.0 Stars

NPS: 10

by Petra Shaw on 2014-05-12

I was not looking forward to investing in a new clutch and another dealer's shop had suggested a new rebuilt engine was needed on a car with 158K miles. Instead of buying a new car, I wanted to investigate what was really needed. I went back to the honest group of people whom were referred to me and as always, Michelle, Jo and Tim identified the true engines problem, while fixing the clutch, all for ~1/3 of the prize quoted to 'fix' the problem the dealer identified.

Great service. In and out with appointment as agreed.

5.0 Stars

NPS: 10

left anonymously on 2014-05-08

Great service. In and out with appointment as agreed.

My car is running better than before! I am so happy with everything that they do. I was given estimates in advance. There were a few things that they saw that were going to need to be addressed. I had time to save up and get the work done. I have them perform all the basic services (oil changes etc.), to avoid breaking down. I had a Saab prior to my Audi

that I brought to several mechanics and the dealership and no one could figure it out. I called the Saab shop, and they were the only ones to figure out the issue. I will never go anywhere else again. They are so nice, professional, very HONEST, and yet they make you feel like family all at once!

5.0 Stars

NPS: 10

by Janel Burns on 2014-05-02

My car is running better than before! I am so happy with everything that they do. I was given estimates in advance. There were a few things that they saw that were going to need to be addressed. I had time to save up and get the work done. I have them perform all the basic services (oil changes etc.), to avoid breaking down. I had a Saab prior to my Audi that I brought to several mechanics and the dealership and no one could figure it out. I called the Saab shop, and they were the only ones to figure out the issue. I will never go anywhere else again. They are so nice, professional, very HONEST, and yet they make you feel like family all at once!

I found the Saab Shop upfront and very professional. The prices are fair and were followed up with a detailed explanation. I didn't second judge the estimate given. The nicest part is you were NOT a number but an actual human being. Michelle (The Front Desk) is always pleasant and never has given a "yes" approach to hurry me along! The Saab Shop has my loyalty!!

5.0 Stars

NPS: 10

by Heidi Hines on 2014-04-25

I found the Saab Shop upfront and very professional. The prices are fair and were followed up with a detailed explanation. I didn't second judge the estimate given. The nicest part is you were NOT a number but an actual human being. Michelle (The Front Desk) is always pleasant and never has given a "yes" approach to hurry me along! The Saab Shop has my loyalty!!

Another job done right. Everything A-OK, including being finished sooner than I had expected.

5.0 Stars

NPS: 10

by Bill Politt on 2014-04-22

Another job done right. Everything A-OK, including being finished sooner than I had expected.

More quality work from Joe and crew at The Saab Shop. They work within my budget, and more importantly my schedule to get the job done. The price of service did come out a little more than expected (original quote was less) but i know they'll stand behind the worked performed. See you guys in a couple months for a couple tires :)

5.0 Stars

NPS: 10

by Travis Lorden on 2014-04-12

More quality work from Joe and crew at The Saab Shop. They work within my budget, and more importantly my schedule to get the job done. The price of service did come out a little more than expected (original quote was less) but i know they'll stand behind the worked performed. See you guys in a couple months for a couple tires :)

Very prompt and meticulous service.

5.0 Stars

NPS: 10

by Bob Miller on 2014-04-08

Very prompt and meticulous service.

I had recently purchased a 1999 Saab 9-3 and it needed some work to pass inspection. The normal place I bring my vehicles gave me a quote for work that seemed a bit high, so the person I purchased the vehicle mentioned The Saab Shop to me. I'm glad I called, because I was given a quote that was about \$200 less for the same parts and repairs! Michelle and company really went above and beyond to make sure I knew what was being done to the car and repaired in a timely fashion. This level of service simply CAN NOT be touched by the big chain shops or dealers who are just in it for a paycheck. The passion displayed at The Saab Shop for their craft really shines through. I will not hesitate to keep going back for future repairs and maintenance needed for my old gem of a car! (I plan on getting other Saab's in the future, too)

5.0 Stars

NPS: 10

by Travis Lorden on 2014-03-22

I had recently purchased a 1999 Saab 9-3 and it needed some work to pass inspection. The normal place I bring my vehicles gave me a quote for work that seemed a bit high, so the person I purchased the vehicle mentioned

The Saab Shop to me. I'm glad I called, because I was given a quote that was about \$200 less for the same parts and repairs! Michelle and company really went above and beyond to make sure I knew what was being done to the car and repaired in a timely fashion. This level of service simply CAN NOT be touched by the big chain shops or dealers who are just in it for a paycheck. The passion displayed at The Saab Shop for their craft really shines through. I will not hesitate to keep going back for future repairs and maintenance needed for my old gem of a car! (I plan on getting other Saab's in the future, too)

Arrived a little early. Excellent service. Would recommend to anyone.

5.0 Stars

NPS: 10

left anonymously on 2014-03-05

Arrived a little early. Excellent service. Would recommend to anyone.

AS always you guys were awesome. However, this time you out did yourselves. Not only did Joe do my last minute oil change and repair my light, as Tim repaired my eyeglasses while Michele took care of the administration. This was refreshing to see given the difficult time we are experiencing in this country. You hard work and pleasant personalities certainly show that there is still hope for us. Maybe we can package you guys up and send you to Washington to show them how teamwork leads to success!

5.0 Stars

NPS: 10

by Bob Miller on 2014-02-28

AS always you guys were awesome. However, this time you out did yourselves. Not only did Joe do my last minute oil change and repair my light, as Tim repaired my eyeglasses while Michele took care of the administration. This was refreshing to see given the difficult time we are experiencing in this country. You hard work and pleasant personalities certainly show that there is still hope for us. Maybe we can package you guys up and send you to Washington to show them how teamwork leads to success!

The Saabshop is a gem. I own two Saabs and bring both of them to Joe's shop for maintenance and inspections, anything they need. Fabulous customer service provided by Michelle and Tim. I DO highly recommend the Saabshop to all of my friends and coworkers in the Concord area. They do everything that a great mechanic with great customer service should do!

5.0 Stars

NPS: 10

by Barbara Meighan on 2014-02-20

The Saabshop is a gem. I own two Saabs and bring both of them to Joe's shop for maintenance and inspections, anything they need. Fabulous customer service provided by Michelle and Tim. I DO highly recommend the Saabshop to all of my friends and coworkers in the Concord area. They do everything that a great mechanic with great customer service should do!

Tim, Joe and Michelle are just wonderful to work with. They are knowledgeable, trustworthy and expeditious. Their work and follow through are meticulous. I wouldn't trust anyone else to work on my car.

5.0 Stars

NPS: 10

by Susan Booth on 2014-02-13

Tim, Joe and Michelle are just wonderful to work with. They are knowledgeable, trustworthy and expeditious. Their work and follow through are meticulous. I wouldn't trust anyone else to work on my car.

I really appreciate Focus Automotive getting my truck in quickly and fixing the tires. They did a great job and the people in the office were very knowledgeable. I will definitely go there again.

5.0 Stars

NPS: 10

by Able Crane on 2014-02-09

I really appreciate Focus Automotive getting my truck in quickly and fixing the tires. They did a great job and the people in the office were very knowledgeable. I will definitely go there again.

Always professional.

5.0 Stars

NPS: 9

by Glen Miller on 2014-01-31

Always professional.

Very professional,friendly, nice wating room, with coffee!, full review of repair in writing prior to work being done, competitive pricing and local, Thanks!!

5.0 Stars

NPS: 10

by Howard Green on 2014-01-28

Very professional,friendly, nice wating room, with coffee!, full review of repair in writing prior to work being done, competitive pricing and local, Thanks!!

As always, you guys are the best. I thank you for helping my family in the most difficult times and your prayers for Nikki. She is doing much better and is at home now. I plan to stop by sometime this week to discuss future work I would like you to do, God bless Bob

5.0 Stars

NPS: 10

by Bob Miller on 2014-01-26

As always, you guys are the best. I thank you for helping my family in the most difficult times and your prayers for Nikki. She is doing much better and is at home now. I plan to stop by sometime this week to discuss future work I would like you to do, God bless Bob

Finding a trustworthy mechanic these days is getting harder and harder. The folks down at the Saabshop are just wonderful, they have always taken good care of my vehicles and are willing to work within my financial needs. They are s friendly and so neighborly and always remember my name first and last. By far the best mechanic I've ever had!

5.0 Stars

NPS: 10

left anonymously on 2014-01-24

Finding a trustworthy mechanic these days is getting harder and harder. The folks down at the Saabshop are just wonderful, they have always taken good care of my vehicles and are willing to work within my financial needs. They are s friendly and so neighborly and always remember my name first and last. By far the best mechanic I've ever had!

Great people, great service

5.0 Stars

NPS: 10

by Dean Burnham on 2014-01-23

Great people, great service

Nice experience. Pleasent and curtious staff. Repair prices were reasonable. Explanations of repairs was comprehensive and at and work completed on time.

5.0 Stars

NPS: 10

by Steve Murphy on 2014-01-23

Nice experience. Pleasent and curtious staff. Repair prices were reasonable. Explanations of repairs was comprehensive and at and work completed on time.

Excellent service as always! they took my car in without an appointment and fixed it the same day! thank you Joe, Tim, and Michelle! Dan

5.0 Stars

NPS: 10

by Daniel Fredyma on 2014-01-22

Excellent service as always! they took my car in without an appointment and fixed it the same day! thank you Joe, Tim, and Michelle! Dan

I always appreciate the friendly service, good communication and professional approach to taking care of my vehicle. I always trust the workmanship of the team at The Saabshop.

5.0 Stars

NPS: 10

by Steve Burris on 2014-01-13

I always appreciate the friendly service, good communication and professional approach to taking care of my vehicle. I always trust the workmanship of the team at The Saabshop.

Test review! Thank you.

5.0 Stars

NPS: 10

by Michelle Colgan on 2014-01-11

Test review! Thank you.

Had a good experience at The Saab Shop. Every time my car has gone in for work they were informative on the issues, even spent 15 minutes explaining my options about repairs over the phone. After going there for six months they know my name and vehicle by model. I would suggest that people with a Saab go there, they have been great to me for the past 2 years.

5.0 Stars

NPS: 9

by Andrew Young on 2014-01-07

Had a good experience at The Saab Shop. Every time my car has gone in for work they were informative on the issues, even spent 15 minutes explaining my options about repairs over the phone. After going there for six months they know my name and vehicle by model. I would suggest that people with a Saab go there, they have been great to me for the past 2 years.

Great shop. They know what they are doing and then some. they know saabs better than GM did :)

5.0 Stars

NPS: 10

by Justin Oliverio on 2013-12-31

Great shop. They know what they are doing and then some. they know saabs better than GM did :)

Tim dropped whatever task he had at hand and took my keys, put on his jacket and out he went to get my car. Let me say I was a "walk in". Before I finished two pages of the daily paper he was back and my headlight low beam was functioning properly again and I was on my way. How much more could anyone even hope for?

5.0 Stars

NPS: 10

by Norm Miner on 2013-12-21

Tim dropped whatever task he had at hand and took my keys, put on his jacket and out he went to get my car. Let me say I was a "walk in". Before I finished two pages of the daily paper he was back and my headlight low

beam was functioning properly again and I was on my way. How much more could anyone even hope for?

Excellent service in every way.

5.0 Stars

NPS: 10

by Karen Flynn on 2013-12-20

Excellent service in every way.

The Saab Shop never fails to get it done quickly and with I a limited budget!!! I have never had a shop stand behind their work like they do! Thanks Joe, Michelle, Tim and Paul for making a stressful situation a bit more bearable!

5.0 Stars

NPS: 10

by Stephen Fisher on 2013-12-17

The Saab Shop never fails to get it done quickly and with I a limited budget!!! I have never had a shop stand behind their work like they do! Thanks Joe, Michelle, Tim and Paul for making a stressful situation a bit more bearable!

Schedule a checkup for my 2005 Honda CR-V. As usual they were ready for me when I got there and had the service done quickly so I could get back to work. I was able to work in the waiting, due to the free WI-FI and coffee. They did all of the things I asked and also did a thorough check of the vehicle which resulted in written recommendations for items to be

considered for future services. Generally they took great care of my vehicle and planning for the long term care as well.

5.0 Stars

NPS: 10

by Dan Stritter on 2013-12-03

Schedule a checkup for my 2005 Honda CR-V. As usual they were ready for me when I got there and had the service done quickly so I could get back to work. I was able to work in the waiting, due to the free WI-FI and coffee. They did all of the things I asked and also did a thorough check of the vehicle which resulted in written recommendations for items to be considered for future services. Generally they took great care of my vehicle and planning for the long term care as well.

SAABSHOP'S ability to accommodate my schedule is a thing of wonder. The quality of the work goes without saying!

5.0 Stars

NPS: 10

by Bill Politt on 2013-11-23

SAABSHOP'S ability to accommodate my schedule is a thing of wonder. The quality of the work goes without saying!

We have done business here for years and they are always helpful and fair. I drive away with full faith and confidence in a job well done and you can't put a price on that. Thank you Joe, Michelle and Tim

5.0 Stars

NPS: 10

by Lisa Drolet on 2013-11-19

We have done business here for years and they are always helpful and fair. I drive away with full faith and confidence in a job well done and you can't put a price on that. Thank you Joe, Michelle and Tim

Joe and Michelle are honest professionals who take the time to do the job right. I highly recommend the Saab Shop.

5.0 Stars

NPS: 10

by Petra Shaw on 2013-11-17

Joe and Michelle are honest professionals who take the time to do the job right. I highly recommend the Saab Shop.

Great job. Waited for vehicle. Services performed as agreed.

5.0 Stars

NPS: 10

left anonymously on 2013-11-13

Great job. Waited for vehicle. Services performed as agreed.

Great service as always! They are the best!

5.0 Stars

NPS: 10

by Ilsiya Khasanova on 2013-10-18

Great service as always! They are the best!

My family always have a good experience with the Saab Shop team despite the age and mileage of our vehicles.

4.0 Stars

NPS: 10

by Bob Miller on 2013-10-18

My family always have a good experience with the Saab Shop team despite the age and mileage of our vehicles.

Great shop, customer oriented

5.0 Stars

NPS: 10

left anonymously on 2013-10-18

Great shop, customer oriented

So nice and friendly and comfortable there. Love it! He even drove me to lunch as my car had unexpected findings that meant being there longer.

5.0 Stars

NPS: 10

by Priscilla Merrill on 2013-10-01

So nice and friendly and comfortable there. Love it! He even drove me to lunch as my car had unexpected findings that meant being there longer.

Awesome as always!!!! You are the best!

5.0 Stars

NPS: 10

by Mark Orshak on 2013-08-17

Awesome as always!!!! You are the best!

Just as my brother-in-law said, the people here appear to be honest and will not try of sell me something that my car does not need. As a woman with limited funds, this is extremely important. Thank you J Warriner

4.0 Stars

NPS: 10

by Judy Warriner on 2013-08-14

Just as my brother-in-law said, the people here appear to be honest and will not try of sell me something that my car does not need. As a woman with limited funds, this is extremely important. Thank you J Warriner

Hi Michelle. As always - you guys are great. I had the shop balance and rotate my tires last week but the car shakes waaaaay worse than it did before. As soon as I reach 70 mph or more, it shakes quite a bit. Any chance you guys could look at it again ?

4.0 Stars

NPS: 9

by Glen Miller on 2013-08-10

Hi Michelle. As always - you guys are great. I had the shop balance and rotate my tires last week but the car shakes waaaaay worse than it did before. As soon as I reach 70 mph or more, it shakes quite a bit. Any chance you guys could look at it again ?

The Saab Shop has always treated...

5.0 Stars

NPS: 10

by Joseph Lane on 2013-08-01

The Saab Shop has always treated me well. It's great to find a mechanic you can trust.

AWESOME SERVICE. VERRRRY KNOWLEDGABLE TEAM. THEY REALLY KNOW SAABS

5.0 Stars

NPS: N/A

by Justin Oliverio on 2013-07-30

i brought my 2005 9-5 Aero in for a clunking noise and before i could finish explaining they knew exactly what it was. the team really knows saabs and i will be bringing my saab there from now on. i trust them with what they tell me. very friendly people and are very straight forward.

Work was done on time

5.0 Stars

NPS: 10

by Jon Dickey on 2013-07-23

Work was done on time

Service was great as always. Love...

5.0 Stars

NPS: 10

by Jesse Germain on 2013-07-18

Service was great as always. Love the team over there and will always bring my Saab back!

Outstanding effort by your whole...

5.0 Stars

NPS: 10

by Bob Miller on 2013-07-14

Outstanding effort by your whole team.

Repairs made within estimate and...

5.0 Stars

NPS: 10

left anonymously on 2013-06-21

Repairs made within estimate and time. Very pleased with results.

Awesome. Just Awesome.

5.0 Stars

NPS: N/A

by Ben Parker on 2013-06-14

Car: 08 9-3 Turbo X Work Done: - Maptun Coilovers - Ignition Coils & Plugs
- O2 Sensor I can't tell you how excited I am to have found these guys.
They clearly share my passion for Saabs. Not many shops know these cars
and I have several horror stories from past experiences. These guys are
GOOD. Tim stayed in constant contact and was great at relaying
information to the tech. Joe does quality work and really blew me away
with how much he did in such a short time. I will bring my car back to
these guys each and every time. Thank you!!

EXCELLENT SERVICE....WE WILL GO...

5.0 Stars

NPS: 10

by Majestic Motors on 2013-06-03

EXCELLENT SERVICE....WE WILL GO BACK

Not only was the requested work...

5.0 Stars

NPS: 10

by Bill Politt on 2013-05-21

Not only was the requested work done quickly & right, they reminded me
that I was past due for tire rotation which had completely slipped my mind.
Great job!

This was my annual "physical" for...

5.0 Stars

NPS: 10

by Larry and Jane Twitchell on 2013-05-10

This was my annual "physical" for my '03 Saab. I like going in with my list which is quickly checked out and Tim provides an update, explaining clearly the good, bad and what will need attention in the future. As always, work was performed quickly, thoroughly and right. A friendly family run shop where one is treated as a valued friend.

Excellent Work!

5.0 Stars

NPS: N/A

by Erik R on 2013-05-07

Car needed a major transmission repair- the price quoted was fair and the quality of the work was excellent. Although we ran into some problems with the initial part, Joe, Tim and Michele made sure the replacement was covered by the warranty and the repairs were done to everyone's satisfaction.

It was a pleasure to deal with...

5.0 Stars

NPS: 10

left anonymously on 2013-04-29

It was a pleasure to deal with the mechanics. Thanks.

I was very happy. My car had an...

5.0 Stars

NPS: 9

by Bob Johnson on 2013-04-15

I was very happy. My car had an electrical problem with the ABS and Traction Control system. The problem was diagnosed correctly and was repaired quickly at the estimated cost.

As always, a top-notch experience...

5.0 Stars

NPS: 10

by Justin Ziembra on 2013-04-12

As always, a top-notch experience with Joe, Michelle, and Tim. They have the technical skills to get the job done & the superior customer support to make the whole visit a pleasure! -justin

Michelle went above and beyond...

5.0 Stars

NPS: 10

by Rick Hatfield on 2013-03-28

Michelle went above and beyond dealing with my auto insurance company with all the paperwork and phone calls. I really appreciate all the work she did. The work was done quickly with no problems. I can rely on them to be honest about what needs to be done to the car.

Awesome as always no matter what...

5.0 Stars

NPS: N/A

by Steven Rosa on 2013-03-22

Awesome as always no matter what happens when it happens you fix it and that is great service and most of all appreciated

Excellent mechanical work, as always.

5.0 Stars

NPS: 10

by Susan Abercrombie on 2013-03-06

Excellent mechanical work, as always. When I came to pick up my 9000 on the Sunday evening, I found the keys where I expected them to be. However, the car was not locked. That surprised me.

Super easy scheduling, work up...

5.0 Stars

NPS: 10

by Bill Politt on 2013-02-01

Super easy scheduling, work up to the usual high standard.

Good work. I trust these guys.

4.0 Stars

NPS: 10

by Bill Potter on 2013-01-26

Good work. I trust these guys. They did a very thorough check and found some additional issues that needed addressing. Never had any issues with their work. All work done in on time.

As always, your team is 2nd to...

5.0 Stars

NPS: 10

by Bob Miller on 2013-01-22

As always, your team is 2nd to none. Thanks for all you do and have done. God Bless Bob

Outstanding!!! Strong technical...

5.0 Stars

NPS: N/A

by Bob Gentry on 2013-01-17

Outstanding!!! Strong technical knowledge backed by superior customer service.

thanks for taking care of all the...

5.0 Stars

NPS: N/A

by Susan Baynes on 2013-01-15

thanks for taking care of all the little things on my old car! your hospitality was great as well.!

My experience was everything I...

5.0 Stars

NPS: 10

by Norm Miner on 2013-01-06

My experience was everything I had hoped it would be; thorough, professional and friendly.

They are terrific! No complaints.. The only thing I miss is the free car wash at dealer but realize it's not really "free"!

5.0 Stars

NPS: 10

by Priscilla Merrill on 2012-12-21

They are terrific! No complaints.. . far superior to my dealer experience. Friendly, helpful. I am a new and very happy customer. The only thing I miss is the free car wash at dealer but realize it's not really "free"!

The Saabshop is a first class business. Thank you.

5.0 Stars

NPS: 10

by Jeff Gagne on 2012-12-19

The Saabshop is a first class business. We needed help with our saab. From the initial " we will try to look at it Monday," to actually having the car done and ready for Pickup Wednesday was an above and beyond effort from your entire staff. Thank you.

Quick Service, Excellent Work!

5.0 Stars

NPS: 10

by Deb Hull on 2012-12-18

Quick Service, Excellent Work!

Thank you so much for getting my God Bless Bob

5.0 Stars

NPS: 10

by Bob Miller on 2012-12-06

Thank you so much for getting my old Saab up and running again. Great job and wonderful service. God Bless Bob

Great as always!

5.0 Stars

NPS: N/A

by Ryan Green on 2012-12-01

My '99 9-5 has had several issues over the years and Joe and Michelle have always done a spectacular job. They are always honest and up front about costs of repairs and take extra time to discuss future potential problems. Thanks for all the help. Happy customer since 2007.

Best trustworthy service

5.0 Stars

NPS: N/A

by Arleen MacCallum on 2012-11-15

I made an appointment to have my van's problems evaluated. They were able to get the parts needed and fix the problems while I waited so that I would not have to go back a second time as I had originally planned (my own idea). In the long run I was saved a lot of valuable time and my van runs great.

What no heat! And its the weather has changed.

5.0 Stars

NPS: N/A

by Mike Young on 2012-11-14

Fan died in my 99 9-5. As usual Joe & Michelle and crew at the Saabshop, got the heat working on schedule in a timely manner. Heated seats are great but one still needs a fine. Great service as always

Thanks

5.0 Stars

NPS: N/A

by Frank Nachman on 2012-11-03

You guys are always great. You tell me exactly what the car needs and how much it will cost and then you deliver. All that and friendly as well!

Great Staff with AWESOME work ethics!!!!!!!!!!!!!!

5.0 Stars

NPS: N/A

by Bob Landry on 2012-11-03

Professional staff and mechanics that are ready to do a great job on your automobile. Always do the job right the first time at a fair and reasonable price. NEVER feel that I am being ripped off or offered Services that I don't need. Therefore I never bring my cars anywhere else for servicing or inspections. I HIGHLY recommend The Saab Shop for all your automotive needs.

Great job! Quick turn around.

5.0 Stars

NPS: 10

by Kerry Molin on 2012-10-23

Great job! Quick turn around.

As always you are all awesome.

5.0 Stars

NPS: 10

by Tracy Huyck on 2012-10-20

As always you are all awesome. Thank You so much for all you do to keep my 99 Saab 95 going, I love "her" ! !. I have recommneded you several times.

BMW Service

5.0 Stars

NPS: N/A

by Abe Anderson on 2012-10-14

As always, excellent service, and complete when promised.

1 day turn **AWESOME**

5.0 Stars

NPS: N/A

by Thomas Viafora on 2012-10-10

You guys have out done yourselves AGAIN!!!! Michelle Joe and Tim you are the BEST Thank you.

Saabs are the WORST cars, worse experience ever...

0.5 Stars

NPS: N/A

by Emilio Rodriguez on 2012-10-03

Spent almost 5k fixing this P.O.S. at Joe and Michelle's shop. Had to go back more than once. Got new tires form them too. When I got my car inspected (first time it was up on a lift since getting it back) one of the tires was USED! Joe WOULD NOT admit he made a mistake and went so far as to question my integrity and accuse me of wrongdoing! had to buy a FIFTH tire (at their cost) and they still refused to admit a mistake was made. p.s. there is more (in depth information) to this review but I couldn't fit it!

Best service ever!!

4.5 Stars

NPS: N/A

by Claudia Echavez on 2012-09-30

Thanks Joe and Michelle! Thanks for taking care of us again!!

They kept me informed every step of the way!

4.5 Stars

NPS: N/A

by Cathy Goff on 2012-09-24

I am very satisfied with the repair that was performed on my Saab and will use The Saab Shop again. As things get more complicated and cars become smarter it is reassuring to know that you have a mechanic, Joe, that has kept up with all of this. Their 120K tune up was priced over \$100 less than my regular Saab garage.

Saab Shop Review

5.0 Stars

NPS: N/A

by Steve Korzyniowski on 2012-09-13

Friendly service. Timely. Reasonably priced. Would definitely continue to do business and recommend to others.

Feeling Confident

4.5 Stars

NPS: N/A

by Vickie Negri on 2012-09-01

My anxiety over having a wheel-chair lift removed so that my auto could be serviced, disappeared as soon as I arrived. When work was completed, felt confident that all was okay. So worth the drive from Hudson to feel assured that I am getting the best!

Excellent service

5.0 Stars

NPS: N/A

by Fred Jones on 2012-08-30

Excellent and fair service as always. The folks at the Saab Shop definitely know what they are doing. I wouldn't service my Saab anywhere else.
Thanks again!

Chevrolet Cobalt inspection

5.0 Stars

NPS: N/A

by Mike Stevens on 2012-08-30

Good communication and excellent service. I am always satisfied with the quality of the work. And, it is always fun to chat and share a few laughs.

Highly recommend.

5.0 Stars

NPS: N/A

by Allison Ziemba on 2012-08-23

Friendly service. Very knowledgeable. The only shop we trust to service our autos.

A definite 5 stars

5.0 Stars

NPS: N/A

by Susan Abercrombie on 2012-08-22

A SAAB owner and lover, I bring my car to Joe from Maine, when that's feasible. Precise and professional workmanship, straight-forward estimates, and willingness to take the time to provide advice about problems in a car which is unlikely to be brought in for the urgent repairs are among the reasons I will drive 100 miles to have my 9000 serviced at "The Saabshop."

Xenon Headlamp Replacement

5.0 Stars**NPS: N/A**

by George Langwasser on 2012-08-21

The low beam on the left side headlamp was reported out by the VIS in my 2006 9-3 sedan. Called the Saabshop at 9AM and was told they were out of stock but would have one by 12PM. Arrived at 2PM and headlamp was replaced for \$51 cheaper than a previous replacement at another garage. Great service and customer care.

Under promise, over deliver...**5.0 Stars****NPS: N/A**

by Cynthia & Warren Billings on 2012-07-25

That should be your tag line! Our parents were up from Fl when their vehicle's AC failed. The Saab Shop took it in a day early and had it back on the road the next day at 1/3 the cost quoted by the dealer. Thanks so much!

Great Service again**5.0 Stars****NPS: N/A**

left anonymously on 2012-07-25

The convertible top in my 9-3 was stuck, and after having it looked at by a local shop who could not diagnose the problem I took it to the Saab Shop and they had it figured out immediately. They are very responsive and communicate all issues and alternatives every time I go there. Great Work!

Long time customer**5.0 Stars****NPS: N/A**

by Kerry Molin on 2012-07-20

Great people to deal with. Work is always preformed in a professional manner. Very knowledgeable.

Best place to get your car fixed!!!

5.0 Stars

NPS: N/A

by Claudia Echavez on 2012-07-14

Joe has been repairing my cars for years, he is honest, dependable and a brilliant mechanic. Its not easy to find a truly honest repair shop. Focus automotive is a place you can trust to get great service!! Thank you so much Joe and Michelle for all the great work you have done for us. I thank my lucky stars that you are around when I need a repair or service done on any of our vehicles.

Great service

5.0 Stars

NPS: N/A

by Mike Smith on 2012-06-30

I have only had good experiences at the Saab Shop. Best customer service around and reasonable prices. Wont take my car anywhere else for anything.

AC issue on Saab 93 SE

5.0 Stars

NPS: N/A

by Dan Stritter on 2012-06-29

Brought in my wife's Saab with a broken AC. The crew quickly identified the issue, gave me a quotes for several options, and when I opted for a

rebuilt/used compressor, installed the unit while I waited. As usual I was able to work at my job thanks to the WiFi in the waiting room and the frequent coffee service from Tim and Michelle. Great service in a timely manner as usual.

Another GREAT experience.

5.0 Stars

NPS: N/A

by Thomas Viafora on 2012-06-26

You guys are the BEST!!!!!!!!!!!!!! Thank you.

Service

5.0 Stars

NPS: N/A

by Dean Burnham on 2012-06-22

I have been bringing my Saabs and other vehicles that the family owns to The Saab Shop for over 5 years.I would not bring them to anyone else. They always keep me informed as to what to keep an eye on, or what it might need,My fellow coworkers are bringing their cars there also now, that says something.

A diamond in the rough!

5.0 Stars

NPS: N/A

by Patty Kerchin on 2012-06-08

I'm a first time customer and absolutely satisfied with the wonderful, professional service. I was kept informed as to everything being done to my 94 Saab and feel like I made new friends! I'm so glad I found you and will highly recommend you. Thanks :-)

Excellence and Friendly

5.0 Stars

NPS: N/A

by Bob Miller on 2012-06-07

I have purchased two used Saab's from the Saab Shop and had all five of my vehicles in for repair(3 saabs, 1 nissan and 1 chevy van). The shop is as family like as one can find. The staff have been very helpful to my three children and I, which I have to admit is a challenge for even the most understanding of people. My only gripe is that to date they won't work on my Harley.

Same as it ever was - great!

5.0 Stars

NPS: N/A

by Bill Politt on 2012-06-06

Problem diagnosed accurately and repaired right the first time.

Really Impressive

4.5 Stars

NPS: N/A

by Charlotte Gulledge on 2012-05-29

To put this review simply (don't have much time), it is very difficult to impress us as consumers --- The Saabshop did it though!! Excellent service. Keep up the good work.

Car Repairs a Pleasant Experience

5.0 Stars

NPS: N/A

by Randy Knowles on 2012-05-22

As always they were able to fit me in and fix the old SAAB without the hassles I have experienced at the dealership! Simple solution for what would have been an epic repair elsewhere. Thanks Michelle, Tim and Joe for making car repairs a pleasant experience.

president

5.0 Stars

NPS: N/A

by Bob Gentry on 2012-05-14

Outstanding service, fair pricing, excellent communication and the job is always done right the first time!!!!!!!!!!!!!!!!!!!!!!

Repair of Boat Engine

5.0 Stars

NPS: N/A

by Steve Korzyniowski on 2012-05-11

Joe was very thorough and knowledgeable about how the engine worked and what needed to be done. He was also very concious of my cost concerns and notified me when he got to a point where I needed to know. Excellent service!!

give them a try

5.0 Stars

NPS: N/A

by Arleen MacCallum on 2012-05-11

Honest, dependable, friendly service. joe always takes the time to explain any problems. I have refered many friends and coworkers here. It's well worth the trip from Wilton.

Saab Shop

4.5 Stars

NPS: N/A

by Robert Mitchell on 2012-05-10

Very happy with the way I was greeted and extremely happy with the work done. Very friendly. Will go back.

9.5 front end repair of accident

5.0 Stars

NPS: N/A

by Thomas Viafora on 2012-05-03

We had the accident on Monday and we had the car repaired and returned to us by Wednesday. OUTSTANDING service. You guys are the BEST!!!!

Oil pan pains

5.0 Stars

NPS: N/A

by Mike Cooper on 2012-04-14

Thank you Michelle, Saab parts are hard to find specially oil pans.. Thanks for your dillegence and for understanding. I will be back.

80k service and EVAP error codes

5.0 Stars

NPS: N/A

by Dan Stritter on 2012-03-23

Staff quickly found the EVAP problem and performed the required service. The waiting room with WiFi allowed me to work while waiting, and the coffee service was excellent

Saab Shop Comes Thru Again

5.0 Stars**NPS: N/A**

by Scott Prentice on 2012-03-22

Old & now orphaned, my 1998 Saab 9000 CSE has been kept running for years by the Saab Shop. Parts have been a challenge for a couple of years, but now that Spyker has dropped the ball on the Saab brand who know's what will happen. GM has said they will maintain a parts inventory for "their" Saabs, but for how long. The latest episode required more persistence than usual from Joe and Michelle's part as they had to sift through three (3) turbo bearing replacement kits before he found one that was manufactured correctly. So, while not exactly like new, I get to enjoy my 5-speed without sending blue smoke out the tailpipe. It still gets better mileage than most of what's coming out of Detroit these days and I have no plans to replace it even at 217,000 miles. I know I can count on The Saab Shop to keep it running safe & well at a fair price.

Saab 9.5 Muffler / oil leak / inspection**5.0 Stars****NPS: N/A**

by Thomas Viafora on 2012-02-29

Very honest and up front with the work that needed to be done. Excellent service and accurate estimation of when the work would be completed. You always do your best to satisfy the customer. Please keep up the GREAT work you are very good at what you do. Thank you!!!!

FANTASTIC SERVICE, YET AGAIN!**5.0 Stars****NPS: N/A**

by Stephen Fisher on 2012-02-24

Quick reliable service. Fixed it all and came in under budget yet again!

Excellent and friendly service!

5.0 Stars

NPS: N/A

by Tom Pierson on 2012-02-19

If you are looking for personable, friendly, professional, exceptional service, this is the place for you. Honest up front estimates and service to ensure you get the best care available for your car. I am so glad I found The Saabshop!

oil change

4.5 Stars

NPS: N/A

by Norm Pelletier on 2012-02-19

As usual, great service, thank you, Norm

Wonderful experience

5.0 Stars

NPS: N/A

by Bill Maslen on 2012-01-16

It has been over a year that we used the Saab shop for my wife's car a 2001 Saab 9-3. Michelle could not have been better at keeping us informed of the problems, repair cost and when the car would be done. Thank goodness for Joe driving the vehicle and discovering problems that had the potential to disable the car had he not found them and fixed them. Last but just as important having the ability to drop the car off in Merrimack and not drive all the way to Bow is a plus. Thank you for the expert repair work and great communications.

Fast friendly affordable service

5.0 Stars

NPS: N/A

by Michael Loverme on 2012-01-13

The folks at the Saab Shop are very friendly and helpful. The service is quality work and they are very affordable when compared to other shops.

Technical Service You Can Depend On.

5.0 Stars

NPS: N/A

by Paul Interland on 2012-01-11

well trained technicians. dependable and honest service family owned business. will not take my Saab anywhere else.

Service at The Saabshop

5.0 Stars

NPS: N/A

by Naomi Avard on 2012-01-10

My experiences at The Saabshop are always excellent. The work is done promptly and correctly. The staff are always happy to answer any questions. They offer a personal touch that is rare among businesses today!

Extremely Helpful and accommodating

5.0 Stars

NPS: N/A

by Stephen Fisher on 2011-12-31

Michelle was absolutely fantastic to deal with! Communication with everything that was going on was amazing! Would recommend to anyone!

Recent Repair

5.0 Stars

NPS: N/A

by Roger Kimball on 2011-12-17

Great job on the car. We are pleased to have found a shop that we can have faith in. You stay true to your scheduling and always find a place for us when we need our cars repaired. Thanks again

thank you

5.0 Stars

NPS: N/A

by Brad Newbery on 2011-12-14

Very helpful , took the extra time to answer my questions. The work was done in a timely mannor

214,000 miles & still going

5.0 Stars

NPS: N/A

by Scott Prentice on 2011-12-09

Thanks to Joe & Michelle my 1998 Saab has passed 214,000 miles and still going strong. I came in for a routine LOF and winter tire swap, and I had barely sat down when Joe came to the waiting room with a report on low coolant caused by two leaky radiator hoses. It's that kind of attention to detail that keeps this car (and me) out of trouble.

Excellent as always

5.0 Stars

NPS: N/A

by Ilsiya Khasanova on 2011-11-24

They are always very helpful and reliable, honest.

saabshop

5.0 Stars

NPS: N/A

by Mike Smith on 2011-11-20

You guys are the best I appreciate everything you do for me. Very happy with your work and I refer anyone I know that drives a Saab! Your prices area always reasonable and you are always able to fit me into the schedule quickly.

The Saab shop.

5.0 Stars

NPS: N/A

by Chris Friedberg on 2011-11-16

I have been coming to the saab shop since I got my car in 2006. We had a lot of problems from the get go because the previous owner did not take care of the car. The saab shop helped us through the rough patches with the car and fixed the car to run like new. I highly recommend The Saab shop to anyone who owns a Saab and wants the best quality care for their car.

XTERRA-Preventive Maintenance

5.0 Stars

NPS: N/A

by Bob Rego on 2011-11-15

Timing Belt, Water Pump,Plugs,Oil Change. Reasonable cost and critical to vehicle's life. Work done on time.

The usual Sabb Shop visit

5.0 Stars

NPS: N/A

by Dan Stritter on 2011-11-13

Arrived at 8:00 AM for my scheduled maintenance on my wife's 2000 Saab 93 SE. All work that had been pre-arranged was handled and they were able to check a couple of issues that we brought to their attention on arrival. Was able to work in the waiting room via the free WiFi during the service, so my co-workers were happy as well. All quoted work was done quickly and within the provided estimates. Was back on the road in a much improved vehicle within 2 hours. This is the type of service we have come to expect from the Saab Shop, thanks Michelle and Joe.

Excellent client service; reliable communication /effective expertise and vehicle servicing

5.0 Stars

NPS: N/A

left anonymously on 2011-11-12

Accomodate client with attentive vehicle evaluations & service results; superb diagnostic work and effective solutions; keep commitments & schedules; for maintenance, repairs, and seasonal work go the extra mile to offer solutions, and assistance which is reliable, plus, often preventative of eminent problems. Atmosphere is cordial & efficient - no better TEAM than Saabshop!

Excellent and Professional

5.0 Stars

NPS: N/A

by Frederick Tuttle on 2011-11-05

An excellent and professional small company to deal with. My first visit resulted in all my questions being answered and a good rapport seems to have been developed.

Satisfied Customer

5.0 Stars

NPS: N/A

left anonymously on 2011-11-04

Superb service- they help keep my Saabmobile in great shape! :)

Excellent Service

4.5 Stars

NPS: N/A

by Richard Nelson on 2011-11-04

This my first visit to the Saab Shop. I was very pleased with the service and the friendly staff. I will return for my Saab service.

Available!

5.0 Stars

NPS: N/A

by Randy Calkins on 2011-11-02

Always willing to take on jobs last minute. I am very appreciative...

Prompt Service

5.0 Stars

NPS: N/A

left anonymously on 2011-10-27

Service was as expected and on time!

Best saab mechanic!

5.0 Stars

NPS: N/A

by Barbara Trainque on 2011-10-27

I can't say enough about the Saabshop! Joe pretty much brought my 2002 Saab 95 back to life! Honest, talented, friendly are just a few of the words to describe Joe and Michelle. I'll never bring my Saab anywhere else. Highly recommended!!

Part found

5.0 Stars

NPS: N/A

by Mike Cooper on 2011-10-23

I needed a 03 9 3 tail light, very hard to find and not cheap. Thanks Michelle you came through!

You guys ROCK!

5.0 Stars

NPS: N/A

left anonymously on 2011-10-17

I realized that I forgot to register my cars and the Saab Shop gave me quick appointments and turnaround on getting the inspections done.

New fuel pump fo a 99 Honda Passport

5.0 Stars

NPS: N/A

by Don Weber on 2011-10-15

Anytime you have a major repair on a car that is over 10 years old, you always are concerned about the availability for replacement parts, the difficulty of the repair and its total cost. In my case I had both, with the dropping of the fuel tank and the Saabshop needing to adapt a hose line with the correct fitting since the replacement part was not available. The turn around time was within a few days and the Saabshop identified a tow service that

could bring the disabled car from Merrimack to Concord at a much more reasonable price than large named tow services. Although this repair is expensive I am happy that I still have a useable SUV. I have never looked for anybody else to do my repair work on my two cars.

Xterra Wheel bearing/Battery

5.0 Stars

NPS: N/A

by Bob Rego on 2011-10-15

Saab shop VERY obliging to service vehicle for college student on short notice emergency. Vehicle had to be towed to the Saab Shop (AAA) Worked on it Columbus Day and allowed student to return to out of state college on time. Extraordinary service provided

There to help.

5.0 Stars

NPS: N/A

by Vin Greco on 2011-10-14

From my first visit to the SAAB SHOP, they have always been courteous and professional. Their service has been outstanding and knowledgeable with very clean and friendly surroundings. I found their charges for work performed to be reasonable.

Showing they value my business.

5.0 Stars

NPS: N/A

by Steve Burris on 2011-10-04

From the first contact to completion of service, Saabshop shows they value their customers' business. They answer questions thoroughly, offer

suggestions and take whatever time is necessary to build confidence and customer loyalty. Their service is prompt and professional.

Oil Change

5.0 Stars

NPS: N/A

by Jeff Canter on 2011-10-04

What I like about the Saab shop is that they will always look over the car no matter what you bring it in for. Then they give you the option of having something fixed right away or at a later date. Never is there any pressure to do anything. They also email you the quote. Great Service!

My old Saab has never been in such good hands.

5.0 Stars

NPS: N/A

by Rob Fifield on 2011-10-03

The Saab Shop genuinely cares about customer service.... They also know Saabs. I feel very confident and rely on them to diagnose my Saab, give me options and be fair with price. Thank you Saab Shop!!

Integrity, Tenacity & Perseverance, The Perfect Combination.

5.0 Stars

NPS: N/A

by Marc Lehoullier on 2011-09-27

Michelle & Joe, I want to thank you guys for all of your efforts dealing with the Saab ABS modulator. Your perseverance in tackling the problem, and integrity in honoring the parts & labor warranty is without comparison in the auto repair industry. I wish you continued success and will refer anybody to your shop. Marc

99 Corolla repair

5.0 Stars

NPS: N/A

by Allen Swiadas on 2011-09-22

Was very pleased with service, car has been running great since the part was replaced. I am glad I found your service for future repairs.

The SaabShop, Bow, NH

5.0 Stars

NPS: N/A

by Rod Gammon on 2011-09-20

The BEST service ever. They are honest and extremely knowledgeable, and as a diagnostician, Joe Cogan is the best around. I would recommend them to anyone for their knowledge and service.

As Usual - Another Great Experience

5.0 Stars

NPS: N/A

by Scott Prentice on 2011-09-17

The SaabShop continues to be a great place to have work done on my aging car(s). This trip was simple and straightforward, but I can depend on the trained eyes here to notice things others miss. At 200,000+ miles most anything can be expected to go wrong. Because they are watchful and experienced I know I can count on them to find a problem before it stops me in my tracks.

My 2001 Saab 9/5

5.0 Stars

NPS: N/A

by Jim Ramsey on 2011-09-15

As much as I love my Saab, I've had an intermittent problem with it not starting at random times for the past two years. I'm am happy to say that with patience and persistence the Saab Shop was able to diagnose and repair the problem in a timely manner. Thank you Sassb Shop !

Never thought I would have this level of trust with a serice center

5.0 Stars

NPS: N/A

by Cynthia & Warren Billings on 2011-09-13

We began going to The Saab shop 6 or so years ago with our 9-5. We were so pleased with the level of integrity that we have continued ever since. They have worked on everything automotive that we own from a Triumph TR6 to my Silverado pickup.This from someone who did 95% of all my own repairs in the past.I ALWAYS come away knowing that they have spent my money as if it were there own. KUDOS!!

Alternator Crapped Out but Joe came through

5.0 Stars

NPS: N/A

by Robert Hayes on 2011-09-10

As they do tend to do at this age my alternator died. Joe came to the rescue with a rapid diagnosis and fix. Always grateful to have a mechanic like Joe. Oh...and welcome aboard Dan!

saab 9.3 turbo

5.0 Stars

NPS: N/A

by Paul Interland on 2011-09-10

Always honest and professional. Would not take my Saab anywhere else!

I'm new to Saabs

4.0 Stars

NPS: N/A

by Gina Weyant on 2011-09-09

Final bill came in under quote, they stayed late to let me pick my car up after work, all worked done was printed out in an easy format to understand, and most importantly the people at the Saabshop were extremely pleasant.

Mrs. Ives

5.0 Stars

NPS: N/A

left anonymously on 2011-09-09

Our experience was great. The work was done in a timely fashion and with explanation. Hopefully it will be a while before we need them again but if you do we know where to go.

Experienced Mechanics

5.0 Stars

NPS: N/A

by Joe Burns on 2011-09-09

Joe and Michelle have kept my (our) cars on the road for an extra long time. They are honest and extremely knowledgeable about their business. They have always steered us in the right direction. We highly recommend The Saab Shop/Focus Automotive.