

Auto Repair

Finding a Shop You Can Trust

When your car needs work, you want it fixed properly, at a reasonable price, and back to you quickly. Our evaluations of 538 area repair shops will steer you toward shops that are rated tops for quality and price.

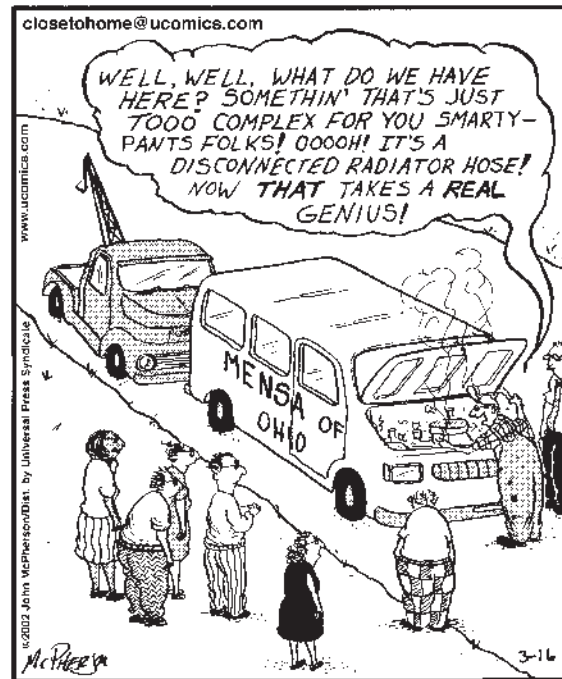
How much did it cost you the last time you said, “Uh oh, I’ve never heard my car make that noise before”? While many of us know little or nothing about fixing cars, we’ve all waited with trepidation for the call from the shop letting us know how much it will cost to get back on the road.

We have evaluated 538 shops, based on close to 15,000 ratings we’ve collected, a review of complaint files at the state’s Office of the Attorney General and at the Better Business Bureau, analysis of shops’ performance when doing emissions-related repairs, over 2,000 price checks, and other information. (See page 120 for a detailed description of our customer surveys and other research methods.)

We also give you advice on how to choose a shop on your own, how to deal with whatever shop you choose, and how to maintain your car to keep it out of the shop.

Choosing Well

Although there is no sure way of selecting a top-quality shop, there are certain questions to ask that will improve your chances. Table 3, beginning on page 21, shows the answers to key questions for many of the area’s shops. You can answer some for yourself if you wish to consider shops we have not included. There are also several questions you might want to check out for yourself even on shops we have rated.



A crowning moment in the career of mechanic Zeb Keister.

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Feedback from Other Customers

When they need car repairs, most car owners ask their friends for suggestions. Another way to get references is to talk with local business people. Ask them what they have heard about a nearby shop and whether they know of any other shops that are better.

If you want to know about a specific shop that’s convenient, you can ask the shop for names of customers to call. Be sure to ask for customers who have had repairs in the past week, customers who live in your neighborhood, or individuals in some other limited group—to reduce the chance you will be given

names of the shop owner’s friends and relatives. Even then, be aware that the shop is not likely to put you in touch with a customer who just stamped out in a rage.

Our customer survey is just a way for us to do all this reference-checking for you. Table 3 shows results from this customer survey. Our survey asked area consumers (primarily *CHECKBOOK* and *Consumer Reports* subscribers, but also a sampling of other consumers) to rate shops they had used “inferior,” “adequate,” or “superior” on each of several service-related questions, such as “doing work properly on the first try” and “overall performance quality.” Table 3 shows all shops that were rated by at least 10 customers on this survey and, for each of these shops, shows the percent of customers who rated it “adequate” or “superior” (as opposed to “inferior”) on each of the survey questions. The table also shows the percent who rated each of these shops “superior” for “overall performance.”

Complaints

While customers may have rated a shop “inferior” on our survey even if the shop’s deficiencies were fairly minor, filing a formal complaint with the Better Business Bureau (BBB) or with a government consumer agency usually reflects serious dissatisfaction.

Table 3 shows for each shop the number of complaints on file with the BBB of Chicago and Northern Illinois for a recent three-year period, and the

Checklist

The only way to keep down the pain of auto repair is to choose a high-quality shop. No amount of caution, communicating, or complaining will make up for starting with a second-rate shop.

You will find many top-quality shops among the 538 we evaluated on Table 3. In fact, 171 of those shops were rated “adequate” or “superior” for “doing work properly on the first try” by more than 95 percent of their surveyed customers. And 257 of these had no complaints on file against them with the state’s Office of the Attorney General for a recent two-year period or with the Better Business Bureau during a recent three-year period.

Most of these top-rated shops also score well on getting the work done promptly as promised, and on letting you know what the cost will be in advance—a key to giving you the opportunity to consider other repair alternatives.

But fail to choose carefully and you may be starting down the road to a mess of headaches. Seventy-nine shops were rated “inferior” for the quality of their work by at least one-fourth of their surveyed customers, and 33 shops had 10 or more complaints on file against them.

You can look on Table 3 for shops that are convenient for you and that repair your make of car. *CHECKBOOK* subscribers also have free access to the information on the table at www.checkbook.org. At our website, it is easy to sort and select the shops that fit your needs—for example, to see only those shops that are within five miles of your home, work on Toyotas, make in-warranty repairs, got our top rating for quality, and got our best rating for price.

Cost is a key consideration. There are dramatic price differences. For example, to replace the water pump, timing belt, and balance shaft belt on a 1997 Honda Accord LX, we found prices ranging from \$325 to \$912. Hourly labor rates range from \$44 to \$134. Table 3 shows which shops on average had the lowest prices on several repairs we shopped for.

It makes sense to consider shops that not only rate tops for quality but also get our checkmark for cost. There are many top-quality, low-priced shops. Indeed, we found no relationship between the prices shops charge and the quality of their work.

Whatever shop you choose, deal with it in a business-like way. Be especially thorough in the first few years while you are getting acquainted. In this article, we give advice on how to conduct your dealings, including—

- Write down a detailed description of your car’s symptoms and give it to the shop.
- If possible, talk directly to the repair technician who will be working on your car.
- Either get a written estimate in advance or write on the repair ticket that no work is to be done without your approval based on a written estimate.
- Get a written, dated invoice detailing parts and labor and the vehicle’s odometer reading.
- Pay by credit card.
- If the car is still not right when you get it back, tell the shop in writing immediately.

number of complaints on file with the Consumer Protection Division of the Office of the Attorney General for a recent two-year period.

For the counts of complaints we have reported for the Office of the Attorney General, we have attempted to include only complaints that relate to mechanical auto repair work (as opposed to complaints that relate to auto body repairs, the sale of a new or used car, etc.).

For the counts of complaints we have reported for the BBB, we were unable to be as selective. The BBB does categorize complaints it receives into 10 broad categories—for all of the firms on Table 3, we have included those complaints that fell into categories that accounted for the most complaints filed against independent auto repair shops. These categories were repairs, product quality, and customer service; we did not count

complaints that were categorized as relating to advertising, credit, delivery, warranty, refund, selling, or contract issues.

Where we were able to, we have also reported on Table 3 a complaint rate, calculated by dividing the number of complaints by our measure of the number of full-time-equivalent repair technicians working at the shop. This complaint rate is intended as a rough way to take into account volume of work and the fact that shops that do more work are exposed to a greater risk of incurring complaints.

As Figure 1 shows, complaint information can be a very meaningful indicator of quality. You can see on Figure 1 that there is a correlation between the presence of complaints and scores on our customer survey. Shops that had no complaints on file were rated “adequate” or “superior” for “doing work

properly” by 95 percent of the customers we surveyed; shops that had more than 10 complaints were rated “adequate” or “superior” for “overall performance” by only 73 percent of their surveyed customers.

While the complaint information is valuable, keep a few cautions in mind. Complaints are not always justified; sometimes the customer is unreasonable. Also, be aware that some shops may be at greater risk than others of incurring complaints because of the specific types of business they do. And remember that the measure of business volume we use in calculating complaint rates (our measure of the number of full-time-equivalent mechanics) is at best a very rough indicator.

You can check current BBB complaint information on any firm by contacting the BBB at 312-832-0500 or by visiting www.chicago.bbb.org.

Other Better Business Bureau Information

Table 3 reports under “Other facts” whether or not shops were members of the BBB of Chicago and Northern Illinois when we checked. To remain eligible for BBB membership, shops must be in business for at least one year, must have a satisfactory record with the BBB, cannot be the subject of adverse actions in BBB files (including local, state, or federal government actions involving business practices), must respond to complaints brought to their attention by the BBB, must take corrective actions deemed appropriate by the BBB, and must adhere to the BBB code of advertising. Members that participate in the BBB’s “Membership Identification Program,” which allows them to use the BBB logo in advertising, must agree to submit to arbitration if a dispute cannot otherwise be resolved.

Table 3 also indicates under “Other facts” which shops did *not* have an “unsatisfactory” record with the BBB when we checked. An unsatisfactory record means that the firm has not responded to one or more complaints, has had an unusually high number of complaints or an unusual pattern of complaints filed against it, or has had unusual types of complaints or is unsatisfactory for some other factual reason.

Emissions Repair Success Rates

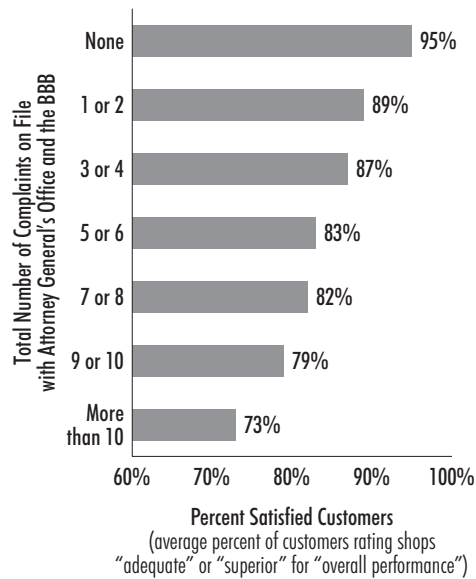
Table 3 also reports data we obtained from the Illinois Environmental Protection Agency through the Freedom of

Table 1

How Dealers and Nondealers Compare on Measures of Quality and Cost	Dealers	Nondealers
% of customers who rated shops’ “overall performance” “adequate” or “superior”	85%	94%
Success rate when performing emissions repairs	63%	76%
Average hourly labor rate	\$97	\$80
Average price index score	\$108	\$93

Figure 1

Customer Satisfaction at Shops with Different Complaint Histories



Information Act. When a car fails the state’s emissions test, the owner of the car must have it repaired and re-tested. The repair shop that works on the car is required to complete the “Repair Data Section” on the back of the vehicle inspection report, which includes noting the shop’s name and phone number and the work performed. When the car is re-tested, the emissions testing station records whether the car passed or failed the re-tests, and also the specific shop that performed the repair work. Table 3 shows for each shop the number of cars on which the shop worked in 2003 through 2004 for which emissions re-tests were done, and the percentage of these re-tests that the shop’s repaired cars passed.

Table 3 reports data only for cars that were manufactured before 1996. Most cars in the U.S. that were manufactured in 1996 or later are tested for emissions problems through on-board diagnostic systems—the same systems that turn on the “check engine” light. If the “check engine” light is on, the car will fail inspection and if it is off, the car will probably pass (except during a limited period after repairs when the system is redoing its on-board diagnostic test). It is hard to interpret re-test failures with these later model cars: why would a consumer go back to the inspection station rather than just go

back to the repair shop if his or her car still had the “check engine” light on? Doing so probably reflects a consumer misunderstanding—or failure of the shop or inspection station to explain the workings and significance of the “check engine” light—not repair failure.

When using the emissions repair data, keep in mind that a firm’s ability to successfully complete emissions repairs does not necessarily mean that the shop will be as successful when performing other types of repairs. Emissions repair work—especially for cars manufactured before 1996—is more complicated than most other types of repair work, and many shops have specially trained mechanics who handle all their emissions repair jobs. Also, at most shops, emissions repairs account for a small percentage of their repair work.

Nonetheless, as you can see from Figure 3, there is a modest correlation between shops’ scores on our customer survey and their success rate for emissions repair work.

Mechanic Certification

Another approach for gauging a shop’s quality is to find out about the competence of its mechanics. The National Institute for Automotive Service Excellence (ASE) tests and certifies mechanics. ASE certification is voluntary. Anyone who wishes can be tested at one of the semi-annual testing sessions conducted at various locations throughout the country. The tests, which are written exams, are developed, administered, and scored by American College Testing, a nonprofit organization that gives college entrance exams. A technician can become certified in any or all of eight automotive service categories, such as engine repair, electrical systems, and suspension and steering. Certification is not easy; about one-third of the tests taken are failed. Over 400,000 technicians nationwide are currently certified. If a technician becomes certified in all eight categories, a “master technician” certification is awarded. There are over 100,000 master automobile technicians nationwide.

You can check on the certification of a shop’s technicians by looking for plaques on the shop’s wall showing

names and expiration dates of ASE certification. Or you can ask to see a technician's credentials (which should list his or her areas of certification and expiration dates). We indicate with feature code "n" on Table 3 the shops that reported employing at least one certified technician. Almost all do.

How They Deal with You

There are certain procedures that many good shops use in dealing with their customers in order to foster communication and protect both shop and customer from unnecessary disagreements. We have not checked each shop's procedures, but you can check them for yourself.

Ask whether you will be allowed to talk with the repair technician who will be working on your car. Often the service write-up personnel at large shops know very little about car repairs. Even those who do know may not be as adept at relaying a description of your car's symptoms to a repair technician as you would be. The best arrangement is to be able to take the repair technician for a ride to point out symptoms that are not easily explained. A nationwide study of auto repair found that vehicle return rates (to fix improper repairs) were about one-third lower if a customer had dealt with the repair technician rather than a service writer.

Also ask if the shop will let you test drive your car before paying. Because consumers can't always be trusted, some shops are reluctant to allow you to drive out without paying, but a test drive can help you avoid inconvenience and resistance you might encounter if you find a problem later.

Finally, be sure the shop makes it easy for you to follow basic good business practices—getting an estimate in advance, inspecting replaced parts, getting a detailed invoice. State and local regulations for the most part give you the right to follow these practices, but some shops may make you feel like a nuisance when you ask for estimates or other documentation. On the other hand, there are shops that take the initiative, encouraging you to get an estimate, offering to save replaced parts, etc. You will have to try out a shop to see what procedures it follows.

Table 2

Low, Average, and High Prices Quoted by Shops for a Few Illustrative Repair Jobs ¹			
Description of job	Low price	Average price	High price
1997 Chevrolet Cavalier Replace alternator	\$219 Diversey Ignition	\$338	\$450 Jacobs Twin Auto Plaza
1997 Honda Accord LX Replace water pump, timing belt, and balance shaft belt	\$325 Golf Mill Auto Center	\$641	\$912 Fletcher Jones Imports of Chicago
1997 Honda Civic LX Replace front wheel brake pads and resurface rotors	\$270 Quality Tire & Auto	\$376	\$512 McGrath Honda
1997 Toyota Camry LE Replace water pump and timing belt	\$375 North End Garage	\$504	\$795 Grossinger City Toyota Scion
1997 Volkswagen Jetta GL Replace front wheel brake pads and resurface rotors	\$244 CarMax Auto Superstore (Schaumburg)	\$337	\$468 Liberty Auto Plaza
1997 Nissan Maxima SE Replace starter motor	\$326 Leading Edge Automotive	\$416	\$523 Woodfield Nissan

¹ Prices quoted were in response to CHECKBOOK's telephone inquiries. The descriptions of repairs are summaries; there are specific variations for each make of car. Prices include parts, labor, and miscellaneous charges (if any) and do not include tax. The prices are those reported by the sample of shops that were priced on these specific repairs; other shops not included in this sample (including some on our ratings table) might have higher or lower prices. Although our researchers attempted to get quotes for exactly the same job from each shop, in some cases shops may have intended to do different work or use different parts. Some prices were rounded to the nearest whole dollar.

Prices

Along with the information you collect on repair shop quality, get facts on shops' prices. Call shops to ask what they will charge for a specific repair. Be sure you specify exactly what you want done and the make and model of your car; get quotes for the whole job,

including parts, labor, miscellaneous charges, even taxes; and be sure the shops know that you are serious—that you will show up to demand the repair at the quoted price.

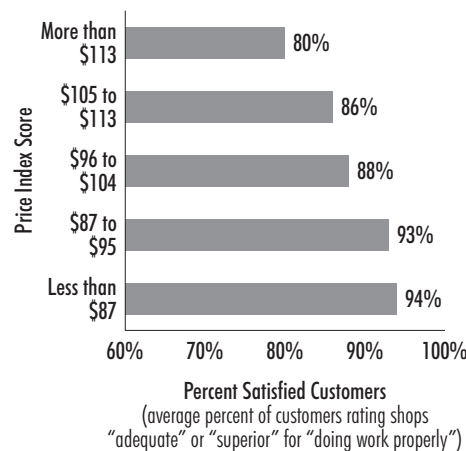
Our researchers (without revealing their affiliation with CHECKBOOK) called shops for prices on specific repairs to compile the price index scores reported on our ratings table. Except where noted on the ratings table, we checked at least three different repair prices per shop. Table 2 illustrates the range of prices we found. For some repairs, some shops charged twice as much as nearby competitors.

The price index scores on Table 3 show how each shop compared to the average shop that quoted on the same repairs. For instance, if two shops quoted on the same repairs and one shop has a price index score of \$120 while a second shop has a score of \$100, this indicates that the first shop's quotes were 20 percent higher than the second shop's.

These price index scores are at most a starting point for your own shopping efforts. The number of

Figure 2

Customer Satisfaction with Quality of Work at Shops with Different Price Levels



price quotes from each shop was small, and the selection and weighting of repairs included in the index may not reflect the mix of repairs you will need.

Here is a striking observation about our data: there is a *negative* relationship between the price index scores and our measures of quality. For example, as Figure 2 shows, shops with price index scores of less than \$87 were rated “adequate” or “superior” for “doing work properly on the first try” by 94 percent of their surveyed customers while shops with price index scores above \$113 got such favorable ratings from only 80 percent of their surveyed customers.

Labor Rate

Another way to get a sense of repair shops’ prices is to check hourly labor rates. On average, as labor rates increase, repair prices increase. As Figure 5 shows, the shops in our survey that had hourly labor rates above \$95 had average price index scores almost 20 percent higher than shops with hourly labor rates less than \$80.

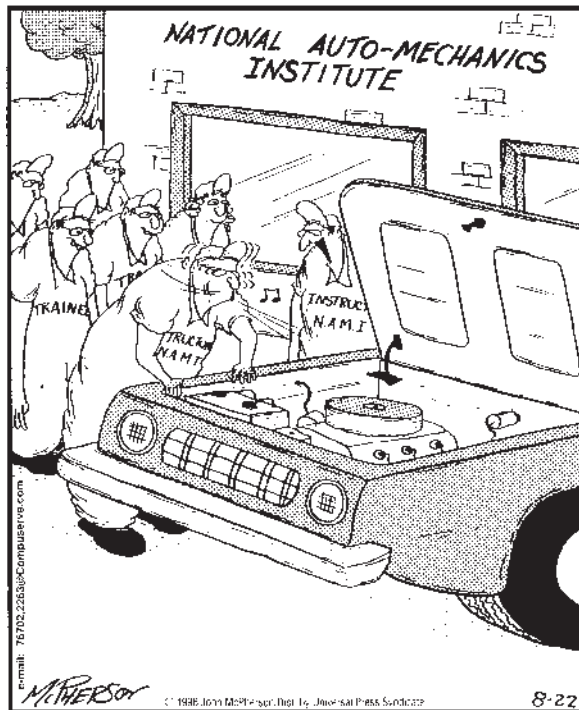
But be aware that there are some shops with high labor rates and low prices, and vice versa. The labor rate is just one element of a shop’s charges. Despite a low labor rate, a shop may still have high prices if it is a “flat-rate” shop (see below) and uses a flat-rate manual that allots generous amounts of time to each job, if it is a “clock-time” shop and has slow mechanics, if it charges a big markup on parts, or if it tacks on miscellaneous additional charges.

How They Figure

A heated debate for years among consumer leaders and auto repair specialists has centered on the method for computing labor charges. Most industry representatives defend the “flat-rate” system, the approach currently used in the vast majority of Chicago area shops. Flat-rate shops charge for a repair job’s labor by multiplying an hourly labor charge—say, \$85 per hour—by the amount of time allotted for that job in one of several nationally published flat-rate manuals. If the manual—commonly referred to as “the book”—allows 2.0 hours to replace a

1997 Volvo’s water pump, the customer is charged for 2.0 hours of labor, even if the mechanic actually completes the job in less than an hour by the clock. In most shops, the mechanic is paid on the same basis as the customer is charged: according to the number of flat-rate hours he or she can bill, regardless of how many hours he or she puts in at the shop.

Many consumers are troubled by this strange system of time-telling—especially since most good mechanics can “beat the book” and thus bill for more hours per day than they actually work.



“Notice Roy’s flawless body language here, shaking his head from side to side while letting out one long, steady whistle.”

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But others argue that using “the book” simply means a shop charges you by the job rather than by the hour. Every job has a price that you can know in advance; you pay no more nor less whether the mechanic who works on your car is slow or fast.

The really important issues in this debate relate to incentives. A shop that charges by “the book” has a strong incentive to work quickly. This makes for efficiency and might keep your bill below what you would encounter at a less efficient shop that charges by the clock.

But this incentive might go too far. It might encourage hasty, sloppy work.

Furthermore, “the book” does not always allot time in a way that encourages good repair practices. Since there is often too little time allowed for diagnosing a car’s problems, a shop might be encouraged to work by trial and error, running up big bills for repairs that a little diagnosis would avoid. Since there is often too little time allowed for rebuilding parts, shops may be encouraged to replace parts that could easily be rebuilt. And since there is often too little adjustment made for the time a shop saves by doing two or more jobs at once, a shop may be tempted to find related jobs once a car is in the repair stall, charging nearly the full rate for these jobs even though considerable preparation time is saved.

The most pernicious incentives in the flat-rate system arise when a shop uses two different flat-rate manuals—one for retail customers and another with lower time allotments for warranty work, where the car manufacturer pays. This system leaves the paying customer to subsidize warranty work and makes the warranty customer a second-class citizen whose repairs are the least profitable to perform. Although we were not able to find out which dealers use different manuals for different jobs, you might be able to check this for shops you consider and guide your actions accordingly.

Since almost all shops in the area charge their customers on a flat-rate basis, you have little choice on that matter. But a few shops pay their mechanics on a clock-time basis. This mixed arrangement seems to have real virtues for you: the shop guarantees you a price based on “the book,” but the mechanic—the one who can be most vulnerable to the unfortunate incentives of the flat-rate manual—is free to take the time he or she feels is necessary to do a good job on your car without fear of cutting into the day’s pay.

Miscellaneous Charges

Find out before authorizing work what charges in addition to parts, labor, and tax will be included on your bill. Many shops add on an ambiguous “shop charge” which can add

significantly to the final bill. For example, when our shoppers got prices for the replacement of a water pump, some shops included “shop charges” as high as \$30.

Shop owners say these charges simply reimburse them for such items as grease, oil, and shop rags. Some told our shoppers that the charges covered “environmental expenses”—those required for the proper disposal of hazardous waste such as motor oil.

Shops have different ways of setting the amount of this charge. Some just have one set price that gets added to the bill. Others calculate the charge as a percentage of the labor charge, the parts price, or a combination of both.

Some states have outlawed these types of charges. California, for example, prohibits shops from billing customers for “shop supplies, miscellaneous parts, or the like,” restricting charges to parts and labor. But these charges are legal in Illinois.

Independent Shops Have the Edge

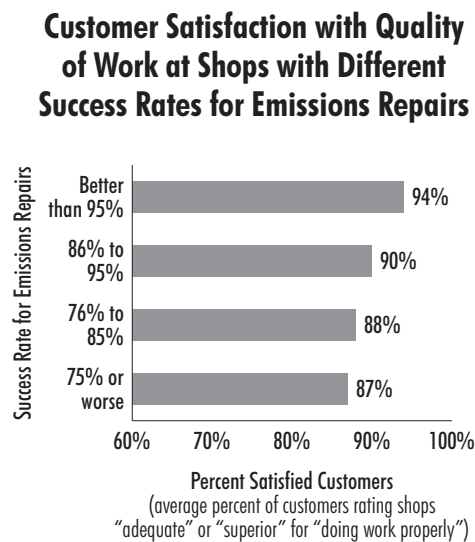
The best way to choose a shop is to check the kinds of facts that we have discussed and that appear on our ratings table. But even without such detailed investigation, you may boost your chances of getting good repairs by selecting the right type of shop. On Table 3, you can see which shops belong to new car dealerships. Table 1 shows how dealers and nondealers compare on our customer survey and on two measures of cost—scores on our price index and hourly labor rates. The nondealers look better on both quality and price.

To some extent, dealers’ quality scores may suffer because they work on more difficult jobs. Dealers argue that they are blamed for manufacturing defects, that they tend to work on cars when the cars are new and the owners are especially critical, and that they get the jobs that are too difficult for gas stations and independents to handle. Nonetheless, if the work you need is not covered by a new-car warranty, consider using an independent garage.

Which Makes Score Best

For dealerships, we can make generalizations on one additional

Figure 3



characteristic—the make of car sold. As Figure 4 shows, Acura, Lexus, and Saturn dealers had the highest average ratings on the “overall performance” question of our customer survey. Dodge, Mercedes-Benz, and Kia dealers rated lowest. Whether these differences reflect the manufacturers’ quality control of their dealer networks, the ease of repairing different makes of cars, or pure chance is hard to say. But the data do suggest that in this area you can buy an Acura, Lexus, Saturn, or a few other makes of cars and know that you have several choices of dealers for warranty service where you have a relatively high likelihood of being satisfied.

Do Business with Care

Carefully selecting a shop is the first step to good service. The second is to follow good business practices when you deal with your shop, especially while you are getting to know one another. If some of the suggestions below seem overcautious or distrustful, remember how frustrating and expensive car repairs can be. Repair shops know that some members of their industry have not always dealt fairly with their customers; so the personnel you deal with should not resent your caution but, rather, should respect you for caring about your car, caring about your money, and knowing how to get the service you deserve.

Communication Counts

Your chances of getting your car fixed right and avoiding unnecessary repairs depend heavily on your ability to communicate. Even a mediocre mechanic can fix most cars if he or she knows what is wrong.

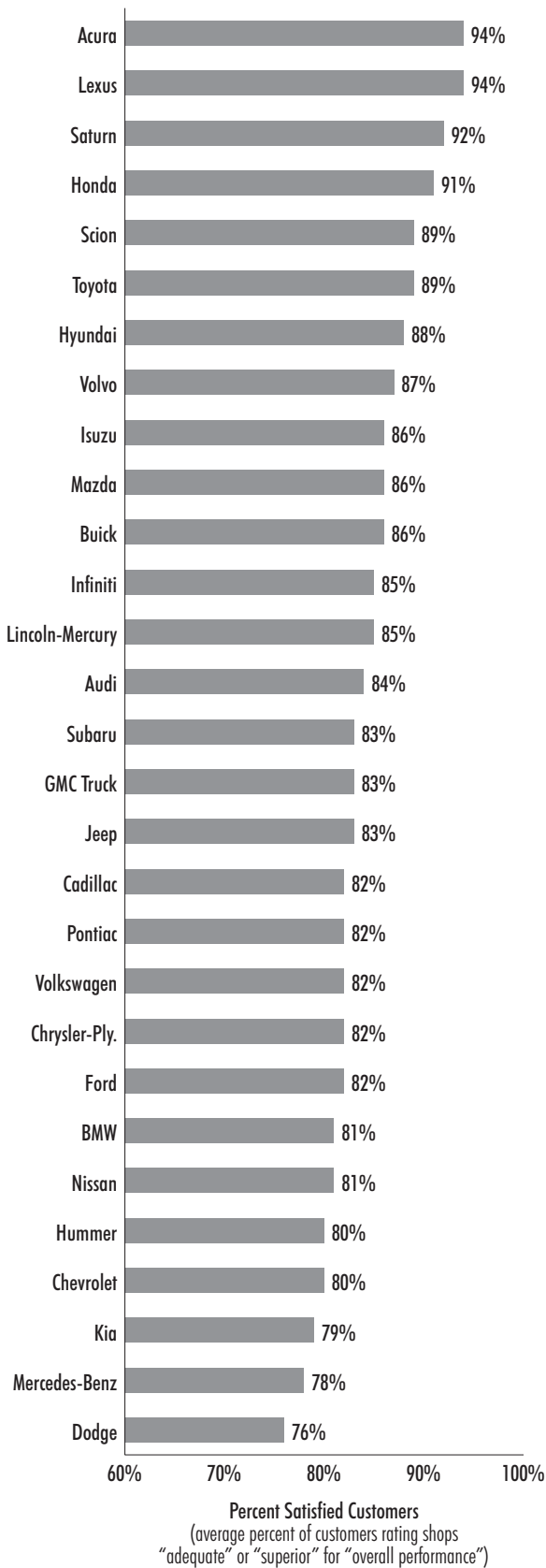
- *Distinguish between what you know and what you think.* If you know what needs to be repaired, tell the shop. If you know that your car’s battery has gone dead because of a loose fan belt, don’t just say the car won’t start. Otherwise, the service writer may write an order to check the distributor points, the battery, the fuel pump, and various other components—each at some cost to you. The more you know about cars, the more you can explain and the better off you will be.

But if you don’t know what repair you need, definitely don’t make a guess just to sound knowledgeable. Simply describe the symptoms. If you mention a specific repair—say, repair of the water pump, the shop may check or even replace the water pump—and only then go on to fix what is actually wrong—possibly worn out alternator bearings.

- *Be careful in describing the symptoms.* Note changes in how the car sounds, smells, and drives since the problem developed. Tell how long the problem has been going on. Explain when the problem happens: in hot weather or in cold weather, when the engine is hot or when it is cold, at high speeds or at low speeds. If the problem is hard to describe, ask the shop to have someone take a test drive with you.
- *Write down each problem you want worked on and all the symptoms you can think of before you go to the shop.* Leave a copy with the shop and keep one for yourself. Ask the service writer to give the shop’s copy to the repair technician who will work on your car. Your own copy might be convenient for reference later when you deal with the shop.
- *Go to the shop when it is less busy.* You might have a better opportunity to describe your car’s problems if you go to the shop in mid-afternoon,

Figure 4

How Dealers of Various Makes of Cars Compare on Customer Satisfaction



when things are usually least hectic. Tuesdays, Wednesdays, and Thursdays are often good days.

- *Talk with the mechanic who will be working on your car.* If you get to know a mechanic and are satisfied with his or her work, ask for the same mechanic whenever you bring in your car. If you don't know any of a shop's mechanics, you may want to ask for one who is ASE-certified for the specialty area in which you need repairs.

Take Care with an Estimate and Work Order

Don't leave your car at a shop without taking with you a copy of a work order that clearly documents what work you have authorized and how much it will cost. A properly filled out work order can cut the chances that you will be charged for services you don't want or be surprised later by an exorbitant price.

If you know what repairs are needed, ask the shop for a price. Then have the shop write on the work order a description of the work and the price.

If you don't know what is needed, write on the work order: "Shop will provide customer a written estimate. The charge for the estimate will be _____. No other charges will be incurred without customer's authorization following the estimate."

Also, write at the bottom of the work order: "keep replaced parts for customer's inspection." Even if you know you could not tell a water pump from a tailpipe, the shop does not—and it can't be sure you won't take the parts to someone who knows more than you do.

If all the work you want done is covered by warranty, you need not worry about getting an estimate or a detailed work order, but write the words "only warranty repairs are authorized" clearly on the work order.

If you ask your shop to check on a problem and give you a call, don't automatically go ahead with any major repair at any price the shop suggests. To be sure you have the flexibility to go to a second shop, you will want to take in your car for repairs, whenever possible, before a problem becomes so severe that the car can't be driven.

Pick It Up Right

Just as there is a right way to drop off your car, there is a right way to pick it up when the work is finished.

Don't pay until you are given a clear copy of the invoice to keep. The invoice should include the shop's name and address, your name, and your car's license number and mileage. It should indicate the labor charge; the name, number, and price of each part replaced; and whether parts are new or rebuilt.

Be sure to keep your bill. You might want to show it to another shop to see if prices you were charged are reasonable. More important, you may need it as evidence. If the repair is unsatisfactory, you will need to prove the work was paid for. Also, if some other shop later tries to charge you for a repair you have just had done, you will be able to defend yourself.

The shop's warranty should be printed on the bill. If not, have the repair technician or write-up person pen it in and sign it. If parts have been installed, be sure to ask for copies of any special warranties on them.

Inspect the car before you pay. If you can't tell much by inspection, feel free to ask the service writer or repair technician

Top-Rated Dealers for New Cars

Since new car dealers' repair shops generally rate lower for service than nondealers' shops, relatively few dealers received our checkmark for quality of service in the table beginning on page 21. Nonetheless, when you're buying a new car and know that you'll have to use a dealer for warranty repairs, you might want to find one that rates relatively high compared to other dealers of the same make, even if none received our checkmark. To help you, we've listed below the dealers that rate highest on the scoring system we use to assign our checkmark for quality. (Since this section is based entirely on Table 3 quality of service data, you might select different dealers using our data and assign different weights than we assigned to specific factors.) *Because of name and ownership changes during our survey period, we could not rate a number of area dealerships.*

Acura

Pauly Acura
Muller's Woodfield Acura

Audi

Audi of Westmont

BMW

Anderson Motor
Knauz Auto Park (Skokie Valley Hwy)
Knauz Auto Park (Rockland Rd)

Buick

Marquardt Buick GMC
Woody Buick
Joe Mitchell Buick GMC
Ray Buick
Wilkins Buick Mazda
Ettleson Cadillac Buick

Cadillac

Ettleson Cadillac Buick
Foley-Rice Cadillac
Heritage Cadillac

Chevrolet

Reichert Chevrolet Buick
Lattof Chevrolet
Dick Wickstrom Chevrolet
Horizon Chevrolet
Bill Stasek Chevrolet
Raymond Chevrolet
Steve Foley Inc

Chrysler-Plymouth

Fenzel Motors
Riverfront Chrysler Jeep
Continental Chrysler Jeep
Knauz Auto Park
Larry Roesch Chrysler Jeep
Bill Kay Chrysler (Downers Grove)

Dodge

Fenzel Motors
Miller-Krueger Dodge
Bettenhausen Dodge
Joliet Dodge

Ford

Anderson Brothers Ford
Wickstrom Ford
Wickstrom Ford Lincoln Mercury
Van Drunen Ford
Arlington Heights Ford
Bredemann Ford

Ford (continued)

Auto Nation/Joe Madden Ford
Lyons Ryan Ford Lincoln Mercury
Elmhurst Ford

GMC Truck

Marquardt Buick GMC
Joe Mitchell Buick GMC
D'Arcy GMC Buick
Dan Wolf Pontiac GMC & New Subaru

Honda

Community Honda of Orland
McGrath Honda (Elgin)
Pauly Honda
Muller's Highland Park Honda
McGrath Honda (St. Charles)

Hummer

Woodfield Chevrolet Hummer

Hyundai

D'Arcy Motors VW Isuzu Hyundai
D'Arcy GMC Buick

Infiniti

Fields of Lake County

Isuzu

D'Arcy Motors VW Isuzu Hyundai

Jeep

Fenzel Motors
Riverfront Chrysler Jeep
Fields Jeep
Continental Chrysler Jeep
Larry Roesch Chrysler Jeep

Kia

Glendale Kia Nissan
Willowbrook Ford & Willowbrook Kia

Lexus

Bredemann Lexus (Glenview)
Lexus of Highland Park
McGrath Lexus of Westmont

Lincoln-Mercury

River Oaks Lincoln Mercury
Wickstrom Ford Lincoln Mercury
Libertyville Lincoln Mercury
Ogden Lincoln Mercury
Auto Nation/Joe Madden Ford
Lyons Ryan Ford Lincoln Mercury

Mazda

Anderson Motor
Wilkins Buick Mazda

Mercedes-Benz

Knauz Auto Park

Nissan

Fergus Nissan
Gerald Nissan Subaru of North Aurora
Continental Nissan
Glendale Kia Nissan

Pontiac

Dan Wolf Pontiac GMC & New Subaru
Sullivan Pontiac
Haggerty Pontiac GMC Truck
Loren Buick Pontiac Hyundai

Saturn

Saturn of Oak Lawn
Saturn of South Holland
Saturn of Tinley Park

Scion

Oak Lawn Toyota Scion
Toyota-Scion on Western
Elgin Toyota Scion
Bredemann Toyota Scion
Auto Nation/Libertyville Toyota Scion
Arlington Toyota Scion

Subaru

Gerald Nissan Subaru of North Aurora
Dan Wolf Pontiac GMC & New Subaru

Toyota

Oak Lawn Toyota Scion
Toyota-Scion on Western
Orland Toyota Service
Elgin Toyota Scion
Bredemann Toyota Scion
Auto Nation/Libertyville Toyota Scion

Volkswagen

Anderson Motor
D'Arcy Motors VW Isuzu Hyundai
D'Arcy GMC Buick
Autobarn VW of Mt. Prospect

Volvo

Oak Park Volvo

to go with you for a test drive. Also, take a look at any old parts you asked to have saved.

If you don't feel the car is fixed right, it is best to leave it until the work is done. If you need the car immediately, or if you don't discover the faulty repair until you have left the shop, be sure to build evidence as soon as possible. The best approach is to get the service writer to put a signed, dated acknowledgment on your copy of the bill saying that you brought the problem to the shop's attention. Alternatively, you might keep a copy of a note you send to the shop citing the problem and your intention to bring in the car to have it corrected. Do not rely on the service writer's oral promise that you can bring in the car any time for a free adjustment. You may find later that the writer can't remember the promise and believes the problem you complain of is new, caused by something you did after leaving the shop.

Be Persistent

Despite all your precautions, you still may have disagreements with your shop. If so, you have several means of recourse.

The first steps should always be to go to the service manager and then, if necessary, to the owner of the business.

If the owner does not give you satisfaction, there are many places where you can complain, including local government consumer agencies, manufacturers' zone offices, and the Better Business Bureau.

If you can't get satisfaction through one of these means, go to small claims court. For information on how to use these courts, call the Office of the Attorney General or the Better Business Bureau.

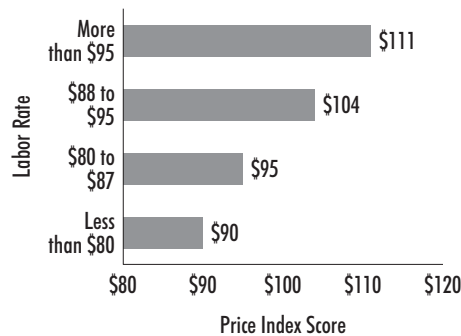
Illinois has a "lemon law" which provides relief for new car buyers who have had repeated problems with their vehicles.

Your Rights

Cost Estimates: All shops in Illinois are required to give you a written estimate if the work is expected to cost \$100 or more. Shops may give you an itemized estimate that gives a cost breakdown for parts and labor or a non-itemized estimate that gives a total price.

Figure 5

Average Price Index Scores at Shops with Different Labor Rates



Cost Exceeding the Estimate: For itemized estimates, shops cannot charge more than 10 percent above their estimate without your approval; for non-itemized estimates, shops cannot charge more than their estimates.

Time Estimates: Shops are required to give you an estimated completion date for your repair work.

Invoices: Shops in Illinois must give you a written invoice that includes a description of the work performed, a list of parts supplied and the cost of each part, all labor charges, and the vehicle's odometer reading when it entered the shop and when the repair order was prepared.

Maintenance Can Save You

You can avoid problems that may arise with some auto repair shops and cut down on your major repairs by maintaining your car properly.

Your maintenance bible is your car's owner's manual. It tells you what to do and how often. Since different cars require different maintenance tasks at different intervals, only the owner's manual can give you accurate guidance, but the procedures listed below are important ones that most cars require frequently. Some you can do yourself and some should be done by a professional.

Every Time You Use Your Car

- *Check tires.*

Before you get in, make sure all tires are inflated, and that there are no bulges or obvious cuts.

- *Check gauges and warning lights.*
Most cars have an oil pressure warning light on the dashboard. It comes on as the car is started but should go off right away as you begin to drive. If it does not, stop driving the car immediately.

Some cars are also equipped with an alternator warning light; others have gauges. If yours has a light, it should go out when the car is started; if it has a gauge, the pointer should be approximately in the middle, between "D" and "C" or "-" and "+."

Your temperature gauge should come to rest in the "safe" or "normal" range—about 180° Fahrenheit—after a few minutes of driving.

Finally, your brake system warning light, if the car is equipped with one, should go off when the emergency brake is released and stay off unless part of the brake system has failed. Since most late-model cars have two separate brake systems, one system can fail without disastrous consequences; but if the warning light goes on when the service brake (as opposed to the emergency brake) is applied, have the car checked as soon as possible.

When You Get Gas

- *Check tire pressure.*

The owner's manual tells you the correct pressure. Driving with the wrong pressure is unsafe, wears tires excessively, wastes gas, and may affect the comfort of your ride. To get an accurate reading, you have to check pressure before you have driven more than a couple of miles. As you drive farther, the tires heat up and pressure increases.

- *Check engine oil.*

To check the oil, park the car on level ground, turn the engine off, and wait a minute. Be sure to push the dip stick all the way in, and leave it there for a couple of seconds before pulling it out. If the oil level is at or near the "add oil" point, add a quart, but don't overfill. Most late-model car engines use up to a quart of oil every 1,000 or 1,500 miles.

(Text continues on page 48)

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Chicago															
A & A Automobile Service 1045 W Washington Blvd	312-421-0171		All	95% (19)	100%	100%	94%	0	0	67% (24)	mn	\$110 ⁴	\$79	✓	
Ashland Tire & Auto 3737 N Ashland Ave	773-549-0084		All but BCMQRXcd	100% (47)	100%	100%	89%	0	0	57% (74)	mn	\$91	\$88	✓	
Axtmann Automotive 5500 N Northwest Hwy	773-763-8333		All but Q	100% (20)	100%	100%	100%	0	0	91% (75)	mn	\$82	\$84	✓	✓
Aztek Automotive 6425 S Pulaski Rd	773-735-3388		All	100% (13)	92%	92%	77%	0	0	74% (57)	mn	\$90	\$69		✓
B J's U Joint 3820 N Harlem Ave	773-625-2322		All	94% (18)	94%	94%	94%	0	0	77% (61)	mn	\$101	\$83	✓	
Bert Weinman Ford 3535 N Ashland Ave	773-327-9000	IV	IV	55% (22)	52%	64%	23%	0	2 (— ⁵)	— ⁵	mn	\$118	\$99		
Bruce's Automotive 5737 N Northwest Hwy	773-594-0034		All but M	89% (19)	94%	89%	74%	0	1 (0.33)	88% (128)	m	\$81	\$65		✓
Bucaro Brothers Auto Care 2526 N Ashland Ave	773-472-6150		All	84% (19)	100%	95%	74%	0	0	43% (95)	mn	\$87	\$80		✓
Car-X Auto Service 5150 N Western Ave	773-275-0616		All	93% (14)	93%	79%	71%	0	1 (0.13)	73% (71)	mn	\$103	\$70		
Car-X Auto Service 7743 S Cicero Ave	773-735-5575		All	100% (14)	100%	100%	79%	0	0	100% (19)	mn	\$88	\$70	✓	✓
Carr's Honda 6600 N Western Ave	773-274-7777	L	AL	89% (48)	89%	92%	65%	1 (0.06)	5 (0.31)	87% (15)	mn	\$113	\$97		
CHA ⁶ 2815 N Sheffield Ave	773-472-4444		All	95% (19)	100%	84%	74%	0	0	75% (8)	mn	\$86	\$75		✓
Courtesy Auto Repair 5850 W Addison St	773-725-3886		ADEFGHIJKLRS UVWYZabeghij	100% (16)	94%	100%	94%	0	0	69% (26)	mn	\$86	\$65	✓	✓
Diversey Ignition 4857 W Diversey Ave	773-637-7760		All	91% (11)	91%	100%	100%	0	0	86% (51)	mn	\$76	\$65	✓	✓
E & J Service 5359 W Addison St	773-725-9414		ADEFGHIJKLM NORUVWZabefi	93% (15)	100%	100%	100%	0	0	68% (25)	mn	\$87	\$69	✓	✓
Ernie's Local Automotive 6424 W Higgins Ave	773-763-4488		ADEFGHIJKLNOP RSVWYZabefghi	91% (33)	97%	97%	91%	0	1 (0.25)	81% (62)	l mn	\$96	— ⁵		
Firestone Tire & Service Ctr 6211 N Lincoln Ave	773-539-0700		All	73% (11)	82%	100%	40%	0	1 (0.17)	— ⁵	l mn	\$98	\$81		
Firestone Tire & Service Ctr 909 W North Ave	312-787-8828		All but MQTcf	88% (16)	93%	73%	33%	0	1 (0.10)	60% (5)	l mn	\$94 ⁴	\$81		
Fletcher Jones Imports 1111 N Clark St	312-944-0500	BL OXj	BL OXj	78% (127)	83%	77%	44%	2 (0.29)	16 (2.29)	61% (72)	l mn	\$117	\$105		

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Chicago (continued)															
Foreign Car Hospital 5424 S Kimbark Ave	773-643-3113		ABCLNOPSUW YZdefghijk	84% (38)	100%	89%	68%	0	0	63% (19)	mn	\$86	\$66		✓
G & L Automotive Service 9920 S Walden Pkwy	773-238-1416		ADEFGHIJKLNP RSUVWYZabefghi	94% (17)	94%	94%	76%	0	0	44% (81)	mn	\$84	\$80		✓
Gateway Chevy 5373 N Milwaukee Ave	773-631-9000	F	All but f	79% (14)	93%	79%	29%	1 (0.07)	39 (2.60)	42% (19)	l mn	\$99	\$100		
Grossinger City Toyota Scion 1233 N Wells St	312-707-9500	fi	All	85% (40)	90%	90%	50%	0	1 (0.08)	63% (16)	mn	\$131	By job		
Haas ⁷ 4179 W Montrose Ave	773-685-5453		AL	98% (41)	98%	100%	93%	0	0	78% (41)	mn	\$80 ⁴	\$70	✓	✓
Howard Orloff Jaguar Volvo 1924 N Paulina St	773-227-3200	Q Tk	Q Tk	81% (54)	96%	87%	63%	0	0	70% (40)	mn	\$119	\$110		
Jacobs Twin Auto Plaza 6750 W Grand Ave	773-889-3030	DIL NWb	DEFIK LNWabe	95% (66)	94%	94%	62%	3 (0.12)	11 (0.44)	65% (26)	l mn	\$127	\$94		
Lawrence & Ashland Certified 4757 N Ashland Ave	773-989-0444		All	52% (27)	74%	59%	26%	1 (0.12)	14 (1.65)	62% (29)	n	\$100	\$90		
Lefty's Automotive ⁶ 5628 N Elston Ave	773-763-4000		All	100% (19)	100%	100%	68%	0	0	78% (93)	mn	\$86	\$79	✓	✓
Lynch Auto Group 5330 W Irving Park Rd	773-794-7979	DFG Kbj	DEFJ Kabej	60% (16)	73%	63%	25%	4 (0.17)	8 (0.33)	58% (19)	mn	\$120	\$130		
Lynch Chrysler Jeep 5301 W Irving Park Rd	773-481-9000	GR	GR	77% (13)	85%	77%	62%	0	6 (0.67)	57% (7)	l mn	\$132	\$129		
Marshall's Car Castle 6758 N California Ave	773-761-1202		All but BCMQTxcdk	75% (12)	82%	83%	58%	0	0	55% (31)	mn	\$92	\$75		✓
McGrath Lexus of Chicago 1250 W Division St	773-342-6300	U	U	93% (42)	93%	95%	83%	0	— ⁵	53% (19)	l mn	\$117	By job		
Metro Toyota Scion 5625 N Broadway St	773-728-5000	fi	fi	91% (44)	82%	89%	45%	0	4 (0.40)	78% (9)	l mn	\$105	\$95		
Mid-City Nissan Subaru 4444 W Irving Park Rd	773-282-6200	Zg	Zg	68% (22)	77%	59%	27%	2 (0.17)	10 (0.83)	73% (15)	l mn	\$94	\$92		
Montrose Auto Clinic 5801 W Montrose Ave	773-736-6503		ADEFGHIJKLNPR SUVWYZabefghijk	75% (16)	75%	81%	69%	0	0	60% (15)	mn	\$85	\$85		✓
Mt Greenwood Auto Supply ⁶ 10319 S Kedzie Ave	773-779-3144		All but BCMQTxcde	86% (16)	86%	93%	87%	1 (0.25)	0	66% (102)	mn	\$86	\$80		✓
Nal's Auto Repair 1815 W Irving Park Rd	773-525-8600		ADEFGHIJKLO RUVWYZabegij	95% (83)	98%	96%	93%	0	0	62% (45)	mn	\$101	\$80	✓	
Napleton's Chry Plymouth Jeep 5950 N Western Ave	773-334-3400	GR	All	68% (25)	75%	71%	38%	0	11 (0.65)	67% (15)	l mn	\$113	\$98		
Norm's Automotive Clinic 5943 N Lincoln Ave	773-271-2600		All but MQTc	86% (21)	100%	95%	76%	0	0	65% (91)	mn	\$69	\$70		✓
O & J Auto Service 6417 N Ravenswood Ave	773-465-0163		All	97% (65)	100%	100%	88%	0	0	91% (43)	mn	\$79	\$60	✓	✓

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Chicago (continued)															
Pep Boys 2604 N Elston Ave	773-395-4444		All	57% (21)	57%	48%	19%	6 (0.67)	— ⁵	57% (61)	l mn	— ⁵	\$88		— ⁸
Perillo BMW 1035 N Clark St	312-269-1111	C	C	76% (17)	88%	76%	65%	0	3 (0.15)	100% (5)	l mn	— ⁵	\$134		— ⁸
Ray Buick 5011 W 63rd St	773-767-8530	D	DEFJ KMabe	95% (20)	95%	95%	75%	0	1 (— ⁵)	68% (22)	mn	\$113	\$89		
Reliable Auto Repair Center 3401 N Ashland Ave	773-935-3355		All	86% (14)	86%	93%	79%	0	2 (0.29)	78% (112)	l mn	\$82	\$70		✓
Runge's Auto & Tire 7478 N Rogers Ave	773-764-9360		All	94% (47)	98%	96%	85%	0	0	46% (112)	mn	\$81 ⁴	\$80		✓
Saturn of Chicago ⁶ 5515 W Irving Park Rd	773-282-9000	e	DEFJ Kabe	92% (24)	91%	87%	74%	1 (0.17)	2 (0.33)	58% (19)	n	— ⁵	\$110		— ⁸
Sinclair Auto Clinic 10358 S Kedzie Ave	773-238-6660		All but BCMQRck	93% (14)	93%	93%	86%	0	1 (0.25)	93% (89)	l mn	\$100	\$65		
Technical Tune Up 3658 N Lincoln Ave	773-935-2400		All but MQckf	100% (14)	100%	100%	79%	0	1 (0.33)	99% (84)	mn	\$78	\$82	✓	✓
Ted's Auto Clinic 7850 W Addison St	773-625-7360		All but M	100% (13)	100%	100%	100%	0	0	96% (51)	l mn	\$99 ⁴	\$99	✓	
Toyota-Scion on Western 6941 S Western Ave	773-776-4016	fi	fi	96% (86)	95%	98%	73%	0	2 (0.13)	72% (32)	l mn	\$103	\$85		
Vaia Auto Specialist 844-850 W Lake St	312-733-0076		All	100% (13)	100%	100%	85%	0	0	65% (20)	m	\$113	\$93	✓	
Wells Automotive Service 1317 N Wells St	312-943-5720		All	100% (15)	93%	87%	47%	3 (0.50)	5 (0.83)	82% (17)	n	\$102	\$100		
Windy City Honda ⁹ 4900 S Pulaski Rd	773-582-5000	L	AL	93% (15)	87%	87%	67%	0	0	33% (6)	mn	\$113	\$99		
Z Frank Chevrolet 6060 N Western Ave	773-465-2000	F	DEF Kab	84% (20)	78%	74%	37%	3 (0.27)	7 (0.64)	67% (15)	l mn	\$122	By job		
Cook County															
Aamco Transmissions 400 W Northwest Hwy, Arlington Heights	847-577-0707		All	55% (12)	58%	42%	25%	1 (0.33)	1 (0.33)	81% (21)	l mn	\$86	\$85		✓
Accurate Auto Clinic 1580 E Oakton St, Des Plaines	847-297-1330		All	87% (16)	94%	88%	75%	0	0	98% (253)	mn	— ⁵	\$85		— ⁸
Accurate Auto Clinic 2228 Rand Rd, Palatine	847-934-1330		All	90% (11)	90%	91%	82%	0	0	100% (48)	mn	\$104	By job		
Accurate Auto Repair 7890 Lincoln Ave, Skokie	847-677-3960		All	100% (14)	93%	100%	64%	1 (0.33)	2 (0.67)	67% (12)	n	\$86	\$70		✓

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

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				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
Accurate Automotive 9518 47th St, Brookfield	708-485-1108		ADEFGHIJKLNP RSUVWYZabefghi	100% (17)	100%	100%	94%	0	0	43% (7)	mn	— ⁵	\$90	✓	— ⁸
Advanced Auto-Motion 3030 N Lake Terr, Glenview	847-724-6400		All but C	90% (10)	80%	90%	50%	0	0	82% (11)	mn	\$98 ⁴	\$89		
Advanced Automotive Repair 300 W Colfax St, Palatine	847-776-3566		All	95% (22)	95%	95%	95%	0	0	93% (75)	mn	\$82	\$77	✓	✓
Al Piemonte Ford 2500 W North Ave, Melrose Park	708-345-9300	I	All	80% (15)	73%	67%	60%	0	5 (0.21)	— ⁵	I mn	\$103	\$90		
All Service Auto Repair 44 Stephen St, Lemont	630-257-7719		All but Qc	100% (11)	100%	100%	82%	0	0	90% (10)	mn	\$90	\$75	✓	✓
All Tune & Lube 7008 Carpenter Rd, Skokie	847-329-7008		All	92% (14)	92%	92%	69%	1 (0.50)	0	94% (31)	mn	\$106	\$78		
Anderson Brothers Ford 6539 W Ogden Ave, Berwyn	708-795-7900	I	IV	97% (40)	100%	98%	78%	0	0	67% (18)	mn	\$102	\$93	✓	
Apple Chevrolet 8585 W 159th St, Tinley Park	708-429-3000	F	DEFJ Kabe	60% (36)	67%	64%	33%	0	1 (0.06)	89% (19)	I mn	\$110	\$98		
Arlington Acura 1275 E Dundee Rd, Palatine	847-991-9000	A	ALOUW YZfghi	100% (22)	95%	100%	82%	0	5 (0.45)	100% (9)	I mn	\$108	By job		
Arlington Automotive Service 1001 S Arlington Heights Rd, Arlington Heights	847-439-8696		All	100% (19)	100%	100%	84%	0	0	89% (19)	mn	\$88	\$79	✓	✓
Arlington Heights Ford 801 W Dundee Rd, Arlington Heights	847-870-1300	I	I	88% (77)	95%	93%	64%	0	1 (0.03)	65% (23)	I mn	\$113	\$99		
Arlington Lexus in Palatine 1285 E Dundee Rd, Palatine	847-991-0444	U	U	92% (24)	83%	92%	71%	1 (0.08)	1 (0.08)	71% (7)	I mn	— ⁵	\$110		— ⁸
Arlington Nissan 915 W Dundee Rd, Buffalo Grove	847-590-6100	Z	OZ	79% (19)	72%	78%	33%	0	10 (1.25)	62% (13)	I mn	\$109	\$95		
Arlington Standard Service 1000 S Arlington Heights Rd, Arlington Heights	847-259-1457		All	100% (13)	100%	100%	92%	0	0	56% (39)	mn	— ⁵	\$75	✓	— ⁸
Arlington Toyota Scion 935 W Dundee Rd, Buffalo Grove	847-394-5100	fi	fi	94% (115)	96%	96%	68%	1 (0.04)	6 (0.21)	67% (15)	I mn	\$106	\$92		
Arrow Chevrolet 14640 S Cicero Ave, Midlothian	708-389-0600	F	All	44% (18)	56%	39%	33%	3 (0.15)	16 (0.80)	69% (29)	I mn	\$102	\$95		
Auto Barn 1012 Chicago Ave, Evanston	847-866-7600	Wj	BC Wdj	80% (46)	86%	83%	43%	0	— ⁵	80% (10)	n	— ⁵	By job		— ⁸
Auto Barn Countryside 6191 Joliet Rd, Countryside	708-354-6600	i	i	73% (12)	92%	92%	33%	0	— ⁵	50% (8)	n	\$117 ⁴	\$109		
Auto Clinic 828 North Blvd, Oak Park	708-386-9222		All	94% (18)	100%	94%	94%	0	2 (0.67)	56% (27)	m	\$88 ⁴	\$70		✓
Auto Doctor 1600 Foster St, Evanston	847-491-9600		All	100% (29)	100%	100%	93%	0	0	83% (35)	mn	\$103	\$89	✓	
Auto Haus on Edens 1600 Frontage Rd, Northbrook	847-272-7900	X	All	64% (28)	79%	77%	38%	0	0	58% (19)	mn	— ⁵	\$113		— ⁸

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)		
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price	
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87			
Cook County (continued)																
Auto Nation Woodfield Ford 815 E Golf Rd, Schaumburg		847-605-0800	I	All	73% (26)	85%	77%	54%	0	14 (0.70)	— ⁵	I mn	\$123	\$100		
Auto Rite 6241 W 79th St, Burbank		708-599-6633		All but PS	100% (14)	100%	100%	93%	0	0	76% (17)	mn	\$83	\$80	✓	✓
Autobarn VW of Mt Prospect 333 W Rand Rd, Mount Prospect		847-392-6300	i	Bj	88% (17)	88%	82%	65%	0	— ⁵	— ⁵	n	\$98 ⁴	\$100 -\$124		
B & G Automotive 2102 S Oak Park Ave, Berwyn		708-749-1632		All	100% (12)	100%	100%	83%	0	0	73% (33)	mn	\$82	\$70	✓	✓
Benak's Service 701 Burlington Ave, Western Springs		708-246-4813		All but c	97% (33)	97%	97%	76%	0	0	100% (39)	mn	\$87	\$84	✓	✓
Bettenhausen Dodge 17514 S Oak Park Ave, Tinley Park		708-532-2665	H	G HR	86% (37)	97%	86%	76%	0	1 (0.08)	— ⁵	mn	\$99	\$84		
Bill Stasek Chevrolet 700 W Dundee Rd, Wheeling		847-537-7000	F	F	84% (25)	80%	88%	68%	0	2 (0.07)	78% (36)	I mn	\$102	\$97		
Brake Tec 7348 Southwest Hwy, Worth		708-448-8100		All	94% (16)	88%	94%	88%	0	0	70% (88)	mn	\$79	\$68		✓
Brandy's Automotive Repair 2785 Algonquin Rd, Rolling Meadows		847-222-1234		All	64% (45)	81%	66%	36%	0	8 (1.60)	73% (26)	I mn	— ⁵	\$85		— ⁸
Brandy's Automotive Repair 685 W Wise Rd, Schaumburg		847-891-3565		All	79% (58)	84%	79%	47%	0	4 (1.33)	94% (94)	I mn	\$112	\$85		
Brandy's Automotive Repair 1530 Brandy Pkwy, Streamwood		630-837-9200		All	81% (37)	89%	81%	49%	0	4 (0.80)	96% (27)	I mn	\$100	\$85		
Bredemann Ford 2038 Waukegan Rd, Glenview		847-998-4000	I	IV	88% (41)	93%	93%	73%	0	3 (0.19)	— ⁵	I mn	\$93	\$99		
Bredemann Lexus in Glenview 2000 Waukegan Rd, Glenview		847-729-6000	U	U	96% (51)	100%	96%	82%	0	0	— ⁵	I mn	— ⁵	\$107	✓	— ⁸
Bredemann Toyota Scion 1301 W Dempster St, Park Ridge		847-698-3700	fi	fi	91% (112)	95%	94%	72%	0	2 (0.09)	77% (13)	I mn	\$99	\$90		
Bridgeview Auto Center 9059 S Harlem Ave, Bridgeview		708-598-3155		All but BCQXcdjk	92% (12)	92%	92%	75%	0	0	63% (104)	mn	\$91 ⁴	\$75		✓
Bruce Automotive 422 E Northwest Hwy, Mount Prospect		847-253-5545		All but M	96% (27)	100%	100%	96%	0	0	87% (30)	mn	\$81	\$78	✓	✓
Busch Auto Service Center 137 S Northwest Hwy, Palatine		847-358-1234		All	100% (15)	100%	100%	73%	0	0	— ⁵	mn	\$87	\$80	✓	✓
Busse Automotive 113 E Prospect Ave, Mount Prospect		847-253-1634		All	94% (32)	94%	94%	91%	0	0	91% (64)	mn	\$93	\$88	✓	
C & M Auto Service 835 Milwaukee Ave, Glenview		847-724-6311		All	93% (57)	89%	93%	79%	0	0	100% (36)	mn	\$118	\$95		

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: I=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
C.M.I. 315 W Northwest Hwy, Palatine	847-991-9150		All but CMQTcdf	100% (37)	100%	100%	95%	0	0	100% (9)	mn	— ⁵	\$88	✓	— ⁸
Car Doctor 533 S Arthur Ave, Arlington Heights	847-392-1482		All	80% (10)	100%	78%	67%	0	0	86% (22)	l mn	\$98	\$80		
The Car Doctor 505 Estes Ave, Schaumburg	847-524-2811		All but AMQTcf	100% (18)	100%	100%	89%	0	1 (0.20)	99% (450)	l mn	\$88	\$75	✓	✓
Car-X Auto Service 1108 E Oakton St, Des Plaines	847-298-8411		All	93% (14)	100%	93%	79%	0	0	67% (12)	mn	\$96	\$70		
Carl's Automotive 2025 Chestnut Ave, Glenview	847-724-6310		All	100% (13)	100%	85%	62%	0	0	83% (6)	l mn	\$128 ⁴	By job		
CarMax Auto Superstore 250 E Golf Rd, Schaumburg	847-839-8000		All	63% (16)	75%	69%	38%	0	— ⁵	— ⁵	l mn	— ⁵	\$89		— ⁸
CARS of America 1727 Chestnut Ave, Glenview	847-724-6724		All but Mc	96% (53)	98%	96%	83%	0	0	95% (21)	mn	\$113	\$96	✓	
Casey Automotive 138 N Northwest Hwy, Palatine	847-934-6602		All	91% (34)	97%	94%	68%	0	0	88% (120)	mn	\$87	\$75		✓
Casey Automotive 44 N Barrington Rd, Streamwood	630-213-8600		All	100% (16)	100%	94%	63%	0	0	84% (129)	mn	\$83	\$75		✓
Castle Buick Pontiac GMC 7400 W Cermak Rd, North Riverside	708-442-7474	D Kb	D Kb	78% (18)	76%	83%	56%	2 (0.20)	20 (2.00)	— ⁵	n	\$121	\$98		
Castle Honda 8833 Waukegan Rd, Morton Grove	847-965-8833	L	L	88% (50)	96%	90%	71%	0	7 (0.54)	40% (5)	n	\$111	\$98		
Chicagoland Auto 62 Chicago Ave, Oak Park	708-524-0622		All but BCMQXcdf	100% (13)	92%	100%	85%	0	0	72% (25)	m	\$94	\$80	✓	
Clavey Auto Service 2003 Chestnut Ave, Glenview	847-724-4770		All but M	100% (33)	100%	100%	94%	0	0	88% (17)	mn	\$101	\$85	✓	
Clifford Chrysler Jeep 925 W Dundee Rd, Buffalo Grove	847-398-3800	GR	G HR	76% (43)	84%	88%	42%	0	7 (0.58)	80% (5)	mn	\$104	\$85		
Community Car Care 9675 W 55th St, Countryside	708-482-4900		All	73% (15)	87%	73%	53%	0	0	75% (8)	mn	\$75 ⁴	\$81		✓
Community Honda of Orland 8340 W 159th St, Orland Park	708-364-2600	L	AL	100% (34)	97%	100%	91%	0	— ⁵	100% (10)	n	\$107	By job	✓	
Community Pontiac GMC 5900 W 159th St, Oak Forest	708-687-0400	Kb	DEF Kab	68% (20)	80%	80%	50%	0	— ⁵	42% (12)	n	\$105	\$106		
Continental Chrysler Jeep 5800 S La Grange Rd, Countryside	708-354-1400	GR	G HR	86% (22)	86%	86%	55%	0	0	50% (6)	mn	\$113	\$94		
Continental Honda 5901 S La Grange Rd, Countryside	708-352-6000	L	AL	88% (48)	91%	89%	81%	0	7 (0.41)	60% (5)	mn	\$112	\$96		
Continental Nissan 5750 S La Grange Rd, Countryside	708-352-9200	Z	Z	86% (29)	83%	90%	48%	0	0	60% (10)	mn	\$113	\$96		
Continental Toyota Scion 9960 S Joliet Rd, Countryside	708-354-5800	fi	fi	88% (48)	87%	87%	64%	0	3 (0.18)	67% (9)	mn	\$100	\$92		

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Cook County (continued)															
Currie Motors	708-771-7100	G HR	G HR	72% (18)	83%	76%	47%	1 (0.10)	15 (1.20)	69% (16)	l mn	\$105	\$89		
D & R Tire	847-966-0380		All	79% (14)	79%	86%	64%	0	0	92% (12)	mn	\$76	\$70		✓
Dakota K Auto Repair & Tire	847-398-4645		All but c	96% (83)	98%	96%	88%	0	1 (0.17)	94% (53)	l mn	\$95 ⁴	\$86	✓	
Dan Wolf Pont GMC/New Subaru	708-352-7800	K bg	K bg	88% (26)	80%	92%	60%	1 (0.08)	0	50% (12)	mn	\$110	\$82-\$102		
Dave's Auto Clinic	847-459-7210		All	88% (17)	100%	88%	71%	0	0	78% (79)	mn	\$93	\$80		
Dave's Automotive	847-329-7080		All	100% (31)	100%	100%	90%	0	0	53% (17)	mn	\$92	\$90	✓	
Dere Tire & Auto	708-957-9070		All but BCMXcdj	95% (23)	95%	96%	91%	0	0	83% (12)	mn	— ⁵	\$78-\$87	✓	— ⁸
Dere Tire & Auto	708-687-1082		All but BCXcdj	91% (11)	100%	91%	82%	0	0	56% (9)	mn	\$101	— ⁵		
Des Plaines Auto Clinic	847-296-2500		All but MTF	94% (16)	100%	100%	88%	0	0	77% (26)	m	\$100 ⁴	\$79	✓	
Discount Muffler & Brake Shop	847-991-3660		All	93% (15)	93%	93%	87%	0	1 (0.20)	91% (76)	mn	\$77	\$72		✓
Doc Able's Auto Clinic	847-475-3600		All but M	79% (44)	77%	67%	37%	3 (0.75)	6 (1.50)	40% (60)	mn	\$104	\$80		
Douglas Automotive	847-381-0454		All	95% (20)	95%	95%	63%	0	0	95% (22)	l mn	\$97	— ⁵		
Dundee & Wolf Automotive	847-537-8492		All	100% (16)	100%	100%	100%	0	0	96% (25)	l mn	\$99	\$85	✓	
Duxler Tire & Car Care Center	847-869-3200		All	96% (117)	100%	95%	82%	1 (0.08)	2 (0.17)	77% (87)	l mn	\$94	\$89		
Duxler Tire & Service	847-998-1700		All	100% (27)	96%	88%	69%	0	0	44% (9)	mn	\$108	\$93		
Ed Murphy Auto Store	847-882-0100	Dj	DEFK abej	88% (17)	88%	76%	65%	1 (0.06)	5 (0.31)	— ⁵	n	\$119	\$102		
Ed Napleton Honda	708-430-0011	L	AL	100% (16)	94%	94%	63%	1 (0.13)	6 (0.75)	— ⁵	l mn	\$109	\$105		
Elgin Toyota Scion	847-741-2100	fi	fi	97% (37)	92%	94%	69%	0	1 (0.08)	44% (9)	mn	\$88	\$88		✓
Elite Tire & Auto Service	708-366-4032		All	77% (13)	85%	77%	62%	0	0	71% (24)	mn	\$95	\$85		

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Cook County (continued)															
Ernie's Auto Service 609 W Colfax St, Palatine	847-359-1456		All	100% (11)	100%	100%	91%	0	0	95% (39)	mn	\$82	\$75	✓	✓
Ethleson Cadillac Buick 6201 S La Grange Rd, Hodgkins	708-579-5000	DE	DEFJ Kabe	95% (45)	95%	91%	80%	0	2 (0.12)	73% (41)	l mn	\$114	\$98		
European Cars 9830 S Kedzie Ave, Evergreen Park	708-422-7300		ABCLNOPQSTU WXYZcdfghijk	100% (14)	100%	100%	93%	0	1 (0.13)	86% (151)	l mn	\$101	\$70	✓	
Evanston Nissan Subaru Isuzu 715 Chicago Ave, Evanston	847-869-5700	P Zg	P Zg	81% (49)	88%	85%	44%	0	9 (0.64)	— ⁵	n	\$102	\$92		
Evanston Toyota Scion 1033 Chicago Ave, Evanston	847-869-5100	fi	fi	89% (58)	93%	84%	68%	0	5 (0.50)	— ⁵	n	\$121	\$92		
Evergreen Park Svc Station 3328 W 95th St, Evergreen Park	708-422-2490		All but MX	100% (26)	100%	100%	100%	0	0	58% (38)	mn	\$97 ⁴	\$68	✓	
Expert Auto Repair 502 E Northwest Hwy, Palatine	847-934-4990		All	100% (15)	100%	100%	80%	0	0	100% (32)	mn	\$83	\$75	✓	✓
Feeny Chrysler Jeep Superstore 1010 E Chicago St, Elgin	847-697-0900	GR	G HR	80% (31)	87%	84%	65%	1 (0.08)	4 (0.31)	— ⁵	l mn	\$108	\$88		
Feeny Dodge Superstore 1400 E Dundee Rd, Palatine	847-776-0000	H	G HR	73% (40)	83%	70%	43%	0	1 (0.10)	83% (12)	l mn	\$122	\$88		
Fergus Nissan 5240 Golf Rd, Skokie	847-965-3460	Z	Z	94% (18)	100%	100%	89%	0	0	60% (20)	l mn	\$95	\$100	✓	
Fields BMW 700 W Frontage Rd, Northfield	847-441-5300	C	C	63% (16)	75%	63%	44%	0	0	73% (26)	mn	— ⁵	\$120		— ⁸
Fields Infiniti 3 Waukegan Rd, Glenview	847-998-5200	O	O	74% (27)	96%	81%	52%	0	2 (0.17)	— ⁵	mn	— ⁵	By job		— ⁸
Fields Jeep 670 W Frontage Rd, Northfield	847-446-5100	R	G HR	83% (23)	96%	82%	68%	0	0	50% (6)	mn	— ⁵	\$99		— ⁸
Firestone Tire & Service Ctr 1755 E Golf Rd, Schaumburg	847-619-8022		All	76% (17)	94%	76%	41%	0	2 (0.18)	79% (19)	l mn	\$100	\$81		
Firestone Tire & Service Ctr 3431 N Arlington Heights Rd, Arlington Heights	847-577-3611		All but BCMQTXc	82% (28)	96%	81%	48%	1 (0.17)	2 (0.33)	80% (5)	l mn	\$108	\$81		
Firestone Tire & Service Ctr 783 W Golf Rd, Des Plaines	847-437-8818		All	80% (20)	95%	80%	50%	0	3 (0.75)	33% (9)	l mn	\$106	\$81		
Firestone Tire & Service Ctr 5600 S La Grange Rd, La Grange	708-352-7505		All but MTc	92% (13)	92%	100%	54%	0	0	56% (18)	l mn	\$111	\$81		
Foley-Rice Cadillac 711 Madison St, Oak Park	708-848-7600	E	Ec	90% (33)	97%	97%	73%	2 (0.20)	3 (0.21)	63% (40)	l mn	\$111	\$87		
Forest Automotive 950 Des Plaines Ave, Forest Park	708-366-1002		All but BCQTXcd	100% (26)	100%	100%	85%	0	1 (0.25)	88% (33)	mn	\$103	By job	✓	
Formula Automotive 310 W Northwest Hwy, Mount Prospect	847-577-5760		All but MQTXc	100% (14)	100%	100%	93%	0	0	83% (135)	mn	\$91	\$81	✓	
Fuller's Car Care 11754 Southwest Hwy, Palos Heights	708-361-1700		All	90% (20)	100%	100%	65%	1 (0.17)	1 (0.17)	93% (40)	mn	\$90	\$78		✓

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
Gary Automotive Repair 1000 E Green St, Franklin	630-860-2996		All but cd	100% (19)	100%	100%	89%	1 (— ⁵)	0	82% (17)	l mn	\$87	\$77	✓	✓
Gene's Collision & Auto Repair 2800 Bernice Rd #13, Lansing	708-418-8603		All	100% (11)	100%	100%	100%	1 (0.50)	2 (0.67)	82% (22)	n	\$86 ⁴	\$65		✓
Glenview Shell 3255 Central Rd, Glenview	847-724-7007		All	100% (10)	100%	100%	80%	0	0	71% (107)	mn	\$88	\$80	✓	✓
Golf Crawford Auto Service 9555 Crawford Ave, Skokie	847-679-8862		All	92% (26)	100%	96%	85%	0	0	53% (19)	mn	\$98	\$91	✓	
Golf Mill Auto Center 9600 N Milwaukee Ave, Niles	847-635-6640		All	100% (13)	100%	100%	100%	0	1 (0.33)	43% (87)	l mn	\$74	\$50	✓	✓
Golf Mill Ford ⁶ 9401 N Milwaukee Ave, Niles	847-470-9800	I	ADEFGHIJKLNOP RSUVWYZabefghi	75% (33)	79%	81%	47%	2 (0.11)	15 (0.83)	67% (12)	l mn	\$125	\$96		
Grossinger Chevrolet 151 E Lake Cook Rd, Palatine	847-359-7700	F	F	69% (13)	77%	69%	15%	0	— ⁵	63% (8)	mn	\$110	By job		
Grossinger Service Center 7080 N McCormick Blvd, Lincolnwood	847-675-8880	DE Kbh	DE Kbh	84% (83)	85%	80%	48%	2 (0.07)	21 (0.70)	47% (32)	n	\$109	By job		
Grossinger Toyota Scion North 7225 Cicero Ave, Lincolnwood	847-675-7100	fi	CDEFGHIJLNRS UVWYZabefghik	85% (66)	84%	88%	55%	2 (0.10)	6 (0.29)	65% (20)	mn	\$105	By job		
Hagens Automotive 8308 W Grand Ave, River Grove	708-456-7575		All	95% (19)	94%	100%	79%	0	1 (0.33)	95% (66)	mn	\$93 ⁴	\$85		
Harlem Division Auto Repair 1201 N Harlem Ave, Oak Park	708-848-7770		All	100% (16)	100%	100%	88%	0	0	100% (29)	mn	\$76 ⁴	\$104	✓	✓
Harold Motors 2525 W Lincoln Hwy, Olympia Fields	708-748-6900	GR	G HR	83% (25)	88%	76%	52%	4 (0.33)	5 (0.42)	60% (5)	n	\$112	\$85		
Hawk Lincoln Mercury ¹⁰ 10201 S Cicero Ave, Oak Lawn	708-857-4295	V	ADEFGHIJKLNOP RSUVWYZabeghi	87% (16)	87%	81%	50%	2 (0.29)	1 (0.12)	77% (13)	mn	\$87	\$99		
Hawkinson Ford 6100 W 95th St, Oak Lawn	708-599-6000	IV	IV	76% (53)	74%	74%	54%	0	11 (0.63)	60% (5)	l mn	\$118	\$101		
Hellstrom Automotive 190 S Wolf Rd, Des Plaines	847-824-3663		All but BCMQTX	100% (20)	100%	100%	80%	0	0	93% (27)	mn	— ⁵	\$79	✓	— ⁸
Herman's Auto Center 7250 Duvan Dr, Tinley Park	708-429-0990		ADEFGHIJKLNOP RSUVWYZabegij	100% (22)	100%	100%	91%	0	0	94% (16)	mn	\$92	\$72	✓	✓
Hillerich's Car Care 980 Shermer Rd, Glenview	847-724-0131		All	100% (14)	100%	100%	86%	0	0	79% (29)	mn	\$97	\$90	✓	
Hillerich's Car Care 602 Greenwood Rd, Glenview	847-724-3960		All but cf	95% (22)	100%	95%	73%	0	0	100% (10)	mn	\$105	\$87		
Hoskins Chevrolet 175 N Arlington Heights Rd, Elk Grove	847-439-0900	F	DEFJ Kabe	72% (18)	78%	72%	56%	0	0	74% (31)	mn	\$111	\$93		

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Cook County (continued)															
Hubbard Woods Motors 985 Greenbay Rd, Winnetka	847-446-0711		k	98% (42)	100%	100%	95%	0	0	68% (66)	mn	\$106	\$92	✓	
Iggy's Muffler Shop 7230 W Montrose Ave, Norridge	708-452-7616		All	96% (27)	96%	96%	89%	0	0	60% (409)	mn	\$79	\$60	✓	✓
James Herr & Sons Repairing 3204 Louis Sherman Dr, Steger	708-754-3490		All	92% (13)	100%	92%	92%	0	0	65% (97)	mn	\$82 ⁴	\$70	✓	✓
Jeff's Automotive Service 105 N Hickory Ave, Arlington Heights	847-259-3537		All	100% (11)	91%	100%	80%	0	0	100% (7)	mn	\$98	\$92	✓	
Jennings VW Chevrolet 241 Waukegan Rd, Glenview	847-729-1000	Fj	Fj	74% (96)	82%	82%	56%	3 (0.10)	4 (0.12)	63% (51)	l mn	\$111	\$104		
Jessup's Automotive Service 1118 E 31st St, La Grange	708-352-8800		All but MQSTcdjk	85% (21)	85%	90%	67%	0	0	92% (48)	mn	\$111	\$85		
Joe Mitchell Buick GMC 801 E Rand Rd, Mount Prospect	847-394-2200	DK	DEFJ Kabe	94% (34)	97%	97%	85%	0	1 (0.08)	74% (19)	mn	\$101	\$98		
Joe Rizza Ford Porsche Kia 8100 W 159th St, Orland Park	708-403-0300	l Sc	lS Vc	77% (31)	81%	80%	43%	1 (0.05)	6 (0.26)	43% (7)	l mn	\$111	\$97		
Kallemeyn Auto Center 12145 S Ridgeland Ave, Palos Heights	708-597-8040		All but M	95% (19)	100%	95%	84%	0	0	29% (7)	mn	\$96	\$44	✓	✓
Keiji Auto Service 8207 Christiana Ave, Skokie	847-982-9264		i	100% (23)	100%	100%	100%	0	0	62% (13)	mn	— ⁵	\$100	✓	— ⁸
Kelly Nissan 4300 W 95th St, Oak Lawn	708-499-1000	Z	All but X	91% (22)	77%	86%	27%	0	10 (0.83)	63% (24)	l mn	\$121	\$98		
Kim's Auto Service 930 Waukegan Rd, Glenview	847-998-0013		All but f	100% (13)	100%	100%	77%	0	0	84% (31)	mn	\$89	— ⁵	✓	
Kranz Service 111 Lageschulte St, Barrington	847-381-5585		All	93% (14)	93%	93%	93%	0	0	91% (11)	mn	\$94	\$80	✓	
Lake & Thatcher Auto Repair 8001 Lake St, River Forest	708-366-8000		All but c	100% (25)	100%	100%	92%	0	0	100% (21)	mn	\$93 ⁴	\$94	✓	
Landmark Ford of Niles 6200 W Touhy Ave, Niles	847-647-2000	l	All but c	90% (32)	84%	77%	52%	0	2 (0.13)	50% (6)	l mn	\$98	\$98		
Larry Roesch Ford 1200 Busse Rd, Elk Grove	847-439-9500	l	EFGHIJKLRU VWXYZabei	74% (23)	70%	74%	48%	1 (0.07)	1 (0.07)	100% (8)	l mn	\$117	\$95		
Lattof Chevrolet 800 E Northwest Hwy, Arlington Heights	847-259-4100	F	DEF Kabe	91% (44)	91%	91%	68%	0	0	50% (32)	mn	\$104	By job		
Leading Edge Automotive 8832 Waukegan Rd, Morton Grove	847-965-4788		All	100% (35)	100%	100%	85%	0	0	64% (61)	mn	\$76	\$70- \$75	✓	✓
Lexus of Orland 8485 W 159th St, Tinley Park	708-614-8700	U	U	85% (20)	95%	95%	85%	1 (0.08)	1 (0.08)	50% (10)	mn	— ⁵	\$100		— ⁸
Lincolnwood Service Station 2949 Central St, Evanston	847-864-2002		All	100% (18)	100%	100%	100%	0	0	69% (70)	mn	\$82 ⁴	\$72	✓	✓
Link Automotive 3880 Industrial Ave, Rolling Meadows	847-253-8700		All but MQTcdf	100% (30)	100%	100%	97%	0	0	100% (5)	mn	\$92	By job	✓	

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Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
Loren Buick Pontiac Hyundai	847-729-8900	D Nb	D Nb	89% (37)	92%	92%	54%	0	5 (0.29)	80% (15)	l mn	\$117	\$102		
Maas Auto	708-246-0827		All	99% (78)	97%	100%	96%	1 (0.17)	0	83% (93)	mn	\$89	\$90	✓	
Maday Brothers Auto Service	847-475-2268		All	95% (43)	98%	98%	91%	0	0	52% (54)	mn	\$92	\$75	✓	✓
Mancari's Chrysler Jeep	708-423-0910	GR	All	72% (43)	84%	77%	44%	2 (0.13)	10 (0.63)	83% (12)	l mn	\$108	\$95		
Mancari's of Orland	708-460-8400	G PR	G PR	65% (31)	68%	77%	32%	2 (0.13)	2 (0.13)	40% (5)	mn	\$114	\$95		
Mark's Service Center	847-437-0972		ADEFGHIJKLNP RSUVWYZabefghi	100% (15)	100%	100%	100%	0	0	83% (59)	mn	\$99	\$74	✓	
Marquardt Buick GMC	847-381-2100	DK	DFK abe	100% (47)	100%	98%	85%	0	0	69% (13)	mn	\$105	\$102	✓	
McCormick Auto Care Center	847-679-7755		All	98% (46)	93%	96%	83%	0	0	75% (89)	mn	\$91 ⁴	\$72	✓	✓
McGarry's Auto Repair	847-698-2527		All but MQ	93% (15)	93%	93%	87%	0	0	85% (13)	l mn	\$112	\$90		
McGrath Audi	847-998-8000	B	B	86% (28)	93%	93%	71%	0	3 (0.17)	65% (17)	mn	— ⁵	\$110		— ⁸
McGrath Honda	847-695-8000	L	All	98% (42)	100%	95%	83%	1 (0.14)	0	50% (10)	mn	\$119	By job	✓	
Merlin's Muffler & Brake ⁶	847-891-4133		All	81% (16)	94%	88%	63%	0	0	40% (5)	mn	\$97 ⁴	\$75		
Midas	847-392-1300		All	94% (18)	94%	83%	67%	0	1 (0.25)	55% (20)	l mn	\$138	\$86		
Midas	708-349-1750		All	94% (17)	100%	94%	71%	0	0	84% (50)	l mn	\$102	\$75		
Midas	708-614-1600		All	100% (17)	100%	100%	76%	1 (0.20)	0	88% (69)	l mn	\$79	\$75	✓	✓
Mike & Henry Auto Service	708-246-7730		All	96% (25)	100%	100%	92%	0	0	63% (16)	mn	\$95	\$85	✓	
Millex Car Care	708-687-6121		All but BQTxc	100% (35)	100%	100%	94%	0	0	51% (93)	l mn	\$89	\$82	✓	✓
Millex Tune Up & Brake Ctr ⁶	708-499-2282		All but BCQUxc	100% (20)	100%	100%	85%	2 (1.00)	1 (0.50)	63% (64)	l mn	\$89	\$81		✓
Motor Werks of Barrington	847-381-8900	CL Oxc	CL Oxc	85% (111)	90%	87%	65%	0	8 (0.40)	68% (34)	mn	— ⁵	\$110		— ⁸

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹	Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
			Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages														
Cook County (continued)														
Muller's Woodfield Acura 1099 W Higgins Rd, Hoffman Estates	A	AL	95% (19)	89%	95%	84%	0	0	73% (11)	l mn	\$109	\$98		
Murry's Auto Repair 516 4th St, Wilmette		All	97% (30)	97%	100%	79%	0	0	91% (11)	mn	\$91	\$86	✓	
My Mechanic ⁶ 8916 Fairview Ave, Brookfield		All	96% (26)	100%	100%	92%	0	0	98% (49)	mn	\$86	By job	✓	✓
Napleton Cadillac 200 N Northwest Hwy, Park Ridge	E	DEFJ Kabe	86% (21)	90%	81%	62%	0	6 (— ⁵)	60% (30)	n	\$120	By job		
Napleton Lincoln Mercury ⁶ 2950 W 127th St, Blue Island	V	IV	87% (23)	87%	87%	61%	1 (0.14)	3 (0.35)	67% (12)	mn	\$109	\$95		
Napleton's Lincoln Mercury 826 W Touhy Ave, Park Ridge	V	IV	87% (24)	88%	92%	71%	0	2 (0.20)	63% (8)	mn	\$135	By job		
North Shore Automotive 525 Green Bay Rd, Wilmette		L Ui	100% (40)	100%	100%	95%	0	0	44% (25)	mn	\$90	\$79	✓	✓
Northbrook Toyota Scion 1530 Frontage Rd, Northbrook	fi	fi	90% (73)	97%	93%	63%	2 (0.22)	1 (0.09)	57% (14)	mn	\$111	\$105		
Northwest Valley Dodge Hyundai 881 E Chicago St, Elgin	HN	All	69% (16)	88%	81%	38%	0	3 (0.30)	60% (5)	l mn	\$109	By job		
O'Hare Auto Group 1533 River Rd, Des Plaines	b	DEFGHI JKRVabe	70% (11)	80%	73%	45%	1 (0.09)	2 (0.18)	— ⁵	l mn	\$96	\$91- \$99		
O'Hare Honda 1509 River Rd, Des Plaines	L	L	95% (20)	95%	95%	85%	0	6 (0.38)	— ⁵	l mn	\$107	— ⁵		
Oak Lawn Toyota Scion 4320 W 95th St, Oak Lawn	fi	fi	99% (70)	99%	99%	84%	0	4 (0.29)	57% (23)	l mn	\$93	\$84		
Oak Park & North Auto Svc 6801 W North Ave, Oak Park		All but BCMQTXcfk	100% (21)	100%	100%	90%	0	0	89% (46)	mn	\$86	\$85	✓	✓
Oak Park Citgo 333 Lake St, Oak Park		All but BCMQTXcd	100% (24)	100%	100%	100%	0	0	82% (60)	mn	\$87	\$73- \$90	✓	✓
Oak Park Volvo ¹¹ 1140 Garfield, Oak Park	k	k	89% (29)	93%	93%	83%	0	0	76% (17)	l mn	\$105 ⁴	\$95		
Orland Park Nissan 8550 W 159th St, Orland Park	Z	Z	76% (17)	88%	76%	53%	1 (0.17)	5 (0.83)	67% (12)	mn	\$114 ⁴	\$95		
Orland Toyota Service 8505 W 159th St, Tinley Park	i	fi	100% (34)	100%	100%	84%	1 (0.14)	3 (0.43)	80% (5)	mn	\$106	\$92		
Palatine Shell Service 7 E Palatine Rd, Palatine		All but MQcd	100% (17)	100%	100%	100%	0	0	41% (44)	mn	\$80	\$75	✓	✓
Park Ridge Auto Clinic 400 W Talcott Rd, Park Ridge		All but CMQTX	85% (13)	85%	100%	69%	0	0	95% (20)	mn	\$91	\$80		
Patrick BMW 700 E Golf Rd, Schaumburg	C	C	83% (18)	78%	83%	44%	0	2 (0.08)	68% (22)	l mn	— ⁵	\$110		— ⁸
Patrick Cadillac Saab Volvo 526 Mall Dr, Schaumburg	E dk	All but CMNQSTXc	73% (40)	80%	75%	55%	1 (0.04)	5 (0.16)	— ⁵	l mn	\$108	\$115		

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				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
Pep Boys	847-577-8494		All	69% (13)	77%	77%	46%	0	— ⁵	25% (20)	l mn	\$109	\$85		
Pep Boys	708-343-9881		All	77% (13)	62%	77%	15%	0	— ⁵	58% (38)	l mn	\$81	\$80		✓
Pep Boys	708-352-9211		All	83% (13)	92%	77%	15%	0	— ⁵	56% (25)	l mn	\$88	\$80		✓
Pep Boys	847-675-5300		All	75% (17)	53%	71%	24%	0	— ⁵	52% (60)	l mn	\$96	\$80		
Pete's Automotive Service	708-366-1115		All	93% (27)	100%	93%	89%	1 (— ⁵)	0	89% (55)	mn	\$99	— ⁵		
Petersen Automotive	847-675-6540		dk	97% (36)	97%	100%	92%	1 (0.25)	0	65% (31)	mn	\$85	\$85	✓	✓
Planet Toyota Scion ¹²	708-720-8600	fi	fi	86% (37)	89%	89%	59%	0	3 (0.19)	45% (11)	mn	\$96	\$95		
Precision Car Care	847-259-4362		All	86% (44)	91%	86%	77%	2 (0.25)	0	70% (71)	mn	\$92	\$70		✓
Precision Engine	847-640-1620		All	92% (13)	100%	92%	92%	0	0	99% (123)	mn	\$93	\$82	✓	
Ray's Auto	847-255-8511		All but MTF	95% (21)	100%	95%	90%	1 (0.25)	0	76% (90)	mn	\$76	\$74	✓	✓
Reese Automotive	847-253-6622		ADEFGHIJKLORUVWYZabefghi	100% (14)	100%	100%	93%	0	0	77% (13)	m	\$85 ⁴	\$78	✓	✓
River Oaks Chrysler Jeep	708-474-9400	GR	G HR	67% (15)	80%	80%	67%	1 (0.10)	— ⁵	— ⁵	mn	\$91 ⁴	\$80		
River Oaks Ford	708-868-2000	I	IV	72% (18)	94%	78%	39%	0	— ⁵	50% (6)	mn	\$91	\$85		
River Oaks Lincoln Mercury	708-891-5400	V	IV	100% (20)	100%	100%	65%	0	2 (0.17)	52% (25)	mn	\$101	\$86		
River Oaks Toyota Scion	708-862-0700	fi	fi	87% (16)	87%	87%	67%	0	3 (0.25)	67% (9)	l mn	\$108	\$88		
Riverside Garage	708-447-7221		All	100% (21)	100%	100%	95%	0	0	92% (66)	mn	\$90	\$85	✓	
Rizza Cadillac Buick Hummer	708-429-6600	D EM	DEFJ KMabe	84% (19)	79%	74%	58%	0	9 (0.50)	70% (10)	l mn	\$116	\$93		
Rolf's Auto Care	847-328-8040		All	100% (23)	100%	100%	87%	0	0	65% (17)	mn	\$97 ⁴	\$85	✓	
Ron Hopkins Ford	847-741-7500	I	ADEFGHIJKLMP RUVWYZabeghi	87% (16)	88%	75%	50%	0	1 (0.07)	60% (5)	mn	\$102	\$87		

FOOTNOTES ON PAGE 48.

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			Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages														
Cook County (continued)														
Roto Lincoln Merc Subaru Maz 1555 E Rand Rd, Arlington Heights	V Wg	DEFIJK VWabeg	84% (77)	84%	81%	61%	0	5 (0.29)	50% (12)	l mn	\$110	\$95		
Russo's Oak Park Lexington Svc 945 S Oak Park Ave, Oak Park		All	100% (22)	100%	100%	82%	0	0	67% (21)	mn	\$91	\$70	✓	✓
Saturn of Glenview ⁶ 630 Waukegan Rd, Glenview	e	e	87% (54)	89%	87%	54%	3 (0.38)	2 (0.25)	76% (21)	mn	— ⁵	\$104		— ⁸
Saturn of Oak Lawn 9121 S Cicero Ave, Oak Lawn	e	e	100% (23)	100%	100%	81%	0	0	73% (11)	mn	— ⁵	\$90	✓	— ⁸
Saturn of Schaumburg 125 W Higgins Rd, Hoffman Estates	e	e	90% (40)	98%	90%	75%	1 (0.11)	1 (0.11)	64% (28)	l mn	\$116	\$90		
Saturn of South Holland 800 E 162nd St, South Holland	e	DEFJ Kabe	100% (12)	100%	100%	75%	0	0	42% (12)	mn	\$106	\$90		
Saturn of Tinley Park 8355 159th St, Tinley Park	e	e	94% (17)	100%	94%	65%	0	1 (0.11)	50% (10)	mn	— ⁵	\$90		— ⁸
Scarsdale Auto Repair 445 Arlington Heights Rd, Arlington Heights		All	100% (17)	100%	100%	100%	0	0	76% (17)	mn	\$109	\$79	✓	
Schaumburg Chry Plymouth Mazda 1020 E Golf Rd, Schaumburg	GW	GH RW	75% (20)	70%	80%	50%	1 (0.09)	3 (0.27)	75% (12)	l mn	— ⁵	\$98		— ⁸
Schaumburg Dodge 208 W Golf Rd, Schaumburg	H	G HR	50% (36)	58%	47%	28%	0	12 (1.71)	— ⁵	l mn	\$104	\$95		
Schaumburg Honda 750 E Golf Rd, Schaumburg	L	L	88% (77)	95%	88%	68%	1 (0.03)	6 (0.20)	86% (7)	l mn	\$112	\$98		
Schaumburg Jeep 920 W Golf Rd, Schaumburg	R	G HR	76% (17)	88%	82%	65%	0	4 (0.24)	50% (6)	mn	\$113 ⁴	\$93		
Schaumburg Lincoln Mercury 1200 E Golf Rd, Schaumburg	V	IV	61% (19)	89%	68%	32%	0	2 (0.22)	86% (7)	l mn	\$114	\$86		
Schaumburg Toyota Scion 875 W Golf Rd, Schaumburg	fi	U fi	93% (131)	94%	93%	69%	0	9 (0.38)	55% (38)	l mn	\$105	\$96		
Shawnee Servicenter 332 Linden Ave, Wilmette		All	97% (74)	100%	97%	86%	0	0	76% (42)	l mn	\$92	\$90	✓	
Sherman Dodge 7601 Skokie Blvd, Skokie	H	G HR	63% (31)	81%	71%	23%	1 (0.04)	22 (0.88)	45% (20)	l mn	\$108	\$99		
Shirley Cadillac 10125 S Cicero Ave, Oak Lawn	E	DEFJ Kabe	82% (17)	94%	88%	56%	0	8 (0.53)	74% (23)	l mn	— ⁵	\$99		— ⁸
Sigler's Auto Center 7501 Lincoln Ave, Skokie		All but Md	94% (18)	94%	94%	89%	0	3 (0.30)	— ⁵	l mn	\$114 ⁴	\$72		
Skip's Goodyear 18340 Kedzie Ave, Homewood		All but CMQTcd	100% (18)	100%	100%	89%	0	1 (0.25)	93% (94)	mn	\$93	\$79	✓	
Skylark Garage 906 Busse Hwy, Park Ridge		All	97% (38)	100%	100%	95%	0	0	57% (37)	mn	\$88	\$87	✓	✓
Sonomatic Auto Center 9665 W 55th St, Countryside		All	100% (17)	100%	100%	94%	0	0	— ⁵	mn	\$79 ⁴	\$85	✓	✓

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Cook County (continued)															
South Holland Dodge	708-333-1060	H	G HR	80% (15)	93%	87%	67%	2 (0.17)	5 (0.37)	45% (11)	l mn	\$108	\$87		
South Oak Dodge	708-747-7950	H	G HR	80% (15)	80%	79%	57%	0	4 (0.29)	36% (11)	l mn	\$105	\$90		
Sparks Computerized Car Care	708-747-0178		ADEFGHIJKLNOP RSUVWYZabefghi	100% (12)	100%	100%	92%	0	1 (0.25)	60% (147)	mn	\$86	\$65	✓	✓
Spitfire Automotive	708-425-2500		DEFGHIJK LNRWabei	96% (27)	100%	92%	81%	0	0	100% (213)	mn	\$108 ⁴	\$80	✓	
Star Nissan	847-647-1555	Z	Z	77% (22)	86%	82%	59%	0	4 (0.25)	47% (17)	l mn	\$107 ⁴	\$92		
Stephens Automotive	847-705-8770		All	100% (18)	100%	100%	100%	0	0	74% (31)	mn	\$96	By job	✓	
Steve Foley Inc	847-564-4090	F	E FX	74% (36)	92%	83%	69%	0	2 (0.11)	61% (41)	l mn	\$105	\$90		
Suburban Auto Center	847-520-1229		All	100% (10)	100%	100%	100%	0	0	57% (102)	mn	\$84	\$78	✓	✓
Suburban Dodge of Berwyn	708-484-1200	H	H	71% (14)	86%	77%	23%	2 (0.50)	12 (3.00)	63% (8)	n	\$121	\$96		
Sullivan Pontiac	847-392-6660	b	DFJ Kab	88% (26)	96%	92%	73%	0	5 (— ⁵)	71% (14)	l mn	\$113	\$109		
T & T Auto Care	708-481-9161		ADEFGHIJKLN RPVWYZabefghij	100% (15)	100%	100%	100%	0	0	88% (17)	mn	\$95	\$78	✓	
Tacc's American Int'l Auto	847-891-7787		All	100% (14)	100%	100%	86%	0	0	64% (55)	mn	\$90	\$75	✓	✓
Terry's Lincoln Mercury	708-349-3400	V	IV	89% (58)	91%	91%	79%	2 (0.10)	4 (0.20)	83% (6)	n	\$102	\$89		
Thomas Dodge-Orland Park	708-403-8801	H	G HR	73% (22)	77%	59%	36%	0	11 (1.22)	— ⁵	l mn	\$119	\$99		
Tolziers' Auto Service	847-673-2430		All but BCMQXcd	98% (46)	98%	98%	89%	0	0	82% (17)	mn	\$110	\$97	✓	
Tom Noe's Auto Group	847-696-3200	D	DP Ya	88% (34)	82%	88%	56%	1 (0.07)	4 (0.22)	59% (17)	n	— ⁵	By job		— ⁸
TRS Automatic Transmission	708-349-2005		ADEFGHIJKLOP RUVWYZabdegghi	100% (27)	100%	100%	96%	0	0	61% (67)	mn	\$82	\$72	✓	✓
Van Drunen Ford	708-798-1668	I	IV	94% (48)	96%	98%	77%	0	3 (0.21)	79% (19)	mn	\$101	\$78		
Village Auto Repair	847-677-5877		All but Mf	100% (11)	91%	100%	82%	0	0	82% (17)	mn	\$101	\$85	✓	

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Cook County (continued)															
VIP Tire 7121 171st St, Tinley Park	708-614-1700		All	95% (23)	91%	96%	61%	0	0	52% (27)	mn	\$90	\$74	✓	
Walden Auto Repair 1205 S Northwest Hwy, Barrington	847-304-9292		All but MQTxc	90% (10)	100%	100%	90%	0	0	83% (6)	mn	\$92	By job	✓	
Walton Chrysler Jeep 5050 Dempster St, Skokie	847-673-7600	GR	G HR	79% (29)	90%	86%	45%	0	1 (0.13)	75% (12)	mn	\$107	\$91		
Webb Ford 2601 W 95th St, Evergreen Park	708-423-3500	I	IV	57% (14)	71%	57%	21%	1 (0.07)	20 (1.33)	63% (8)	n	\$106	\$90		
West Suburban Imports 415 W Roosevelt Rd, Maywood	708-450-4430	i	i	76% (18)	88%	89%	50%	0	10 (0.80)	48% (21)	l mn	\$77	\$97	✓	
West-Hill Auto Repair 4905 Butterfield Rd, Hillside	708-449-7425		ADEFGHIJKLNOP RSUVWYZabefghi	93% (14)	86%	93%	93%	0	0	62% (26)	m	\$89	— ⁵		
Westfield Ford 6200 S La Grange Rd, Countryside	708-354-8600	I	IV	54% (26)	77%	62%	23%	0	8 (0.53)	50% (8)	l mn	\$95	\$98		
Westgate's M & M Lincoln Merc ⁶ 1600 W North Ave, Melrose Park	708-681-4750	V	IV	89% (19)	89%	89%	37%	2 (0.20)	2 (0.20)	— ⁵	mn	\$107	\$92		
Wheeling Auto Center 2430 E Hintz Rd, Arlington Heights	847-259-3776		All	95% (22)	95%	95%	82%	0	1 (0.14)	98% (46)	l mn	\$79 ⁴	By job	✓	
Wil Ridge Auto Service 2620 Crawford Ave, Evanston	847-251-3366		All	100% (46)	100%	100%	91%	0	1 (0.20)	50% (50)	mn	\$99 ⁴	\$82	✓	
Wilrae 9200 S Harlem Ave, Bridgeview	708-599-0900		All	85% (27)	92%	93%	74%	0	0	74% (66)	mn	\$84	\$78	✓	
Woodfield Chevrolet Hummer 1100 E Golf Rd, Schaumburg	847-882-2200	FM	DEFJ KMabe	80% (20)	89%	89%	74%	0	4 (0.24)	43% (23)	n	\$121	\$98		
Woodfield Nissan 700 W Higgins Rd, Hoffman Estates	847-310-1900	Z	Z	73% (37)	86%	70%	41%	1 (0.06)	11 (0.54)	50% (8)	l mn	\$122	\$101		
DuPage County															
A to Z Auto Repair 442 W St Charles Rd, Villa Park	630-279-4114		DEFGHIJKLNPRV WYZabdefghijk	96% (54)	100%	96%	87%	0	0	98% (51)	mn	\$108	\$78	✓	
Army Trail Goodyear Tire & Svc 980 Army Trail Rd, Carol Stream	630-830-5900		All but BCQTxcjdk	88% (16)	94%	88%	56%	0	0	77% (22)	mn	\$89	\$82	✓	
Audi of Westmont ⁶ 276 E Ogden Ave, Westmont	630-655-6700	B	B	93% (14)	100%	86%	64%	0	0	— ⁵	l mn	— ⁵	By job	— ⁸	
Auto Nation/Joe Madden Ford 2150 W Ogden Ave, Downers Grove	630-968-0488	IV	IV	94% (34)	97%	94%	59%	0	4 (0.22)	60% (5)	l mn	\$110	\$98		
Auto Plus 515 S Grace St, Addison	630-543-1488		All but c	87% (15)	87%	93%	80%	0	0	87% (94)	mn	\$100	\$88		
Automotive Specialists ⁶ 1801 Ogden Ave, Lisle	630-810-0014		All	100% (20)	100%	100%	90%	0	0	75% (16)	l mn	\$91	\$84	✓	
Beard Auto Repair 1736 Ogden Ave, Downers Grove	630-964-5544		All but M	100% (32)	100%	100%	94%	0	0	100% (73)	mn	\$95 ⁴	\$90	✓	

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				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
DuPage County (continued)															
Becker Service Center	630-983-5500		All	96% (48)	100%	98%	81%	0	2 (0.40)	86% (35)	l mn	\$95	\$89-\$95		
Bill Jacobs BMW Mini	630-357-1200	C	C	77% (31)	94%	83%	60%	0	3 (0.17)	73% (15)	n	— ⁵	\$120		— ⁸
Bill Jacobs VW	630-851-5600	i	i	83% (13)	92%	83%	25%	0	1 (0.08)	63% (8)	mn	\$106 ⁴	\$100		
Bill Kay Chevrolet	630-968-2900	F	E FJ	79% (19)	84%	74%	58%	1 (0.05)	11 (0.50)	65% (17)	l mn	\$101	\$96		
Bill Kay Chrysler	630-968-8800	G	G HR	82% (34)	88%	91%	50%	1 (0.08)	2 (0.15)	59% (29)	l mn	\$106	\$89		
Bill Kay Pontiac GMC ¹³	630-969-0022	Kb	DEF Kab	71% (25)	79%	76%	32%	1 (0.07)	— ⁵	50% (18)	l mn	\$117	\$108		
Bill Kay's Naperville Chrysler	630-355-7500	G	G HR	80% (40)	82%	74%	41%	0	7 (0.58)	60% (10)	l mn	\$95	\$94		
Bob's Automotive Repair ⁶	630-963-3900		All	100% (11)	100%	100%	82%	0	0	48% (21)	mn	\$93	\$55	✓	✓
Brandy's Automotive Repair	630-653-8485		All	53% (41)	76%	61%	17%	0	9 (3.00)	89% (87)	l mn	\$119	\$85		
Brandy's Automotive Repair	630-527-1300		All	74% (24)	70%	64%	50%	0	8 (2.67)	98% (41)	l mn	\$114 ⁴	\$85		
Burr Ridge Car Care	630-920-1700		All	94% (18)	94%	94%	89%	0	0	83% (30)	mn	\$110	\$88	✓	
C & K Auto Service Center	630-629-7799		All but CQTXcdjk	93% (15)	93%	100%	73%	0	0	54% (46)	mn	\$80	\$65		✓
Carlton Auto Repair	630-668-4141		All	100% (27)	100%	100%	100%	0	0	100% (28)	mn	\$110	\$90	✓	
CarMax Auto Superstore	630-428-7500		All	71% (17)	71%	76%	53%	0	— ⁵	— ⁵	l mn	\$111 ⁴	\$75		
Chuck's Import Auto Service ⁶	630-964-5271		All but M	100% (16)	94%	100%	75%	0	0	87% (38)	mn	\$84	\$76	✓	✓
Clarendon Hills Auto Repair	630-325-2680		ADEFGHIJKLO PRUVWYZabefi	97% (29)	93%	97%	90%	0	0	83% (23)	mn	\$92 ⁴	\$88	✓	
Continental Acura	630-960-2100	A	AL	90% (29)	93%	90%	83%	0	1 (0.05)	50% (8)	l mn	\$107	\$85		
Crescent Service Garage	630-941-1777		All but BCMQTXcdk	100% (34)	100%	100%	97%	0	0	94% (31)	mn	— ⁵	\$96	✓	— ⁸
Darien Automotive ⁶	630-985-5440		All but Mc	84% (19)	89%	89%	63%	0	1 (0.24)	80% (25)	mn	\$102	\$78		

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
DuPage County (continued)															
Davis Automotive Service 915 E Ogden Ave, Naperville	630-357-5000		All	100% (17)	94%	100%	82%	0	0	98% (46)	mn	\$101	\$91	✓	
Dick Wickstrom Chevrolet 555 E Irving Park Rd, Roselle	630-529-7070	F	F	89% (18)	94%	89%	78%	0	3 (0.25)	74% (19)	l mn	\$120	\$90		
Don's Auto Ade 1800 E Roosevelt Rd, Wheaton	630-668-3711		All but Tc	100% (29)	100%	100%	90%	0	0	57% (21)	mn	\$93 ⁴	\$80	✓	
Downers Grove Dodge ⁶ 2311 W Ogden Ave, Downers Grove	630-963-1500	H	G HR	50% (22)	77%	68%	41%	0	4 (0.33)	57% (7)	l mn	\$105 ⁴	\$95		
DuPage Auto Werks 850 Meadowview Xing #6, West Chicago	630-231-4444		BCQT Xcdjk	100% (15)	100%	93%	80%	0	0	88% (24)	mn	\$103	\$89	✓	
DuPage Tire & Auto Center 1200 E Roosevelt Rd, Lombard	630-629-8473		All	100% (20)	100%	100%	95%	0	0	98% (42)	mn	\$100	By job	✓	
Elmhurst Auto Clinic 153 N Addison Ave, Elmhurst	630-617-9797		All	81% (16)	88%	81%	81%	0	0	64% (47)	mn	\$95	By job		
Elmhurst Dodge 750 N York Rd, Elmhurst	630-833-6700	H	G HR	64% (38)	79%	68%	32%	0	10 (0.63)	31% (13)	l mn	\$123	\$98		
Elmhurst Ford 678 N York Rd, Elmhurst	630-279-6000	I	IV	85% (28)	89%	89%	50%	0	0	59% (17)	mn	\$90	\$88- \$94		
Elmhurst Lincoln Mercury 150 W Grand Ave, Elmhurst	630-833-3300	V	IV	75% (29)	75%	76%	41%	0	0	43% (7)	mn	\$107	\$98		
Elmhurst Toyota Scion 440 W Lake St, Elmhurst	630-279-2160	if	if	89% (56)	89%	93%	61%	0	3 (0.19)	86% (7)	mn	\$101	\$89		
Fair Oaks Ford 1351 E Ogden Ave, Naperville	630-357-7100	I	IV	88% (68)	88%	85%	53%	0	4 (0.16)	88% (8)	mn	\$105	\$89		
Fairview Auto Center 5117 Fairview Ave, Downers Grove	630-969-6600		All but MQTXcdf	100% (38)	100%	100%	92%	0	0	68% (38)	l mn	\$90	\$78	✓	✓
Firestone Tire & Service Ctr 681 Roosevelt Rd, Glen Ellyn	630-858-0662		All	79% (19)	95%	83%	44%	0	0	77% (31)	l mn	\$91	\$81		
Firestone Tire & Service Ctr 5604 Rte 53, Lisle	630-515-8700		All	94% (16)	81%	88%	50%	0	1 (0.33)	84% (19)	l mn	\$92	\$80		
Firestone Tire & Service Ctr 44 W Gartner Rd #112, Naperville	630-961-5757		All	91% (32)	94%	83%	47%	0	1 (0.20)	74% (27)	l mn	— ⁵	By job		— ⁸
Firestone Tire & Service Ctr 301 W Butterfield Rd, Wheaton	630-682-5050		All	78% (18)	89%	83%	33%	0	1 (0.14)	78% (23)	l mn	\$99	\$81		
Friendly Ford 333 E Irving Park Rd, Roselle	630-924-8686	I	ADEFGHIJKL RUVWYZabeghi	76% (38)	82%	79%	42%	0	0	67% (9)	mn	\$114	\$90		
Fuller's Service Center 102 W Chicago Ave, Hinsdale	630-325-0088		All but QTXc	92% (39)	92%	90%	79%	0	0	57% (94)	m	\$93	\$95		
Gartner Buick Hyundai Saab 4333 Ogden Ave, Aurora	630-851-2500	D Nd	All but c	77% (39)	82%	82%	49%	3 (0.15)	4 (0.20)	53% (15)	l mn	\$110	\$96		
Gerald Nissan 1575 W Ogden Ave, Naperville	630-355-3337	Z	Z	65% (38)	74%	70%	41%	0	0	69% (13)	mn	\$115	\$98		

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				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
DuPage County (continued)															
Gerald Subaru	630-355-3900	g	All	71% (45)	84%	80%	56%	0	0	60% (15)	mn	\$100	\$97		
Glendale Kia Nissan	630-469-6100	SZ	ST Zjk	88% (26)	96%	88%	73%	2 (0.17)	6 (0.50)	68% (31)	l mn	\$105	\$100		
Grand Honda	630-833-7700	L	L	97% (30)	100%	93%	63%	1 (0.05)	8 (0.40)	40% (5)	l mn	\$110	\$99		
Haggerty Pontiac GMC Truck	630-279-2000	Kb	Kb	86% (35)	94%	86%	57%	0	3 (0.17)	0% (5)	l mn	\$118	\$120		
Haraldsen's Garage ⁶	630-968-4843		All	84% (19)	89%	84%	79%	0	0	80% (15)	mn	\$103	\$85		
Helmut & Vito's Auto Service	630-963-1340		All	100% (11)	100%	100%	64%	0	0	94% (52)	m	\$88	\$76	✓	✓
Heritage Cadillac	630-629-3300	E	DEF Kab	83% (43)	86%	86%	64%	0	0	100% (16)	l mn	\$112	\$120		
Hillside Shell	630-420-9893		All but BCMQXcdj k	100% (12)	100%	100%	100%	0	0	53% (15)	mn	\$98 ⁴	\$88	✓	
Honda of Lisle	630-852-7200	L	L	92% (190)	92%	91%	71%	0	7 (0.26)	87% (31)	l mn	\$103	\$92		
Horizon Chevrolet	630-357-6100	F	DEFJ Kabe	88% (17)	94%	88%	65%	0	1 (0.07)	67% (18)	l mn	\$103	\$104		
Infiniti of Lisle	630-241-3000	O	O	68% (22)	86%	86%	59%	1 (0.07)	1 (0.07)	100% (6)	mn	— ⁵	By job		— ⁸
J & C Auto Service	630-968-9827		All	98% (42)	98%	98%	93%	0	0	58% (33)	mn	\$83	\$85	✓	✓
J & R Auto Repair	630-469-9222		All	93% (15)	100%	100%	86%	0	0	67% (12)	mn	\$107	\$86	✓	
Jerry Haggerty Chevrolet	630-469-8100	F	All but cd	83% (18)	88%	89%	33%	0	2 (0.13)	44% (27)	l mn	\$117	By job		
Joe Cotton Ford	630-682-9200	I	BCIMQ TVXcdj	74% (23)	83%	77%	41%	0	1 (0.06)	36% (14)	mn	\$100	\$90		
Joe Rizza Lincoln Mercury	630-355-8140	V	All but M	80% (30)	93%	87%	70%	0	2 (0.22)	60% (10)	l mn	\$107	\$92		
Joeshayne's Automotive	630-495-7447		All but BCMQXcd	95% (20)	100%	90%	90%	0	0	83% (23)	mn	— ⁵	\$79	✓	— ⁸
Lang's Auto Service	630-968-4626		All	97% (31)	100%	97%	94%	0	0	100% (131)	mn	— ⁵	\$79	✓	— ⁸
Larry Roesch Chevrolet	630-860-4000	F	DFJ Kabe	85% (26)	88%	88%	69%	0	7 (0.35)	58% (19)	l mn	\$108	\$104		

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
DuPage County (continued)															
Larry Roesch Chrysler Jeep 200 W Grand Ave, Elmhurst	630-834-8000	GR	GR	90% (22)	91%	91%	59%	0	4 (0.16)	27% (11)	l mn	\$115	\$96		
Laurel BMW of Westmont ⁶ 430 E Ogden Ave, Westmont	630-654-5400	C	All	80% (15)	80%	80%	53%	0	4 (0.24)	89% (27)	l mn	— ⁵	\$121		— ⁸
Laurel Mercedes of Westmont ⁶ 200 E Ogden Ave, Westmont	630-654-8100	X	X	79% (19)	79%	68%	42%	0	7 (0.09)	78% (18)	l mn	— ⁵	By job		— ⁸
Lexus of Naperville 2480 Aurora Ave, Naperville	630-717-1578	U	ADEFGHIJKLNP RSUVWYZabefghi	96% (26)	92%	88%	85%	0	0	— ⁵	mn	— ⁵	\$104		— ⁸
Lombard Toyota Scion 725 W Roosevelt Rd, Lombard	630-629-3900	fi	fi	85% (96)	94%	87%	59%	1 (0.04)	6 (0.24)	59% (17)	mn	\$122	\$110		
M & N Complete Auto Repair 621 W Lake St, Addison	630-543-3070		All	95% (20)	100%	95%	70%	0	0	87% (70)	mn	\$82	By job		✓
McGrath Acura of Westmont 400 E Ogden Ave, Westmont	708-352-8500	A	AL	84% (20)	95%	90%	80%	0	0	78% (9)	mn	\$127 ⁴	\$120		
McGrath Lexus of Westmont 470 E Ogden Ave, Westmont	630-323-5600	U	Ui	92% (53)	98%	96%	83%	0	— ⁵	71% (7)	l mn	— ⁵	\$99- \$109	✓	— ⁸
Midas 800 E Ogden Ave, Naperville	630-355-2533		All but Mc	93% (16)	100%	94%	63%	0	0	83% (6)	l mn	\$89	\$80		✓
Mr Jim's Service Center 35430 N State Rte 59, Naperville	630-836-1166		All	93% (14)	93%	93%	79%	0	0	94% (103)	l mn	\$108	\$87- \$102		
Naper Auto Works 320 N Mill St, Naperville	630-420-2886		All	98% (49)	100%	100%	92%	0	0	96% (48)	mn	— ⁵	\$79	✓	— ⁸
Naperville Jeep Kia Hummer 3300 Ogden Ave, Lisle	630-505-8282	M RS	DEFJKM NRSabe	81% (26)	85%	81%	69%	1 (0.07)	7 (0.39)	80% (5)	l mn	\$112	\$108		
Nofsinger's Auto Repair 555 E St Charles Rd, Lombard	630-629-2277		All but BCTcdfh	93% (29)	97%	97%	79%	0	0	96% (26)	mn	\$103	\$70		
Oak Brook Toyota Scion 550 E Ogden Ave, Westmont	630-789-9600	fi	fi	86% (66)	86%	86%	52%	0	4 (0.22)	48% (21)	l mn	\$120	\$98		
Oakfield Ford 443 E St Charles Rd, Villa Park	630-834-7607	l	IV	94% (18)	83%	94%	61%	2 (0.22)	3 (0.33)	33% (9)	mn	\$111	\$95		
Ogden Lincoln Mercury 100 W Ogden Ave, Westmont	630-968-5600	v	IV	97% (33)	97%	97%	76%	0	3 (0.30)	56% (9)	n	\$118	\$95		
Packey Webb Ford 1830 E Roosevelt Rd, Wheaton	630-668-8870	l	IV	70% (46)	80%	76%	52%	0	5 (0.27)	71% (17)	mn	\$110	\$92		
Pep Boys 851 E Roosevelt Rd, Lombard	630-792-1601		All	78% (18)	78%	78%	50%	2 (0.17)	— ⁵	36% (14)	l mn	\$89	\$80		✓
Pep Boys 2936 W Ogden Ave, Naperville	630-637-1350		All	65% (19)	65%	72%	33%	1 (0.13)	— ⁵	49% (41)	l mn	\$92	\$80		
Pugi Imports 2020 Ogden Ave, Downers Grove	630-964-9500	N Wj	N Wj	84% (19)	79%	79%	53%	0	8 (0.57)	79% (14)	l mn	— ⁵	By job		— ⁸
Quality Tire & Auto 6710 Rte 83, Darien	630-323-0500		All	100% (22)	95%	100%	86%	0	0	70% (44)	mn	\$86	\$88	✓	✓

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
DuPage County (continued)															
Renberg Garage 310 W Liberty Dr, Wheaton	630-668-0113		All	100% (27)	100%	100%	93%	0	0	84% (37)	mn	\$95	\$86	✓	
Renfro Auto Center 1705 College Ave, Wheaton	630-668-0101		ADEFGHIJKLNOP RSUVWYZabeghi	100% (21)	100%	100%	90%	0	0	100% (79)	mn	\$88 ⁴	\$85	✓	✓
Rhodes Auto Service 601 S Carlton St, Wheaton	630-665-1360		All but MTc	94% (17)	100%	100%	94%	0	0	78% (23)	m	\$84	\$78	✓	✓
Roselle Goodyear 692 Lake St, Roselle	630-893-7444		All	64% (11)	82%	73%	36%	0	0	59% (32)	mn	\$104 ⁴	\$82		
Saturn of Elmhurst ⁶ 505 W Grand Ave, Elmhurst	630-279-0777	e	e	87% (15)	100%	93%	73%	0	2 (0.22)	55% (22)	n	— ⁵	\$93		— ⁸
Saturn of Naperville 1661 Aurora Ave, Naperville	630-717-8118	e	e	88% (32)	88%	94%	63%	0	1 (0.10)	81% (31)	l mn	\$98	\$96		
Scotts Service Place 926 E Roosevelt Rd, Wheaton	630-682-9760		All but f	100% (13)	100%	100%	92%	0	0	68% (47)	l mn	\$112	\$90	✓	
Sterling Automotive Repairs 9 S Rte 59, Aurora	630-851-3610		All but BCMQSXc	100% (14)	100%	100%	93%	3 (0.75)	1 (0.25)	30% (46)	n	\$105	\$75		
Suburban Buick 1100 E Roosevelt Rd, Wheaton	630-462-8000	D	DEFJ Kabe	88% (40)	95%	90%	77%	0	1 (0.11)	52% (27)	l mn	\$113	\$95		
Sunrise Chevrolet 414 E North Ave, Glendale Heights	630-942-8300	F	Fb	90% (20)	90%	85%	55%	2 (— ⁵)	9 (— ⁵)	70% (30)	l mn	\$112	\$90		
Tech Auto Service 660 Ogden Ave, Downers Grove	630-968-6889		All	100% (14)	100%	100%	93%	0	0	42% (12)	mn	\$95	\$60	✓	✓
3-D Auto 222 E Roosevelt Rd, Lombard	630-629-2800		All	91% (11)	82%	91%	82%	0	0	41% (22)	mn	\$95	By job		
Toyota Scion of Naperville 1515 W Ogden Ave, Naperville	630-357-1578	fi	fi	84% (88)	90%	84%	55%	0	1 (0.09)	88% (8)	mn	\$107	\$94		
Valley Honda 4173 Ogden Ave, Aurora	630-851-5700	L	L	91% (57)	98%	93%	73%	0	3 (0.17)	60% (10)	l mn	\$105	\$90		
Village Automotive 38 W Naperville Rd, Westmont	630-241-0404		All	100% (12)	100%	100%	100%	0	0	100% (67)	mn	— ⁵	\$84	✓	— ⁸
Village Pontiac GMC Truck 1585 W Ogden Ave, Naperville	630-357-2200	Kb	DEFGHIJK PRSVabei	83% (60)	83%	83%	57%	0	4 (0.21)	41% (17)	l mn	\$122	\$99		
Webb Dodge 285 Roosevelt Rd, Glen Ellyn	630-469-6600	H	G HR	73% (27)	81%	81%	37%	0	5 (0.50)	— ⁵	n	\$99	\$81		
Westgate Lincoln Mercury 500 E Roosevelt Rd, Lombard	630-495-2500	V	IV	69% (26)	85%	69%	58%	1 (0.10)	4 (0.40)	— ⁵	mn	\$117	\$98		
Westmont Automotive Service 119 E Chicago Ave, Westmont	630-968-1398		All but Tcdf	100% (14)	100%	100%	86%	0	1 (0.40)	81% (27)	l mn	— ⁵	\$85	✓	— ⁸

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
DuPage County (continued)															
Wilkins Buick Mazda 225 W Roosevelt Rd, Villa Park	630-495-0800	DW	DW	91% (34)	97%	88%	85%	0	0	75% (20)	mn	\$120	\$98		
Willowbrook Ford Kia 7301 S Kingery Hwy, Willowbrook	630-986-5000	IS	I SV	78% (42)	79%	76%	45%	0	0	100% (6)	mn	\$96	\$98		
Woody Buick 125 W Grand Ave, Bensenville	630-595-0250	D	D	94% (31)	97%	97%	87%	0	0	52% (25)	mn	\$100	\$110	✓	
Kane and Kendall Counties															
Bunge's Tire & Auto Center 826 S McLean Blvd, Elgin	847-741-2799		All but Qcd	100% (29)	100%	97%	93%	0	0	73% (48)	mn	\$89	\$85	✓	
Citgo Service Ctr of Batavia¹⁴ 27 N Batavia Ave, Batavia	630-879-0999		All	100% (14)	100%	100%	100%	0	0	90% (70)	mn	\$91	\$80	✓	
Dan Nigri Lincoln Mercury Suzuki 4200 E North Ave, St Charles	630-584-6200	Vh	I Vh	86% (22)	100%	95%	62%	0	4 (0.57)	— ⁵	n	\$101	\$97		
Dempsey Dodge Chrysler 1000 E US Hwy 34, Plano	630-552-7688	GH	G HR	70% (10)	100%	80%	30%	0	1 (0.10)	— ⁵	mn	\$100	\$85		
Fenzel Motors 206 S State St, Hampshire	847-683-2424	G HR	G HR	93% (15)	93%	93%	87%	0	0	67% (6)	mn	\$85	\$70		✓
Firestone Tire & Service Ctr 1645 E Main St, St Charles	630-584-3050		All but M	83% (18)	83%	89%	61%	0	0	80% (10)	I mn	\$91	\$81		
Fox River Tire & Supply 20 N 17th St, St Charles	630-584-0655		All	100% (27)	96%	100%	65%	0	0	68% (25)	mn	\$95	\$84	✓	
Fox Valley Ford 208 Hansen Blvd, North Aurora	630-907-3100	I	IV	81% (17)	80%	88%	44%	0	0	22% (9)	mn	\$93	\$89		
Gerald Nissan Subaru 213 Hansen Blvd, North Aurora	630-907-0800	Zg	All but M	95% (20)	100%	95%	85%	0	0	50% (8)	mn	\$109	\$72	✓	
Greg's My Mechanic 1325 E New York St, Aurora	630-898-9778		All	100% (12)	100%	100%	100%	0	0	74% (19)	mn	\$103	\$68	✓	
Kellenberger Auto Service Ctr 217 Symphony Way, Elgin	847-741-5457		ABCDEFGHIJKLN OPRUVWXYZabegi	95% (22)	100%	100%	90%	0	0	92% (48)	mn	\$88	By job	✓	✓
Ken's Auto Center 501 Edison St, Geneva	630-232-9800		All but BMQScdfgh	100% (11)	100%	100%	91%	0	0	100% (28)	I mn	\$93	\$76	✓	
McGrath Honda 1411 E Main St, St Charles	630-443-6400	L	All	87% (15)	87%	93%	73%	0	0	63% (8)	mn	\$108	By job		
McGrath Pontiac Buick GMC 1421 E Main St, St Charles	630-584-6400	D Kb	DEF JKab	77% (30)	77%	77%	40%	0	2 (0.11)	60% (20)	n	\$99	\$110		
Merlin's Muffler & Brake 2073 IL Rte 38, St Charles	630-377-5566		All	88% (16)	100%	94%	63%	0	0	61% (18)	mn	\$94 ⁴	\$85		
Napleton Lincoln Mercury⁶ 205 Hansen Blvd, North Aurora	630-907-0707	V	IV	77% (13)	85%	77%	46%	0	1 (0.13)	— ⁵	I mn	\$92	\$92		
Ollie's Garage 709 Main St, Batavia	630-879-0252		ADEFGHIJKLNOP RSUVWYZabeghi	100% (13)	100%	100%	100%	0	0	72% (32)	mn	\$87	\$80	✓	✓

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				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price										
All-Firm Averages														88%	92%	89%	70%			70%	\$100	\$87			
Kane and Kendall Counties (continued)																									
Probst Service 300 Webster St, Montgomery	630-897-7413		All	100% (16)	100%	100%	94%	0	0	74% (35)	mn	\$86	\$75	✓	✓										
Richard Chrysler Jeep 1845 E Main St, St Charles	630-584-0031	GR	DEFGH KRabe	76% (25)	84%	80%	44%	0	2 (0.13)	100% (6)	l mn	\$114	\$92												
Riverfront Chrysler Jeep 200 Hansen Blvd, North Aurora	630-907-1700	GR	G HR	96% (24)	100%	100%	71%	0	2 (0.10)	58% (19)	n	\$109	\$84												
St Charles Toyota & Scion 2651 E Main St, St Charles	630-584-6655	fi	fi	78% (27)	93%	81%	41%	0	4 (0.33)	67% (9)	n	\$102	\$90												
Saturn of Dundee 750 Dundee Ave, East Dundee	847-836-1700	e	e	93% (15)	93%	87%	67%	1 (0.17)	2 (0.33)	83% (6)	l mn	\$112	\$88												
Spring Hill Ford 800 Dundee Ave, East Dundee	847-551-3300	l	IV	82% (17)	80%	76%	41%	0	0	— ⁵	mn	\$99	\$85												
Valley West Automotive 8 S Dempsey St, Elburn	630-365-5441		All but MQc	100% (16)	100%	100%	88%	0	0	42% (12)	mn	— ⁵	\$65	✓	— ⁸										
Whitt Brothers Garage 1028 Ridgeway Ave, Aurora	630-892-8022		All	100% (24)	100%	100%	96%	0	0	81% (54)	mn	\$78	\$80	✓	✓										
Zimmerman Ford 2525 E Main St, St Charles	630-584-1800	l	IV	75% (32)	94%	88%	59%	1 (0.06)	0	— ⁵	mn	\$95	\$85												
Lake County																									
Acura of Libertyville 1620 S Milwaukee Ave, Libertyville	847-680-7333	A	A	79% (14)	93%	86%	79%	0	2 (0.11)	88% (8)	mn	\$115	By job												
Alpine Automotive Service 225 Oakwood Rd, Lake Zurich	847-438-7770		All	95% (23)	96%	96%	74%	0	0	96% (27)	l mn	\$93	\$76												
Anthony Pontiac GMC Buick 7225 Grand Ave, Gurnee	847-856-3000	D Kb	All	77% (32)	94%	83%	53%	0	5 (0.24)	54% (13)	l mn	\$118	\$90												
ATRA/Nickel's Automotive 530 E Park Ave, Libertyville	847-362-7333		All	73% (12)	73%	83%	67%	0	0	86% (29)	mn	\$83	\$60		✓										
Audi Exchange 2490 Skokie Valley Rd, Highland Park	847-432-5020	B	B	78% (23)	78%	78%	48%	0	0	40% (5)	l mn	— ⁵	\$129		— ⁸										
Auto Lab 400 S Milwaukee Ave, Libertyville	847-367-4488		All	100% (15)	100%	100%	100%	0	0	65% (20)	l mn	\$92	\$75	✓	✓										
Auto Nation/Libertyville Toyota 1181 S Milwaukee Ave, Libertyville	847-362-1500	fi	All	93% (43)	95%	91%	74%	0	5 (0.07)	52% (31)	l mn	\$94	\$89												
Autobahn Motorworks 25752 N Rte 83, Mundelein	847-566-3430		BCX cjk	100% (11)	100%	100%	100%	0	0	85% (39)	mn	\$94 ⁴	\$95	✓											
Barrington Volvo 300 N Hough St, Barrington	847-381-9400	k	k	83% (19)	83%	89%	63%	0	0	— ⁵	mn	\$123	\$106												

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹	Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)		
			Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price	
All-Firm Averages															
Lake County (continued)															
Bernard Chevrolet Isuzu RV 1001 S Milwaukee Ave, Libertyville	847-362-1400	FP	DEFJ KMPab	93% (28)	89%	89%	57%	2 (0.20)	9 (0.90)	77% (22)	mn	\$102	\$92		
Best Car Care 615 N Lake St, Mundelein	847-837-0047		All but BCMQTcdk	100% (14)	100%	100%	100%	0	0	38% (8)	l mn	\$88	\$70	✓	✓
The Car Doc 1282 Townline Rd, Mundelein	847-949-4760		All	93% (29)	93%	93%	83%	0	0	90% (30)	mn	\$93	\$75		
Casey Automotive 507 S Rand Rd, Lake Zurich	847-438-1844		All	100% (22)	100%	100%	82%	0	2 (0.40)	78% (92)	n	\$89	\$78		✓
Christoph's Automotive 1070 E Park Ave, Libertyville	847-918-8100		AL	100% (23)	100%	100%	100%	0	0	85% (13)	mn	\$91	\$73	✓	✓
Classic Chevrolet Toyota Scion 425 N Green Bay Rd, Waukegan	847-336-4300	F fi	FU fi	79% (39)	85%	82%	62%	0	11 (0.37)	77% (22)	l mn	\$94	\$89		
Closs Tire & Auto 1340 N Lewis Ave, Waukegan	847-336-5555		DEFGHI JKRVabe	64% (12)	100%	83%	58%	0	0	71% (55)	mn	\$92	\$65		✓
Corvette Repair & Restoration 20818 N Rand Rd, Lake Zurich	847-438-3600		All	100% (12)	100%	100%	83%	0	0	79% (29)	mn	\$62	\$82	✓	✓
D & R Auto Works ⁶ 2366 Skokie Valley Rd, Highland Park	847-433-4343		All	89% (19)	95%	95%	74%	1 (0.17)	1 (0.17)	98% (41)	mn	\$106	\$89		
D Wells Automotive Service 7365 Grand Ave, Gurnee	847-856-1420		All but cd	100% (20)	100%	100%	95%	0	0	73% (37)	mn	\$99	\$82	✓	
Deerfield Auto & Tire Clinic 663 Waukegan Rd, Deerfield	847-945-0896		All but Qc	94% (34)	100%	97%	85%	0	0	60% (20)	mn	\$93	\$88	✓	
Deerfield Garage 444 Lake Cook Rd #1, Deerfield	847-948-0722		All but BCMQTxcfk	100% (15)	100%	100%	100%	0	0	58% (24)	mn	\$90	\$90	✓	
Deerfield Shell Service 655 Waukegan Rd, Deerfield	847-945-0584		All but M	100% (14)	100%	100%	100%	0	0	46% (24)	mn	\$95	\$78	✓	
Duxler Libertyville Firestone 902 S Milwaukee Ave, Libertyville	847-367-6710		All	96% (27)	96%	100%	92%	0	0	91% (43)	mn	\$88	\$82	✓	✓
Ellison Auto Clinic 390 W Liberty St, Wauconda	847-526-6776		All	94% (16)	100%	88%	81%	0	0	99% (68)	mn	\$99 ⁴	\$88		
Fields of Lake County 1121 S Milwaukee Ave, Libertyville	847-362-9200	Ok	Ok	92% (24)	92%	92%	75%	0	0	67% (12)	mn	— ⁵	\$120		— ⁸
Firestone Tire & Service Ctr 489 S Rand Rd, Lake Zurich	847-550-9510		All but MT	88% (16)	88%	75%	25%	0	0	33% (9)	l mn	\$84	\$81		✓
Glenn & Sons Automotive 19170 W Rte 137, Libertyville	847-362-2886		All	96% (25)	96%	96%	88%	0	0	88% (48)	mn	\$87	\$82	✓	✓
H & H Towing & Auto Repair 1050 E Park Ave, Libertyville	847-367-5300		All	100% (24)	100%	100%	88%	0	0	77% (22)	mn	\$109	\$83	✓	
Hamil's Auto Haus 34112 N Barron Blvd, Grayslake	847-223-1820		All but MQTcdfk	93% (15)	100%	100%	87%	0	0	69% (29)	mn	\$84	\$75	✓	✓
Hawkeye Automotive 909 S Rand Rd, Lake Zurich	847-540-0090		ADEFGHIJKLNOP RSUVWYZabefghi	100% (22)	100%	100%	100%	0	0	97% (32)	mn	\$104	\$86	✓	

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
Lake County (continued)															
Highland Park Ford	847-433-7200	I	ADEFGHIJKLNOP RSUVWYZabeghi	86% (38)	82%	88%	53%	2 (0.14)	2 (0.14)	33% (6)	mn	\$121	\$98		
Highland Park Lincoln Mercury	847-831-5880	V	V	81% (28)	82%	86%	64%	0	0	60% (5)	mn	\$113	\$99		
Knauz Auto Park	847-234-2800	CD GX	CDFGHI RTVXabe	83% (32)	84%	81%	71%	0	— ⁵	— ⁵	mn	\$97	By job		
Knauz Auto Park	847-604-5000	C	C	84% (32)	84%	84%	84%	1 (0.06)	— ⁵	77% (13)	mn	— ⁵	By job		— ⁸
Lambs Automotive	847-821-2100		All	85% (26)	88%	88%	77%	0	0	76% (34)	mn	\$98	\$88		
Lexus of Highland Park	847-432-1900	U	U	93% (28)	100%	96%	86%	0	0	— ⁵	mn	\$109	\$104	✓	
Liberty Auto City	847-362-2683	GNR Wgh	All	91% (66)	97%	97%	71%	0	11 (0.37)	80% (5)	n	\$106	By job		
Liberty Auto Plaza	847-680-8000	S Zj	All but MQxcd	88% (26)	85%	77%	38%	0	7 (— ⁵)	— ⁵	n	\$125	\$96- \$100		
Libertyville Lincoln Mercury	847-367-1700	V	All	100% (45)	91%	96%	56%	0	2 (0.15)	— ⁵	l mn	\$102	\$95		
Lou's Garage	847-234-1599		All but MS	92% (25)	100%	96%	84%	0	0	72% (29)	mn	\$84	\$90	✓	✓
Lyons Ryan Ford Lincoln Mercury	847-395-3900	IV	All	88% (25)	92%	92%	72%	1 (0.08)	2 (0.17)	89% (18)	mn	\$90	\$95		
Midas	847-223-3344		All	90% (10)	90%	90%	60%	1 (0.25)	1 (0.25)	75% (12)	l mn	\$99	\$70		
Miller-Krueger Dodge	847-362-3800	H	G HR	93% (14)	100%	86%	64%	0	0	— ⁵	l mn	\$108	\$90		
Muller Mazda Pontiac GMC	847-831-4100	K Wb	DEFJ KWab	75% (21)	90%	76%	62%	2 (0.20)	3 (0.30)	87% (15)	mn	\$107	By job		
Muller's Highland Park Honda	847-831-4200	L	AL	93% (43)	98%	95%	79%	0	4 (0.22)	— ⁵	l mn	\$111	\$98		
North End Garage	847-362-5150		All	100% (11)	100%	100%	90%	0	0	80% (74)	mn	\$83	\$80	✓	✓
North Shore Auto Group ¹⁵	847-432-4800	DZ gj	All but CMQxcd	82% (34)	94%	74%	41%	0	2 (0.12)	65% (17)	l mn	\$93	\$105		
North Shore Nissan VW	847-433-7900	Zj	DZ gj	71% (25)	87%	84%	56%	0	2 (0.17)	— ⁵	l mn	\$117	By job		
Northwest Automotive Service	847-872-2211		ADEFGHIJKLNOP RSUVWYZabefghi	100% (17)	100%	100%	94%	0	0	98% (99)	mn	\$93	\$76	✓	

FOOTNOTES ON PAGE 48.

*MAKES OF CARS: A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

**OTHER FACTS: l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)										
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price									
All-Firm Averages														88%	92%	89%	70%			70%	\$100	\$87		
Lake County (continued)																								
Pasquesi & Son Auto & Truck 2086 1st St, Highland Park	847-433-4862		All	100% (18)	100%	100%	78%	0	0	58% (24)	mn	\$89	\$75	✓	✓									
Pauly Acura 2699 Skokie Valley Rd, Highland Park	847-433-8200	A	AL	100% (28)	100%	100%	96%	1 (0.17)	1 (0.17)	86% (21)	m	— ⁵	\$98	✓	— ⁸									
Pauly Honda 1111 S Milwaukee Ave, Libertyville	847-362-4300	L	AL	93% (54)	96%	94%	81%	0	1 (0.06)	67% (6)	mn	\$111	\$89											
Raymond Chevrolet 118 W State Rte 173, Antioch	847-395-3600	F	DEFGHI JKRVabe	86% (14)	86%	93%	43%	0	2 (0.09)	78% (23)	l mn	\$100	\$79											
Ripley Automotive 325 S Green Bay Rd, Waukegan	847-244-9560		All but BCQXcdjk	100% (12)	100%	100%	83%	0	0	57% (35)	lm	\$89	\$68	✓	✓									
Rockenbach Chevrolet 1000 E Belvedere Rd, Grayslake	847-223-8651	F	DEFGHI JKMRabe	60% (15)	67%	60%	27%	0	22 (0.88)	— ⁵	l mn	\$118	\$95											
Rosen Lincoln Mercury Honda 7000 Grand Ave, Gurnee	847-623-7673	LV	ADEFGHIJKLP RUVWYZabeghi	84% (40)	82%	79%	53%	0	4 (0.16)	78% (18)	l mn	\$95	\$95											
Rouse's Auto Repair 211 S Milwaukee Ave #103, Libertyville	847-362-8950		All	100% (47)	100%	100%	100%	0	0	92% (51)	mn	\$83	\$85	✓	✓									
Saturn of Libertyville 1160 S Milwaukee Ave, Libertyville	847-362-6600	e	All	92% (25)	92%	92%	60%	0	2 (0.20)	50% (10)	l mn	\$88	By job		✓									
Sessler Ford 1010 S Milwaukee Ave, Libertyville	847-362-4550	l	IV	80% (25)	88%	80%	36%	0	4 (0.17)	— ⁵	l mn	\$93	By job											
Sparks Computerized Car Care 491 S Rand Rd, Lake Zurich	847-540-1260		All	100% (17)	100%	100%	100%	0	0	86% (37)	l mn	\$92	\$75	✓	✓									
Weil Cadillac Hummer 1050 S Milwaukee Ave, Libertyville	847-362-4100	EM	DEFJ KMabe	72% (32)	87%	75%	53%	1 (0.05)	2 (0.09)	61% (31)	mn	\$129	\$125											
Wickstrom Ford 600 W Northwest Hwy, Barrington	847-381-8850	l	IV	95% (44)	95%	95%	86%	0	0	43% (7)	mn	\$110 ⁴	\$95	✓										
Wickstrom Ford Lincoln Mercury ¹⁶ 660 W Northwest Hwy, Barrington	847-382-5600	IV	IV	88% (17)	100%	94%	69%	0	0	43% (7)	mn	\$108	\$95											
McHenry County																								
Anderson Motor 360 N Rte 31, Crystal Lake	815-455-4330	C Wj	C Wj	97% (34)	97%	94%	68%	0	— ⁵	— ⁵	mn	\$119	By job											
Conlon Collins Ford Kia 5213 W Northwest Hwy, Crystal Lake	815-459-8200	IS	l SV	62% (29)	83%	69%	31%	1 (0.09)	4 (0.30)	43% (7)	l mn	— ⁵	\$88		— ⁸									
Crystal Lake Chry Jeep Mitsub 5404 S Rte 31, Crystal Lake	815-459-9000	G RY	GH RY	75% (21)	85%	85%	70%	0	5 (0.50)	80% (5)	n	\$108	\$90											
Crystal Lake Honda 210 N Illinois, Rte 31, Crystal Lake	815-459-6400	L	AL	87% (23)	87%	91%	52%	0	13 (1.44)	— ⁵	l mn	\$102	\$110											
De Craene Service Center 850 S Eastwood Dr, Woodstock	815-338-2729		All	75% (12)	83%	75%	75%	0	0	50% (10)	mn	\$81	\$68		✓									
Gary Lang Auto Group 1103-1107 S Rte 31, McHenry	815-363-3070	DEF Kbg	All but MQTcd	64% (25)	88%	80%	56%	1 (0.04)	2 (0.08)	50% (6)	l mn	\$105	\$90- \$95											

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%	\$100	\$87			
McHenry County (continued)															
Midas	815-455-3540		All but BCMQXcd	75% (16)	88%	75%	50%	0	0	64% (14)	l mn	\$92	\$65	✓	
Mike's Service Center	815-459-1040		All but BCQTxcdf	100% (27)	100%	100%	93%	0	1 (0.13)	94% (65)	n	\$99	\$92	✓	
Morrie & Sons	815-385-2266		ADEFGHIJKLPUVWYZabeghi	92% (12)	100%	100%	92%	0	0	66% (32)	mn	— ⁵	\$65	✓	— ⁸
Northtown Auto Svc & Tire Ctr	815-363-2886		All	88% (17)	100%	82%	65%	0	0	100% (42)	mn	\$93	\$70		✓
Pauly Toyota Scion	815-459-7100	fi	All	89% (37)	86%	86%	58%	0	1 (0.07)	40% (5)	mn	\$96	\$89		
Reichert Chevrolet Buick	815-459-4000	DF	DEFJ KMabe	91% (44)	95%	95%	74%	0	2 (0.10)	61% (18)	l mn	\$97	\$89		
Rick & Lou's Servicenter	815-459-4117		All but MQTcf	97% (32)	100%	97%	94%	0	0	69% (36)	m	\$91	\$78	✓	✓
Teson Automotive	847-658-7700		All	100% (11)	100%	100%	64%	0	0	97% (37)	mn	\$89	\$76	✓	✓
Will County															
Bill Jacobs Joliet	815-725-7110	F	DEF JKab	82% (18)	89%	89%	50%	0	5 (0.30)	64% (28)	l mn	\$121	\$98		
Bill Jacobs Plainfield Chevrolet	815-436-2071	F	DEFJ Kabe	77% (13)	92%	77%	38%	0	0	79% (14)	mn	\$107	\$89		
Currie Ford Motors	708-479-1100	I	IV	81% (21)	86%	85%	60%	0	2 (0.13)	— ⁵	l mn	\$115	\$89		
D'Arcy GMC Buick	815-744-5900	DK NPj	DEFGHIJK MNPRVabej	83% (18)	89%	89%	72%	0	2 (0.08)	59% (34)	l mn	\$101	\$90		
D'Arcy Motors VW Isuzu Hyundai ⁶	815-725-5200	N Pj	N Pj	87% (24)	91%	91%	57%	1 (0.11)	0	— ⁵	mn	\$97	\$90		
DJ's Auto & Truck	630-904-8181		All but MQSfhjk	94% (17)	94%	94%	94%	0	0	77% (44)	m	\$95	\$70	✓	
59 Auto Repair	815-254-9959		ADEFGHIJKLNOP RSUVWYZabefghi	96% (24)	100%	96%	83%	0	0	62% (39)	l mn	\$82	\$68	✓	✓
Firestone Tire & Service Ctr	630-759-3620		All but MT	80% (20)	89%	84%	68%	0	2 (0.50)	65% (57)	l mn	\$98	— ⁵		
Honda of Joliet	815-439-2222	L	AL	86% (29)	97%	93%	66%	1 (0.13)	4 (0.50)	50% (8)	l mn	\$98	\$90		
Joliet Dodge	815-729-3343	H	All	85% (13)	77%	85%	54%	1 (0.09)	1 (0.09)	70% (10)	l mn	\$99	\$95		

FOOTNOTES ON PAGE 48.

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

Table 3

Auto Repair Shops ¹		Makes of cars sold*	Makes of cars repaired*	% of customers rating firm "adequate" or "superior" for...			Percent of customers rating firm "superior" for "overall performance"	No. of complaints on file at Attorney General's Office & (complaint rate)	No. of complaints on file at Better Business Bureau & (complaint rate)	Success rate when performing emissions repairs & (number of jobs) ²	Other facts**	CHECKBOOK's price index score ³	Shop's hourly labor rate for major mechanical repairs	CHECKBOOK's top rating (✓)	
				Doing work properly & (number of ratings)	Starting and completing work promptly	Overall performance								For quality	For price
All-Firm Averages				88%	92%	89%	70%			70%		\$100	\$87		
Will County (continued)															
Orland Automotive 13030 W 159th St, Lockport	708-301-2608		All	89% (19)	95%	89%	74%	0	0	58% (31)	mn	\$77	\$75		✓
Phillips Chevrolet 33 W Lincoln Hwy, Frankfort	815-469-2323	F	DEFJ KMabe	67% (22)	71%	76%	33%	0	7 (0.35)	67% (6)	l mn	\$117	\$98		
Rod Baker Ford 23210 Lincoln Hwy, Plainfield	815-436-5681	I	DEFGHIJ KMRVabe	75% (12)	83%	82%	64%	0	0	40% (10)	mn	\$92	\$90		
Standon Automotive Tech 1949 Clearing Ct, New Lenox	815-485-1500		All but MTcdfh	95% (19)	100%	100%	95%	0	0	89% (44)	mn	\$90	\$68	✓	✓
Thomas Auto Group 1437 N Larkin Ave, Joliet	815-744-2760	EZ fi	DEFJK Zabefi	71% (28)	93%	75%	50%	0	7 (0.42)	57% (30)	mn	\$108	\$95		

***MAKES OF CARS:** A=Acura; B=Audi; C=BMW; D=Buick; E=Cadillac; F=Chevrolet; G=Chrysler-Plymouth; H=Dodge; I=Ford; J=Geo; K=GMC Truck; L=Honda; M=Hummer; N=Hyundai; O=Infiniti; P=Isuzu; Q=Jaguar; R=Jeep; S=Kia; T=Land Rover; U=Lexus; V=Lincoln-Mercury; W=Mazda; X=Mercedes-Benz; Y=Mitsubishi; Z=Nissan; a=Oldsmobile; b=Pontiac; c=Porsche; d=Saab; e=Saturn; f=Scion; g=Subaru; h=Suzuki; i=Toyota; j=Volkswagen; k=Volvo.

****OTHER FACTS:** l=BBB member; m=Does not have unsatisfactory record with BBB; n=Shop claims to have at least one technician certified by the National Institute of Automotive Service Excellence (ASE).

FOOTNOTES:

¹ See text and page 120 for description of research methods, dates, and limitations. We've included all shops for which we received at least 10 ratings on our customer survey. We do not report data for periods prior to shops' changes of name and ownership. As a result, some large shops are not listed at all.

² See text for an explanation of this data. We've reported results for shops that completed at least five emissions repair jobs on cars that were manufactured before 1996 during the two-year period of January 1, 2003 to December 31, 2004.

³ For each shop, this index is intended to suggest the price a customer might expect to pay for repairs that would cost \$100 at the "average" shop repairing the same type of car. The price index is

based on prices quoted to CHECKBOOK telephone shoppers for some or all of three specific repair tasks. For each shop, a make or several makes of cars were selected from among the makes the shop regularly services. All prices quoted were for a make of car the shop repairs and the shop was compared to other shops with price quotes on the same make and repair. Shops that do not regularly repair any of the makes were not scored. It should be noted that some dealers were scored on a kind of car they repair but do not sell. For instance, Pontiac dealers were scored on the basis of their charges for repairing Buicks and Chevrolets. Unless otherwise noted, the index is based on three price quotes given by a shop.

⁴ Price index score is based on two price quotes.

⁵ Insufficient data.

⁶ Firm changed ownership during customer survey period; management policies may have changed.

⁷ Formerly Honda Clinic.

⁸ Insufficient data to determine whether checkmark is warranted.

⁹ Formerly Airway Honda.

¹⁰ Formerly Van Dahm Lincoln Mercury.

¹¹ Formerly Shepherd Motor Cars.

¹² Formerly Toyota of Chicago Heights.

¹³ Formerly J K Pontiac Nissan.

¹⁴ Formerly Batavia Amoco.

¹⁵ Formerly Grant Dean at North Shore.

¹⁶ Formerly Wickstrom Lincoln Mercury.

(Continued from page 20)

Your owner's manual will indicate the right type of oil to add. Most standard cars do well on "multi-grade" oils, like 10W-40. In these oils, a low first number indicates that the oil can be used at low winter temperatures without becoming so stiff that it keeps your car from starting; a high second number, like 40 or 50, indicates that the oil will remain thick enough to be effective even at the high temperatures most late-model engines maintain.

• **Check battery.**

By removing the caps on the battery, you can see whether it has

sufficient water. The liquid should come to the bottom of the neck of each filler hole (most maintenance-free batteries don't allow for adding water).

Also check for corrosion at the posts where the battery cables attach to the battery. Corrosion can eventually cause the battery to lose power, but it can be cleaned away easily. Just apply a paste of baking soda and water to the corroded areas; let the chemical action of the paste work for a half hour; then wash it off with clear water.

• **Check coolant level.**

You can check coolant level by

looking at the reserve tank alongside of the radiator tank. *Caution:* never remove the radiator cap when the engine is hot; you might be scalded by spraying hot water and steam.

• **Check belts.**

The fan, water pump, alternator, power steering, air conditioner, and emission control air pump all have belts to drive them. With the engine off, some of these belts can be conveniently inspected for fraying, cracks, and loss of tension. You can check tension by pressing with your thumb on a belt; it should not give more than about half of an inch when pressed hard.

How We Gather (and How to Interpret) Our Data

Our tables rating individual firms will be more valuable to you if you know how the data were gathered and how they should be interpreted.

Opinion Surveys

Customer survey scores reported on our tables are from our surveys of consumers, which are conducted via mail, telephone, and the Internet. We primarily survey *Consumer Reports* and *CHECKBOOK* subscribers, but we also survey a sampling of other consumers.

Since many firms were rated by rather small numbers of raters, small differences between two firms in the percentage of raters who gave a particular rating (say, “superior”) should be ignored. The table below gives a rough guide to minimum differences you should look for in deciding on one firm over another.

When using these survey data, remember that the questions are to some degree subjective and that the differences among firms might be explained by differences in the personalities, backgrounds, critical standards, and other characteristics of the raters or by biases these raters might have.

Complaints

Our ratings tables on auto repair shops, carpet stores and installers, major appliance repair services, and lawn care services show the number of complaints filed against individual firms with the Better Business Bureau Serving Chicago and Northern Illinois (BBB) for a three-year period and with the Consumer Protection Division of the Office of the Attorney General for a two-year period.

On our ratings tables, we calculate complaint rates, where we are able, by dividing the number of complaints by the best measure we can devise of each firm’s business volume and exposure to complaints.

There are limitations to the complaint data. One problem is that some complaints may be unjustified, simply filed by cranks. Another problem is that, in some cases, we didn’t have a measure of business volume and therefore couldn’t control for differences in firms’ exposure to complaints.

We always recommend that you look for substantial differences in complaint counts and rates. We also advise giving little weight to complaint counts if the total count against a firm is less than three or four.

Survey of Firms

To gather much of the other information on our tables, we surveyed the firms. In general, our researchers surveyed firms by

phone (sometimes without revealing their affiliation with *CHECKBOOK*), but in some cases data were collected by mail or from firms’ websites, or phone responses were confirmed by mail follow-up.

Price Index Scores

To compute our price index scores, we calculated an *average* price for each job or item for all the firms that quoted on that job or item. Next we compared each firm’s price to the average. One firm might come in at 120 percent of the multifirm average for a particular job, and another firm might come in at 90 percent. We took each firm’s percentage score on each job or item, standardized it, and assigned a weight to each job or item, based on our judgment. We then averaged the standardized, weighted percentage scores to find how the firm compared to other firms overall. Finally, we multiplied this overall percentage score by a flat dollar amount, say, \$100.

The price index score, then, is intended to indicate the relative prices we found for the firms, adjusted to the base of this flat dollar amount. These index scores are imperfect for various reasons: for instance, the jobs or items checked may not be representative; the weighting of various jobs or items in the index may not accurately reflect typical expenditure patterns; and the number of jobs or items is small.

Timeliness of the Data

All of the data must be interpreted in view of timeliness.

Our customer survey data are from surveys conducted from February 2000 to February 2005. Survey respondents were asked to report on experiences in the preceding year or, in some cases, two years or three years.

For the BBB, the data are for a three-year period dating back from a date in September 2004 to January 2005 (different three-year periods for different articles).

For the Consumer Protection Division of the Office of the Attorney General, the complaint data are for a two-year period dating back from September 30, 2004.

The data from our survey of firms were collected from November 2004 to March 2005 for major appliance repair services; December 2004 to March 2005 for lawn care services; and from January to March 2005 for auto repair shops. Information reported for credit cards were collected in March 2005.

Our price data were collected from May to November 2004 for major appliance repair services; May 2004 to January 2005 for auto repair shops; August 2004 to March 2005 for bicycle shops; in September 2004 for lawn care services; from September to December 2004 for watch repair shops; October 2004 to February 2005 for carpet stores and installers; and December 2004 to March 2005 for florists.

For the most part, our tables include firms for which we collected 10 or more ratings on our customer survey during the customer survey period mentioned above, but we do not report data for periods prior to firms’ changes of name *and* ownership. As a result, some large firms are not listed at all. If only name *or* ownership changed, we do report the data. Changes subsequent to the dates listed above may not be taken into account.

Top Ratings

We give checkmarks to firms that score highest on a scoring system that we devise for each service field. Our scoring systems weight the various data in our tables and text based on our subjective judgment of their importance. Since the scores are based entirely on information presented, you can apply your own subjective judgments, and decide whether you prefer firms we have not given checkmarks. Where we do not have important data on a firm, we cannot give our checkmark.

A Rough Guide for Deciding Whether the Difference Between Two Percentages is Important	If one firm had this number of ratings:	And a second firm had this number of ratings:	Do not give much importance to the difference between the frequency with which the two firms experience a particular rating or result unless the difference is at least this many percentage points:
Assuming the average of the two firms’ percentages is 50 percent	10	10	45
	30	30	26
	60	60	18
	120	120	13
Assuming the average of the two firms’ percentages is 80 percent	10	10	36
	30	30	21
	60	60	15
	120	120	10