

★★★★★ by RICHARD DAVIS on 2018-08-15

I always enjoy doing business with Heritage Auto. They explain everything and make sure every thing is done perfectly. Tony and Scott are great to work with and always lets me know the final cost of the repairs. I want to thank them for the military discount. They really appreciate what those who have served and show it in the discount.

NPS:

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★★★★★ by HENRY & ELIZABETH SCHORR on 2018-08-09

The staff are always extremely courteous and up front about issues and costs. Their environment is positive.

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★★★★★ by RODNEY BERKSHIRE on 2018-08-03

Heritage Auto Repair did a thorough exam of my vehicle and recommended some component replacements in addition to repairing the major failure of the air conditioning system. All repairs and replacements, and cost and schedule, were agreed to prior to starting, and I was kept in the loop as work progressed. The shop is clean, and the staff is professional and courteous. The repairs come with a warranty. The free customer shuttle was an added bonus.

NPS:

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★★★★★ by JERRY POLLARD on 2018-08-02

Did what they said, not the cheapest but you know what they are going to do!! Seems like a good honest garage!

NPS:

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★★★★★ by KARI WARD on 2018-08-01

Great, honest service!

NPS:

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★★★★★ by BILL OVERTON on 2018-07-30

My experience was excellent. My vehicle was well cared for and the improvement in performance was immediately noticeable. As I use this vehicle extensively for travel, I am gratified to know that I now have expectations of top performance.

NPS:

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★★★★★ by TRACY WOLFGANG on 2018-07-27

Fantastic Service! :-)

NPS:

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★★★★★ by DONNA & DAVID KEMPER on 2018-07-26

good Job

NPS:

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★★★★★ by Anon on 2018-07-24

Car is running much better and drives much smoother.

NPS:

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★★★★★ by PATRICK WALLACE on 2018-07-24

These people are top notch. They performed warranty work. I feel confident when I recommend this company to someone.

NPS:

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★★★★★ by DENNY & PHYLLIS THOMAS on 2018-07-24

Auto repair, concerns,safety, felt I was in the best of hands. Made a trip in 1999 vehicle which ran most excellent due to our care and Heritage's care and workmanship. Thank You Heritage. We are back home and we had a safe trip and truck ran super great.

NPS:

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★★★★★ by Anon on 2018-07-20

Tony not only identified the problem quickly but helped to identify other issues where either other shops had missed a couple of steps or things that needed to be fixed and communicated it very clearly to both myself and my dad. We appreciated the efficiency and not being left in the dark during any part of the process.

NPS:

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★★★★★ by PATRICIA RATLIFF on 2018-07-19

Very satisfied and appreciate that you were able to provide a car for us while you worked on our vehicle.

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★★★★★ by ROGERS MOBILE LUBE LLC on 2018-07-16

You guys are awesome! You said you would have my van completed by Thursday evening and you stayed late to make that happen. Thank you!

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★★★★★ by JOHN FOREMAN on 2018-07-14

Prompt, friendly, and fairly priced.

NPS:

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★★★★★ by PETER & KAREN GRIER on 2018-07-11

Quick service, priced within assessment, friendly staff, questions answered

NPS:

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★★★★★ by DOREEN HASKETT on 2018-07-11

Heritage was extremely helpful when I had to leave town quickly for a funeral and needed a repair to my car. They kept in touch throughout the process, and looked over my car to make sure it was road worth. Answered any questions I had and when I left for the funeral I knew the car would safely make the trip. I will continue to use them. Thanks Heritage!

NPS:

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★★★★★ by MIKE BLEDSOE on 2018-07-04

Heritage Auto is always watching out for the best for any vehicle. I trust them to perform the professional and honorable service. Thanks a million!

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★★★★★ by LAURI THOMPSON on 2018-06-29

I went in for a scheduled oil change. Everything went perfectly fine. Not quite as convenient as a drive through JiffyLube or Einstein, but I know the quality of work at Heritage Auto is exceptional.

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★★★★★ by KAREN TESTER on 2018-06-29

I had been told by a dealership to replace my rear brakes, they were getting low... You were honest and let me know they were just fine and fixed an oil leak I did have.. you gave me great information and recommendations on what does need to fixed in the near future. I very much appreciate the honesty, will definitely be back!

NPS:

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★★★★★ by RILEY TALBOT on 2018-06-29

Great friendly service as always.

NPS:

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★★★★★ by Anon on 2018-06-29

Good service. Great job. Ready on time. AAA discount.

NPS:

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★★★★★ by STAN KALLMEYER on 2018-06-26

It was a great experience and helpful information on car.

NPS:

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★★★★★ by THOMAS THORGRIMSEN on 2018-06-26

The staff at Heritage Auto Repair are very professional, and incredibly knowledgeable. I appreciate the straightforward truth about our vehicle and all of its needs.

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★★★★★ by ERV & MARTI MARTEN on 2018-06-22

Excellent as sleays

NPS:

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★★★★★ by RILEY TALBOT on 2018-06-22

Very good service

NPS:

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★★★★★ by DENNY & PHYLLIS THOMAS on 2018-06-20

Everything I needed and asked for was done in a timely manner. All support and questions asked and how I was treated was very,very excellent. Thank you so much Heritage Auto Repair.

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★★★★★ by DIXIE MORLEY on 2018-06-19

I was suppose to be given an estimate of what they were going to do on my car for over 1700.00 dollars. Never got it. I found a place that works on rear ends and it will only cost me about 400.00 dollars

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★★★★★ by TAMMY BLAIR on 2018-06-18

Thank you for my Free Oil Change, I will be back again soon Than you!

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★★★★★ by Anon on 2018-06-15

I took my Toyota Sienna rampvan in to Heritage Auto Repair for a much needed checkup. It had been several years since it had been serviced and it needed a full inspection, all fluids checked and changed, as well as brake work done. The inspection revealed a cracked radiator, which Heritage replaced. The repairs were completed in a timely manner, which was extremely important since the rampvan is the vehicle my daughter uses to transport her and her wheelchair to and from appointments. We appreciated the quick turn-around time. The repairs and service were explained, as well as followup instructions should we experience any problems with the vehicle. The three year warranty on the work and parts are reassuring.

NPS:

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★★★★★ by JOHN SKINNER on 2018-06-14

Professional service starting with Dave at the counter to the clean business and wonderful staff. The veteran discount is sincerely appreciated and the communication is nothing less than excellent. The business is very involved in the community by offering free oil changes to single mothers on mother's day as just one example. I love taking my business to a one that has a love of country and supports a christian mindset by giving back.

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★★★★★ by LAURA ARNOLD on 2018-06-13

I am so appreciative and thankful to Heritage Auto. They are honest, fair and very helpful. The work, expertise and personal care they took is something I have not experienced in a very long time. Thank you very much for exhibiting integrity and for valuing me as a person.

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★★★★★ by ANITA LITTEER on 2018-06-12

I brought my car in for diagnostics. They had the answer in less than 2 hours and were able to fix it that day as well. I was very glad to have it all taken care of in one visit. Everyone was courteous and they have a shuttle too.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KEVIN SPENCER on 2018-06-08

I always get great service and quality repairs at Heritage.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by LINDA & STEPHEN HOLLER on 2018-06-07

We love the service we get at Heritage. Always honest and friendly staff. We won't take our cars anywhere else.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TRINIDY JONES on 2018-06-07

Great customer service and quick feedback.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2018-06-01

Great customer service and communication as to the major repair that was completed. The cost to me was as to what I was told.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TYLER VEIT on 2018-05-31

Excellent customer service and explanation of services provided.

NPS:

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★★★★★ by RON BULLOCK on 2018-05-24

Very professional and thorough with great service.

NPS:

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★★★☆☆ by JADEN CRANE on 2018-05-23

Electrical issues were not resolved after I had my vehicle in for four weeks. There was effort but never any resolution and I had already paid out over \$600 for having my vehicle in the same situation as it was when I dropped it off. Could not be told where the problem was. I was offered to leave it in for further work but just couldn't afford to spend more and not get resolution. Was trying to save for my sons college education so really frustrating to fork out this amount of money and not get resolution. I do think the staff was very courteous in explaining the situation. I do think there are experienced technicians as this location but not in the area of fixing Electrical Problems.

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★★★★★ by KEVIN SPENCER on 2018-05-23

Heritage always takes good care of me and my vehicle. Their work is high quality and they get things done in a timely manner. Very happy with the services rendered. That is why I keep going back.

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★★★★★ by NIQUE CONRAD on 2018-05-22

My experience with heritage was unbelievable! The attention and care for the PERSON and situation behind the "car problem" was so amazing. They truly cared about the predicament I was in... they told me although their job is to fix cars, there's

always a person behind the car problem and that is just as important. Never experienced a car mechanic shop like this one!

NPS:

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★★★★★ by LUCY TANGRADY on 2018-05-18

Friendly and trustworthy.

NPS:

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★★★★★ by JOSH GIRVAN on 2018-05-18

Awesome customer service and honesty with the issues I had with my car.

NPS:

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★★★★★ by KATHY & JOHNNY GREEN on 2018-05-18

As always, I am very happy wit the service I received from Heritage Auto Repair. David kept me well informed about the status of my repair and answered all my questions.

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★★★★★ by CARLA RAMSEY on 2018-05-17

Great job.

NPS:

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★★★★★ by KAREN HANSEN on 2018-05-16

Direct, honest, quick turn around!

NPS:

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★★★★★ by TEKLIT GEBREMESKEL on 2018-05-16

Excellent service my the almighty God bless you!!

NPS:

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★★★★★ by RON GRANT on 2018-05-13

From the moment i walked in and met David, i realized that Heritage ran a totally professional operation. Clean, facility. courteous staff and David listened to all my input before making any suggestions as to next steps. David explained your bumper to bumper evaluation and that service convinced me that Heritage was were i wanted my car serviced going forward. The service was completed quickly and for less money than i expected....EXCELLENT !.

NPS:

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★★★★★ by PHIL WINSLOW on 2018-05-13

Friendly and professional. will use their services again

NPS:

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★★★★★ by JOSH BINGAMAN on 2018-05-12

Very professional, would highly recommend

NPS:

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★★★★★ by MARY-LOU OLSEN on 2018-05-10

Excellence in all ways

NPS:

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★★★★★ by Anon on 2018-05-10

It was a good experience. They were kind and easy to work with. Definitely would recommend to anyone

NPS:

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★★★★★ by Anon on 2018-05-10

took my truck into Heritage, after having it looked at by two other mechanics who could not repair the issue. Heritage had it back to me in one day, and everything runs like it should. I would highly recommend these guys. Very professional staff, and gave a great description of what needed to done.

NPS:

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★★★★★ by Anon on 2018-05-09

All of the individuals I interacted with were pleasant and knowledgeable and the work was completed when promised at the estimated cost.

NPS:

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★★★★★ by Anon on 2018-05-06

Scott was very helpful and service done quicker than anticipated.

NPS:

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★★★★★ by DUANE GRESS on 2018-05-03

Great service. Repairs completed on time and at the quoted price. Great customer service. I have already recommended them.

NPS:

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★★★★★ by Anon on 2018-05-01

First time going to Heritage Auto. Found them to be very professional and fair. I'll be using them in the future.

NPS:

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★★★★★ by JIM MCMONIGAL on 2018-05-01

Work was performed ahead of schedule. Courteous service.

NPS:

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★★★★★ by Jeremy and Joy Riddle on 2018-04-27

I appreciated how timely the inspection was made and Scott calling with the issues at hand with a great description of what needed to be done. Both Tony and Scott were honest about these repairs. We have found our new mechanic shop !!

NPS:

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★★★★★ by ALYSSA CROMWELL on 2018-04-20

I take my vehicle here for regular oil changes, maintenance and all service needs. They're always very thorough and take the time to explain everything to me so that I feel I am making knowledgeable maintenance schedules and decisions and understand what why and how, Their customer service is fast and exemplary and their snack selection in the lobby is a nice perk. Especially with kids. ;) The lobby and the garage are both very clean, orderly and efficient. I began taking my vehicle to them after attending their free oil change for single mothers event, which I think is a fantastic service and one that they don't have to provide. They care, is the bottom line. It shows in how they conduct business from top to bottom.

NPS:

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★★★★★ by MARIA POISALL on 2018-04-19

As a single woman I always feel taken care of and never taken advantage of.

NPS:

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★★★★★ by JANE GUAY on 2018-04-18

Wonderful

NPS:

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★★★★★ by FRANK QUINN on 2018-04-18

Thanks for the checkup, saved me some heartache....

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★★★★★ by LYNN & DAVID HOLLIBAUGH on 2018-04-18

Very friendly and honest. Letting us know what needs to be done on our van, trustworthy.

NPS:

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★★★★★ by STEVE KJELLEN on 2018-04-14

Work was done properly and in a timely manner

NPS: N/A

★★★★★ by MARY-LOU OLSEN on 2018-04-13

Everyone is very helpful.... gave me info on my car that i didn't even know I should have!! Great!!

NPS:

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★★★★★ by MIKE KAUSPEDAS on 2018-04-13

Service was great and fast. "Kiki" our Kia Sedona is stopping much better now that she has brand new rotors and pads. Happy to find a local shop we can service her at since we plan on keeping Kiki for several more years. The contemporary Christian music playing in the lobby was a nice touch too. Oh, and wifi, I was able to get some work done while I waited for diag. Everything I guess you'd expect at a dealer's shop but much less expensive and friendlier.

NPS:

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★★★★★ by WARREN MILANOWSKI on 2018-04-13

Always good. Many recommended service items. some checked by son-in-law (also a mechanic) have to wait on more expensive maintenance due finances. Son in law to do much of work. Brakes appear to be okay as do sruts.

NPS:

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★★★★★ by PATRICK MILLER on 2018-04-12

Once again great customer care. Explained what was needed and options on how to address them. It's the only place I take my families vehicle.

NPS:

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★★★★★ by Andrea Morisco on 2018-04-07

Wonderful

NPS:

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★★★★★ by DEE SARTON on 2018-04-06

Very helpful answering all our questions and getting the job done.

NPS:

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★★★★★ by ERV & MARTI MARTEN on 2018-04-06

Great as always

NPS:

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★★★★★ by LARRY & JACKIE NORTON on 2018-04-06

Very professional and friendly

NPS:

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★★★★★ by David Carlen on 2018-03-31

Really like Neal. He's a great guy.

NPS:

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★★★★★ by PERRY & KIM EDWARDS on 2018-03-30

informative

NPS:

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★★★★★ by Brandi Fuller on 2018-03-30

Great service. Friendly and nice.

NPS:

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★★★★★ by LARRY & JACKIE NORTON on 2018-03-29

Very clean shop and office and very friendly personnel

NPS:

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★★★★★ by MATTHEW MEYER on 2018-03-28

Very satisfied with the result

NPS:

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★★★★★ by CORY FREESE on 2018-03-28

Pleasant experience wait for my oil change.

NPS:

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★★★★★ by CALEB & MEAGAN HOOD on 2018-03-27

Great customer (and car) service! Thank you!

NPS:

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★★★★★ by ERV & MARTI MARTEN on 2018-03-27

Excellent as always - thanks

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KEN JOHNSTON on 2018-03-25

Always such great service at Heritage. I so appreciate having a mechanic I can trust, it means a lot to me. Thanks again guys and see you soon.

NPS:

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★★★★★ by QUENTIN DEWITT on 2018-03-24

Staff were very professional and efficient. The review they sent if my vehicle prior to the start of the service was extremely helpful.

NPS:

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★★★★★ by HENRY LANGHAIM on 2018-03-17

Do what you say

NPS:

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★★★★★ by MARY AFFLECK on 2018-03-16

Great, as always! :)

NPS:

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★★★★★ by JACKIE JANSEN on 2018-03-15

I received VIP service at Heritage Auto Repair and plan to recommend their services to my family and friends. Great JOB!!

NPS:

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★★★★★ by KAY BALDWIN on 2018-03-15

First time here, excellent service! Very happy we will be back!

NPS:

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★★★★★ by SAM KRAMER on 2018-03-14

I'm a new customer and the outstanding customer service that I received at Heritage compelled me to write this review. (Great customer service is often a rarity these days!) I was highly skeptical about taking my Yukon into a shop--my experience with auto shops is that they are great at charging an arm and a leg and often don't know what they are doing. Heritage repaired my 2005 GMC Yukon at a very reasonable cost and in a timely manner. Customer service is excellent; everyone that I came in contact with was straight shooting, professional and knowledgeable. I also happened to have my kids with me when I returned to pick up my Yukon and they had toys in the (clean) waiting room, healthy snacks. Hands down I'll be a return customer and will refer friends/family in the future.

NPS:

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★★★★★ by TONY BINGHAM on 2018-03-12

The guys at Heritage always take good care of my families automotive needs. They are friendly reliable and trustworthy. They got me in quickly and fixed my cars problem for the agreed upon amount on time without any hassle whatsoever. If you want a mechanic you can trust I suggest you give Heritage a try!

NPS:

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★★★★★ by JENNIFER DEWEY on 2018-03-10

I had never heard of Heritage, but came after getting a certificate to get my oil changed. I was really pleased by the experience. They were very friendly and helpful both over the phone and in person, and did an excellent job with my car. I was very impressed by the inspection they emailed me, which included pictures of the things that need attention in my car. I will definitely bring my car back.

NPS:

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★★★★★ by THOMAS B NORRIS on 2018-03-10

As always top notch.

NPS:

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★★★★★ by Anon on 2018-03-08

Very friendly and helpful. Go out of their way to make sure you understand any issues with your vehicle and how to prevent those issues in the future. Always blown away by their excellent customer service!

NPS:

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★★★★★ by NANCY PETERSON on 2018-03-07

I have to say that my visit on Tues Mar 7 was by far the best yet....why??? The nice young gentleman (sorry I didn't get his name) was the nicest man I have met there in a very long time (not including Tony)...this guy (youngest one of the three)...was pleasant, had a authentic and personable attitude with the customers and me! I have to say, that there has been a couple times in the past that while finishing up my visit I haven't felt this way....he had eye to eye contact, a nice smile and was just plain pleasant to deal with....he is a keeper!

NPS:

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★★★★★ by STAN KALLMEYER on 2018-03-06

Excellent service and attention to problems to vehicle. Staff is very helpful.

NPS:

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★★★★★ by Anon on 2018-03-06

My car was having battery issues. Tim did a great job with getting everything fixed. I've been going to Heritage Auto for over 10 years and have never had any problems.

NPS:

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★★★★★ by ERV & MARTI MARTEN on 2018-03-06

Excellent

NPS:

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★★★★★ by KAY BALDWIN on 2018-03-06

They were straight forward on what needed to be done. Print out was easy to read and Josh really took the time to explain it to me and to look as many different budget friendly opportunities he could find. They got our car finished quickly, and were able to get us scheduled quick for our next repair.

NPS:

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★★★★★ by MIKE on 2018-03-05

Heritage provides quality service and did a great job on my truck. The employees there are honest and care about doing a good job.

NPS:

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★★★★★ by ZACH ENTENMAN on 2018-03-04

Great work! You've been helpful, cooperative, and efficient; and even saved me some money. I'll definitely be coming back when the need arises and will refer my friends and family to you. Thanks for your service!

NPS:

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★★★★★ by RAJ TRIVEDI on 2018-03-03

Honest and fair. Scott and team are dedicated to ensuring our satisfaction is first and paramount.

NPS:

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★★★★★ by DEE SARTON on 2018-03-03

I really appreciated the customer service. Great people to work with.

NPS:

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★★★★★ by ANNA VINEYARD on 2018-03-03

Always thorough. Always professional. Always kind.

NPS:

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★★★★★ by Anon on 2018-03-03

I appreciated that my car was treated like your car, not just an unknown vehicle found on the side of the road.

NPS:

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★★★★★ by KEVIN BYRNE on 2018-03-02

After a hiccup on finding my appointment, they got me in and performed all the work and took time to discuss all the findings. My final bill was also less than the estimate. Second time in and so far very happy with the experience.

NPS:

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★★★★★ by HELEN BURLESON on 2018-03-01

Everyone I have come into contact with in your business is so helpful and knowledgeable. They've always been friendly and do all they can do to make the job get finished as soon as possible.

NPS:

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★★★★★ by Anon on 2018-03-01

Very professional and trustworthy.

NPS:

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★★★★★ by Anon on 2018-02-28

The folks at Heritage are great to deal with. Fixed my heater problem within hours. Thanks folks, I'm sure I'll be back.

NPS:

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★★★★★ by MIKE BLEDSOE on 2018-02-28

My diesel truck was in and out for routine oil change service. Couldn't be any faster and great service as well.

NPS:

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★★★★★★ by Anon on 2018-02-28

As usual, we were treated courteously and were given up-to-date information. I was given a ride home because the service was going to take longer than expected.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Ray Bunkofske on 2018-02-25

Very thorough, and friendly staff.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★★ by Virginia Mart on 2018-02-24

Thank you for making our visit to Heritage a great experience. We so appreciate the friendly welcome and the friendly atmosphere. A special thanks to Chad for explaining the results of the checkup and the follow-up that was necessary. The chauffeur service that was provided for us while our vehicle was being taken care of. It was nice to be in a business where the customer mattered. Thanks again to all the personnel in the office and the attention to our vehicle. Will return for continued maintenance on our vehicle. Virginia Mart

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★★ by Elliott Trunnell on 2018-02-23

I appreciate good service and you rarely find in at a Mechanics shop but Tony and the team at Heritage do a great job.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MAYNARD SPELL on 2018-02-22

Very good. Josh demeanor was professional and friendly.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BETH SHERWOOD on 2018-02-22

From setting up an appointment to leaving the facility after my car has been serviced, I am treated with respect and friendliness by the staff at Heritage. I am informed about the services performed, any additional recommendations for the current appointment and any recommended services for the future. I have the utmost confidence in the staff at Heritage Auto Repair.

NPS:

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★★★★★ by CHRISTINA FLETCHER on 2018-02-21

Great people. Great service.

NPS:

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★★★★★ by BOB BAILEY on 2018-02-21

Quality service, good customer follow up, prices a bit too high

NPS:

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★★★★★ by Anon on 2018-02-20

I've been going to Heritage Auto for years and have always admired and respected the high integrity of the company and the people that work there.

NPS:

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★★★★★ by GALE HARP on 2018-02-17

Great customer service. Even though no one could find my appointment for 3:30 on a Friday late afternoon both of the 2 men on the counter jumped in and handled the situation fast and very efficiently. They worked together and replaced both of my head

lights and both of my tail lights. And even made an appointment for next week for an oil change and to work on the latch on the back door for my Rav 4. Thank you so very much.

NPS:

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★★★★★ by KENNETH MELIN on 2018-02-16

Always looking out for me.

NPS:

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★★★★★ by KEVIN BYRNE on 2018-02-15

Very professional, finished the work when promised and appeared very thorough in the work performed. Kept in touch when any questions arose. Very satisfied and will be back.

NPS:

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★★★★★ by DON BROWN on 2018-02-14

Always great and Scott and his knowledge is always great.

NPS:

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★★★★★ by KRIS DROST on 2018-02-09

It (as always) was great. Car repairs can be stressful but you break them down and explain things well. You give me all the information I need to make a plan and I do love an informed plan! Thank you for all the time you give me to make sure I understand everything.

NPS:

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★★★★★ by Anon on 2018-02-09

Great people and integrity to boot!

NPS:

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★★★★★ by JENNIFER SLADE on 2018-02-09

All employees where very friendly and easy to work with

NPS: N/A

★★★★★ by Anon on 2018-02-07

Heritage is always straight forward in a nice way. Although the repair was costly I didn't feel "taken for a ride". Our car is back in great shape.

NPS:

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★★★★★ by THAD HEIDMANN on 2018-02-05

Professional, responsive, and great follow through. Heritage did exactly what was estimated, there were a few modifications made, however Scott communicated before they commenced with the changes.

NPS:

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★★★★★ by VICKIE CASAD on 2018-02-03

It's always a pleasure dealing with Heritage. Very pleased with the service.

NPS:

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★★★★★ by VICKIE CASAD on 2018-01-24

Heritage has great work ethics. Love em.

NPS:

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★★★★★ by David Froshiesar on 2018-01-23

You guys ROCK. You towed my car, fixed the battery and cables and put up with my phone calls! I will be back for more.

NPS:

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★★★★★ by DAVID & ELAINE WELK on 2018-01-19

Heritage always takes good care of us and the stops we take there. And they always do that with a smile and stand behind any work they do...

NPS:

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★★★★★ by TOM ADAMS on 2018-01-17

Heritage Auto Repair always provides the work having been done correctly, in a timely manner and at the price quoted beforehand. That's why I continue to return to Heritage...I highly recommend them!

NPS:

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★★★★★ by GEORGE ZICKEFOOSE on 2018-01-12

Prompt attention to quickly diagnosed issue. Repair finished in short order. Communication before, during and after the repair superior.. Fully anticipate a continuing good result, with assurance of continued prompt attention to any presenting question.

NPS:

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★★★★★ by JULIE FLORES on 2018-01-12

As usual my experience at Heritage was great. Of course the circumstances of taking a car problem and are always stressful but they make it the best it can be and fix the problem and a professional way.

NPS:

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★★★★★ by JOHN SALSEDO on 2018-01-10

Always excellent quality and service! Highly recommend!

NPS:

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★★★★★ by ROB & LISA BURKHARDT on 2018-01-08

Great customer service as always.

NPS:

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★★★★★ by Anon on 2018-01-06

Scott really helped us out. We had issues with the suspension on our 06 Hyundai Sonata, he did a really good job when he felt we would not be happy, he made sure we would be. It seems they try to minimize the expense instead of maximize which really helps relieve stress when it comes to where you take your car to get fixed.

NPS:

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★★★★★ by KENNETH MELIN on 2018-01-05

Always courteous and professional. Only do work that is necessary and are never pushy Ken Melin

NPS:

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★★★★★ by HELEN BURLESON on 2018-01-04

was very appreciative of the wiliness to get my car taken care of in a "no notice appointment," in one day. Very professional job and courtesy of the shop personnel.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KATHY & JOHNNY GREEN on 2017-12-30

I brought the car in for an oil change and to check out a peculiar thing & noise the car had done a couple times. The tech rode with me to see if the car would do the thing and make the noise but of course it didn't. He then did a thorough check of the vehicle mechanics during the oil change and discovered that the transfer case needs replacement. They showed me the evidence of the failing transfer case, explained all of the options to address it and the cost for each option. That service was scheduled for the next week. So glad the source of the problem was caught before the transfer case completely failed. My whole family brings their cars to Heritage because of this kind of service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Lisa Cupp on 2017-12-29

Neil and owner were wonderful. I dropped car off and they took me home. When my car was finished, Neil explained what was happening with it. Great service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by RYAN or CHRISTINA RILEY on 2017-12-28

great to work with, great communication, honest and friendly.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JOE WOOD on 2017-12-22

Very professional, kept me up to date on the progress of the repairs. Only fixed what was needed. Provided a military discount and Returned car in a timely matter.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-12-21

Heritage Auto Repair desires to make your experience a good one. However Make sure you understand their forms of payment. Check are no longer accepted there.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KATHY & JOHNNY GREEN on 2017-12-21

The oil change was done expertly as usual. Very pleased with Heritage.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-12-21

I had a 9 am appointment. They took my car into the shop about 35 minutes after I arrived. They informed me clearly of the situation with my car and didn't pressure me to do more than was what was needed. They provided the service quickly. Waiting room is comfortable and clean. Restroom is also clean and neat. I will return to them.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TOM ADAMS on 2017-12-20

I had another great experience at Heritage Auto Repair. I trust both their work, and their recommendations for further services. I would highly recommend Heritage Auto Repair to friends and relatives!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TYLER JENSEN on 2017-12-15

What I love is the email review of systems with pictures and suggested upcoming maintenance. Helps me avoid nasty surprises.

NPS:

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★★★★★ by TRAVIS FULLMER on 2017-12-12

So very helpful, up front and honest. I would not hesitate to refer anyone to this shop.

NPS:

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★★★★★ by BILL BROGNA on 2017-12-07

Friendly, courteous, professional service.

NPS:

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★★★★★ by MIKE on 2017-12-06

Great people, staff, and mechanics! They're honest and do good work.

NPS:

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★★★★★ by JOE WOOD on 2017-12-06

Excellent customer service. Took the time to explain everything wrote up estimates of repair and offered solid advice!!

NPS:

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★★★★★ by Anon on 2017-12-06

Excellent staff, competent mechanics. Neil and their team really know their stuff.

NPS:

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★★★★★ by AIMEE FRANCO on 2017-12-04

I Had an appointment to fix my radiator. They gave me a price quote. I told them as a single mom I could not go above that price . They all are so helpful and greet me with a smile. Im very satisfied with my service. I always recommend them to my friends, family and coworkers.

NPS:

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★★★★★ by Tony Yeoman on 2017-11-21

Very helpful and enjoyed a great experience. knowledgeable and able to find extra help for my transmission problems.

NPS:

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★★★★★ by KELLY CULVER on 2017-11-21

Tony and his team are honest great to work with.

NPS:

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★★★★★ by MIKE BRIGGS on 2017-11-18

Great experience. The only thing that was not ideal was the smell of burning oil that the technician spilled on the engine when he changed my oil.

NPS:

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★★★★★ by Anon on 2017-11-16

Always a pleasure! Tony, Scott and the gang all take great care to provide EXCELLENT service! They always ask before doing more work than is authorized and know whether the diagnosis requires immediate attention or not. They do their level best to save their customers money. I have, and will continue to, recommend them to everyone I know!

NPS:

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★★★★★ by KYLE MUELLER on 2017-11-16

Have been using Heritage Auto for a few years now and as always they are great to work with. They let us know of the issue(s) with our vehicles, what it will take to repair before work is done, and they also let us know what other service needs attention in the near future so we can plan. Strongly recommend Heritage Auto!

NPS:

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★★★★★ by GREG & JEANETTE LIGHT on 2017-11-16

Heritage was honest about no brake problems. And we were able to accomplish other maintenance on the car that was due

NPS:

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★★★★★ by MIKE BLEDSOE on 2017-11-14

Everything was explained in detail and understandable. The service was performed just as described and completed on time. The professionalism and integrity is of highest quality.

NPS:

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★★★★★ by EUGENE SIDWELL on 2017-11-10

They have my trust and confidence that they will do what's best for me and what is fair I appreciate that so much

NPS:

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★★★★★ by BILL BROGNA on 2017-11-08

As always, friendly, professional customer service.

NPS:

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★★★★★ by NANCY PETERSON on 2017-11-08

Thanks for the great service:

NPS:

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★★★★★ by Anon on 2017-11-07

Excellent job. Friendly family company offers competitive prices and an honest job. Car was ready on time. We were very pleased with the work.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CAROLYN BAIRD on 2017-11-04

Excellent customer and mechanical service! Got me right in the very next morning and charged a little less than the dealership quoted me. Very happy, highly recommend!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by THOMAS B NORRIS on 2017-11-03

Excellent as always. They go out of their way to provide great service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-11-02

We so appreciate the wonderful care you give us! Thank you so very much. Thank you for the use of the loaner van, too.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM ADAMS on 2017-11-02

Another great experience at Heritage Auto Repair!

NPS:

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★★★★★ by LINDA BOOTS on 2017-11-01

Heritage Auto has been very fair and honest with me. Never performed a service that wasn't needed. I'd recommend them to anyone.

NPS:

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★★★★★ by Bill Friend on 2017-10-28

Heritage Auto Repair is the most professional service I have experienced maybe ever, and I am not just referring to auto repair shops. Every employee I spoke to was incredibly technically knowledgeable. Their honesty and professionalism was like nothing I would have expected from an auto repair service. They actually reduced my bill by subtracting an hour labor from investigating the problem I was having on my vehicle. The service you will receive is unparalleled in this industry. The gentleman I spoke to Scott and Neil are fantastic and are incredibly knowledgeable and closer to engineers with the way they deal with technical issues. They have earned my business as long as I am in Boise.

NPS:

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★★★★★ by Anon on 2017-10-28

Great work, great service, great price!!

NPS:

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★★★★★ by Anon on 2017-10-27

After having my vehicles serviced at the auto dealer for years (16), I learned they had been bought out by another dealership, one I do not trust. I was very pleased with my visit to Heritage Auto. They were thorough in their inspection and did a great job on the work I had done. Their prices were fair, even a bit less that I had been paying at the dealership. This is a company I trust, and I will continue to go to Heritage Auto for my auto service and repair needs. I was so pleased, I have already recommended them to others in my situation.

NPS:

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★★★★★ by Lisa Ally on 2017-10-27

Very fast and courteous service.

NPS:

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★★★★★ by TOM ADAMS on 2017-10-25

Once again, I had a very positive experience at Heritage Auto Repair. The work that I requested was done correctly, in a timely manner and at a fair price. They never let me down!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-10-24

Excellent service

NPS:

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★★★★★ by SHAWN FUNKHAUSER on 2017-10-24

Great service. Thanks again.

NPS:

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★★★★★ by MIKE BLEDSOE on 2017-10-24

The service provided was very quick and friendly. Thank you!

NPS:

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★☆☆☆☆ by Anon on 2017-10-23

Took car in for a diagnosis. Called the next day twice and no one got back to me. Finally they got back to me and said they couldn't figure it out. Picked up the car the next day for \$250 without finding out what was wrong. Took car home googled a few things and fixed the car myself for \$149....

NPS:

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★★★★★ by LARRY & JACKIE NORTON on 2017-10-22

Very nice and up to date on everything about vehicles. Very clean shop and office

NPS:

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★★★★★ by Christine DeLong on 2017-10-21

Very informative, they explained in detail to where I understood totally.

NPS:

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★★★★★ by JOHN BIANCHI on 2017-10-21

My van has not run better. Thank all those who worked on it.

NPS:

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★★★★★ by HEIDI & PAT HARTNETT on 2017-10-20

I appreciate that you are ready to work at the time of my appointment rather than me having to wait for your team to start working.

NPS:

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★★★★★ by Daniel Breen on 2017-10-20

Great!

NPS:

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★★★★★ by Rob & Kristi Pentzer on 2017-10-18

Super helpful and customer oriented.

NPS:

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★★★★★ by THOMAS B NORRIS on 2017-10-16

Great as always, they never disappoint me.

NPS:

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★★★★★ by LARRY & JACKIE NORTON on 2017-10-14

Very nice, very professional,

NPS:

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★★★★★ by DAVID & ELAINE WELK on 2017-10-12

Always helpful!

NPS:

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★★★★★ by TRICIA SHINDLE on 2017-10-12

Thorough inspection, thorough explanation of services needed and recommended, and excellent customer care!

NPS:

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★★★★★ by JULIE TAYLOR on 2017-10-11

Everyone friendly and office is very clean.

NPS:

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★★★★★ by JIM MCMONIGAL on 2017-10-08

The professionals at Heritage Auto are always considerate of taking care of you. This is not your typical repair facility, when you have work done here you will be treated with dignity an respect and your vehicle will be repaired with quality, care and integrity.

NPS:

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★★★★★ by THOMAS B NORRIS on 2017-10-08

Excellent as always

NPS:

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★★★★★ by PETER & KAREN GRIER on 2017-10-07

Best in rown

NPS:

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★★★★★ by CHRIS & SHELLEY HOLLOWAY on 2017-10-06

I just want to give my thanks to Tony and the techs who worked on my truck. They went above and beyond to save me money and the job was done right. Thank you.

NPS:

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★★★★★ by KATHY & WILLIAM OTTINGER on 2017-10-06

As always Tony and his crew were courteous and professional. Repairs were made in a very reasonable amount of time.

NPS:

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★★★★★ by JOHN JOHNSON on 2017-10-03

My overall experience was great! When I was called about what was needed or going to happen to my car, it was in great detail and Neal was prepared to list and explain everything in full. The repair work took longer than expected, but I am willing to overlook that based on the integrity I feel from this shop. And no one really expects (or wants) to hear the technician found other problems than what the car was brought in for initially, but I appreciate bringing them to my attention because my wife drives the car. I am and will be a repeat customer. John

NPS:

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★★★★★ by DAVID & ELAINE WELK on 2017-10-03

Great service as always. Thank you for taking good care of us and our vehicle!

NPS:

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★★★★★ by THOMAS B NORRIS on 2017-09-30

As always this was an excellent service. They do a great job of keeping me advised on findings and repairs. They are great at backing up their work when problems like faulty parts that require replacement. All this is by their guarantee and free of cost. I really get what I pay for. It's easy to find a repair shop, but it's hard to find one as good as Heritage is.

NPS:

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★★★★★ by MARLA BRAENDLE on 2017-09-29

Honest and friendly people. They were able to get me in, diagnose what was wrong, get a part and fix my car all in the same day.

NPS:

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★★★★★ by Anon on 2017-09-29

Very helpful and honest with you about everything that need to be done.

NPS:

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★★★★★ by CALEB & MEAGAN HOOD on 2017-09-29

Great service all the way around, from scheduling, to check in, to payment, it was easy. Great people, clean facilities and professional work done. Thank you!

NPS:

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★★★★★ by Susan Corbin on 2017-09-27

Although car repairs are rarely cheap, Heritage auto was upfront about costs, timely in communication and repairs, and gave me no reason to doubt their diagnosis or work. Good people - will definitely return for future needs and recommend to others.

NPS:

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★★★★★ by ERV & MARTI MARTEN on 2017-09-26

Excellent as always

NPS:

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★★★★★ by ROB & LISA BURKHARDT on 2017-09-22

Great service as usually.

NPS:

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★★★★★ by MICHAEL & VALERIE AVALOS on 2017-09-22

Very friendly, informative, and helpful...as usual.

NPS:

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★★★★★ by RILEY TALBOT on 2017-09-22

Very friendly and great service

NPS:

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★★★★★ by MIKE BLEDSOE on 2017-09-21

The service was great but the wait was not anticipated.

NPS:

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★★★★★ by DAN CURTIS on 2017-09-19

TERI THE SERVICE ADVISOR IS AWESOME. SHE THOROUGHLY EXPLAINS IN DETAIL THE WORK BEING DONE. GREAT SERVICE.

NPS:

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★★★★★ by RICHARD CASE on 2017-09-19

Great communication and great service. Did not recommend anything that was not needed. Made sure I understood all the services performed. Will definitely return.

NPS:

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★★★★★ by Anon on 2017-09-14

Very friendly and very quick service. Provided detailed information before, and after services.

NPS:

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★★★★★ by JUNE RAY on 2017-09-13

I greatly appreciate all the help that I received, especially from Teri, in making decisions about what to do with my old car. I also appreciate the ride to and from your place of business. It was the first time I have taken my Honda to anyplace else rather than the Honda dealership where I purchased the car in 2001 and I was very pleased with the service.

NPS:

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★★★★★ by JARED USARY on 2017-09-11

The experience I had with heritage and especially Scott, was fantastic! Scott understood my concerns and tried to make it good even with a bad circumstance...I would definitely recommend Scott and heritage for anyone who is skeptical of auto repair facilities!

NPS:

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★★★★★ by MITCH & LAUREL SCHWARTZ on 2017-09-06

Efficient and more than fair.

NPS:

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★★★★★ by Anon on 2017-09-02

Service and personnel is top notch but follow through on communication is definitely an issue. I made an appointment a week prior to my service and the person I talked with made some notes and said they'd call me back or talk to me at the appointment prior to service. That never happened. On the day of, I didn't receive a call that my car was ready. Only an email with inspection results arrived. When I later called to discuss things, they needed to call me back and never did...I just finally showed up to pick up the car and discuss things. Little details like followup communication is often a shortcoming. But I'll still keep coming back. Can't beat your staff for knowledge and friendliness and integrity.

NPS:

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★★★★★ by TOM ADAMS on 2017-08-29

Once again, I had a very positive experience at Heritage Auto Repair! I am now a regular customer...Heritage always delivers reliable service, on time and at a fair price!

NPS:

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★★★★★ by KATHY & JOHNNY GREEN on 2017-08-26

Heritage Auto has been servicing our cars since we moved to the Treasure Valley in 2011. Each time we bring a car for maintenance or repair the service is excellent in every way.

NPS:

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★★★★★ by Dinorah Basye on 2017-08-25

Very professional service. I'd definitely recommend the shop to anyone

NPS:

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★★★★★ by KENNETH MELIN on 2017-08-22

Always prompt, friendly and helpful.

NPS:

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★★★★★ by JULIE TAYLOR on 2017-08-21

Everyone is very friendly and I don't get any surprises on repairs. Waiting time for oil change was very minimal. When I had major work done they drove me home and picked me when my car was ready

NPS:

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★★★★★ by TYLER JENSEN on 2017-08-21

Great!

NPS:

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★★★★★ by THOMAS B NORRIS on 2017-08-18

Amazing service considering how busy they have become. They have gone out of their way to help me get to appointments while my vehicle was being repaired. One of two places I've done business with that go way beyond the average.

NPS:

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★★★★★ by Mindy Carlson on 2017-08-18

Neil was awesome in keeping me up to date on the evaluation of my truck. It was more expensive than I anticipated however. Service was great but pricing was a little high.

NPS:

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★★★★★ by VICTOR RIPA on 2017-08-18

from having spoken with the young lady on the phone at Heritage to the meeting that took place and the repair of the vehicle I was totally impressed, not only with there courtesy, friendliness, and professionalism the clean environment, and the promptness....I shall be a long time customer.

NPS:

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★★★★★ by HEIDI POLLOCK on 2017-08-17

I'm not a car person. The staff at Heritage are friendly, honest and down to Earth. They didn't make me feel silly for asking questions and they explained everything and had a breakdown of all the pricing for me. I used their complimentary van for two days

while they had my car for repairs and I just had to replenish the gas I used. I will rec them to everyone!

NPS:

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★★★★★ by NANCY PETERSON on 2017-08-16

My visit was great....

NPS:

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★★★★★ by TOM ADAMS on 2017-08-13

Once again, I had another pleasant experience with Heritage Auto Repair. The work that I requested was done promptly, correctly and at a price that was a little less than I expected! I will continue to be a customer of Heritage Auto Repair!

NPS:

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★★★★★ by Amy DeBois on 2017-08-12

Fast and friendly service

NPS:

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★★★★★ by LARA JACKSON on 2017-08-11

Polite, efficient service

NPS:

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★★★☆☆ by Carolyn Nelson on 2017-08-11

Since your sign says to expect exceptional service, that was my expectation. But the first thing the morning after dropping off my car you called and said you had a scheduling problem and might not get to it that day and asked if you could keep it another day. After checking with my employer I agreed. So I expected that you would make my car a priority the next morning. By 1 I had heard nothing so I called and you said it was next in line. At 4 or so I hadn't heard anything so I called back and you had some information and a quote but hadn't finished. You expected to have an answer by the end of the day but I never heard back. Having still not heard by early afternoon the next day I called and left a message. There was no response to my message so I just stopped by. My car was still being looked at but you said you just needed to finish up and get my paperwork. Over an hour later you still hadn't called so I showed up again and STILL had to wait another half hour!! Then I was presented with a bill that was nearly \$100 more than the quote. You graciously waved that extra fee for which I am thankful and why I gave you two stars rather than one. But you only replaced an oxygen sensor which I had had one replaced a few days earlier by another company who had it accomplished in under an hour and charged \$100 less. I really find no excuse for taking so long to complete my car, for not contacting me in a timely fashion but waiting for me to call, and for the difference in price. I understand that you were trying to make sure that was indeed the only problem but after giving you that extra day it seems that my car should have been a priority.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by EDDIE GRIFFITH on 2017-08-11

All my concerns were checked and looked at, and had great and friendly service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-08-10

Friendly and prompt service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★☆☆☆☆ by JOHN & SUE FORSYTHE on 2017-08-09

Great customer service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ANNA VINEYARD on 2017-08-08

I have never experienced such kindness couple with competence at an auto shop ever in my life, I am now a forever customer!

NPS:

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★★★★★ by Anon on 2017-08-08

Honest, helpful, thorough. Reasonably priced. Reliable.

NPS:

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★★★★★ by DAN NELSON on 2017-08-07

Very professional operation. I was given a clear evaluation of my truck's issues, and a fair price. I will use them again in the future.

NPS:

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★★★★★ by MITCH FULLER on 2017-08-03

Great service, as always - thx!

NPS:

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★☆☆☆☆ by CASEY STEWART on 2017-08-03

Asked for a certain test to be done on my truck, specific of what I wanted. Told them what I have replaced and what else I was going to replace. Just wanted to make sure my head gasket was still goo. So I get the charge \$, but no test were done just a visual was done saying I need to replace the things that I already bought and was putting in that evening. Complete rip off, just a way to get more money out of you.

NPS:

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★★★★★ by JIM HATMAKER on 2017-08-02

Good people to work with. Keeps the customer well informed as to the issues and what needs to be done.

NPS:

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★★★★★ by ROB & LISA BURKHARDT on 2017-08-02

Great service. They were very concerned about my brake lights being on all the time so they scheduled me for first thing the next morning. It is very nice to find mechanics that really care about you.

NPS:

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★★★★★ by GREG ROBSON on 2017-07-31

Even though I wasn't able to give you guys all my business(due to factory recall and warranty), you guys diagnosed the problem and were incredibly informative. I will be recommending you guys to everyone who needs work on their vehicle. I can actually trust a repair shop. Thank you for allowing us to not need to go to be dealer for future repairs :).

NPS:

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★★★★★ by CHERYL HAUGE on 2017-07-29

Satisfied with the quality of work & honesty of the employees. My Mother had her car there recently also & received excellent service. I recommend Heritage for honest repair work.

NPS:

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★★★★★ by Anon on 2017-07-28

Although we like to keep our personal business quiet, we feel the opposite way about Heritage Auto Repair! The fantastic staff are helpful, friendly, efficient and easy to work with for repairs! They ALWAYS go the "extra mile" for each person that walks through their front door for auto repairs/service! They ALWAYS give us the run-down about the issues at hand and provide estimates right away, tell us what can wait and what cannot, they wait for approval before doing any unauthorized work and they TRULY CARE ABOUT THEIR CUSTOMERS!!!!!! If you take this advice to heart, you won't be disappointed! Their prices are reasonable and affordable, too! Thank you to ALL at Heritage: Especially~Tony, Teri, Scott, Glenda, Ben, Jacob~and ALL of the rest of the guys (we don't know them by name, but they ALWAYS address us pleasantly and with a smile, no matter HOW their day is going! We've already referred our family and friends to Heritage Auto Repair, without hesitation! :)

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MELISSA RAY on 2017-07-26

Extremely helpful, professional and fair. I will definitely return.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-07-26

Very professional and courteous staff. They know what they are doing and care about their customers - as well as the vehicles.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHAEL & VALERIE AVALOS on 2017-07-22

Heritage Auto did a great job. They are very knowledgeable and had my car ready when promised.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN FOREMAN on 2017-07-22

You performed a diagnostics check on my vehicle, found the problem and fixed it. I didn't feel pressured even after you pointed out a couple of other things that needed attention. You said you would be here for me anytime my vehicle needed work. Thank you.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★☆☆ by Anon on 2017-07-21

Not expecting it to cost so much after nothing was done to "fix" my car I was read the prices and informed decision. But dang seriously did not expect that. I'm glad I know what's wrong and how to fix my car. Sadly I will take my business elsewhere. I do not feel that me and my husband were given accurate information, and were not properly handled as customers. I had been told about this place by friends and family, however it fell short of my expectations.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★☆☆ by Anon on 2017-07-20

They were quick, efficient and very kind. The only reason I didn't give them a 5 star was that I think they may be a little overpriced.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by WAYNE & TERI HUNGATE on 2017-07-20

Every aspect of having Heritage Auto take care of my pickup is top notch! From the diagnosis to setting the appointment to completing the needed repairs I could not be happier with the experience. I drive from Homedale to Meridian to let Tony and his crew service and repair my vehicles, and I have been doing this for over 20 years. I drive by many other repair shops to get to Tony and the Heritage crew, but I won't stop at any of them. Honesty, Integrity and truly caring for the needs of people, this is my perception of Heritage Auto Repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LIZ POULTON on 2017-07-19

Very professional & easy to work with

NPS: N/A

★★★★★ by NIKKI VOGEL on 2017-07-19

They are great! Everything was explained so I understood what the problems were. I was told exactly what everything cost before they repaired anything. Very friendly!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CHAD WRIGHT on 2017-07-19

I really like the people and I think they do a great job. I rated a four because even though my appointment was at 8:00 it was 20 minutes before they started on it. When it was completed they did not go over what had been done with me.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LYNDA WEEKS on 2017-07-19

My son took his truck in and he told me the service was great as usual!! These guys don't try to take advantage at all, they fix what is needed and don't try to talk you into a lot of other expensive repairs. At the same time they do good work.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROGER & AMY ZANDERS on 2017-07-17

As always, Heritage did a great job! Had my brakes done & they were on time and the cost was less than they estimated - what a nice surprise!

NPS:

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★★★★★ by LJ & LAURA BATES on 2017-07-17

Honesty and integrity is part of their mission statement and it shows.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ED HANSON on 2017-07-17

Thanks again. Always great service.

NPS:

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★★★★★ by MARK & MELISSA JOHNSON on 2017-07-13

I had a ominous rattle in my car. They investigated, found the problem and referred me to a muffler shop for repairs and it would cost me less money than having them complete the work. This is a testament to their service philosophy in that they had my interests at the forefront.

NPS:

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★★★★★ by KATHY & JOHNNY GREEN on 2017-07-09

Heritage did a routine lube,oil & filter and we also asked them to check out why our a/c was blowing cold air on the passengers and hot air on the driver. They completed the lube,oil,filter and confirmed the problem with the a/c and identified several possible causes for the a/c problem. We scheduled a time the following week to get the a/c worked on and Heritage fixed the problem in a very cost effective way.

NPS:

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★★★★★ by Anon on 2017-07-07

Great service

NPS:

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★★★★★ by NICOLE ROBLES on 2017-07-03

Got me in quickly, service was fast and friendly.

NPS:

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★★★★★ by TRINIDY JONES on 2017-07-02

Very friendly staff, easy to work with. Very knowledgeable and quick to answer all our questions. We will definitely recommend to others.

NPS:

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★★★★★ by TIM & LISA CRIMMINS on 2017-07-01

The staff is excellent and thorough. I have always found that they want you to know exactly what is going on with your vehicle and they allow you to make the final decisions without any pressure.

NPS:

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★★★★★ by JULIE SCHARFEN on 2017-07-01

They were helpful and fixed the problem with my car. Very caring staff and they all work hard at finding the problem and fixing it.

NPS:

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★★★★★ by Anon on 2017-06-30

Had check engine light on. Was able to get it fixed very quickly. However, after coming to pick up the vehicle I noticed on the paperwork that there are two other

issues that were not told to me. It would have been nice to have this explained before picking up the vehicle and having to come back to get these issues resolved.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-06-30

Wonderful friendly service. I received a reminder call the night before my appointment.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ANDREW ARTHUR on 2017-06-29

Heritage did a great job taking care of rethreading a sparkpluh hole in my head on an 07 mustang. Service was cheaper than expected which is a plus but it did take fairly longer than initially expected by a day and a half. Only other issue was that on my way home from the shop I noticed a fairly large crack in my windshield which was not there when I dropped it off, not sure if something happened inside the shop or while they were test driving the vehicle but it is incredibly frustrating nonetheless.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by RUSS WEEDON on 2017-06-26

Terri was very helpful in scheduling our service and with explaining the various work that would be done on our vehicle. The entire staff is always friendly and courteous. Thank you!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TERRI CARROLL on 2017-06-25

The staff at Heritage are always friendly and efficient. They figure out what I need, help me prioritize according to my budget, and complete the work well.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by SCOTT & DENISE EASTMAN on 2017-06-24

Always a pleasure!! I love the Christian music that you play and the reading material!! Zig Ziglars quotes always inspire me!! Thank you for being accommodating and honest! Denise

NPS:

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★★★★★ by GEORGE SUMMERS on 2017-06-24

Service was good as always,even though unable to determine problem. Appreciate Scott and the technicians,professionalism.

NPS:

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★★★★★ by CASEY MCMILLEN on 2017-06-24

I had an air conditioning problem and they diagnosed it and had it fixed all within 24 hours in for a competitive price. I was very happy with my experience with heritage !

NPS:

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★★★★★ by STAN BOWMAN on 2017-06-23

Great timely service. Tony bucks were appreciated.

NPS:

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★★★★★ by PETER & KAREN GRIER on 2017-06-23

you can trust them

NPS:

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★★★★★ by JOHN MOORE on 2017-06-21

I'm retired after a life of customer service and must say... these guys have it right. Their mechanics do superior work as well. Highly recommended for any auto service.

NPS:

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★★★★★ by CHALLIS CLELLAND on 2017-06-21

Heritage Auto Repair is always quick to get me in, and is very knowledgeable. If I don't understand something they are more than willing to explain it to me in my terminology. I'm grateful for the work that they do.

NPS:

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★★★★★ by CINDY & JOE PHILLIPS on 2017-06-20

Friendly and willing to help.

NPS:

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★★★★★ by MARK HAWK on 2017-06-20

I needed my car done the same day. They worked late in the day to make sure it was done before the days end. Thank you for going the extra mile and taking care of me.

NPS:

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★★★★★ by TOM ADAMS on 2017-06-20

I have been very happy with all of my experiences at Heritage Auto Repair.

NPS:

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★★★★★ by KELLY CULVER on 2017-06-19

Thank you for you great work on finding the problem with my wife's car and fixing it in a timely manner.

NPS:

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★★★★★ by EMILY AUSTIN on 2017-06-17

Scott was great and updated me along each step of the repair. I will definitely be back!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JULIE SCHARFEN on 2017-06-16

Thank you for the work on my car!

NPS:

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★★★★★ by STEVE KJELLENSEN on 2017-06-15

repairs were done in a timely way, and correctly. As always a friendly atmosphere

NPS:

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★★★★★ by KATIE KRUEGER on 2017-06-14

Great service, able to fit me in soon, well taken care of.

NPS:

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★★★★★ by NANCY PETERSON on 2017-06-14

Spoke with Tony this morning on conflicting and incorrect issues with the service history....You guys are still great and will continue to trust my vehicle to you guys....appreciate you all...

NPS:

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★★★★★ by Anon on 2017-06-13

Wonderful people who did an excellent job!

NPS:

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★★★★★ by MARK CUSHMAN on 2017-06-12

Pleasant and friendly staff, very clean office and work done on my 2004 Mitsubishi was excellent. Great warranty, fair pricing and I would recommend this shop to any of my friends! They were prompt and very professional!

NPS:

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★★★★★ by PEGGY GAROUTTE on 2017-06-10

Very friendly professional staff that described in detail what they had diagnosed needed to be done on my car.

NPS:

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★★★☆☆ by ROB JAMES on 2017-06-09

Service was fine but took too long for the repair (3 days). Part (a power steering hose) was drastically over priced (a retail \$90 marked up to \$250).

NPS:

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★★★★★ by TIM HENTHORN on 2017-06-08

I am very happy with their service. I was completely satisfied and will be a returning customer.

NPS:

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★★★★★ by JAMES WHITE on 2017-06-06

Great job as always. I won't let anyone else touch my 4Runner.

NPS:

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★★★★★ by DENNIS MCCUE on 2017-06-03

Really great service and honest people. I trust and believe everything was done honestly and no gouging going on. Scott is awesome and very knowledgeable. Will continue bringing all of our cars there.

NPS:

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★★★★★ by MEGAN JOHNSON on 2017-05-31

Front desk was awesome.

NPS:

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★★★★★ by Anon on 2017-05-27

Great service. Great people!

NPS:

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★★★★★ by GLORIA ROGERS on 2017-05-25

Thank-you. I feel confident my truck is being serviced as needed. I enjoy seeing everyone in the office each time.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JOHN JOHNSON on 2017-05-24

I really liked talking to Terry on the phone. I felt like she was the mechanic working on my car. She was very detailed and seemed very knowledgeable about my situation. Very helpful. I also like the fact that when they do call you with an update on your car, they are ready with the quote. John (Meridian)

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MIKE & NICOLE O'TOOLE on 2017-05-19

It was fine. There was some lack of communication regarding the loaner car on my first visit, and then I spent a good deal of time waiting even after making an appointment to do a drive with a technician. On the other hand it is great that they let you use a loaner car. However, even after having my breaks checked, then on a separate visit the rotors turned and breaks replaced, my breaks are still squeaking loudly every time I tap on them. While I will likely be back to Heritage and I believe that my breaks are safe, I am disappointed that the real annoyance of the squeaking was not fixed.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-05-19

Friendly and courteous service. Thorough inspection.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2017-05-19

Went to Heritage Auto for the first time to have them check my A/C. They checked my A/C plus checked the vehicle over since I had just purchased it. The staff there is very friendly and I was even able to walk out of there paying less than what they wuoted. We will be taking all our vehicles there from now on.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ANGELA & GREG BARNES on 2017-05-18

Wouldn't go anywhere else! This team rocks!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by DENNIS MCCUE on 2017-05-17

Your customer service is excellent at a fair price. Will be back!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by CURTIS CRAIG on 2017-05-16

They were very friendly and educated me on things I didn't even know about my own car, which will help me take better care of it and need less maintenance.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JIM MCMONIGAL on 2017-05-11

Very friendly and honest staff. They were able to get my car in on short notice and had it ready to go when expected. I highly recommend Heritage Auto for all your vehicle repairs. Jim

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by CHRISTOPHER TUGGLE on 2017-05-11

Absolutely the best service in town! Tony is the best and Scott went above and beyond with helping us on our boys clutch repair! Heritage Auto is so much more than auto repair, they have a servants heart and it shows through their work! Thank you for treating our boys truck with love and care, Chris Tuggle

NPS:

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★★★★★ by KARL DEL RIO on 2017-05-10

First time there and my experience was excellent.

NPS:

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★★★★★ by Anon on 2017-05-05

Things went well as always everyone is very nice and helpful. Except you guys need to work out the bugs in your new computer system the man that helped me had to reboot his computer three times in 15 minutes this is a bit excessive.

NPS:

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★★★★★ by SANDY MCDANIEL on 2017-05-05

Even when I get news that something expensive needs replacing, I never question the need or the cost. At Heritage you are a part of their family, so you get the care you need at the cost that is appropriate. Plus you get a whole tribe of new friends!
Sandy McDaniel

NPS:

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★★★★★ by JOHN AMINI on 2017-05-02

Thank you for squeezing us in to check a vehicle out for purchase determination. I am sure it was a busy Monday, Yet you still managed to get us in and the vehicle checked out.

NPS:

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★☆☆☆☆ by NANCY PETERSON on 2017-04-28

I first started coming to Heritage in 2005 and have never had a second thought of going anywhere else. I moved North in 2007 and moved back in 2016...again....I am trusting my vehicle to Heritage...

NPS:

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★★★★★★ by Anon on 2017-04-28

I was very pleased with my experience at Heritage Auto Repair. The work on my car was done correctly, and at the exact price that I was quoted beforehand. I will definitely be a return customer at Heritage.

NPS:

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★★★★★☆☆ by Anon on 2017-04-26

Very helpful and knowledgeable. Super friendly and willing to talk with me about my car and what was wrong with it as well as the options to fix it. I will be going back.

NPS:

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★★★★★★ by ANNA SCHOOLCRAFT on 2017-04-23

They were amazing. They told me exactly what was wrong with my car and how much it was going to be before starting. Teri is very personable. I will go back to them!

NPS:

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★★★★★★ by Anon on 2017-04-21

Excellent, couldn't be better.

NPS:

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★★★★★ by RANDY WILLIAMS on 2017-04-21

Teri was extremely knowledgeable and professional, and she was very kind, the others could take a lesson from her in how friendly and nice she is. Hi, hello, are free and go along way in conducting business. My continued business is because of Teri being a good person and instilling confidence and trust with me. It is that simple.

NPS:

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★★★★★ by DAVID & ELAINE WELK on 2017-04-20

Great service and pleasant people as always. Thank you for being so reliable. We appreciate it.

NPS:

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★★★★★ by RON SCHAFFER on 2017-04-20

I'm very happy with the service you provided.

NPS:

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★★★★★ by SUZI & JOHN AMINI on 2017-04-13

Great service. As always - attention to detail. Thank you for providing quality, professional care.

NPS:

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★★★★★ by MELISSA ROSS on 2017-04-11

Always awesome

NPS:

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★★★★★ by ERV & MARTI MARTEN on 2017-04-11

As always great service

NPS:

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★★★★★ by KATHY & JOHNNY GREEN on 2017-04-08

Heritage kept me well informed about the issues we'd asked them to address. As always, they did a super job and we are very pleased.

NPS:

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★★★★★ by KEVIN SPENCER on 2017-04-07

I always get prompt and courteous service from Heritage. The warranty is the best around, bar none. I highly recommend them and use them for all of my automotive repair needs.

NPS:

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★★★★★ by JOHN & SUE FORSYTHE on 2017-04-06

They made it convenient to drop my car off before hours, pay over the phone, and pick it up at our convenience.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEVE & BECKY CONN on 2017-03-30

We appreciate the helpfulness and friendliness of the staff. We appreciated the use of the loaner van. We were called about other repairs that were needed and were given good explanations and charges for each.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RUSS LIDDELL on 2017-03-30

Good work and quick help.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN AMINI on 2017-03-30

Thank you for figuring out the problem with AC Compressor in our vehicle. We were ready to junk the vehicle and you were able to trouble shoot the problem honestly and without added costs and fix it. Now we do not have to junk or trade in the vehicle and can move forward.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-03-22

The service provided is first rate and what you should expect. There are no surprises when it comes to cost and you are given the final decision if a service/repair is needed. The technician's advice is easily understood describing what needs to be done. I highly recommend their top notch auto service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JASON WEIMER on 2017-03-21

Very good personalized service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TRACY SEVY on 2017-03-18

Friendly, you feel valuable

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAVID & ELAINE WELK on 2017-03-17

As always, everyone is pleasant and helpful.

NPS:

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★★★★★ by WARREN MILANOWSKI on 2017-03-16

Is always good efficient and friendly service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BOB BAILEY on 2017-03-16

Great customer support and follow-up. Prices are on the high side but quality of work is top notch. Teri did a great job of keeping me informed on progress of the repair and estimated costs. Thanks for the great service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MARK & MELISSA JOHNSON on 2017-03-10

I had an expensive repair that turned into a very expensive repair after additional issues were found. Heritage communicated with me throughout and let me know right up front what I was looking at which I really appreciated.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAVID PIFARI on 2017-03-10

on time appointment, quick reliable diagnosis, repair completed when and how I was told at price quoted to me. I will return when my other vehicles need servicing and have already recommended Heritage to friends.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LARRY MCGHEE on 2017-03-09

Very thorough and communicated what was going on at each step of the process, felt very comfortable with them working on my vehicle.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-03-06

Very professional and customer friendly.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VENISE GUYETTE on 2017-03-04

Friendly service. Always explain what needs to be done and why. Very reliable service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN WALSH on 2017-03-04

Was surprised my truck was in the shop so quickly and the several repairs done so quickly. One part listed in inspection not needed and they told me...saving me \$200.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LJ & LAURA BATES on 2017-03-02

When we called them with a problem, they responded quickly, and fixed the problem just as fast. I find them to be reliable and honest with reasonable prices.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ELLEN MCNERNEY on 2017-03-01

Best Customer Service Ever!!! Thank you so much Scott and Terri. Thank you to the mechanic as well, my car runs great.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-02-26

Although we had some miscommunication, everyone at Heritage from the owner to the tech, worked very hard to get the repairs accomplished as promised. Our Honda Pilot runs great!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VENISE GUYETTE on 2017-02-26

I appreciate the friendly service I always get there. I feel confident that what u recommend needing to be done is necessary 4 my safety in driving my vehicle.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JONATHAN MCNAMARA on 2017-02-24

I thought everything went well. The waiting area was very clean everyone was very nice and respectful with a little bit of joking which I enjoyed. I was very pleased with my car afterwards as well love this place.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-02-23

Honest, reliable service! Wouldn't take our vehicles anywhere else.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TRACY SEVY on 2017-02-23

Awesome

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-02-22

Good experience and would recommend to a friend. Helpful in explaining the problem, what the cost would be.

NPS:

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★★★★★ by Anon on 2017-02-22

I took a Craigslist car in that my son wants to buy for an inspection prior to the purchase. I was able to get feedback on it for a couple of items that need to be repaired and the cost savings on what will be repaired, before the purchase, and the peace of mind from knowing he is getting something that should last for a long time more than paid for the \$79 inspection.

NPS:

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★★★★★ by GREG & JEANETTE LIGHT on 2017-02-18

Competitive price and great vehicle inspection job.

NPS:

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★★★★★ by JULIE COMPARAN on 2017-02-17

I chose Heritage Auto based on the reviews i saw online and was very happy with the service! I had to bring 2 cars in and dropped one of them off after hours. They gave me a ride home and communicated with me before any work was done on each car. The service was very frindly and detailed.

NPS:

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★★★★★ by HUGO & JOY ZIMMERMANN on 2017-02-16

I feel very comfortable leaving my vehicle in the hands of Heritage Auto. They are the pros I depend on. Hugo Zimmermann

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ED WALKER on 2017-02-16

I have always had a positive experience at Heritage. Everyone there is so friendly and bend over backwards to help in any way they can. I am paralyzed and in a wheelchair 24/7 and to have a lot of help like getting my vehicle to and from the shop plus my van is so important for me to be independent and able to go wherever I need to. My van is getting older and will need repair and I have all the confidence in Heritage to fix my van. I love the Christian atmosphere there and all that they do! Ed Walker

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TRACY SEVY on 2017-02-16

Coustmer service was excellent thank you

NPS:

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★★★★★ by JESSICA GREGORY on 2017-02-11

I am happy with the service I have received

NPS:

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★★★★★ by JULIE FLORES on 2017-02-10

Your front office personnel are excellent, friendly, informative and helpful. I know the mechanics are competent as I have had work done at Heritage for years and have had no problems. I also know that the owner, Tony, upholds high standards of ethics and honesty.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-01-16

My vehicle sounds normal again and runs so smoothly! Thank you for your work!

NPS:

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★★★★★ by DARRELL COWAN on 2017-01-15

Great people (Wes, Scott, Terri, even Tony) great service. Welcoming environment.

NPS:

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★★★★★ by TERI VILLANUEVA on 2017-01-12

Great job..

NPS:

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★★★★★ by ANTHONY PERKINS on 2017-01-09

Heritage Auto is #1 repair shop in the whole valley!! these folks are the best!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by HAL & COLEEN DEGRANGE on 2017-01-06

They were very professional and friendly. I will not trust my vehicles to anyone else.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRUCE PETERSON on 2017-01-04

Amazing service each and every time we have Heritage work on our vehicles which, unfortunately, is quite often because they take care of our fleet of 10 trucks that get used hard. Great workmanship and always helpful letting us know what is urgent and what can wait.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BYRON TALBOTT on 2017-01-01

Great persistence in finding root cause of electrical problems

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by STACIE BOYCE on 2016-12-31

Except service thanks

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRYAN & BECKY YAGER on 2016-12-27

Very pleased they were courteous and kept me informed.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LAURA ZIULKOWSKI on 2016-12-27

My experience was great! Friendly and helpful people. The young man that drove me home and picked me up was amazing! Thank you!

NPS:

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★★★★★ by SCOTT PATTON on 2016-12-22

Superb as always!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KEHAN ZHU on 2016-12-22

Service was done in a timely fashion and I thought the experience was to my satisfaction. Repairs were gone over so as to understand. Thank you. Ken

NPS:

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★★★★★ by Anon on 2016-12-19

The people at Heritage are pleasant, prompt, and easy to talk to. They answered my questions quickly and courteously, but they didn't make me feel like they were in a hurry. I really appreciate the estimate they sent me via email. It was detailed and easy to understand.

NPS:

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★★★★★ by Anon on 2016-12-18

Great time as usual with the crew at Heritage!

NPS:

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★★★★★ by DOTTY WILSON on 2016-12-18

Scott and the crew were a pleasure to work with. They replaced the engine in my 2008 Ford F-150. Not all went as planned and it took longer than expected. But they were very concise in calling with updates and working with two separate warranty situations to make sure that I have the highest quality and best product under my hood. They even upgraded my warranty knowing the work would take longer than projected and provided personal cell phone numbers in case any issues were to occur over the holidays given the scope of the work performed.

NPS:

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★★★★★ by Anon on 2016-12-18

Great service and friendly staff!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CLIFFORD D. BABBITT on 2016-12-17

Waiting room is comfortable. Customers are treated courteously.

NPS:

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★★★★★ by KRIS BRANNER on 2016-12-16

Excellent service! Been going to Tony's shop for over 10yrs and they always treat me right!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-12-12

The work was done quickly & well. I trust their work. A little spendy. Didn't appreciate the hard sell.

NPS:

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★★★★★ by BRIAN STEWART on 2016-12-11

Great experience, even better people to work with!

NPS:

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★★★★★ by Anon on 2016-12-06

The folks at Heritage are always so nice and so helpful. It is a pleasure to do business with them. They do quality work and back it up with great warranties. I keep going back because I know I can trust them with all of my vehicles.

NPS:

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★★★★★ by MATTHEW HOUSE on 2016-12-05

Thank you to everyone that worked on my car....

NPS:

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★★★★★ by ED PAOLI on 2016-12-02

Great experience with excellent communication.

NPS:

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★★★★★ by PAUL SUDMIER on 2016-12-02

The shop gave more effort than I expected to diagnose our car's problem. They were courteous and friendly in all our communications.

NPS:

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★★★★★ by SCOTT JONES on 2016-12-01

Best experience I have ever had at an auto shop. Very informative and the atmosphere is so warm and friendly. Really appreciate the work station. I was able to do lots of work while my auto was being worked on by this very professional team.
Annie

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRIAN STEWART on 2016-11-30

They were awesome and kept us informed of each step. That was an experience we had never had before. They have won our future business!

NPS:

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★★★★★ by ALLAN HEAPS on 2016-11-20

Knowledgeable, friendly and ask what in detail what is the problem. They tell you what is needed and also show you pics of the problem or problems. I trust them and I recommend them. Ed

NPS:

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★★★★★ by ANGELA CISNEROS on 2016-11-17

The staff is friendly, and very honest when issues come up regarding the vehicle. I continue to return regularly because of their integrity. I have recommended them to a number of my friends.

NPS:

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★★★★★ by GLORIA RAY on 2016-11-16

Wess on the phone was very pleasant. I was surprised that I paid \$126.00 for an oil lube, filter and a window to be looked at but not fixed. I realize the car had a lot of problems but I would have had to pay another \$60. to have the brakes looked at just to give me another charge at what it would cost to have it fixed. I'm not so sure it was a fair price.

NPS:

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★★★★★ by BETTY MESENBRINK on 2016-11-16

I've found Heritage Auto to be very reputable. Their prices are reasonable and they do excellent work. I would definitely recommend them to everyone.

NPS:

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★★★★★ by Anon on 2016-11-10

Great job! Everything was explained in plain english which allowed me to understand what services were needed without breaking the bank. The job was completed as promised.

NPS:

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★★★★★ by Anon on 2016-11-09

Heritage Motors is fantastic! Promised service would be completed so I could be home for prior commitment and they did their part! Can't say how much I appreciate them and their service to their customers. Have never yet and don't think will ever see a disgruntled person or customer there. Everyone is so very special and so nice. Thank You so much and Blessings to All during this Thanksgiving time of year

NPS:

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★★★★★ by TOM OBSTARCZYK on 2016-11-07

I am happy with there work. I like the idea of sending pictures of problems by e-mail.

NPS:

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★★★★★ by JAMIE STRELNİK on 2016-11-03

The staff is friendly and professional. The waiting room is clean, peaceful, and stocked with beverages and snacks. Best of all, they were thorough in their check-up and recommendations, and considerate of my limited finances in helping me to decide what needs to be done right away and what really can wait. I have already recommended them to several friends.

NPS:

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★★★★★ by TONY & BRENDA BALL on 2016-10-29

You guys are the best!

NPS: N/A

★★★★★ by JUSTIN WHITE on 2016-10-29

The service at Heritage is swift, thorough and I believe to be completely fair in terms of cost.They treat you like family. Sandy McDaniel

NPS:

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★★★★★ by BOBBIE STINGER on 2016-10-28

Heritage Auto is amazing! They are truly committed to taking care of their customers. They are honest, dependable and caring people who do their very best to meet your needs. I was impressed with their staff and how professional their office is. Heritage Auto is not your typical auto shop and I will definitely recommend them to everyone.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-10-24

I highly recommend Heritage auto repair. They were very knowledgeable and fair in price. They went thru the car and let us know what else would be needing attention but did not push us to fix anything but what we came in for. They gave us some info on a couple problems we had to try to fix ourself to save some money. We were very pleased with the service we got. We will definitely return.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MEAGHAN WALLACE on 2016-10-24

I had coolant spilling out and steam coming from the engine. After a block test, another garage nearby told me I either had a bad head gasket or cracked/warped cylinders. They made an assumption, misdiagnosed and escalated it to the most expensive thing they could do, then quoted me 20 hours of work and about \$5k. So I asked around and found out about Heritage and took it there. Terri took the time to discuss and ask further questions and troubleshoot with me about what they could do. They found that it wouldn't hold any coolant, it just spilled out immediately. Hole in the radiator! So after checking with me they replaced the radiator and got the engine nice and hot and did their engine test and there was no leaks. The engine was fine. Saved \$4500+ and found my new permanent mechanics. Thank you!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ROLAND CAMPBELL on 2016-10-20

Great job and the pictures really help.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-10-20

Changed my battery and got me back on the road. Another great experience! Thanks, Heritage.

NPS:

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★★★★★ by LORI POOLE on 2016-10-19

We were very pleased with the service done on our Honda . They were very thorough and honest and did the work in the time that they promised. We can tell a difference in how smoothly the car is running.

NPS:

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★★★★★ by JEMAICA BELTRAN on 2016-10-13

Always a pleasure to do business with Heritage Auto Repair. They are friendly, courteous, knowledgeable and thorough. I wouldn't take my car anywhere else for maintenance and repairs. Thank you, Wes!

NPS:

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★★★★★ by BRIAN SINGER on 2016-10-12

Very good and respectful service

NPS:

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★★★★★ by DALE HOERLER on 2016-10-10

I loved the people there however I was supposed to come in today Monday the 10th I have some oil leaking from the oil change which I've never had before. so I will make a point to come over some time this week and have it looked at just so busy right now. thanks for your smiling faces and nice waiting area.

NPS:

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★☆☆☆☆ by Anon on 2016-10-07

They were very helpful in scheduling both my car and my husband's to make it work for us. They also worked with me to figure out what my car needed and what it didn't. The owner even gave me a ride home when I needed it! Great service!

NPS:

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★★★★★ by ZACH WILSON on 2016-09-30

Took me with short notice. Very comprehensive inspection of the car I was purchasing for a reasonable price.

NPS:

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★★★★★ by HOWARD HARTSOOK on 2016-09-30

I received friendly, professional service. My service needs were explained thoroughly. Great job!

NPS:

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★★★★★ by TOM ZIMMER on 2016-09-28

Very reliable place. This is one shop where you get what you pay for. Good parts, good friendly service and reasonable prices with warranty on the work. I have not had to use the warranty over the years because the work has been done right the first time. It is nice to know that if I do have a problem with their work it is covered.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LYLE SAMS on 2016-09-27

I've been using Heritage for many years now & am very thankful for them all & the job they do & the trust we all can have in them!! Thank you all very much & it's a blessing to have each of you!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VIC AT BOBBY'S on 2016-09-23

The receptionist provided all the information I needed to make an informed decision. Everyone is very professional in appearance, demeanor, and when dealing with the public. I was able to drop my car off after hours, and the job was completed in a timely manner. It's never fun when a car needs repairs, but Heritage made the experience tolerable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BERT WILLIAMS on 2016-09-19

Customer support was great, price for full service + oil change + a diagnosis related to my charging issue was great. Diagnosed that the problem with my vehicle was the alternator needed changing. Was a little pricey to get that done though, I ended up managing to buy the part elsewhere and do the job with the help of a friend for about 1/3 of the price.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHAEL RICHARDSON on 2016-09-19

Great service.

NPS:

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★★★★★ by RANDY BLOOM on 2016-09-16

awesome visit as usual, thanks

NPS:

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★★★★★ by JOHN HILDRETH on 2016-09-16

Knowledgeable and friendly service!

NPS:

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★★★★★ by Anon on 2016-09-16

It took a long time. I ha to wait almost two hours for an oil change and break inspection.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-09-09

Service was adequate, but decided to go elsewhere because Heritage prices are not competitive.

NPS:

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★★★★★ by CHRIS BARNETT on 2016-09-08

Very thorough and trustworthy. Pleasant staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JASON & JERI MCLENNA on 2016-09-06

We were very pleased with our air conditioning repair ! John Iverson, Capistrano Beach, California

NPS:

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★★★★★ by ERIC ESTES on 2016-09-02

Wonderful customer service! We bring our fleet and our personal vehicles to the Meridian location.

NPS:

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★★★★★ by MARIO VEGA V. on 2016-09-01

I started using heritage in 2002 and have appreciated their honesty and integrity ever since. I move away for seven years and when I moved back this year I found that their honesty and integrity stayed constant. I would recommend them in a heartbeat.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SUNNY MORRELL on 2016-08-29

I've had several experiences with Heritage auto repair, my last one being August 19th. previous to this experience I had what I thought was an excessive charge to repair a window on a 1997 BMW convertible. I mentioned something about it to the gal who answers the phone and she took my info down and I thought that would be the last of that deal. Later the same day the owner came to my office in person waited 10 minutes for me to finish helping one of my customers and addressed the situation in detail. Having heard everything that was involved with these window motors I had a much better feel for the amount they charged to fix it. Being a person who likes to give business to local people I had another unrelated issue with the window motors. The owner took it upon himself to contact me with the problems that were once again involved with this window motor. One of the technicians told me to expect over \$300.00 to fix it. Once it was figured out what the problem was I went to pick it up and the charge was half of what I was bracing myself for. Where else can one expect the owner to personally come visit a customer at their place of work to discuss the details of a complicated repair. Not only has Heritage earned my trust in daily auto repairs, they have integrity that is second to none in the sometimes flaky auto repair business. I will always look to them first when repairs are needed for my automobiles.
BB-Meridian, Idaho

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KEN HOLT on 2016-08-29

Service was very prompt and the repair work was explained before any work was done.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRIAN AND LILLENA PITCOCK on 2016-08-27

Always accomidating

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ERIC ESTES on 2016-08-26

Always a great experience! We bring our personal vehicles and our business vehicles to Heritage and they take care of us every time!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MIKE BLEDSOE on 2016-08-25

Best service ever!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TREV WHITE on 2016-08-24

Great customer service, this is my second experience with Heritage Auto Repair, and so far I will continue to come back for auto repairs. The quick response time and knowledge in auto repair exceeds anyone else in the Treasure Valley. Thank you guys keep up the great work.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRENDA PACK on 2016-08-24

It's rare to find a mechanic these days with as much honesty and integrity as Tomy and his crew. We won't go anywhere else.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AMY BAXTER on 2016-08-21

Took our sons vehicle in for a diagnostic check. We were very pleased with our experience. Impressed by the professionalism of the front counter staff and the report with pictures was very informative.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by GREG FASTABEND on 2016-08-21

Great customer service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MAURICE PIZANO on 2016-08-18

Great communication. Trustworthy approach. No pressure. Knowledgeable and informative. Family friendly.

NPS:

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★★★★★ by STEPHEN OR PAM WADE on 2016-08-17

they take care of you

NPS:

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★★★★★ by BILL SUMMERS on 2016-08-15

Staff was exceptional. They were able to squeeze me in and am happy with the honest, dependable work done on my car.

NPS:

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★★★★★ by BRANDON THOMAS on 2016-08-12

Did the work in a timely manner at the estimated cost..

NPS:

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★★★★★ by ROGER & AMY ZANDERS on 2016-08-11

As always - Heritage did an amazing job. I would not take my vehicles anywhere else!

NPS:

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★★★★★ by Anon on 2016-08-10

Got my vehicle in and out in less than 4 hours. Great customer service and will return in the future!

NPS:

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★★★★★ by Anon on 2016-08-10

No complaints. The work was done quickly, the staff was helpful and professional, and the price was good.

NPS:

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★★★★★ by ZACH BENNETT on 2016-08-09

Your team is great. They always make us feel at home and are ready to help. If they don't have an answer they try to find someone who has an answer.

NPS:

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★★★★★ by LESLIE STEWART on 2016-08-04

People were friendly, service was good, facilities were clean. Prices were very high.

NPS:

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★★★★★ by RACHEL SKALSKYJ on 2016-08-01

You were prompt at getting our car in and had it fixed as quickly as possible.

NPS:

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★★★★★ by Anon on 2016-07-31

Terry was very pleasant and helpful when I called. She called following a diagnostic check to tell about the radiator and what the repair costs for labor and parts. They were able to get our van fixed by 5 p.m. Friday. We appreciated having our van back for the weekend and we could even use the AC without overheating.....hooray!

NPS:

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★★★★★ by KAYLEE WIDDISON on 2016-07-31

Honest assessment and service.

NPS:

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★★★★★ by MCKENZIE MORGAN on 2016-07-26

Did a great job and took responsibility for an issue they did. Did the repair and took the time to make sure it was resolved before calling me to pick it up.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★☆☆☆☆ by LORI HORNE on 2016-07-21

Ive had Heritage do some work in the past, but I knew what the issue was beforehand and had them fix it. My car was dropping oil and I wasn't sure where from so I had them take a look. They cleaned up the bottom of the block and put dye in the oil. We drove a couple hundred miles and they couldnt find any dye with the black light but still recommended changing the oil pan gasket...If you don't see the dye from the oil around the oil pan gasket, then why recommend changing it? Not to mention their price was outrageous. They wanted about \$800 to change the gasket and \$150 of that was for the gasket. Are you serious? The most expensive one I could find at Napa (where they get their parts) was \$58. But thats not all...they then recommended that the transmission might be leaking, but they couldn't tell where from. So they want to drop the entire tranny so they can find out where its leaking for the small fee of \$1000. And that would only cover the labor to take it off and put it back on. My new opinion is that Heritage is your typical up-selling crooked shot with techs that only know how to change parts, not actually diagnose issues. BTW: changed the oil filter and it hasn't dropped a single drop since....thanks Heritage

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★★ by JIM CHRISTOPH on 2016-07-21

Always great to have my cars worked on here. They are very professional and take good care of the customers and their vehicles. They make sure that the car is in tip top shape before they hand the keys back.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★★ by MCKENZIE MORGAN on 2016-07-19

Did what you said you would and even sooner than you first said.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JO HASKINS on 2016-07-16

Took the truckster on a 900 mi. road-trip the very next day. As usual everything ran great and got it home dirty with a rock spider in the wind shield. I just need advise on who to take it to for the spider.

NPS:

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★★★★★ by TYRELL HANDY on 2016-07-15

I just completed recommended series of preventative maintenance. The staff continues to be friendly and informative. the waiting area is a comfortable place to work or read while waiting.

NPS:

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★★★★★ by JIM CHRISTOPH on 2016-07-14

Everyone was very friendly and professional. Tony was great explaining everything that was going on and what was needed now and in the future.

NPS:

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★★★★★ by DONNA GIBSON on 2016-07-11

thanks for the good repair, service, and coupon discount :) You guys are great.

NPS:

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★★★★★ by CHERYL ANDERSON on 2016-07-06

I wouldn't dream of taking my car to anyone else! Honest and precise workers. They had my vehicle for a while but they are worth the wait. Wes and the crew do an amazing job and are careful to explain the work needed and recommended.

NPS:

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★★★★★ by REBECCA MINK on 2016-07-03

Excellent service as usual.

NPS:

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★★★★★ by ROBERT WAYMAN on 2016-07-01

Bought a car for my daughter and had it checked out by H.A. They were friendly and professional. They told me what was needed and what could wait. I felt very comfortable having the work done by their mechanics. I will definitely be back.

NPS:

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★★★★★ by BRENT REBER on 2016-06-26

Very courteous and professional. And do what they say.

NPS:

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★★★★★ by DAVE LARIVIERE on 2016-06-25

Friendly, fast, honest service which is hard to find these days.

NPS:

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★★★★★ by AMY AND RYAN FORBUSH on 2016-06-18

I am traveling and utilized Heritage 4 years ago. On June 15 I took my SUV in for a tune up. But the through (day and a half) inspection took so long they wanted me to bring it back the next day. I decided against it. After picking up my vehicle the air conditioning was not working. It was working fine when I took it in and they supposedly inspected it. I called them at 4:00 pm on Friday to notify them but they were already closed.

NPS:

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★★★★★ by PAUL FINNELL on 2016-06-18

Having a good experience at an auto repair shop is a rarity. Apparently it is easy at Heritage. They charged a very fair price for the work that they did. They refused to do additional work that would have been extremely costly and instead offered me alternatives. They were easy to communicate with and extremely friendly.

NPS:

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★★★★★ by JASON HAYES on 2016-06-18

Had drivers window repaired,problem was solved.Door panel had grease spots on it.Will continue to do business with you.

NPS:

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★★★★★ by ANNE HARTLE on 2016-06-14

Friendly and professional service! I like the email with pictures that was sent to follow up with my husband. I don't usually understand all of those things, so it is so nice there is no high pressure sales pitch and no scare tactics! I intend to come back in the future for further care of my vehicle. Thank you!

NPS:

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★★★★★ by JED & JEANNETTE ATKINSON on 2016-06-13

Excellent customer service. Never a problem

NPS:

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★★★★★ by MIKE KLEFFNER on 2016-06-13

Thank you all for the special attention to our Dodge truck.

NPS:

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★★★★★ by ALLEN WILLS on 2016-06-12

As always, everything from check-in to check-out was handled in an excellent manner. I highly recommend this company.

NPS:

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★★★★★ by JARED FISHER on 2016-06-12

Very satisfied with the work and my vehicle is running great.

NPS:

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★★★★★ by Anon on 2016-06-12

they were courteous, helpful and accommodating. I asked for just an oil change and they provided an over all inspection besides.

NPS:

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★★★★★ by KAPRI WALSH on 2016-06-09

I have used Heritage Auto for several years and have always been happy with their work. Even when it was a bigger job than was expected, they explained things well and discussed options with me. Everyone was polite and friendly.

NPS:

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★★★★★ by ANNE HARTLE on 2016-06-08

The service provided was friendly and professional. There were no high pressure sales tactics which are so common these days when you go somewhere for an oil change. The email with pictures is super helpful too. I intend to go back again.

NPS:

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★★★★★ by COURTNEY CHRISTENSEN on 2016-06-05

I really like doing business with Heritage. Everyone is always willing to help me as soon as possible; I really appreciate that.

NPS:

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★★★★★ by JESSIE & JASON VINCENT on 2016-06-03

Best mechanics, service with integrity

NPS:

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★★★★★ by SCOTT PATTON on 2016-05-28

Great as always

NPS:

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★☆☆☆☆ by BILL EDWARDS on 2016-05-27

very dissatisfied. horrible secretey!!! not sure what happened to the old one but since you have got this new one (the last two times we have used your establishment) has been very displeasing. we also had to keep our car overnight and was told we had to bring the rental car back within 15 min when they called to tell us our car was ready. NOT MY FAULT IT TOOK SO LONG TO GET MY CAR FIXED!!! 15 Min. to get kids in the car and drive a distance that takes 15 Min to get to from my house does not add up.

NPS:

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★★★★★ by TYRELL HANDY on 2016-05-27

Fuel system overhaul was unable to be performed as normally would be since the engine must be running to accomplish the work. Since our car is a hybrid, that was not possible, however the task was performed manually which reduced the cost by half. The gentleman at the desk explained the issue well and informed me that the system would still benefit from the procedure.

NPS:

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★★★★★ by Anon on 2016-05-27

Always helpful, great waiting room and excellent service!

NPS:

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★★★★★ by DEAN DUFF on 2016-05-26

Great service

NPS:

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★★★★★ by BRENDA PACK on 2016-05-25

It is nice that you give a Military discount. So convenient that you offer a loaner vehicle. Tony is an honest, compassionate owner who I would recommend to anyone.

NPS:

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★★★★★ by COURTNEY CHRISTENSEN on 2016-05-22

I really like doing business with you. Everyone is always so nice, and I feel you take good care Of me --and my car.

NPS:

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★★★★★ by JIM CLARK on 2016-05-20

Very honest and friendly

NPS:

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★★★★★ by Anon on 2016-05-05

Good job again!! Really nice and honest people that work there. I understand why other customers have been going there for years.

NPS:

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★★★★★ by Anon on 2016-05-04

Teri is always helpful and friendly! We have come to you guys for years because we can trust your business and staff.

NPS:

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★★★★★ by KRISTI OVERTON on 2016-04-29

Fast friendly service.

NPS:

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★★★★★ by CHETT & MIRIAM THACKER on 2016-04-27

Great people!

NPS:

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★★★★★ by PAUL NUTTAL on 2016-04-27

Great service.

NPS:

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★★★★★ by MONICA MOLEBASH on 2016-04-25

Great experience, repairs where done on time and at a reasonable cost.

NPS:

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★★★★★ by STEVE SOBERS on 2016-04-22

Great as always!

NPS:

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★★★★★ by TREV WHITE on 2016-04-21

Very professional, communication via email and cell was great. Acknowledged my concerns . Adjusted my repair price when I had more than one repair required.

NPS:

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★★★★★ by TODD & CHRISTIN LINEBERRY on 2016-04-20

Honest, reliable, best place for auto repairs in the Treasure Valley!

NPS:

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★★★★★ by FRANCES & VINCENT HORTON on 2016-04-20

We are new to this area and hadn't found an auto repair shop. Unfortunately, my car broke down and needed to be towed. I randomly chose Heritage because it was close. I am so glad I did.

NPS:

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★☆☆☆☆ by PASCAL KAREGA on 2016-04-15

The last experience I had at Heritage Auto repair was the worst ever. I called and made an appointment 5 days in advance for an oil change/ Break inspection/ steering wheel fluid flush and also had my passenger blinker that was out and wanted them to replace it and also my head light restoration to be done. heritage Scheduled me for 9 in the Morning because they told me with all the stuff I wanted done, it would take them till about 2 PM that day to get everything done, I kinda figured that with all the stuff I wanted to be done...3:30 comes by and I did not hear from Heritage, so I called them asked about the update on my car, I was told they would need to keep it over night because they couldn't find out why my break light was on and that they need more time, I had the next day off so I was like ok that would be fine and they should be done by noon and I will get a phone call...once again no phone call by then it was 2 PM the next day, so called Heritage and they told me they are still working on it, I will get a phone call in about an hour...kinda getting frustrated by now, so I decided to just go down to Heritage and get my car and pay them for whatever they got done with my car. I showed up about 3:30 asked what is the update on my car, I was told that they couldn't find the issue with my breaks and why my break light were on. They ended up bringing my car to front went on a Very short drive with one of the mechanics that work on my car to show the issue I was having with my Breaks that Heritage could not find out the problem. I ended up turning around because I was so frustrated by now because I notice my Blinker was not fixed, the restoration on light bulbs were not done oh yeah I wanted them to check out why my sun roof was not adjusting properly that also was not check. I ask them what got done to my car and I was told the oil got changed and my steering wheel fluid flush was done, which I did not Believe after everything else that did not get done, I just asked how much do I owe you guys for whatever it is that you work on, so I paid and left to one more thing to add a slap to my face I was asked if I wanted to take the light bulb home cause it was sitting right there because they didn't have a chance to get to it. Heritage was not all Professional and completely not Trust Worthy. I definitely would not recommend Heritage to anyone and I will be taking my Business else where. That was my experience with them I am pretty sure not everyone's have had the same. So do your research before you go in.

NPS:

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★★★★★ by JOSHUA SMITH on 2016-04-11

I am very satisfied with the service I received at Heritage Auto Repair. My vehicle didn't need repair at this time and I was advised to wait until it was needed before spending a large amount of money. I appreciate the honesty and would recommend Heritage Auto Repair to anyone.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-04-08

Friendly, courteous service. Told me what the problem was and what it it would cost. Pointed out another issue but suggested it didn't need to be fixed right away. Offered to do a free check of the repair after I drove the car for a few days. Seemed very trustworthy.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2016-04-07

Beyond fantastic service

NPS:

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★★★★★ by TERRY DOBSON on 2016-04-05

My wife picked up the vehicle so I was not there to talk with the tech. I wish the tech would leave some personal notes about what he found and how each service went.

NPS:

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★★★★★ by ANDREW GUYER on 2016-04-04

This was my first time to use Heritage.. I was very pleased with the service they provided. I will go back..

NPS:

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★★★★★ by JENNIFER SMALL on 2016-04-01

Always a great experience when I have work that needs to be done on any one of my vehicles. Very reasonably priced and timely to get our car's back. It's the only shop I'm going to use.

NPS:

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★★★★★ by DIANA FOWLER on 2016-03-31

Outstanding service! Honest and recommended we did not need a part just yet. Thank You Scott and Wes!

NPS:

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★★★★★ by KEVIN SPENCER on 2016-03-29

The service was very friendly and very professional!

NPS:

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★★★★★ by JOANN CURTIS on 2016-03-28

The service is wonderful and everyone there makes me feel confident that the repairs I am having done are done right.

NPS:

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★★★★★ by DARYL ZACHMAN on 2016-03-27

Most excellent

NPS:

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★★★★★ by TYRELL HANDY on 2016-03-25

Extremely Helpful with scheduling future preventative maintenance.

NPS:

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★★★★★ by DAVE REID on 2016-03-25

You guys are the best

NPS:

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★★★★★ by Anon on 2016-03-24

The people at the front desk are cheerful, friendly, helpful, and explained the repairs. The work was completed on time within the day I brought the car in. The car heater seems to be working OK and the problem with the switch was fixed. I was able to use a coupon for a discount. They followed up with a courtesy phone call. This is the second time they worked on my car. I am pleased with the their courtesy, honesty, and work.

NPS:

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★★★★★ by TOM & TIERNEY KNAPP on 2016-03-23

As ALWAYS, Heritage is fantastic.

NPS:

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★★★★★ by JOSEPHINE FORRESTER on 2016-03-23

As always the service levels were excellent, from setting the appointment, taking me back to my workplace during the time they needed the auto and then a quick pickup when done! Toni

NPS:

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★★★★★ by LEAH BACHTEL on 2016-03-22

Heritage is always fantastic. They do a great job and when something goes wrong, they go out of their way to provide excellent customer service and make things right.

NPS:

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★★★★★ by WAYNE TAYLOR on 2016-03-20

You guys are friendly and reliable. What more could I ask for?

NPS:

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★★★★★ by JESSICA HILL on 2016-03-18

The staff there is all great and I feel confident that they are competent and trustworthy.

NPS:

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★★★★★ by Anon on 2016-03-17

Everything was fine.

NPS:

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★★★★★ by MARY NELSON on 2016-03-12

Very good customer service and fast repairs! They went out of their way to help me.

NPS:

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★★★★★ by STEPHANIE SMITH on 2016-03-12

Explained things well, liked the email with pictures, reasonable prices, pleasant to work with.

NPS:

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★★★★★ by MIKE BLEDSOE on 2016-03-12

As always - wonderful service. Thanks!

NPS:

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★★★★★ by MELISSA DIFORTI on 2016-03-10

Teri was professional, and very nice. She explained everything that the tech had done during the inspection. Although it was only an oil change, I felt like my car was in good shape for another 6k miles.

NPS:

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★★★★★ by MARIO VEGA V. on 2016-03-06

I started doing business with Heritage in 2002 - I found their service was excellent and honest....most important they explained what they were doing and didn't make me feel dumb for not understanding....they kept my vehicles in tip top shape. I moved out of the area in 2006 and recently moved back and yes, I am trusting my Journey to Heritage and ONLY Heritage. Thanks for your continued great service, good, fair prices and honesty.

NPS:

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★★★★★ by NANCY DESOLA on 2016-03-05

They always have a thorough explanation of what's going on and what things will cost. Always very open and honest.

NPS:

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★★★★★ by LEE AREA on 2016-03-04

Great service at the quoted price. Can't get much better than that. They always answer my dumb questions and offer tips on how to avoid the "big" expense by first taking care of the little things.

NPS:

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★★★★★ by STEPHEN OR PAM WADE on 2016-03-02

they will go out there way to help you

NPS:

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★★★★★ by KRISTINE JOHANSON on 2016-02-26

We trust your advice and services thank you. The sidwell family

NPS:

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★★★★★ by CHRIS FULLER on 2016-02-25

They did great! The bid was under what they said and PU was repaired in the time specified. Thanks again

NPS:

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★★★★★ by JIM CHRISTOPH on 2016-02-25

Get service and was able to find a problem before it happened. I came in for a oil change and they discovered that my brakes need to be repaired. I am sure the brakes on the Jeep were the original and it has 90,000 miles. Great catch. Very professional and I am sure I will be taking my wife's car and mine in for any maintenance in the future.

NPS:

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★★★★★ by MIKE HARRISON on 2016-02-22

I really like how personable the staff is, the service is always great, and I can't say enough about how this business gives back to military veterans and local youth organizations. Thanks!!

NPS:

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★★★★★ by RAY LORREA on 2016-02-21

Excellent Staff, Excellent Service. They tell you what's going on along with an email that includes pictures of the problems they find. (Visual inspection)

NPS:

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★★★★★ by PAUL MCNEES on 2016-02-19

Fantastic service. All employees am to please the customer. Great prices.

NPS:

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★★★★★ by GRACE LAZENBY on 2016-02-17

Friendly, accommodating and courteous.

NPS:

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★★★★★ by JODI on 2016-02-14

Very pleased with the response time

NPS:

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★★★★★ by THOMAS THORGRIMSEN on 2016-02-14

Great people and business all around. As a business owner myself I know how important it is to find honest and dependable employees. Everyone is great to work with.

NPS:

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★★★★★ by Anon on 2016-02-09

I brought my car in for a diagnosis & estimate. I already knew and had other estimates on various fluid flushes. I expected to wait 30 min to 1 hour at most for an estimate. I was in the waiting room 2 hours which made me rush for my next appointment. Teri at the front desk was courteous. The waiting room and rest room were clean and welcoming. I was able to have a cup of coffee. Some line items cost more and some less than the dealer's estimate I had gotten. Over all the bid was about the same or slightly higher at Heritage, but Teri said that they use better products and methods of flushing and a warranty was included with some of the work. This was my first experience with Heritage. The people seem nice. The wait seemed very long for what they did. They seem to be a busy place.

NPS:

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★★★☆☆ by Anon on 2016-02-08

Very friendly staff. However, I was told 3 times that someone would call me back with updates, so I could make a decision about repairs to proceed with. No one ever called. I was without my car the entire day, with no follow-ups, only to finally be told (when I called again), that they hadn't found anything wrong. Frustrating.

NPS:

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★★★★★ by CORY & KIM ZEHR on 2016-02-07

Heritage auto did a great job. From the employees to the service on my truck I thought they were on top of their game! I will recommend them from here on out.

NPS:

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★★★★★ by CHERYL WETTSDEIN on 2016-02-04

Service was satisfactory.

NPS:

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★★★★★ by BRANDEE SLAGEL on 2016-01-30

A big thank you to Heritage Auto!! Not only did they handle the repair work on my vehicle in a quick and professional manner... but when my car died on the way to their shop... they were also there to help!!! Heritage Auto owner Tony Zanders, jumped in his truck and drove to my disabled car. When he was unable to getting it running... he threw a tow strap on the car and towed it the rest of the way to his shop. What a Champion!!!

NPS:

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★★★★★ by PAUL MCNEES on 2016-01-29

All the employees are fantastic!! I appreciate the truthfulness also fact you are told what needs repair before hand. Heritage Auto is my favorite.

NPS:

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★★★★★ by CHRISTINA KNIGHT on 2016-01-29

Was greeted by Teri. She listened to my questions, and gave me an estimate to have a mechanic take a ride with me to listen to my noise in my PT Cruiser. The mechanic confirmed my problem of a bad wheel bearing. They proceeded to do a " free inspection " on my vehicle. They did a complimentary oil change with the new to the area mailing I received. I received an estimate for preventive work need on my car. Thanks for repairing my car and establishing a new customer in the process. I will be back to do the suggested work at a later time.

NPS:

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★★★★★ by TYLER RISEN on 2016-01-25

My experiences with Heritage have only be positive and pleasant. Staff is courteous and professional. I will continue to bring my vehicles to them when repairs are needed. Top Notch!

NPS:

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★★★★★ by Anon on 2016-01-25

Great service, very friendly and was given quote prior to work and did what they said. Also for all veterans they do give a military discount.

NPS:

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★★★★★ by Anon on 2016-01-24

Always treated well. Never felt like they were trying to pull one over on me. Front desk people are wonderful and very helpful! I don't think I would be happy taking my car anywhere else!

NPS:

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★★★★★ by LEE AREA on 2016-01-24

Work performed on schedule for the estimated price. Also gives courtesy call to tell you of abnormally wearing parts found during inspection. What more can a person ask?

NPS:

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★★★★★ by ANGELA CISNEROS on 2016-01-24

I have been going to Heritage Auto for several years and I always find them friendly and most of all very honest. My experience last week was wonderful. My car had a big issue and they recommended that I return it to the dealer to make certain it was something that the mfg. warranty could possibly cover. It was and they saved me a lot of money. I appreciate all they did and have done for me in the past. They will be my auto repair service for a long time.

NPS:

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★★★★★ by BRUCE PETERSON on 2016-01-20

great customer service ! and a quick repair time

NPS:

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★★★★★ by ROD ENOS on 2016-01-20

Everything was checked out very thoroughly.

NPS:

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★★★★★ by CATHY HULL on 2016-01-14

They were quick about getting my car back on the road. The explained all the pertinent issues with my car and let me know which problems were needed to be fixed and which could wait.

NPS:

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★★★★★ by MIKE SPOMER on 2016-01-12

The Heritage shop is always good to work with. They do as I ask and if an opinion is part of the request they are always straight with an answer. They do not try and snow you.

NPS:

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★★★★★ by ALICE ESHELMAN on 2016-01-12

excellent service

NPS:

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★★★★★ by KARL LINZMEYER on 2016-01-12

Service has been very good, and the staff is friendly. After my last oil change I had a little problem with a faulty oil filter - it was taken care of with no cost to me - thank you!

NPS:

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★★★★★ by TERRANCE CASH on 2016-01-08

Great as usual!

NPS:

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★★★★★ by LARRY & AUDRY KRUM on 2016-01-08

I can always count on Heritage and their staff to treat me well, keep me informed of my car's needs, and be friendly while doing it Many thanks!

NPS:

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★★★★★ by MATT & HEATHER HEDLUND on 2016-01-08

I needed routine service and Scott was great to help set up the appointment. I was able to use the WiFi and work while the car was serviced.

NPS:

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★★★★★ by BRETT & MONICA BIRD on 2016-01-07

Great job ,done quickly and professionally. Thanks to all!

NPS:

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★★★★★ by MIKE SMITH on 2016-01-06

We have been coming there for years. Always top quality work and great advice as usual. We are getting up in years and it is wonderful to have all the staff there and know that we can depend on them. Can't say enough good about them. Clean, confident, but above all very honest. Thank you Heritage!!!!

NPS:

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★★★★★ by PASCAL KAREGA on 2016-01-06

My experience was excellent from the first time calling on the phone and setting my appointment with Tony and from the time I walk in the building to when my service was done it was excellent. I would definitely recommend Heritage auto repair to friends and family. Thanks Heritage for the awesome experience and services.

NPS:

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★★★★★ by EMILY MCKINNEY on 2015-12-31

I called to make an appointment at Heritage Auto and the receptionist was very friendly and I had an appointment for the next day. The two gentlemen at the counter were also friendly and helpful. I would definitely recommend Heritage Auto to friends.

NPS:

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★★★★★ by DOLLY BEDAL on 2015-12-30

Fast and professional service. They explain everything being done to your vehicle.

NPS:

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★★★☆☆ by VINCE & RONI EKMAN on 2015-12-28

Wrong Cindy Hill....again....

NPS: N/A

★★★★★ by DAVID HYDE on 2015-12-26

Great service and very honest. Thank you very much! God Bless

NPS:

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★★★★★ by CARLENE HURLEY on 2015-12-25

I trust Heritage to do the job right and at a fair price.

NPS:

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★★★★★ by SORENSEN on 2015-12-19

very knowledgable, honest, and can fix anything..

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KARLA HARDESTY on 2015-12-18

Unlike my numerous previous visits to Heritage, this time there was a longer wait for the oil change to be completed. The car sat waiting to be taken in for about a half hour. The waiting area is comfortable though and I am still a very happy customer. I heartily recommend Heritage Auto Repair to all of my friends and family.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-12-14

Super easy to work with and didn't feel taken advantage of!! Found my new place to bring all my vehicles!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BART SHADBOLT on 2015-12-01

Always a great experience, honest, efficient and timely!! I will be back.... Denise Eastman

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KYLE & ASHLEY JOHNSON on 2015-11-27

Great service

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by SCOTT NEWBERRY on 2015-11-23

What more can I ask for? Great courteous, honest service and workmanship!

NPS:

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★★★★★ by NEVENA VASOVIC on 2015-11-22

Excellent service. Everyone should take their cars here. :-)

NPS:

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★★★★★ by BETTY MESENBRINK on 2015-11-21

Great service....as always! :-D

NPS:

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★★★★★ by Anon on 2015-11-19

Honest, reliable, reasonable cost, friendly, knowledgeable, done on time as promised. My whole family goes to Heritage Auto Repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-11-19

Courteous, helpful, friendly, and on time.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRANDON THOMAS on 2015-11-19

Needed the Avalon back the same day and all the effort required, The tech and front office person made the repairs happen even staying late.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★☆☆ by ETHEL EDWARD on 2015-11-17

My car was not finished when they said it would be. In fact it hadn't even been looked at. I had to make another trip to get the work completed They had me down as having another vehicle, when I explained that I didn't have that vehicle, they still got the year of my vehicle wrong. I have not experienced this previously with Heritage.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by HERB & CAROLINE KINNEY on 2015-11-16

Excellent staff, very courteous and responsive to my questions.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAVID & LYNDA PEEL on 2015-11-12

Car runs great

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ALLIE DAWSON on 2015-11-12

Great job as always!

NPS: N/A

★★★★★ by TERRY KURTZ on 2015-11-09

It is a pleasure working with scott...He made sure the job was done right without shortcuts... Blessings.... I also enjoyed visiting with Becca, the popcorn and personal card..What a Joy

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VAL DORMAN on 2015-11-07

I highly recommend Heritage Auto. We discovered them last summer after being referred by some of our greatest friends. We have used their services a couple times now and love their great sense of urgency, communication and talented staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by BRIAN & DEBBIE SHIELDS on 2015-11-02

I was quite disappointed with my service. I had my van in the shop for over a week, and the text said that they could not find the problem. I left with my van still having the same problem but even worse. And it cost me \$200. I took it to precision auto to Tom and he found the problem within an hour and had it fixed within 2 hours. And it cost me \$91. I know Tony has the shop looking for all the problems that the vehicle needs when they do an inspection. That's fine but I don't think I should have to pay for something I didn't ask for. My van is really old so I know it's got some issues but it runs really good and all I want it was it to be fixed so that I could drive it and it should have cost me \$200 for nothing.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TERRY KURTZ on 2015-11-02

My experience was pleasurable, affordable and personal...Thank You

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN FEAREY on 2015-11-01

They are amazing. :)

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MATT & HEATHER HEDLUND on 2015-10-31

The work was done professionally. I appreciated the honesty in pointing out that the seal thought to be leaking really was not leaking. It would be nice if you vacuumed and washed cars that were serviced. I would be happy to pay a few dollars extra to get a clean car back.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RICK HATHAWAY on 2015-10-30

Honest, reliable , friendly. I won't take my vehicles any other place. These guys have earned my trust

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PENNY SOUTHMAYD on 2015-10-29

The service took way more time than it should have.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRANDON THOMAS on 2015-10-29

They did the work and were extremely helpful in providing and excellent description of what needed done to get the vehicle repaired. Also suggested other items that needed attention and things to watch for in the future.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TODD & CHRISTIN LINEBERRY on 2015-10-28

Fair pricing, same day as promised

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEELAN HERFEL on 2015-10-26

Scott and the mechanic who worked on my car went above and beyond to fix my car. I brought the car in around 1 o'clock leaking water. By 6 o'clock my car was ready!!! Thanks again guys.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LOUIS MARTINEZ on 2015-10-24

Questions answered immediately. Everyone is always friendly and courteous. Vehicle treated with care and running beautifully after repair. Great assistance in interpreting and collecting on my after-market policy. This is our 2nd vehicle requiring service and or repairs. ABSOLUTELY RECOMMEND WITHOUT ANY HESITATION. PROFESSIONALISM TO THE MAX!!! Pat Harris

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JASON PIERCE on 2015-10-23

I appreciated the updates during the day, friendly staff, and quickness of repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAN AIZPITARTE on 2015-10-22

I always feel confident taking my truck in for service, you are the most professional and clean shop I have ever seen, I am glad to know you.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LENAY SHAW on 2015-10-21

Very good service as usual

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-10-17

We trust the staff at Heritage Auto. We highly recommend them!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ERIK GABRIELSON on 2015-10-17

I was in and out very quick. The atmosphere was amazing, not having to listen music I don't like. Thank you for the experience.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRIAN AND LILLENA PITCOCK on 2015-10-13

Great Went in for oil change on one car and got both cars serviced.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MARK FALDUNG on 2015-10-12

We moved to Idaho a month ago and found ourselves in need of a reputable mechanic much faster than we had planned on. The crew at Heritage provided multiple repair options for us and we felt well informed when we made our decision. Our other vehicle's winter prep is coming up and we look forward to doing business with them again soon. I would recommend Heritiage to all in need of a "family mechanic".

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-10-11

They always explain everything clearly and offer me options. The waiting room is comfortable and has free wifi. A very professional operation all around.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-10-11

Love the service and people! Won't go anywhere else!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TYLER RISEN on 2015-10-10

Fast friendly service..

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LUIS MUNOZ on 2015-10-10

Always excellent! Wouldn't take my car anywhere else. Honest reliable people. They go over and above! 10 plus

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AARON KUNZ on 2015-10-09

Love the guys at Heritage! Have always had exceptional care every time!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VIC TYREE on 2015-10-07

The staff at Herritage Rocks!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TODD & CHRISTIN LINEBERRY on 2015-10-02

Very, very happy with our service. They were honest and fast with our repairs. Cost much less then the dealership had quoted us. We will come back again.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEON & NAOMI ROBERTS on 2015-10-02

Happy with the service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-09-26

I was very impressed with Heritage Auto. I was referred to them through a friend. They took time and did things right. Then I got an email, phone call, AND a card thank you! No one takes the time to do that anymore. They are definitely a step above the rest. They make a difference and charge a reasonable price for the work they do!

NPS:

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★★★★★ by CLAUDIA/VENCENT SCHWARTZ on 2015-08-20

Appreciate your fast and efficient service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AMY WATERS on 2015-08-19

Heritage has friendly staff, and they do excellent work. They gave me a ride to and from work, and my bill was even lower than the estimate.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MIKE BLEDSOE on 2015-08-14

Just when you think you know your car, you prepare yourself to spend a bunch of money for repairs. We are very thankful for Heritage for their skill, knowledge and honesty which saved us a bunch of money and not being taken advantage of.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-08-13

I had an apt. at 8am and you didn't unlock doors until 8:10am with no, I'm sorry that we were running behind, or an explanation of why you were late. There were 7 customers who were outside waiting. I did end up getting out on time, so that I wasn't late for work, so that part worked out. I was curious as to why my oil change is only good for 3,000 miles or 2 months, which ever comes first? I have been getting my oil changed at Dennis Dillon and they quote 5,000 or 6 months. My car tells you the oil % and the Honda guidelines are to change it when its at 20%. That happens around 5,000 miles since last oil change. Anyways, I was told that I should have all my fluids changed and that would be around \$400. That seems ridiculous when my car isn't having any problems. I will be honest, I probably won't be coming back because for \$37.00, which is what your oil change ends up costing, is too expensive for only 3,000 miles. I came to you because I got a free oil change from City of Meridian for buying a new home.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by FRANK BURKE on 2015-08-13

These guys are awesome! My van has been not starting intermittently and they took 3 days to work on it to try and find the problem, rather than just starting to replace thing that it could be.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CINDY HILL on 2015-08-03

It is wonderful to know you are doing business with people you can trust.

NPS:

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★★★★★ by JO HASKINS on 2015-07-28

Its always most satisfactory. See you for my vets day oil change.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOSEPHINE FORRESTER on 2015-07-28

Excellent service as always!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEVE MARTIN on 2015-07-27

I had a great experience at Heritage Auto. I was redeeming a coupon for a free oil change that the owners of Heritage had given as a gift the their children's teachers, so I'm already a fan because of the very kind gesture. The folks at Heritage are community and service minded. They didn't just change my oil, they also gave me a complete review of the overall condition of my car, gave me a hard copy of that review (including pictures of the engine) and emailed a digital copy to me. At the last minute I asked the owner about a small problem I was having with the windshield wipers, so he walked out to my car and spent an additional 15 minutes with me. I highly recommend these friendly, knowledgeable and professional folks at Heritage Auto.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CHRISTIAN MUNKRES on 2015-07-25

Always been well taken care of by Scott and Heritage Auto. Quick diagnosis and I have never felt like there was anything shady going on. Scott is great to work with and will go the extra mile to help.

NPS:

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★★★★★ by Anon on 2015-07-22

Good service, but expensive

NPS:

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★★★★★ by CODY JORDAN on 2015-07-21

Outstanding ! Highly recommend , they do their utmost to fix your vehicle, Great people, very honest and reliable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DARYL ZACHMAN on 2015-07-15

They are GREAT Take care of their customers with integrity My automobile is happy too

NPS:

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★★★★★ by MIKE SPOMER on 2015-07-13

My car presented a unique problem. The service writer, Wes, was extremely helpful in resolving the problem.

NPS:

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★★★★★ by BILL JAMES on 2015-07-11

Always professional and honest work

NPS:

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★★★★★ by BRIAN KONZELMAN on 2015-07-10

Great service! We couldn't get there by 5pm so they waited a little longer so we could still get our vehicle without having to wait until the next day. The work they do is always high quality.

NPS:

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★★★★★ by Anon on 2015-07-08

Good Service, Part cost is marked up a little high which is pretty standard for repair shops to do but still sucks.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by PATRICIA WHITE on 2015-07-07

You should be ashamed of yourselves. While I was at work, my wife brought my daughters Sebring convertible in to have the air conditioning blower looked at. The blower was not turning on and needed to be diagnosed. My wife was told that a \$100 diagnostic fee needed to be charged to discover the problem. My wife gave the OK to diagnose the problem and to call her once the problem was discovered to authorize the actual repair. She received a call saying that you suspected the problem was the HVAC controller unit but the dashboard needed to be removed to confirm the diagnosis. My wife was advised that the part in questions was in the \$500 range and that the labor involved would cause the repair to cost in excess of \$700. My wife told the service technician that she would have to consult with me prior to authorizing any work to be done. I informed my wife that she needed to pick up the car and not have the work done as the cost of the repair seemed excessive. She picked up the car and paid the \$60 in labor that was incurred up to that point (understandable and not unexpected). When I had a chance to look at the car, it took me approximately 120 seconds to determine that the switch on the blower motor fan was faulty. I have to mention here that I am not a certified auto mechanic by any stretch of the imagination. I then got on the internet and found the assembly that needed to be replaced. The cost of a used but good condition part was \$25 + \$6 shipping, not the \$500 that was quoted by your shop. Even a new part on line was only \$139. I ordered the part and installed it myself. The job took approximately 1 hour to complete with no prior knowledge of how to affect the repair and no formal experience with this kind of job. As a layman, I affected this repair for approximately \$111 assuming a hourly labor rate of \$80. I am shocked and amazed that your shop would try to charge my

wife 7 times this amount for a ridiculously simple repair. I feel your shop tried to take advantage of a woman and her young daughter. I will never bring any vehicle to your shop again, and I will never recommend anyone bring their vehicle to Heritage. This review may seem harsh to anyone who might read it, however, considering the blatant gouging that was attempted here, I feel it is well deserved.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BECKY OLSON on 2015-06-29

It was great. On my transmission work could you use regular transmission oil instead synthetic?It would help

NPS: N/A

★★★★★ by MIKE BLEDSOE on 2015-06-28

Excellent service, timely and very professional.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by LEE AREA on 2015-06-28

Services were performed as promised at the agreed to price. That is great since they offer a free oil change after a certain number of visits. Anyone not getting this free service should inquire about it. My oil change was FREE! Thank you Heritage Auto Repair!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by LEE AREA on 2015-06-24

Price as quoted. Done when promised. Vehicle clean as when delivered. What more can be asked? Great job Heritage Auto!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-06-12

Guys are always knowledgable

NPS:

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★★★★★ by DOUG & ANGIE WATKINS on 2015-06-06

I love that your business is based on personal service and Christian values!

NPS:

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★★★★★ by Anon on 2015-06-06

5 star organization in Customer Service, Workmanship, Integrity and Friendliness.

NPS:

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★★★★★ by BRUCE PETERSON on 2015-06-01

Heritage was on time and kept me post on all of the process of the repair. When I received the truck back it was better than I had expected. They went the extra mile to make me happy. Service supervisor. Snake River Pool and Spa

NPS:

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★★★★★ by BOB CALVER on 2015-05-30

They were willing to work me in because I needed my vehicle back at a certain time.

NPS:

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★★★★★ by MELISSA HOWELL on 2015-05-30

Excellent in customer interface, dependability and quality of service, Very accommodating to the needs of the customer - scheduling; quotation and authorization prior to work being done. Integrity is a hallmark of this business and its management.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BYRON TALBOTT on 2015-05-29

1.5hrs for an oil change scheduled by appt seems a bit lengthy. You guys are great but would it be possible to work on reduction of this service time?

NPS:

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★★★★★ by ERIC ESTES on 2015-05-29

Heritage auto treats their customers fairly and offers great prices.

NPS:

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★★★★★ by ALLIE DAWSON on 2015-05-23

Great job as always - thanks!

NPS:

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★★★★★ by PAM LANE on 2015-05-21

AMAZING! I went to Heritage for the first time two days ago. I called and spoke to Scott on a Monday afternoon, expecting to be scheduled out a week or two. After telling him that I made a mistake and needed the issue fixed before my family could hit the road safely to Wyoming to see my new granddaughter. (that is due any day now!) Scott got me in the NEXT DAY! I was able to drop my van after hours and pick it up after hours. Scott was able to do everything over the phone, saving me valuable work time. On top of all that, they gave me a 10% discount off the top for being a vet!

I will never take my cars anyplace else! THANKS SCOTT and HERITAGE !!!!! YOU GUYS ARE AMAZING!!!! Darren P

NPS:

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★★★★★ by SHANNON MARSHALL on 2015-05-19

Very professional and helpful in deciding whether to purchase a used vehicle. Saved me at least \$1,500 in hidden expenses on a damaged vehicle.

NPS:

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★★★★★ by KHOUNE KKOUNE on 2015-05-17

I was updated throughout the entire week my car was at Heritage. The service was great and I felt well taken care of.

NPS:

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★★★★★ by BRANDON & ANGELA GRANT on 2015-05-17

The owner is very friendly but the service guy who finished checking me out was not friendly at all. I wanted to say something to the owner right away but she was busy. I would rate the company high but would give him a zero. I was a new customer and he will not draw my business by how he responded to me especially when I asked questions

NPS:

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★★★★★ by VIRGINIA ROWE on 2015-05-14

Personnel are courteous. Work requested was performed. Felt I received fair work for fair price.

NPS:

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★★★★★ by Anon on 2015-05-14

I waited in the lobby during the oil change. I enjoyed the coffee. The staff was respectful and friendly. I appreciated the detailed inspection report and the clear prioritization of defects that will need to be addressed in the near future.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TONY LITSTER on 2015-05-14

Welcoming staff, great work, even on time as promised. Overall, a great experience. And when I came to pick up my car, I was cheerfully greeted by name!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JO HASKINS on 2015-05-09

I used Heritage auto's service to give a used car I was interested in their mechanical inspection. That service put me in a better negotiating position as well as placating any concerns I and (especially) my wife had regarding the integrity of the vehicle. After I had purchased the car, I had the recommended repairs done. As it turned out, I was able to get the extended warranty from that vehicle transferred to me and was also assisted by the Heritage staff with some with the inevitable glitches in both the transfer process and in getting the items covered by the warranty claimed for reimbursement. If my daughters were ever to buy a used car, I would hope they have an establishment like Heritage to give them this level of service at a fair price.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by PENNY SOUTHMAYD on 2015-05-08

I always feel that the quality of work at Heritage is high, and I trust them to only do what is necessary and to do it well. That said, my most recent visit was for an oil change that I had made an appointment for. I spent nearly an hour and a half for the job to be completed. I know that they do a thorough check of the car, but I think that an hour and a half is a little much!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ROLAND CAMPBELL on 2015-05-05

Fixed two leaks and changed oil. Thanks guys. I hate leaks.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MELISSA DIFORTI on 2015-05-05

The service was much quicker than last time and I appreciate that! You also found a small metal piece in the side wall of my tire, I appreciate the thoroughness of you inspection. Nice! Job well done...

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JO HASKINS on 2015-04-30

I bought the SUV you guys went over and I took it to the tire store you recommended for the wheel repair and got a favorable estimate. Please email me with a day next week you can perform the maintenance recommended from the inspection. Thanks, J.P. Kemps

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2015-04-28

Runs much smoother now after the fuel system service. Thanks guys!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KAYLEN GOOD on 2015-04-24

I just had a small job and it was done in a jiffy. Very professional!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM ZIMMER on 2015-04-24

Great service and a veteran's discount too. WOW

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SARAH JOHNSON on 2015-04-24

Very knowledgeable and friendly staff. My vehicle is working better than ever.

NPS:

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★★★★★ by DEBIE SHELHORN on 2015-04-23

Was able to make a same day appointment.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-04-21

very good service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-04-21

Awesome place

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-04-21

Awesome place

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-04-20

Always friendly and courteous and will go the extra mile.

NPS:

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★★★★★ by SANDRA HATTRICK on 2015-04-20

These guys have been terrific to work with. Upfront with prices, flexible with scheduling, fast turnaround, and no hidden agendas. Thanks for keeping our car going!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAVE & SHANNON PHILLIPS on 2015-04-20

Tony & Scott went above and beyond for our family. They even came in on Saturday so that my son could pick up his truck. Amazing customer service and very honest. They have my family's business for life.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by CHASE EDIGER on 2015-04-17

I always have a very good experience at Heritage. They do a good and thorough job and are very reasonable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MATT & HEATHER HEDLUND on 2015-04-16

Quickly got the vehicle in for service and they were all very polite and professional.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-04-15

Every thing that was asked to be done was done in a timely manner. When the auto parts were more expensive than the estimate we were consulted before the work was continued. Thank you!

NPS:

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★★★★★ by DAVE DAVENPORT on 2015-04-14

Best shop in town.

NPS:

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★★★★★ by JOEY FAAOFO on 2015-04-12

Great service. I needed some work done on my daughter's car and they were able to get it done very fast. Thanks for being a great supporter of veterans.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2015-04-10

As always, the work was performed as requested, and delivered back to us when promised. Excellent service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TENAIGO AUSTIN on 2015-04-09

I appreciate your honesty, quality service, and fair price.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-04-08

I was helped quickly and the job was done in a very timely manner! The guys are very nice and helpful! I have been there a couple times and have no complaints this far! Thank you, Heritage!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JUDY FARMER on 2015-04-07

Heritage Auto went above and beyond for me! I had just moved to town days before bringing my F-150 to them for repairs. I had no way of getting around, so they offered to drive me to my home, then when the repairs were going to take longer than that Friday, they supplied me with a loaner vehicle, for the entire weekend, free of charge! Their genuine care has spoken loudly to me, and I will be a repeat customer. Heritage Auto, Thank you for your integrity- you've earned my respect!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by CHRISTINA GILLESPIE on 2015-04-07

They did a great job. Thank you!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-04-06

We are satisfied with Heritage but find their services to be rather expensive.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BYRON TALBOTT on 2015-04-05

Heritage was great in follow up with the car when we experienced an unexpected leak. They came to our house personally and helped clean up the leak and took car back to shop for additional repairs that were already covered.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JO HASKINS on 2015-04-05

My first exposure to Heritage was to take advantage of their free oil change for veterans last year. They had been sending me prompting notices for a needed transmission flush ever since my last oil change. We don't put a lot of miles on so I was waiting for my next oil and lube to get the tranny work done. The work I had done was timely and thorough and included their usual checks on all the other trifles even a somewhat savvy car owner like myself cannot or forgets to do, all with impeccable cheerfulness and professionalism, for a decent price. What more can you ask for?

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TOM BLACKBURN on 2015-04-03

I was more than pleased with the entire experience. The customer service is amazing-so much better than being sent through the dealership line-up. I have an older model car with 150K on it and I was not pushed into unnecessary repairs. Every detail was reviewed with me prior to the work being completed. Will absolutely recommend and return.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRITNEY SOLSHEID on 2015-04-02

Always do a great job and you can depend on them to be honest with you.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JEFF & JULIE BULL on 2015-04-02

We have traditionally had good, trustworthy service with Heritage Auto and have made it our auto repair garage of choice for my wife's car. We recently purchased an older pickup for my son and brought it in for a general inspection. After the inspection, the recommendations for repair were 1. the obvious change of fluids in all boxes (~\$450), 2. an oil dye/steam cleaning of the engine (~\$100) to detect the source of the leak and 3. then to address the steering issues by replacing all shocks and tie rods (~\$1200) because they were deemed a safety issue. We opted for the fluids change and according to my wife, the additional oil leak detection. When I came to pick it up, they had done all of the fluids but omitted the oil/dye procedure. I chalked this up to a miscommunication between my wife and the service agent. More concerning was that I opted to take the truck to Les Schwab for the shocks and steering issues. Their diagnosis for the 90's Ford pickups was strictly related to the very well know issue of the radius arm bushings on the front axels and that there was no issue with the tie rods. We had all shocks replaced along with the bushings for < \$500. This was a very disappointing diagnosis that would have manifested itself into a ~\$1200 charge from Heritage and an ensuing charge to correct the radius arm bushing that would have most certainly failed and caused a wreck. I understand how difficult it can be to diagnose engine and electrical issues, but this was a mechanical misdiagnosis that could have been avoided. Trust is the biggest component of return business and it even has a lingering effect on previous good work done. Andrew Murphy

NPS:

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★★★★★ by BRENDA BRANHAM on 2015-04-01

Courteous , fast and reliable repairs.

NPS:

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★★★★★ by LARRY HUFF on 2015-04-01

Friendly service and clean lobby are very important to me, Tony offers both.

NPS:

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★★★★★ by ERICA JOHNSON on 2015-03-25

Heritage Auto Repair is very customer-oriented, honest, and the price for any given repair is competitive- meaning their price meets or beats most estimates that I've compared them with. They are knowledgeable with many different vehicles- I'm assuming they are current with most/all technologies and trouble-shooting. Their honesty extends to things like free oil changes for military vets once a year..... who does that now-a-days? I can't remember ever being presented with pictures of a potential problem, but Tony gave me two or three pictures of the area on my car to show that it was not a problem at this point, saving me money, and worry. Nobody likes facing the times we take our vehicles to a repair business, but these folks make it as painless and pleasurable as possible. I would not hesitate recommending Heritage to anyone, and I have done so recently.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by PAUL SUDMIER on 2015-03-18

Services were reasonably priced and finished before the promised time.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by OLGA PEDERSEN on 2015-03-14

Work order completed as agreed on the same day. Thanks!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-03-13

I don't typically have anyone perform maintenance on my vehicles and I don't trust just anyone. I appreciate Tony's honesty about my concerns and he established a rapport with me that helped me make a decision to have Heritage perform the work. The customer service was excellent, the work was timely, and communication was top notch. The work appears to be performed as requested and the billing was exactly as expected.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2015-03-07

Very helpful and professional. They did everything they could to gety vehicle done as soon as possible. They even took the time to work with my extended warranty. I would recommend them they are great.

NPS:

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★★★★★ by ALAN WALKER on 2015-03-04

Great customer service. Had no problem using my extended warranty and also my military discount. Been using them for years and would go no where else. They are honest and respectful. You. Can trust them and that's hard to find today.

NPS:

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★★★★★ by NICK GREEN on 2015-03-02

Very good problem analysis and service.

NPS:

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★★★★★ by JANICE COOK on 2015-02-27

Once again, I had an awesome experience! Tony was kind enough to explain everything that was going on with our van. Outstanding service!

NPS:

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★★★★★ by TONI ANDERSON on 2015-02-26

I appreciate the excellent service Scott and team provided me in changing the engine oil, checking the additional items involved with an oil change, AND bleeding the brake lines, replacing the old fluid with new. The service was provided in a timely manner and the truck was done by mid afternoon. Thanks Scott and team!!

NPS:

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★★★★★ by TOM CARR on 2015-02-26

Heritage Auto is a very friendly and hassle free environment. The staff's desire is to work with you to get the most out of your dollar. Heritage Auto staff carry lots of knowledge on all vehicle makes and models.

NPS:

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★★★★★ by Anon on 2015-02-26

The front desk was not as friendly and helpful as usual.

NPS:

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★★★★★ by SCOTT & HEIDI FLETCHER on 2015-02-25

It's obvious from the first phone call that the staff and employees are well trained to focus on customer service. Even though their office is very busy, they do a great job of making me feel like I'm the most important customer they have. Work is always completed promptly and the staff communicates to me what they anticipate costs to be BEFORE doing the work. So, no surprises. I appreciate that.

NPS:

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★★★★★ by MATHEW CLADYS on 2015-02-24

Service was through, quick and satisfactory. Thank you!!

NPS:

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★★★★★ by VIRGINIA ROWE on 2015-02-21

Prompt service, courteous, quick, gave me complete information and showed me the part that was replaced. My new service place.

NPS:

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★☆☆☆☆ by COURTNEY CHRISTENSEN on 2015-02-19

I really feel comfortable coming to Heritage. You people are all so nice and really try to help with my problems. I especially like Tony's wife. I already feel like I've known her for awhile.

NPS:

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★★★★★ by BYRON TALBOTT on 2015-02-14

The team at Heritage was up front about how serious our problem was and provided several options for how to proceed and the possibilities of future repair issues. Very stand up people.

NPS:

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★★★★★ by DIANA FOWLER on 2015-02-13

I would like to thank Scott very much for his professionalism in the repairs Heritage completed on F250 (and saving us money on the job performed) I'll be back. Thanks again K & J

NPS:

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★★★★★ by Anon on 2015-02-12

Everyone at Heritage is always friendly, informative and professional. I trust what they say and their work.

NPS:

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★★★★★ by RANDY JOHNSON on 2015-02-12

The staff at Heritage were very friendly and professional. They resolved the issue and the brakes are no longer a problem. Thank you guys.

NPS:

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★★★★★ by WAYNE GOMES on 2015-02-11

Completely honest and a returning customer. Amazed that they found what was wrong with my car so fast. I appreciate that they want to know how my experience was.

NPS:

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★★★★★ by NEW LIFE LANDSCAPE on 2015-02-02

Great job as always. you made a bad situation into a better outcome with my car. Thanks.

NPS:

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★★★★★ by STEPHEN OR PAM WADE on 2015-01-30

I trust them

NPS:

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★★★★★ by NEVENA VASOVIC on 2015-01-24

Excellent service. Even my car is smiling! :-)

NPS:

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★★★★★ by CHERYL ANDERSON on 2015-01-24

The best place to take your vehicle if you are looking for honest, detailed work! I love that they can give you a professional quote, inform you about the complete condition of your vehicle and treat you with respect.

NPS:

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★★★★★ by TIM HILDEBRAND on 2015-01-16

I was extremely pleased with this business....they were polite....not pushy....seem to genuinely care about what I had to say regarding the problem I was experiencing with my vehicle....they took the time to give me a very impressive run down regarding the problems that were found....they also were kind enough to explain the price as well as the breakdown....I intend to return to this establishment for any and all automotive problems....until they lose my confidence....so for now I give you a 5 star for the first meeting and expect that to be the same after the repairing of my pickup.

NPS:

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★★★★★ by TODD AND WHITNEY CANNON on 2015-01-16

My car would not get out of park. I was stuck sitting in a parking lot on off Eagle Road. I called Heritage and talked to Becca. She immediately said my husband is out running errands, I will call him. He called me right back and said I will be right there. He drove up and made sure it was not my transmission, got it unstuck so I could drive it. How awesome is that? I don't know many places/people that would do that!! I was amazed and so grateful!!!!!! They fixed my car quickly. I always felt well informed. They drove me home. Fantastic customer service. Everyone was so great and kind! It was a great and relaxing experience. I felt well taken care of. Thank you very much for all you guys did!

NPS:

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★★★★★ by KARLA HARDESTY on 2015-01-16

I arrived a couple minutes late. Scott met me when I came in. He checked my car in and the work was begun right away. The service took the amount of time they said to allow. I waited in the comfortable waiting area. When the service was complete they went over the service provided and also other things I should be aware of for future service. On past visits Tony has reviewed my oil choices and helped me make the

best choice for my car. I presume that was not necessary and my previous choice was followed on this visit since that discussion did not happen this time.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TOM ZIMMER on 2015-01-15

What can I say other than excellent

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KRISTI OVERTON on 2015-01-15

Once again I received great service. Thank you.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KINDRA THORNOCK on 2015-01-14

Appreciate knowing our vehicles are in good hands. Heritage is a living legacy in Meridian..

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by CINDY HILL on 2015-01-14

The service is excellent and very professional. The technicians take the time to explain what has been done, what may need to be done and why.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★☆☆ by TONIE BZDELL on 2015-01-13

Normally, I give these guys high marks. They do great work at reasonable prices. This time though, my daughter who is responsible for upkeep on the car, took the car in so they could determine why the "check engine" light was on. She was charged a bit over \$100 for them to tell her that there was a vapor leak, and that it was probably because the gas cap was put on incorrectly. My guess is that it took them less than an hour, the amount of time charged, to run the diagnostic. Don't get me wrong, I understand that they are in the business to make money, but this is a bit ridiculous. Please keep in mind that courtesy goes a long way in keeping customers satisfied. I still recommend them, but hope they stop the nonsense.

NPS:

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★★★★★ by PAUL GLENN on 2015-01-12

I brought my car in late and Scott got right on it and gave me a ride home while they worked on it. I really appreciate it. Thanks Scott. Stan

NPS:

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★★★★★ by DAN SMITH on 2015-01-05

I'M PLEASED AS USUAL WITH THE MAINTAINANCE ON MY FORD RANGER.

NPS:

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★★★★★ by Anon on 2015-01-05

They did a great job of identifying the issues we were having. They also provided reasonable advice about which ones to fix, and how to do it.

NPS:

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★★★★★ by NICHOLE & LUKE KIRKWOOD/WINSLOW on 2015-01-03

Available to do the repair in short notice and good customer service. Made sure the car checked out for all systems.

NPS:

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★★★★★ by Anon on 2015-01-01

Always feel like family when I take my vehicles here. Thank you..

NPS:

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★★★★★ by YUICHIRO HIRATA on 2015-01-01

Tony and Scott are consummate professionals. I really appreciate that they showed us the parts they replaced, sent pictures of problems under the hood, and worked with us to get a good deal on labor when we had a lot of repairs that needed to happen. They operate on a full disclosure of parts and labor basis, so that you know exactly what you are paying and for what repairs. I wish I had known about these guys earlier. I have never had a mechanic make such a big effort to communicate so openly with me. Heritage is great!

NPS:

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★★★★★ by RANDY ALDRICH on 2014-12-28

Honest answers and outstanding work.

NPS:

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★★★★★ by STEVEN & TIARA ROPER on 2014-12-27

I just want to let you know that my experience was great. When you gave me a estimation and the finale price you were right on . And the best thing is the car runs great. Will I give out your name YES. I will be back real soon. Thanks

NPS:

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★★★★★ by MITCH & DEMETRIO ESQUIVEL on 2014-12-27

Heritage Auto was able to get my car worked on a day earlier than I expected. Great service all around! :)

NPS:

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★★★★★ by MERILYN BEATS on 2014-12-18

Good business atmosphere and everyone knew there jobs. Will do this again when I need car repairs.

NPS:

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★★★★★ by JENNIFER SMALL on 2014-12-17

From now on Heritage Auto Repair IS where I'll be taking my car's for service. Quick and affordable. Kudos

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-12-09

They told me what needed to be done, And did it with not trying to sell me add ons to their work I asked them to complete. I'll will use this shop as my only shop I take my car to for repairs. Kudos guys thanks Scott.

NPS:

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★★★★★ by Anon on 2014-12-09

My car was fixed as promised, when promised, at the agreed price. That's the kind of service that brings me back time after time. Overall, they do a good job of keeping our vehicles safe and reliable. Thank You!

NPS:

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★★★★★ by JOE BERGEMAN on 2014-12-09

They always let me know what it will cost before they do the repairs. They get the job done quick.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BRIAN DENO on 2014-11-22

The crew at Heritage was phenomenal to work with. They were honest & upfront with me about my vehicles needs & what could wait.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by VIC TYREE on 2014-11-22

Excellent service! I like how Wes called me about every detail!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TIM VENNELL on 2014-11-22

Good work

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-11-21

Tiny did a great job explaining my repairs and didn't make me feel that because I was a woman that I didn't know anything about cars.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TAMIE PROPER on 2014-11-20

Excellent service, great overall experience, very knowledgeable staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AMBER BARBO on 2014-11-19

The only shop that I trust going to and know I'm going to get the best service and work!

NPS:

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★★★★★ by PAM THOMAS on 2014-11-19

Ouystanding.

NPS:

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★★★★★ by DONALD MABEE on 2014-11-18

Honest and friendly.

NPS:

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★★★★★ by GENE MORAN on 2014-11-18

Very good, timely, courteous

NPS:

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★★★★★ by JANICE COOK on 2014-11-15

Once again, great service!

NPS:

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★★★★★ by KIERSTIN GENTRY on 2014-11-13

I took my car in to have some repairs done. There were some unusual circumstances with the part they replaced, but they made sure to get it right and at no additional cost to me. I really appreciate that they kept trying until it was right. Thanks Heritage!

NPS:

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★★★★★ by DAN GRIMES on 2014-11-08

My van needed a tune up and when I picked it up I noticed on the bill that the oil did not get changed which it also needed. I asked why and I was told I didn't ask for it to be done and that they could get it done for me and I said its to late I need my vehicle now. When i got home later on I looked at the bill again and at the very bottom it recommended oil change,filter and it had my mileage and it was obvious that it needed to be done .I don't no why this was missed when things are on file. I was never asked about an oil change and I would have had them do it. I ended up taking it to someone else later on because I was disappointed with this situation. I love Heritage because they do good work and I never have an issue with them.I will continue to use Heritage Auto for all 3 of my cars. I rated it 4 stars because of this error

NPS:

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★★★★★ by Anon on 2014-11-07

Friendly, helpful and seems to know a great deal about my car. Being able to trust a business means the world.

NPS:

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★★★★★ by LUKAS CLARK on 2014-11-07

Love the service at Heritage! Scott was continually communicating what was happening and the people there are so friendly!!! I would recommend Heritage to anyone that I know! Great service, workmanship and all with a warm friendly smile. Not what you expect from an auto shop. Thanks a ton for taking care of my Ford Diesel!

NPS:

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★★★★★ by COLLEN CHRISTENSEN on 2014-11-06

You guys rock! I have been doing business with you for almost 10 years now. You have always been honest, reliable, and trustworthy. I feel blessed to have found you for all of my mechanical needs. Thank you! Nikki

NPS:

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★★★★★ by NEW LIFE LANDSCAPE on 2014-10-31

Always honest in dealing with my car repairs. Friendly staff is very thorough in explaining my cars repair needs and keeping things within my budget.

NPS:

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★★★★★ by NANCY NEAD on 2014-10-30

Repairs were done well. I really appreciate the communication from your shop. I have dealt with other mechanics that can't seem to find the phone to let me know what is going on. This is not the case with Heritage Auto Repair. I was aware of what was found and what the repair would cost. Thanks for the great service.

NPS:

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★★★★★ by Anon on 2014-10-29

These folks are nice enough people but their scheduling and being able to tell you when your vehicle will be ready and attention to detail leaves a lot to be desired. We started using them because they are a NAPA garage and closer to us than Garry's

Automotive by Costco. My wife pick up her car today and the hood wasn't closed completely... If you don't know how to close the hood of a car... Lots of other stellar reviews but it hasn't been our experience...

NPS:

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★★★★★ by RON ROGERS on 2014-10-29

There were some minor issues during the diagnostic stage but Scott corrected them very quickly. The work performed was thorough and professional.

NPS:

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★★★★★ by KIERSTIN GENTRY on 2014-10-29

Scott was very helpful. I was able to save over \$300 with Heritage, compared to the dealership I normally take my Ford Focus to. They also took care to make sure they meet the requirements to keep the to the warranty standards. I will be a returning customer.

NPS:

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★★★★★ by JOE BERGEMAN on 2014-10-27

You guys amaze me! Thank you so much for fixing my wife's car so quickly!

NPS:

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★★★★★ by ANDY ADAMS on 2014-10-25

The Gentlemen at Heritage Auto Repair were extremely helpful. I have a 1979 Porsche 924 and the window slid off the track and down into the door. After an initial look over the gentleman at the front desk called me up and let me know he had found the part on Ebay. He informed me it would be cheaper for me to buy it my self and send in to the shop. He could have bought the part himself and charged me the

standard rate of about triple the price of the part on Ebay. He put customers before profit and I appreciate this so much. And with the military discount I received I will be using Heritage exclusively in the future.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-10-23

Great job!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by DENNIS & BOBBIE HAMMER on 2014-10-22

They do a good job and their customer service is excellent

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-10-21

I have been having my vehicles serviced at Heritage Auto Repair for over a decade. I currently have four vehicles in my family, with teenage drivers. Every one of them have been serviced by Heritage. I have sent several friends over the years and they have always been happy. Thank you Tony and the Team at Heritage.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BOB TEAL on 2014-10-19

We brought our daughters car in for an oil change and to check out a few things. They contacted us very quickly and provided us a breakdown of all the work that was needed and the recommended priority of each item. Great Experience.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by DEB GARRETSON on 2014-10-17

heritage is great to work with and they always take care of us

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHELLE BAUGH on 2014-10-17

Cheryl was very helpful and kind! She contacted tony and he came to where I was broke down waiting for AAA! What great service. Hope everyone enjoyed the cookies! So disappointed that tony was out of town! Thx so much

NPS:

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★★★★★ by CHRIS BARNETT on 2014-10-14

Thanks for the prompt, pleasant, honest, and positive experience.

NPS:

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★★★★★ by Anon on 2014-10-13

Another great experience.

NPS:

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★☆☆☆☆ by GEORGE (MIKE) ROSS on 2014-10-11

Absolutely unimpressed with the work done. Paid them 55\$ just to look at my car. They gave me pictures of what was wrong and when I needed a bigger image because I was going to fix the repairs on my own they randomly disappeared. I asked to speak to the mechanic who looked at my car and they said he was too busy to talk to me. I called back later and when I spoke to the mechanic he said he doesn't even remember what was wrong! I complained to management and got no reply. Last time I took it in to them they said they couldn't even fix my problem. Never going back again.

NPS:

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★☆☆☆☆ by KELLY & BRIAN TRUDEAU on 2014-10-05

This was the second time we have brought a car into your shop and I can say the second experience was no better then the first on. The first time friends of mine that had used your services in the past said I should give you a second chance so I did, bad choice. I was traveling on business so my wife was managing the communication with the service rep and he took her to the cleaners. There will be no third chance.
Rick

NPS:

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★★★★★★ by Anon on 2014-10-04

Very courteous, knowledgeable and honest. I believe that my service was timely and fair priced.

NPS:

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★★★★★ by Anon on 2014-10-04

Thanks

NPS:

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★★★★★ by JAY WECHSELBERGER on 2014-10-03

Great to work with, very understanding

NPS:

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☆☆☆☆☆ by Anon on 2014-10-03

I have been coming here for 10 years - this last visit was extremely disappointing. The service desk is not providing the standard of service I have come to expect when I bring my vehicles in for service. I was suppose to receive a follow up call about a previous repair to fix a leaky hose - did not receive a follow up call. I called in to check on the follow up call and the person who was suppose to be handling this problem had no idea what I was talking about, I explained the issue and was told I would receive a call back - again did not receive a call back. I could always depend and trust Rex with my vehicles, where is Rex and is it time to find a new auto service?

NPS:

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★★★★★ by JAKE KEMPS on 2014-10-02

I was very happy with the service provided by Heritage Auto. I called at 8:30 Am and Scott was able to get my truck in and fixed by 12:30 the same day. Very unusual to get that kind of service from someone I have never done business with before. Thanks Scott

NPS:

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★★★★★ by LAYNE WOMBLE on 2014-10-02

Heritage Auto repair is a one of a kind shop. Tony Zanders endeavors to support a team that works hard, with an eye toward customer satisfaction and return business. Their pricing is fair and they are aware of the experiences that may drive customers away and attempt to avoid negative impressions when their customers leave.

NPS:

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★★★★★ by CLARK BOWER on 2014-10-01

Great. Performance better than expected. And the work done with courtesty .

NPS:

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★★★★★ by Anon on 2014-10-01

Work completed on-time. Gave me a courtesy call when it was finished. No oil or grease marks on the hood or door handles. Good job!

NPS:

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★★★★★ by JENNIFER SMITH on 2014-09-28

Always friendly and prices are fair. Through the years of bringing my vehicles to Heritage they have explained the repair needs with options on costs of repair.

NPS:

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★★★★★ by BRIAN BUTLER on 2014-09-28

Timely and friendly. The new digital check was a good idea.

NPS:

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★★★★★ by Anon on 2014-09-21

Thank you Tony, Cheryl, & Scott for taking the time to make sure my car is mechanically safe & sound. You & your Technicians definitely go the extra mile. I went to your website and your mission statement is definitely accurate...You provided me with exceptional service...and are changing the way that I have viewed your industry. Heritage Auto has been nothing but HONEST, which shows INTEGRITY, and I TRUST your judgement.

NPS:

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★★★★★ by JOHN FULLMER on 2014-09-21

I received very fast and knowledgeable help, both in the office and in the shop on both of my vehicles.

NPS:

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★★★★★ by DAN BERWICK on 2014-09-20

We like Heritage a lot but their have been changes recently which has reduced the quality of customer service. When Tony & Rex were involved at the front desk and working directly with the customers the customer service was friendly and you felt comfortable with knowing what they said would be accomplished. We do not feel that way now. Recently I asked for a quote on a tuneup twice (on a Monday & Thursday of the same week) and never received a call back. In fact, we had a car being serviced there and even when there in person the quote was never mentioned even though I was speaking to the same person. Hopefully this can be changed soon.

NPS:

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★☆☆☆☆ by Anon on 2014-09-19

Truck is worse than when I took it in. Original issue is not fixed and now I have other issues. I've taken it back in and you still can't find the problem but you want me to spend more money at your assumptions.

NPS:

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★★★★★ by MELISSA DIFORTI on 2014-09-17

An 1100 o'clock appointment should mean 1100 o'clock. My car was not brought into the bay for an oil change until 1120. That translated to my leaving at 1220. I appreciate Heritage because of there ethical standards and honesty, however the last few time i have been there they have run late. If they want to be the standard bearer in the industry they need to be prompt, it goes integrity. John

NPS:

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★★★★★ by JUDSON SKAUG on 2014-09-14

with the last repair that was done you guys kept your promise and made the correction, i still think i shouldn't of been charge any thing for the new part as well but all is good.

NPS:

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★★★★★ by BYRON TALBOTT on 2014-09-13

I am most impressed with the speed at which Heritage received our car and the same day got back to us on the initial problems that needed to be addressed. The follow up phone calls also kept us in the loop as to any additional/critical problems. Even without an appointment we were able to get our car back in service within 2 days from some fairly significant front end and power steering work. Great Job Team!

NPS:

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★★★★★ by KEVIN BUTLER on 2014-09-13

I just like this company. Your services and the professionalism of your workers is beyond believe. I truly believe deep in me that you guys are not just there to make money but to help your customers. Every time I come over there, there is always this warm, human and inviting atmosphere that surrounds this company. Thanks for your care and I think I had a nice time being over there. Thanks again and I see you soon. Akwagoh Walter.

NPS:

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★★★★★ by TOM ZIMMER on 2014-09-12

As expected I received good service and advice at a good price. I really like the fact that they give my car a good looking over for problems or potential problems on every visit regardless of the service being done.

NPS:

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★★★★★ by Anon on 2014-09-10

I walked in with a small problem that related to a part that was replaced several months ago. Heritage made a phone call to a supplier and resolved problem. Though the part was not still under warranty. It was replaced at no charge. Very good service and customer care.

NPS:

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★★★★★ by Anon on 2014-09-09

Had a small electrical problem and needed it fixed quickly. Called all over town but couldn't find a shop that had the time to look at it that day. Finally an import-only shop refereed me to Heritage. They had me drive over right away and back out on the road in less than an hour. Very professional and personable service!

NPS:

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★★★★★ by DONALD MABEE on 2014-09-08

Friendly and upfront. Kept me up to date on the progress each day.

NPS:

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★★★★★ by RANDY BLOOM on 2014-09-05

I can't say enough good things about this company. Everyone was very friendly and went out of the way to help me. Cheryl is awesome! HIGH RECOMMENDED

NPS:

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★★★★★ by Anon on 2014-09-05

Always do a good job, stand behind their work. I take all my vehicles to them. Courteous and always helpful.

NPS:

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★★★★★ by Anon on 2014-09-04

I always get outstanding service from Heritage Auto! I appreciate that you care about your customers. I would definately recommend these guys.

NPS:

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★★★★★ by JEFF & CHRISTINA COLARIC on 2014-09-03

excellent as always. Thanks for great costumer service.

NPS:

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★★★★★ by REG WALLANDER on 2014-09-02

Very good service

NPS:

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★★★★★ by DOUG & ANGIE WATKINS on 2014-09-01

I was first interested in Heritage because of their sponsorship on KTSY. It is very refreshing to have a business that is Christian based where you will always receive the best care and this includes you car! People can't see what's in your heart---- they can only see what you DO!

NPS:

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★★★★★ by Anon on 2014-09-01

Thank you, once again, for courteous, thorough, and accomodating service on our Subaru before a last minute road trip. We could go confidently knowing our car was prepared for the trip.

NPS:

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★★★★★ by TENAIGO AUSTIN on 2014-08-30

Quality work, honest staff, fair price....!!

NPS:

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★★★★★ by BRENT HAYNES on 2014-08-29

Work was done quickly, in spite of how busy they appeared to be. I got my car back by the end of the same day. As far as I can tell, the work was good, things run well and everything looks to be in order. I am a bit disappointed in the prices, though. I don't know how to judge the labor rates, but the parts prices were somewhat shocking. I had both an alternator and a battery replaced, and the prices charged for both were easily twice what I would have paid to purchase them retail at a parts store.

NPS:

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★★★★★ by TOM OBSTARCZYK on 2014-08-29

Thanks, I will feel better about taking the car out of town now.

NPS:

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★★★★★ by VERN BOLT on 2014-08-27

My inspection was not done completely. As I was going over my inspection results with an associate at the counter the associate realized a few things that were not checked during the inspection and had to go find the mechanic to have him check it. I was told you accepted coupons past the expectation date. I was told when I was paying that it could not be used and that even if it was expired that it was too late in the payment process to accept coupons and that credits were not given yet another associate told me that a credit could have been applied for the coupon.

NPS:

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★★★★★ by ROLAND CAMPBELL on 2014-08-26

seems to be just fine

NPS:

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★★★★★ by BOB & SHERYL BAFARO on 2014-08-25

As usual, truck was ready on time as promised. Charges were definitely reasonable.

NPS:

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★★★★★ by FRANK BURKE on 2014-08-23

You guys are very good to work with and explain everything that needs done with my vehicle in a way that I can understand.

NPS:

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★★★★★ by COLE COLTON on 2014-08-23

you were able to get my truck in, even though you were a person down and had short notice. Work was done in a very professional manner!

NPS:

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★★★★★ by Anon on 2014-08-20

Ethical. Responsive. Skilled.

NPS:

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★★★★★ by DAVID JACKSON on 2014-08-20

I had a unscheduled (drop in) repair. They were quick to determine the problem, let me know what the estimate was, and give me an explanation. They also identified another issue, that was pretty significant. I was expecting to be out my vehicle for a week, but they had it done in two days. They are cheaper than the dealer, and I believe every bit as good. I wish they were even more cheaper (but let's be honest, they are not running a charity, they are running a business, and they need to make some money.....) I'm a repeat customer, and plan to remain so.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★☆☆ by ETHEL EDWARD on 2014-08-18

Toni, I have been coming to Heritage Auto for years. This last visit was the worst I have ever had. The service rider was great, however the front counter staff to be less than helpful. I asked if they would send me an e-mail when my car would be ready, this wasn't sent until after I had already picked up my car. Any repair order recommendations in the past I received when I was given the keys, not 2 hours later. I will check your business out one additional time, but if it doesn't check out like it has in the past, I will (as well as my friends and contacts) be choosing another Auto Repair.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by RICK GOODWIN on 2014-08-16

Thanks to you my 97 Chevy Truck is running great!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by PHYLLIS MCGAFFICK on 2014-08-16

They have one "mechanic" who is truly creative - can fix almost anything - well trained in many modalities. And he has a terrific personality. He is my son. However, Heritage Auto has been good to me for several years - long time before my son worked there. The workmanship is outstanding. The waiting area is clean and modern, good source of information while waiting. You can feel the atmosphere just by the way the employees do their jobs.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-08-14

My husband and I were very pleased with the service completed on our van. We will be trusting them to work on our vehicles from now on. Thank you very much friends at Heritage Auto Repair for a job well done.

NPS:

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★★★★★ by Anon on 2014-08-14

Staff is very helpful. Service is professional.

NPS:

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★☆☆☆☆ by Anon on 2014-08-14

I called on a Friday to schedule an appointment to have my front brake pads replaced. I explained that I already have the heavy duty brake pads and would like them installed. The person I talked to seemed to be out of sorts having me repeat information I had already given her because she was talking to others in the office while on the phone with me. She recommend I have the rotors turned, which I agreed to have done. She said there was opening's on Monday. I told her that I work swing shift and would need have the truck work done by 01:00, which she assured me would not be a problem. She said I could drop the truck off the night before, which I did on Sunday night. I called on Monday around 12:40 because I never received a call and she said that my truck was on the lift and the tech was at lunch. I told her I would have to get the truck on Tuesday because I had to go to work soon. While at work she called my cell phone and left a voice message for me to call back regarding my brake pad install. I called back later that day and she said that my truck did not need front brake pads replaced because only .07 was used. I explained that I had already replaced the rear brakes and had the master cylinder fluid recycled, but the truck brakes still don't feel right. She asked if I wanted the tech to investigate brakes and I said no, I wanted my new pads installed. I already knew that the cheap front brake pads still had plenty of pad. I purchased MOTORCRAFT heavy duty front brake pads and your shop would not install them because the pads on the truck are still good. I arrived on Tuesday morning and was charged \$29.95 for a brake inspection I did not need. I had washed my truck Sunday morning and by you parking it in your dirt back lot, the truck was filthy when I drove it home. So, you did not compete what the customer asked you to do, you charged \$29.95 for something the customer did not ask for and you parked the customers truck in the dirt lot and let it get filthy. Sorry, I'm unable to recommend you to anyone I know.

NPS:

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★★★★★ by BRANDON BRODHEAD on 2014-08-12

Great service and turn time. They did a full evaluation and could have done double the work for double the fee, but the evaluation showed I didn't need all of the scheduled maintenance items. I appreciate the integrity and honesty of doing the work that needed to be done, but not padding the bill.

NPS:

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★★★★★ by Anon on 2014-08-10

Quick & efficient. Great service.

NPS:

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★★★★★ by ROLAND CAMPBELL on 2014-08-09

Great job - thanks Cheryl

NPS:

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★★★★★ by BETTY MESENBRINK on 2014-08-09

Service was good except the hood wasn't completely closed. I didn't notice it until I was in the middle lane of the freeway going 65. Traffic was heavy and I was concerned until I was able to work over to the emergency lane to close it completely. Other than that, it was great.

NPS:

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★★★★★ by CLARK BOWER on 2014-08-07

excellent. Timely and surprising. I was concerned the problem would be found to be bad news to me but it turned out to be good news. In fact the tow truck driver said he takes his car to you folks also and had good comments to make.

NPS:

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★★★★★ by DAN BERWICK on 2014-08-06

Heritage is always helpful and does their best to accommodate situations that arise in scheduling repairs. Quality workmanship!

NPS:

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★★★★★ by JANICE COOK on 2014-08-05

Great service and staff. Very knowledgeable in the science of mechanics, and answered all my questions too!!!

NPS:

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★★★★★ by MARILYN GOSSETT on 2014-08-05

Always a good experience. Nice to have someone reliable to go to.

NPS:

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★★★★★ by DONNA GIBSON on 2014-08-04

Very clear communication and honesty. Thnx

NPS:

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★★★☆☆ by Anon on 2014-08-02

The mechanics were great as always. On the other hand, responses from the newer office personnel were disconcerting and strange. Very different from what we've known there before.

NPS: N/A

★★★★★ by LEE AREA on 2014-08-01

Same great service I have been getting for many years.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JOHN BONINE on 2014-08-01

Love Heritage. Great work. Honest team.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-07-30

Great customer service and everyone was friendly when i arrived. I think having my vehicle there for 3 days to get my air conditioning fixed was too long. Also there were 2 people just starring at a computer screen while the 3rd employee was helping a customer literally for 20 minutes. I think it will be nice if other employees showed an initiative to get you out the door when you are ready to pay. Ill be back because i feel i can trust them but hopefully i wont have to wait for 20 minutes to pay while other employees just look at me. Maybe having a second register would help.idk.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by BUD HENTHORN on 2014-07-29

same great service as always., great people to work with.and are very patient with older people. Eddy.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by KAYLEN GOOD on 2014-07-29

Great service! Reasonably priced! Who can ask for more?

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-07-28

These guys are always so sweet and caring. My car is falling apart and they have always approached the subject gently and with great understanding because they know I'm in a tight spot financially. I really appreciate this attitude and that they don't treat me like I'm stupid just because I'm a girl.

NPS:

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★★★★★ by COURTNEY CHRISTENSEN on 2014-07-24

I was recommended by a friend and I found out right away why they told me to come to you with my car. I found everyone to be very friendly and I get everything taken care of right away. Thank you so much .

NPS:

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★★★★★ by KOREY MOELLER on 2014-07-24

This is my 3rd time to this shop and I continue to be very impressed with the professional service.

NPS:

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★★★★★ by ANDREA & JAVIER TORREZ on 2014-07-24

Experience was awesome, customer service and workmanship was the finest!

NPS:

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★★★★★ by LENAY SHAW on 2014-07-23

As much time as I want to discuss the options and get explanations. And after the service they discuss what they have found and what service might be needed down

the road (so to speak!). They are sensitive to a need for budgeting larger repairs or maintenance and I never felt as if add-ons were being pushed on me. Oh, and they have free wi-fi!

NPS:

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★★★★★ by LEE AREA on 2014-07-23

Our car was fixed on time, and at the price agreed to, NO surprises! I usually drop the car off the night before and they call as soon as it is ready. I have yet to find any grease or oil on the steering wheel or finger prints on the outside. This is the kind of service that keeps bringing me back to this repair shop for all of our service needs.

NPS:

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★★★★★ by JEMAICA BELTRAN on 2014-07-23

I wouldn't take my car anywhere else! Always great, affordable service with a smile. Thank you!

NPS:

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★★★☆☆ by Anon on 2014-07-22

Communication could be better

NPS:

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★★★★★ by JOHN WINSHIP on 2014-07-18

Nice, friendly, upfront, and fast

NPS:

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★★★★★ by BUD HENTHORN on 2014-07-17

same great service as always. EP

NPS:

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★★★★★ by SUNSHINE JONES on 2014-07-12

A repair shop we always trust!

NPS:

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★★★★★ by DAN BERWICK on 2014-07-12

Gave us honest assessment of repair needs.

NPS:

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★★★★★ by PATRICIA WALKER on 2014-07-11

Awesome customer service. Honest, detailed, quick. Love the pictures included with the estimate! Charged exactly what they said, no surprises! Got me in with short notice. I will be using Heritage from now on and recommend them to anyone who needs service on their vehicle!

NPS:

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★★★★★ by KOREY MOELLER on 2014-07-10

Really great job. This is my second time in and the staff is very friendly. The service is prompt and high quality. Keep up the great work!

NPS:

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★★★★★ by ROGER & AMY ZANDERS on 2014-07-09

We appreciate the honesty and options we get from Heritage. Especially appreciate the time they take to explain what's going on, so we can make a good decision.

NPS:

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★★★★★ by JOSEPH KIEBERT on 2014-07-09

The ability to trust those in one's community is such a rare gift. We moved o Boise from Houston, Texas, 8 years ago, because we fell in love with the Idaho people. In Houston, we were constantly subjected to false advertising and lies about service needed. Not only was our hard earned money wasted, but also our sense of community and trust was devastated. You simply did not know whom you could trust. Then, when a visitor from Alaska had a car issue, I asked around. Heritage Auto was highly recommended, by a friend, as trust worthy and honest. As our cars needed service, we began to use Heritage Auto, as well. We just took our Escape in with "leaking oil." Nothing serious", the mechanic said, "just a little leaking around the filter." THAT is priceless: trust, honestly, dependability, care, friendliness. This is what the good people of Idaho are all about...people born and raised here with values. I thank God for Heritage Auto and for Idaho. And they are so nice about the dog smell in my car, too!!!

NPS:

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★★★★★ by Anon on 2014-07-08

Quick, responsive to our needs and great communication!

NPS:

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★★★★★ by BRITNEY SOLSHEID on 2014-07-03

Fair, depeadable, friendly, courteous.

NPS:

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★★★★★ by Anon on 2014-07-02

My car had an oil leak, the driveway was getting ruined and I had to put oil in every week. A tire store gave me a quote to replace the head gasket at \$1500.00 so I was just trying to live with the oil leak. I took my car to Heritage Auto to inspect my brakes and the Heritage crew determined the oil was was only a valve cover gasket and saved me over \$1,000.00. Thank you for the proper diagnosis and the quick repair. They fixed my brakes too so now my car is safer and cleaner!

NPS:

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★★★★★ by RON WHITNEY on 2014-06-30

Great service and great people!!!

NPS:

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★★★★★ by LORI WARREN on 2014-06-28

We love Heritage Auto, they have been our sole source for car repair for over 10 years. This current malfunction rendered the van not worthy of repair, and the news was delivered with compassion, understanding and in a very articulate manner. You guys are the best!

NPS:

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★★★★★ by Anon on 2014-06-27

Are you kidding me???? After ALMOST going to another place in Meridian that is right next to Commercial tire, we chose to come here. The last place wanted my car for a whole day....just to diagnose...and then keep several days after. Went to Heritage, dropped my car off @ 7:45...and ya.....drove it HOME at 11:50....THE SAME DAY and all for UNDER \$300. I have found my new mechanic....YAY!! Thank you Sheryl and co!!

NPS:

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★★★★★ by DARIK MENDENHALL on 2014-06-27

As always We are very satisfied with the service from Haritage. I just wish I did not have as many little things wrong with my truck. I know I know! Just bring it in and you won't have any more little things. Thanks Rex and all the rest.

NPS:

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★★★★★ by RIKKI CECIL on 2014-06-26

Always GREAT service. Worth the extra few bucks.

NPS:

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★★★★★ by JIM HARRIS on 2014-06-26

Great. Honest.

NPS:

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★★★★★ by ROLAND CAMPBELL on 2014-06-25

The transmission works great since the flush and the funny tinkling noise is gone after replacing the serpentine belt. Great job.

NPS:

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★★★★★ by FRANK BURKE on 2014-06-21

You guys are very nice and explain everything that needs done on my vehicle very well without feeling pressure to get it done right now.

NPS:

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★★★★★ by BOB HOLSCLOW on 2014-06-19

Great customer service

NPS:

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★★★★★ by TOM & TIERNEY KNAPP on 2014-06-18

As always A+++ service.

NPS:

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★★★★★ by PAVEL MAGALLANES on 2014-06-17

Service was timely and description was concise and understandable!

NPS:

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★★★★★ by LEE AREA on 2014-06-14

As always, the guys took good care of my wife's vehicle. Keeping it safe and reliable. Thanks!

NPS:

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★★★★★ by MAGGIE WILLIAMSON on 2014-06-14

Same as last time - doing great repairs as usual.

NPS:

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★★★★★ by CAROLYN BOYCE on 2014-06-13

Great staff, very helpful. My car was serviced promptly and I was in and out in record time.

NPS:

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★★★★★ by KRISTIN RENSVOLD on 2014-06-13

As usual, work not needed is not done. Rex and guys eliminated a \$400 item from a recommended repair they noticed while doing an inspection check from a previous job. When they inspected closer this time to perform the repair it was deemed not necessary. Not going to get that kind of treatment from any of the dealers shops, they would just do the work anyway. Thanks guys! As always I enjoy doing buisness with you and recommend you highly.

NPS:

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★★★★★ by Anon on 2014-06-12

Heritage service was top notch, as always. They don't try to scare you, or push you into getting things done that don't need to be done. They're always straight forward about what they have done, and don't try to charge you for unnecessary services. Unless what I need done is under warranty, I won't go anywhere else for service.

NPS:

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★★★★★ by MITCH & DEMETRIO ESQUIVEL on 2014-06-11

I brought my car in for a coolant flush and a sealant to stop a coolant seepage. It worked great and my car is running just fine. :)

NPS:

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★★★☆☆ by BARRY BLEAZARD on 2014-06-10

I get email reminders for service but when I reply there is no reply. It would be worth a start to have an estimate for the cost of these service items with the email and worth another start to have a reply to my inquiry.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2014-06-08

I was really impressed. Not very often you find a business that truly cares about the customer (and their pocket book). I believe I have found a trustworthy repair shop.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MATT & HEATHER HEDLUND on 2014-06-07

I really appreciate the great customer service at Heritage Auto Repair. I was able to get my car in quickly and they explained well what they were going to do and how much it would cost. I appreciate also that they are located at my end of the valley!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JOE BERGEMAN on 2014-06-07

Always a great experience! Knowledgeable staff that is always looking out for me!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JAROD MAYFIELD on 2014-06-06

Great service; friendly and efficient staff. I wouldn't take my vehicle anywhere else.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by MAGGIE WILLIAMSON on 2014-06-06

There work is always excellent and in a timely manner.

NPS:

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★★★★★ by TIMOTHY & NAOMI BUNCH on 2014-06-06

Great service as always, thank you Heritage Auto! Joey

NPS:

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★★★★★ by RAE CARON on 2014-06-05

Excellent communication and service.

NPS:

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★★★★★ by YOLANDA JIMENEZ on 2014-06-03

This was my first time using Heritage but it will not be my last. The only reason it's not a 5 star is because the office failed to call me back on Thursday which push approval to Friday which meant I didn't get the truck until Monday afternoon. The upside was I got picked up by Tony and we had a great conversation about life and the church and why we are here in the first place... I got more than just a 100,000 mile overhaul on the truck done. Obviously good people just not perfect which would include myself too!

NPS:

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★★★★★ by CHERYL BARTON on 2014-06-03

I was very pleased at how honest and professional they are! They were very thorough when explaining all that was wrong with my car. They have definitely earned my business!

NPS:

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★★★★★ by Anon on 2014-05-31

I always get friendly, courteous, and quality car care at Heritage Auto.

NPS:

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★★★★★ by MAGGIE WILLIAMSON on 2014-05-29

All work done in a timely manner.

NPS:

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★★★★★ by SHELBY IDRIS on 2014-05-29

The usual fantastic service, Rex & Cheryl were very accommodating (as usual). I noticed the work on my car was done by a female tech who also did a terrific job, but I didn't get her name.

NPS:

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★★★★★ by Anon on 2014-05-28

Better than an other competitor in the Treasure Valley. Great service and always done right.

NPS:

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★★★★★ by Anon on 2014-05-28

Excellent comprehensive quick service, as usual!

NPS:

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★★★★★ by SAMEER BAFNA on 2014-05-28

Heritage always provides the top level of customer service and automotive repairs. They are honest and provide estimates of r=future repairs that my be needed. they do not put any pressure on their customer whatsoever.

NPS:

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★★★★★ by CHASE EDIGER on 2014-05-28

My experience was great. I just didn't like the results. Thank you for being honest about the situation. God Bless all of you. Claire Dodson

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-05-26

Excellent service. They went above and beyond to get my car taken care of. Thank you!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM ZIMMER on 2014-05-24

So far so good. Very pleasant personnel who give comprehensive breakdown of what needs to be and has been done. I am very impressed.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MAGGIE WILLIAMSON on 2014-05-22

The work and expense were in keeping are the best I have ever encountered.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JARED RAY on 2014-05-22

Outstanding, as always. Very helpful and knowledgeable about what needs to be done and what doesn't.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LAUREN WALKER on 2014-05-22

As usual was very good. Tim did well and Rec and Tony are excellent service managers.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VERONICA KISER on 2014-05-21

Amazing service. One word...Integrity at the highest level.

NPS:

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★★★★★ by MIKE & NANCY HOLMAN on 2014-05-18

My experience with Heritage auto repair is as follows... I recently purchased a used Audi A4 with 200,000 miles on it, for my daughter as a graduation present. I know what your thinking but I purchased the car for a reasonable price, and I was hoping I could get all the repairs completed on this vehicle and still stay within my budget. She really wanted an an Audi, and so the one that I found on CL ran and drove reasonably well, although it did need "extensive" repair work. The biggest issue was that the timing belt/tensioner was overdue for replacement and the brakes were horrible but the vehicle had a multitude of other "issues". The sun roof would not close, two windows would not roll up, the door lock on drivers door would not lock, and the fuel gauge was inoperable to name a few. When I first talked to Rex about my car I was primarily concerned about the engine and the brakes. I told Rex exactly what I wanted done, and he was kind enough to give me an accurate competitive bid over the phone. He also said that they would perform a thorough inspection of the vehicle, and let me know about any other issues it had that needed attention. The tech who worked on my car was Jeff, and I must say that he is a real professional who was also very personable and knowledgeable about these German cars. Heritage/Rex was willing to work with me to find affordable solutions for making this car road ready and safe for my daughter to drive, and I was very pleased with both their customer service and their level of expertise. I would recommend Heritage to anyone I know that needs

a solution to their car repair dilemma, and was impressed with the aptitude and the follow through that I experienced.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRENDA BRANHAM on 2014-05-14

Thank you for your care of my car and your consideration of my situation.(financial). Your news on the condition of my 2003 auto was not what I hoped to hear and you were very considerate and understood. Tony talked a long time with me and we discussed options. Thank you, Tony. After talking with my family I have decided to do nothing right now. I only drive around Meridian and Boise and will pray that God will protect me and I will have more time to put together financial needs . I do appreciate your understanding and your care for my auto. Thanks Billie

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN WINSHIP on 2014-05-13

They were very courteous and got the job done quick. They gave me advice on repairs I can do myself.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TIMOTHY & NAOMI BUNCH on 2014-05-09

You guys are great! Working for the Boys & Girls Club, we rely on only the best mechanics to ensure our vehicles are safe and road ready to transport kids. Heritage Auto has earned our business not only because they are top quality mechanics, but also because they truly represent integrity in their dealings with all customers. I don't say this just because I know they were given the integrity award by the Better Business Bureau (BBB). Whenever there is a problem, we call them and they help in any way they can and in some cases, save us money by finding the best most cost effective alternative. They have even helped us free of charge at times, just because they want to support the community. A quick example of their customer service is exemplified by the time I had my personal vehicle in the shop and the work took longer than expected. Tony Zanders personally drove over to his shop, pulled the children's safety seat from his truck, and told me to hop in and use it for the evening, just so I could make my appointments. You don't find that willingness to help too often anymore. You won't regret bringing your vehicle to Heritage Auto. I rank my likelihood to refer them to a friend at a 10 because I have more than once.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KOBY FUNDERBURG on 2014-05-09

I haven't been to Heritage in several years, mostly because I haven't needed any service work done on my vehicles. I was pleased that the level of professionalism, customer service, honesty and integrity has not changed since my last visit several years ago. Rex updated me regularly on the progress of the problem investigation, potential cost outcomes etc. Ultimately, the issue with my vehicle was a result of a problem I created but Heritage did not sell me any parts that weren't needed. The team at Heritage continues to be my first choice for any automotive service needs or repairs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRITNEY SOLSHEID on 2014-05-07

I like having a place I can be confident they are not just trying to sell me parts. I can trust Heritage Auto to only provide the service and repairs that I really need. Thanks!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JULIE SEVERSON on 2014-05-07

I always get great, professional service at Heritage

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEVE & NANCY MCNEARNEY on 2014-05-07

Rex was very helpful, and kept us well informed about our car's service. Excellent service and price. We would highly recommend Heritage Auto.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JAMES BAKER on 2014-05-07

Great job! Fixed problem and kept me informed on progress thru-out process. Thanks

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-05-06

Great service. So easy to work with. The whole team are friendly. They got us in for an oil change quicker than I expected.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROGER COATES on 2014-05-04

The guys and ladies are always polite and very knowledgable about my vehicles. Rex never has a problem answering my questions.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2014-05-03

As always, Excellent service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BETTY MESENBRINK on 2014-05-01

Professional and courteous. Work always done well.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN FISHER on 2014-05-01

Heritage Auto is very organized and efficient. They diagnosed the problem with my jeep and it was exactly what the vehicle needed.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEVE IMBRIANI on 2014-04-30

Prompt, courteous customer service, with detailed explanation of the problem and the fix. They pulled my truck right up to the front door for pick up and lifted the hood to teach me about the issue. AND the final bill was less than the original estimate! I'm happy!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2014-04-30

As always, "Rex" was on-top of things and all my repair work was completed on-time, at the promised price. I also appreciate them calling me when they find other items that need attention to keep our vehicles safe and reliable. Thank you Heritage Auto Repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KOREY MOELLER on 2014-04-27

First time I have come to your shop. I was a hour late due to a mistake that I made on my calendar. Your team still got me in & missed their lunch...I was so impressed and grateful. I will be back for sure! Thanks again.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MIKE & LYNN NORELL on 2014-04-23

We were given a very thorough, professional explanation about the possible problem with my wife's vehicle and were recommended not to proceed with any further service on the vehicle because of the year and high mileage on the vehicle. Exactly what I needed to hear! Thank you

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-04-23

Professional, helpful and honest.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHELLE EISENBEISS on 2014-04-22

Great service as usual.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CREDA GODSILL on 2014-04-19

Great job as always!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2014-04-12

Great job Rex - thanks much

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEPHANIE SMITH on 2014-04-12

It was my husband who brought in a vehicle we were interested in buying & he wanted it looked at by you folks first. He said very good things about you looking at it. You have looked at other vehicles we have purchased & are very pleased with your service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by KRYSTAL BROWN on 2014-04-12

Rex and Tony work very hard to make sure the customer is pleased with their service. I feel fortunate to have a car service business that really cares about their customers.
Ric

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE COTTEN on 2014-04-09

As always, service was performed on time and within the estimate. Great company and great people...

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RICK ONESTO on 2014-04-08

I felt that they were straight forward and honest about what my vehicle needed. I trusted them and was not disappointed.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-04-04

They replaced my radiator quickly and efficiently. Outstanding customer service. Rex even reduced the cost when he found a better deal on a radiator. You can't ask for more than that.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TAYLOR TEDDY on 2014-04-02

Great service as usual. In and out quickly with good evaluation of future service needs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SUNSHINE JONES on 2014-04-01

This is an auto shop we trust. Their high quality of service is hard to find these days.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by EMILY ROMERO on 2014-03-30

So many friends from my church referred Heritage Auto Repair to me when I moved here and they have all been long-time customers and now from personal experience I know why! I am now also a devoted customer who will be long term because of the awesome experiences I have had every time I've taken my car to them! As soon as I called, I was feeling so comfortable as we talked through what was going on with my car and the process they would go through for the ultimate outcome. They have been so patient and helpful with all my questions and educating me in a way I could understand. They give me options and the estimated quote up front and kept me informed at all times. When I needed a ride, they provided me with very friendly drivers and they were all very happy with where they were working and all were all long-time employees which I think says a lot. One time the owner shuttled me home and he talked about how he based his company from the start on integrity and how he is blessed with a great team around him! Even the waiting room was so clean and inviting with all the amenities to make us comfortable and even the children had a cute little area there! I was given a detailed report of everything that was done for my records and all of this was followed up with a courtesy call to find out how everything was going and how I felt about their service! If you're looking for an honest, trustworthy, caring, efficient, fair, clean auto repair place that is based on integrity, this is definitely the place! They will make you feel like family! By the way, they also give back to the community through their programs for single moms and veterans! There's a great article about this company and the owners in the January/February 2014 Christian Living magazine. Special thanks to Rex for all his patience and kindness and to Neil for coming out in the rain to rescue me!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by GERALD COLEMAN on 2014-03-29

I was very satisfied with your service. Rex did a good job of keeping me informed on the progress of the repair. Costs were reasonable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROXANNE NEWTON on 2014-03-27

Great service as always!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-03-27

I've been a customer for over six years. During that time they have been outstanding from start to finish! I have recommended them to several people and they have all been very satisfied. They are what mechanics are supposed to be!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2014-03-25

All work done as promised, when promised, at the agreed upon price. They keep that old hunk of junk running safely and dependably. Until I can afford a new truck, that's about as good as it can get.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VERN SHAVER on 2014-03-23

I was able to make a last minute appointment and get a quick diagnosis and fix before it became a more critical situation. Thank you Tony and the team!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-03-22

After getting our headlights repaired we found that there was still an issue with our lighting system. We took our vehicle back to Heritage and they were very courteous and helpful. At no time did we experience anything less than a kind and supportive atmosphere. Thank you Tony and Rex.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by HEATHER DUKE on 2014-03-19

I HAD NEVER BEEN IN YOUR PLACE OF BUSINESS BEFORE AND ONLY MADE A SMALL PURCHASE BUT I WAS IMPRESSED WITH THE RESPECT AND COURTESY I RECEIVED AND WHEN I NEED ANOTHER PURCHASE I WILL DEFINITELY COME AGAIN.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ANDREW SPENCE on 2014-03-19

Everyone at Heritage is so helpful and kind. I won't take my car anywhere else!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MERL MOORE on 2014-03-15

I needed my Suburban fixed the same day and even though they were booked they made time for it and fixed the problem. Great service and people. I'll go back there with any other car problems.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TONY LITSTER on 2014-03-15

Comforting to know I can call when I have a car crisis and be welcomed. Thanks to Heritage for working in my unforeseen repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEPHEN POE on 2014-03-14

Heritage auto has been our car go to place for over five years now. We couldn't imagine going somewhere else. We have found them to be very honest and extremely reasonable as far as cost goes. They are also very thorough explaining what is wrong with our car or what needs to be done and why. I usually don't trust places that fixes cars but completely trust them. I would recommend them in a heartbeat.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEON & NAOMI ROBERTS on 2014-03-14

Thank you for the quality work.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BAILLIE MSERVY on 2014-03-12

It might seem a little crazy to buy an old beater Ford Focus and then take it on a 500 mile road trip, but that's what we did after the guys at Heritage fixed our new (to us) \$1000 car. Their initial vehicle inspection (prior to purchase, which I highly recommend) gave us a clear picture of what the car needed, and the estimate they provided helped us negotiate a great deal with the seller. The estimate turned out to include a little more work than the car actually needed once work began, and the guys at Heritage called and let me know they didn't need to do half the work they'd scheduled. Will YOUR shop do that?! Since we had budgeted for quite a bit more than we needed, we were able to frontload a little more maintenance we were going to delay, like a transmission service and a full brake system bleed down. As a result the car drove better than it deserved, especially at 15 years old and with 150,000 miles on it. We took our trip without incident, and Heritage even called and left us a message to make sure the car was performing well for us. When your shop has a reputation like this, and when they do these kinds of things, you tend to trust what they do a little more. The four- and five-star reviews you're reading are real. You can trust Heritage.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN BARR on 2014-03-12

Fantastic experience with your shop. Rex is top notch!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SHELBY IDRIS on 2014-03-12

Had a battery delivered, installed, and all electronics reinstalled in 20 minutes. Every service for the last 4 years has been done well & efficiently by a great staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LANDON COOLEY on 2014-03-11

After speaking with someone on the phone about resetting the indash reminder for my next oil change it didn't get done. Other than that it was just fine. I would recommend you to others based on previous experiences. Thanks

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KENDRA HADDEN on 2014-03-09

Repairs were made quickly and as economically as possible.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2014-03-07

Great job

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ERIC ESTES on 2014-03-06

Love the work Heritage Auto did for our vehicle. They are honest and will do a superb job!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VICKI ERICKSON on 2014-03-04

Went the extra mile (no pun intended) to help my son learn about important car maintenance. Thank you!!!

NPS:

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★★★★★ by TONY CERMAK on 2014-03-03

Rex and everyone at Heritage Auto was so helpful. No doubt in my mind they will be my "go to" guys!

NPS:

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★★★★★ by BRIAN BUTLER on 2014-03-02

Good stuff

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TAYLOR MERRILL on 2014-03-02

Hey guys, So I got an oil change w/the flush and additive for Brent's car. I mentioned to Rex on the phone when placing the work order; that the last oil change in November the oil level was more than a quart overfilled, and that after several different measurements on different occasions I went ahead and drained it down to the proper level. Rex said he'd note that. Well, this oil change it is the same. More than a quart over the top notch on the dipstick. Do I need to worry about that, or am I okay for now? Our plan is to bring in the car during Brent's spring break, the week of March 24, to do the waterpump. Can the oil level wait till then?

NPS: N/A

★★★★★ by VITALIY GAVRILYUK on 2014-03-01

My rig passed the dreaded exhaust test !!! Hooray.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-02-27

Great job. Work was done quickly and less than the estimate!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KRISTIN RENSOLD on 2014-02-25

Work was reviewed and performed ahead of predicted schedule. As usual, very thorough and friendly staff. Thanks guys! Would recommend to anyone! So much better than a dealership.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PHYLLIS MCGAFFICK on 2014-02-25

I am one of the most enthusiastic Heritage cheerleaders.

NPS:

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★★★★★ by MARY BAILEY on 2014-02-24

I know that there are auto repair shops in town that may be a bit less expensive than Heritage, but I would guarantee that there isn't one that is more honest and knowledgeable. I've recommended several other people to Heritage Auto Repair and I've never been sorry that I did.

NPS:

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★★★★★ by Anon on 2014-02-24

Service is prompt and work is done when promised. Quality customer service is a high priority for Heritage Auto Repair..

NPS:

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★★★★★ by JULIE FLORES on 2014-02-15

As always, Heritage provided excellent, convenient, fast service. These guys are fantastic-- completely trustworthy and always reliable. We wouldn't go anywhere else.

NPS:

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★★★★★ by JEREMY DULIN on 2014-02-13

I have had work completed on my car several times at Heritage and would not consider going anywhere else.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOE BERGEMAN on 2014-02-11

They always take good care of us and our cars. Thanks!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM SCHNIDER on 2014-02-08

Our repair went smoothly and we are once again impressed with the service we got. Heritage is the only place we take our car to. We feel we can trust the people that work there.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-02-08

My vehicle was ready quicker than they estimated so that was awesome.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2014-02-08

fantastic service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-02-07

Trustworthy

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AMY GARLIC on 2014-02-06

Brought in a truck for inspection before I bought it... Was provided with good info on the truck.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-02-05

Great service and friendly staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2014-02-04

After failing to fix my vehicle myself, I had to ask the fine people at Heritage for help. Even when I had broken a "new" part they fix my blunders in only a few minutes and got me back on the road. It just shows how much "less frustrating" it is to let "certified professionals" do the work.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STEVE/JULIE ADKINS on 2014-01-29

They promised to repair my truck for a certain amount and were very forthright making corrections prior to billing me. The final cost was \$150 below the quoted repair. WAHOOOOOOO.....a business that promises low but delivers high :) Nice surprise, rather than the other way around. Good job Heritage!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VITALIY GAVRILYUK on 2014-01-29

Heritage Auto is like family. Nice folks great work and people you can trust. Thanks for all you do.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CHRIS BARNETT on 2014-01-25

Thanks for the great oil change!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRIAN BUTLER on 2014-01-24

Had a problem with the original job done. You guys were great about getting us right back in, providing a loaner vehicle, and repairing it the same day. Thanks.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2014-01-23

As always, the service is excellent

NPS:

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★★★★★ by TROY & COURTNEY PACKARD on 2014-01-22

You guys do great work. Thanks for being so prompt on repairs.

NPS:

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★★★★★ by TONY LITSTER on 2014-01-17

Rex and the entire team at Heritage Auto get all 5 stars but they deserve 10. My vehicle required a major repair which was going to be expensive and time consuming. Rex had the team take a second look to make sure nothing was on the estimate that wasn't immediately necessary. As a result, I saved time and money. Honestly, from the moment I made the appt. to when I picked up my car, I was treated with kindness and consideration. The team worked to get my car completed sooner than anticipated which was a tremendous help to me. Rex even stayed past closing so I could pick up my car after work. He went above and beyond what other repair shops consider good customer service - Heritage Auto has raised the standard.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-01-17

Thankful for their very timely service and repair to my vehicle and time spent ascertaining two more problem areas and recommendations for taking care of them. Very good service and an excellent company to do business with. Wish there were more like them in other fields.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRIANNE HILL on 2014-01-16

I'm amazed at the level of professionalism and high quality of performance I receive every time I go to Heritage. There really is no comparison as they are truly the best out there!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2014-01-11

Booked appointment on line and got acceptance on line. They got me in almost immediately and everything went perfectly. Thanks Tony and Rex!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JEFF EASTERDAY on 2014-01-08

Quick call for appointment and work done on time

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-01-08

Treated very well and was provided all the information I needed about my vehicle.

NPS:

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★★★★★ by STACEY BOONE on 2014-01-08

Always great service!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2014-01-08

Excellent & efficient as always

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2014-01-04

Thanks guys

NPS:

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★★★★★ by LEE AREA on 2013-12-27

As always, good job. Done in a timely manner. At the agreed to price. That is service that one can appreciate. Thanks Guys!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-12-24

Great service from a very friendly knowledgeable staff.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PAM & ALAN PERRY on 2013-12-24

Awesome service and quality that you can depend on.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-12-21

Thank you so much for the great job on my 2000 Ford Expedition. You fixed a common problem with the intake manifold that has plagued so many of these trucks but your repairs were faster and cheaper than most repairs I've read about in online blogs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-12-21

We always get good service and enjoy bantering with the 'front end' guys. We also got a report from the mechanic that worked on our vehicle that was very helpful.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DEBORAH DORA on 2013-12-21

Everone was very friendly the only thing that was a concern is that I thought they would check all the fluids but my oil was a quart down.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by REED MCCASHLAND on 2013-12-19

Dissappointed. I read the reviews and listened to my wife about the competence of this shop hoping that I found a reasonable service center that knows what they are doing. I was wrong.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ANGELA KYNASTON on 2013-12-17

Very pleasant people to work with.

NPS: N/A

★★★★★ by STEVE/JULIE ADKINS on 2013-12-11

A totally trustworthy, reasonably priced & high quality source for all automobile services and repairs. I would send my mother to Tony, Rex and the guys at Heritage Auto Repair without concerns for overcharging, unnecessary work, or misinformation. They have a heart for taking care of their customers in the most financially responsible & every other way.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-12-10

I've always had good service and yesterday's appointment (flushing and winterizing radiator, replacing left headlight) was no exception. The only slight hitch (if it can be called that) was when I drove off, the heater wasn't working and the car started overheating. I immediately called Heritage and was advised to drive back right away. I had to stop a couple of times for the car to cool off. Rex called me when I pulled over the second time to check on my location. I told him I was waiting for my car to cool down to complete the drive to Heritage. He told me that if I was still having any difficulty to call him back and he would send a mechanic to where I was located. I REALLY appreciate Rex for offering that since I know that's an exception and not the rule. I got to the garage and Rex got my car into the garage immediately and I was ready to go within 20 minutes or so. Thanks Rex and Heritage!! :)

NPS:

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★★★★★ by PAM & ALAN PERRY on 2013-12-08

Awesome service, thank you for all that you do.

NPS:

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★★★★★ by LYLE SAMS on 2013-12-06

Just want to THANK Tony & Rex & all your crew there for your honesty & integrity & trust & love & care for us people you serve!!!! You all TRULY care for your customers & want to do the best for us all & thank you & you will forever be the shop I come to as I have for many years now!!!! Thanks again & may God continue to bless your business & each one of you!!!!

NPS:

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★★★★★ by DALLAS MARCOTT on 2013-12-06

You guys are always awesome! I love Heritage Auto!!!!

NPS:

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★★★★★ by Anon on 2013-12-06

Great work as always. Best auto repair shop I've ever found

NPS:

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★★★★★ by ROGER & AMY ZANDERS on 2013-12-06

Thanks for the good communication & honest pricing. So glad to have my car ready for the coming snow!

NPS:

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★★★★★ by MATT & HEATHER HEDLUND on 2013-12-05

They are great to work with.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TINA MOORE on 2013-12-05

Rex and his team are great! Honest honest honest and fair . Heritage is my shop for life.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ANDREA & JAVIER TORREZ on 2013-12-05

N awesome service very honest very thorough highly recommended to everybody
God bless you all

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LISA MAYERHOFER on 2013-12-05

The service is excellent!

NPS:

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★★★★★ by Anon on 2013-12-05

Great service; friendly staff!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHAEL NEAL on 2013-12-05

I was taken care of immediately when I arrived. The problem was handled with in an hour. I had a little problem that needed to be taken care of later on and was given an approximate cost. I was very happy with the service.

NPS: N/A

★★★★★ by BERTHA HALL on 2013-12-04

Heritage Auto has provided excellent service and un-parallel value for both of our diesel trucks. The first time I went to Heritage was with a shocking estimate from the Dodge dealership concerning what the truck needed to have done. Heritage Auto was thorough and above all, honest! Not only did they fixed the problem for 10% of what the dealership had quoted, the problem was diagnosed incorrectly and heritage mechanics found the real problem and fixed it. If you want a "no more nonsense" approach to your vehicle diagnostic needs, look no further.

NPS:

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★★★★★ by Anon on 2013-12-02

I won't take my vehicles anywhere else. It's all about trust and one can certainly trust Heritage Auto Repair for honest, fair, and courteous service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MEGAN SHELLHORN on 2013-11-28

I hate to take my vehicles anywhere for work but when I do it is to Heritage. There is a trust relationship that far exceeds anywhere else I've been.. I want to thank Rex and those that worked on my Dodge this last time in. I had a problem that was a peace of mind issue and because of all their efforts I feel comfortable in using this vehicle, Thank you again.

NPS:

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★★★★★ by PAM & ALAN PERRY on 2013-11-27

5 stars

NPS:

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★★★★★ by CHRISTINA & RYAN OTTO on 2013-11-21

Outstanding as always, professional and concerned.

NPS:

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★★★★★ by Anon on 2013-11-20

I needed the work to be completed in a few hours and couldn't leave the car. Tony and his techs accomplished the job on time and kept me informed during the repairs. Good job.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TROY WALL on 2013-11-17

As always, service was great!

NPS:

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★★★★★ by Anon on 2013-11-17

I really appreciate the integrity and honesty of Heritage Auto. I know when I take my vehicles in for service that all the employees will make sure that the service is done right. At Heritage Auto I am not only a customer but feel like a member of the family, they know when my car is ready for the next maintenance before I do! Thank goodness for the email reminders I receive when the next maintenance is due! I would highly recommend anyone to bring their vehicles to Heritage Auto - you will not only get great service but a fair and honest price for the service!

NPS:

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★★★★★ by DAN GRIMES on 2013-11-16

We are very satisfied with the work that has been done to our vehicle's and will continue to use Heritage Auto.It's been about 4yrs. going to them and did I mention they have great customer service

NPS:

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★★★★★ by ERICA JOHNSON on 2013-11-12

The people at Heritage Auto appear to be honest, and knowledgeable concerning all types of general/technical auto repair. Auto repair and service isn't cheap, but Heritage seems to fairly apply their charges. They are also accommodating to the degree they can fit you into their daily schedule. In other words- this is what you look for in an auto repair business. At this point, I'd recommend Heritage to anyone.

NPS:

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★★★★★ by JOSEPH SHIRTS on 2013-11-12

I do not own this car any more thank you

NPS:

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★★★★★ by JENNIFER HURTADO on 2013-11-10

Great service. They treat you like family. This is the only place you need to go.

NPS:

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★★★★★ by BRIAN & REBECCA DAHRENS on 2013-11-09

Great and friendly service. Also checks other parts of your car to see if its running okay.

NPS:

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★★★★★ by MARY BAILEY on 2013-11-08

I know that for many people, price is the all important issue when it comes to car repairs. I'm sure that for those folks, Heritage may not be the place for you to have your car repaired. However, for those of us that want our car repair needs evaluated

and repaired by a business with the utmost integrity and professionalism, Heritage Auto Repair is that place. Tony Zanders is driven to carry on these ideals and seems to hire people that are honest, thorough and excellent craftsman. I have been coming to Heritage for 15 years and recommend no others.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by LAMA NASSAR on 2013-11-07

your service and attention to detail is excellent

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JAY DAVIS on 2013-11-05

very quick service and treated very well frindly and infromative THANK YOU Gary

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by RUSS CAR on 2013-11-05

Very thorough service work. I appreciate the high level of integrity they operate with.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-11-04

I appreciate the service. I did feel that it would be nice if I could get my vehicle back a bit faster. I don't know if that's feasible, but it seems like it should be.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-11-04

Excellent, as always.

NPS:

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★★★★★ by Anon on 2013-10-31

As always, good, quick, friendly, very efficient service. A joy to be a customer!

NPS:

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★★★★★ by KARLA HARDESTY on 2013-10-31

I had several perplexing issues with my car - a T-bird. Heritage kept digging deeper to ferret out the source of the problems. Initially they fixed all but one problem and the source of that one was particularly elusive. I needed to go out of town for a couple months taking my car with me. Heritage offered to suspend my work order, holding it open until I got back so we could resolve that one remaining issue. Once I got back I brought the car in again and they took a different approach to that last problem. This new approach led them to the source and the problem was fixed for a lot less work and a lot less money than we'd initially thought it would require. Hats off to Heritage Auto Repair!

NPS:

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★★★★★ by JIM FLECKER on 2013-10-30

Had a mystery problem with my pickup for months that others couldn't figure out. You, by chance or by skill, discovered it! So far, so good! Thanks!

NPS:

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★☆☆☆☆ by SEAN OLSON on 2013-10-29

I was very disappointed in my experience at Heritage Auto Repair. I would come in every time I needed an oil change and never had a problem because all the other auto places just rip people off and of their awesome prices and deals and awesome customer service they have but with my recent experience here I have definitely

placed this store in the "auto rip off" category. I called to schedule an appointment on the phone and gave the guy all the details I could about my car to schedule my appt. he gave me a decent quote on my oil change and I even told him I had a \$10 off coupon which was an even better deal! When I went in to get my oil change it was a pretty slow day for them so I decided to stay and wait. I ended up waiting for an hour when they finally called my name only to tell me they had the wrong filter for my car so they had to call in the part. When the part finally got there it was the wrong one so they had to order it again. I ended up staying for another hour. When I went to check out the guy priced me at \$30 more than what the guy on the phone had quoted me and on top of that he joked and said "Well your 6th oil change is free!". I didn't find it very funny since I am a single mom on a very tight budget. I ended up paying for the service and left very upset. I called to tell them what happened but I had to leave a message which was no big deal but after a week of not getting an answer back I called again and no answer. I understand prices can change but when I had talked to the guy on the phone and gave him details on my car and he gave me a specific quote, I expect it to be that. The fact that no one gave me a call back was just the frosting on the cake. Needless to say, I wont be coming back.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★☆☆ by HEATHER CROSBY on 2013-10-28

This experience was not my usual from Heritage, but I still feel it needs a review. The car was originally scheduled for an oil change & alignment. It had been in before and they knew a special alignment was needed. The oil change was completed. It ended up needing new tires before an alignment could be attempted and then it was discovered more work needed to be done that would require another appointment. The car was supposed to be left out after hours for me to pick it up. It wasn't and it ended up causing my husband to have to take our other vehicle to work and us to reschedule the oil change that was supposed to happen on that vehicle. Multiple apologies were made but I felt an additional discount or some sort of compensation would have been nice for the inconvenience. Nothing was offered.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★☆☆ by HEATHER CROSBY on 2013-10-28

The oil change was done in a timely manner while I waited with my kids. The toys/play area were acceptable condition. I was given an estimate for additional work that was going to be over \$1000. I was able to get the additional work done elsewhere for less. I would go back, but probably won't commit to work without second opinion.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-10-26

I've never had such great service at an automotive repair shop. The people were courteous, honest, and willing to help in any way they could. They did everything they could to diagnose my problem and provided a few different options for a future plan. If you ever need service done on your car, Heritage is definitely the way to go.

NPS:

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★★★★★ by PAUL MCNEES on 2013-10-25

Every individual at Heritage Auto aims to please!! I've never had any problems !! The service is excellent!! What are you waiting for take your vehicle to the Heritage. No regrets just satisfaction!!

NPS:

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★★★★★ by DANIEL SHANER on 2013-10-24

Always a good shop to work with.

NPS:

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★★★★★ by TOM & TIERNEY KNAPP on 2013-10-24

AS always, excellent service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRENDA BRANHAM on 2013-10-23

I Really appreciate Heritage Auto . They are friendly, very helpful and I don't feel any pressure. I depend on them to advise me about any problem with my car, and to take care of it. They are reasonable with their prices.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PHYLLIS MCGAFFICK on 2013-10-23

Couldn't ask for better. Pleasant, thorough, all the good things I can think of. Thank you!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM PARKER on 2013-10-22

I had a altinator and battery check done while I waited. Got me in and done and on my way quickly.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2013-10-20

Work performed as requested, when requested, at a fair price.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KEVIN SCHULTZ on 2013-10-20

The staff is always on top of it and the customer service is always exceptional!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TAYLOR MERRILL on 2013-10-17

overall very good. I was a little surprised at the labor charge for replacing the light bulbs, but overall good.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-10-16

Great service! That's why we keep going back.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BOB TEAL on 2013-10-15

Great experience and always treated very good. Definitely recommend to others. Thanks for getting us up and running again..

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-10-11

As per usual, the service was excellent. What made more so was the fact that I came in for my oil change a day earlier than I had thought. I normally put these types of things on my scheduler but I forgot to do so and was going off of my memory. I was prepared to schedule it for the next week but Rex was able to squeeze me in to get it done. I really appreciate the extra mile that Rex (and by extension, Heritage Auto) went for me even though I was an idiot and didn't write down the correct appointment time.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ANTHONY DEPHUE on 2013-10-09

Great job!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JANEL MORRISEN on 2013-10-04

Great work on our '65 Corvette!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JENNIFER SMITH on 2013-10-04

Outstanding job!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-10-01

Always a happy, smiling greeting and fond, come-again farewell. Excellent service. Precise advance estimates of work needing done. Friendly, warm atmosphere while waiting. Christian literature to read while you wait. Everyone including service personnel are always very clean looking...never smelly, oily, greasy looking or smelling. A great pleasure to be a Heritage Auto Repair customer and a business I always look forward to visiting. God bless and keep them all!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by 2002 on 2013-09-30

As always, Heritage completed the job on time and within the estimated price they provided before work commenced.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BLAINE GEIGER on 2013-09-26

was done fast and a good price

NPS: N/A

★★★★★ by LISA MAYERHOFER on 2013-09-26

The service was excellent!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-09-24

Everything went well but cost seemed a bit high for part of service. I appreciate the professional attitude and nice waiting area. I have used Heritage for several years.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by HOBY CLIFF on 2013-09-19

I appreciate the customer service of Heritage Auto and their integrity.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by GORDON & JODI/JARED SLYTER on 2013-09-19

Efficient, professional and great customer service, as always!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KARLA HARDESTY on 2013-09-19

The 60K service on our vehicle was well done and on time. I appreciate the professional & friendly atmosphere at Heritage Auto Repair. Rex always explains the service to me in ways I can understand. I have always received excellent service at reasonable prices at Heritage Auto Repair and plan to continue having them service my auto repair needs well into the future.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRENDA PACK on 2013-09-18

Great experience. Our car was done in a timely manner. In fact Rex even stayed 45 mins. after the shop closed to allow us to pick up our car that evening. Everything they did was explained, and the work even came in under quote.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by TONI ANDERSON on 2013-09-17

I am totally pleased with the excellent service provided by Heritage Auto Repair. Rex and the team extended their help and services beyond what was expected. The work was accomplished in a timely manner, satisfactory to my expectations, and I was more than impressed with their hospitality and honesty. Rex also "extended" his services by dismounting my wheels and tires and delivering them to Commercial Tire to have new tires put on the wheels. He (they) went beyond the normal customer service one would expect at an auto repair shop!!! I will definitely refer my family and friends to Heritage for their auto repairs/work, AND I will definitely be a life time customer in the years to come. My sincere thanks to Rex and the "Heritage Auto Repair team".

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by CREDA GODSILL on 2013-09-17

They did a great job. Clean, professional, great business!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-09-16

All went very good!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-09-13

Have been a customer for over a decade and have been impressed with the integrity and quality of work. Recommend Heritage to all my friends and family. Thanks Heritage for the years of peace of mind!

NPS: N/A

★★★★★ by LYLE SAMS on 2013-09-12

Just wanted to thank Heritage for finding the part I needed & taking care of it & your care & service!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LYLE SAMS on 2013-09-12

Just wanted to THANK you Tony & Brian & Rex & all your shop, for the repair job you did for me in finding the part that needed to be replaced & replacing it!!!! THANK you VERY much for your care & concern & service!!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JIM CAIN on 2013-09-10

I love that you guys look at our cars and are honest about what work is worth doing or if it something that needs go be handled elsewhere you help us with a recommendation to get it where it needs to go. Your service is great. Thanks Luke and Cassandra McManamon

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CURTIS WIECHMANN on 2013-09-07

Such an amazing place! Everyone cares about you an your car. They are honest and don't try and sell you things your car doesn't need! Wonderful customer service!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by COLE LASHER on 2013-09-05

I always enjoy my experience at Heritage. You are professional, knowledgeable and I feel comfortable leaving my car with you!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-09-03

Heritage Auto did a thorough analysis of our truck and were able to figure out what was wrong with it. They did a good job of explaining the repairs needed in detail, which I appreciated. They provided a realistic estimate and kept me informed along the way of the status of our repair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by GENE HEIKKOLA on 2013-08-31

They make me feel welcome. They are polite and do a great job. They give information to me the same as if I were a man. they don't treat me like I'm dumb because I'm a lady.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MIKE SPOMER on 2013-08-30

The Heritage folks, especially Rex, have been upstanding people. They don't try to do un-needed work. A good place to keep any car serviced.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LYLE SAMS on 2013-08-30

Just wanted to say, been with you guys for several years & I sure am NOT going to change!!!! You are all very personable & caring & do all you can do to help & get

everyone in & out in a very timely manor & the price is right - when you find a business like this, your very thankful & thank you ALL!!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BECKY OLSON on 2013-08-29

Your help and repairs are top notch,excellent.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by WENDI EVANS on 2013-08-28

We brought our vehicle to Heritage Auto Repair because we knew the owners and knew them to be wonderful people. We had received a few opinions on a repair on our car, but wanted to see what Heritage could do. They were able to fix our problem without a total replacement part, and we saved hundreds of dollars. The gentleman I dealt with at the front desk was very kind and helpful. We will continue to take our van to Heritage because they have earned our business and shown great integrity!!

NPS:

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★★★★★ by VERN SHAVER on 2013-08-24

The folks at Heritage Auto always provide consistent and immediate customer service in addition to relaying precise car diagnosis.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-08-24

Staff was courteous, helpful and knowledgeable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by WANDA MAPLES on 2013-08-23

Good value and great customer service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BETTY MESENBRINK on 2013-08-23

This is the second time we have gone here and have been satisfied both times. We feel the price is reasonable and are very happy with the quality of work. Everyone we've dealt with have been pleasant. Will definitely use them in the future.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DRIVER ESTES on 2013-08-22

Very good.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-08-22

Everyone was so nice and friendly, and got my car done quickly. No complaints!

NPS:

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★★★★★ by ANDREA & JAVIER TORREZ on 2013-08-20

Always the best service kind friendly and thorough five star rating thanks Steve

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-08-19

Good as always.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAN & BECCA RICE on 2013-08-16

Great Job!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CODY JORDAN on 2013-08-16

Always great service, never been disappointed

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RANDY RANDY on 2013-08-15

We were given an appt. very quickly as we didn't have time to wait for repairs. A thorough work-up was done on our vehicle and we were sent on our way with minimal cost in no time! We have been coming to Heritage for the past 8 years and have never been disappointed! We are so glad you are in town!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JAMIE MUETH on 2013-08-06

My vehicle's issue was taken care of in a timely manner. Other issues we identified to me but not in a 'pushy' manner. The charge was reasonable for the work done.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by COURTNEY CHRISTENSEN on 2013-08-06

I was very pleased with the work. However, I didn,t realize it was going to take that long or I would not have waited for the car.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BETTY MESENBRINK on 2013-08-06

First time customer and I was happy with the work. I think they did a thorough job on the 60K mile checkup. The price was reasonable. Tony was very personable. We will go back.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2013-08-04

Great job as usual

NPS: N/A

★★★★★ by ED/CATHY KREINER on 2013-08-03

Great. Very helpful. Thanks

NPS: N/A

★★★★★ by TIM & TRUDY TAYLOR on 2013-08-02

Tony and crew are competent, conscientious and highly trust worthy. You may get service for less but it won't be better!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-08-02

always pleasant to work with

NPS:

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★★★★★ by JOYCE HATFIELD on 2013-07-31

Honest guys! Good at what they do.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SUSAN HUTCHISON on 2013-07-31

Fabulous care and service. Also compassionate to community and individual needs. Quite a refreshing change!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-07-31

Heritage Auto is the most honest auto repair business I have used.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BOB HAGEMEISTER on 2013-07-30

I have always received excellent service from the team at Heritage. Professional and honest. On this last visit, I had an error message on my dash and drove to Heritage without an appointment. It was a simple fix (new battery) they ordered what I needed and I was back out in about an hour. Thanks!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-07-25

The employees are always friendly and courteous. The work they do is always outstanding. I trust their recommendations and the work that they do.

NPS:

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★★★★★ by ALLIE DAWSON on 2013-07-25

The always do a good job with my cars. Very friendly, and do what they say they are going to do!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MATT HIATT on 2013-07-22

Very fast service. Always friendly. I feel confident in the service I receive.

NPS:

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★★★☆☆ by STEPHEN OR PAM WADE on 2013-07-21

5 stars

NPS:

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★★★★★ by Anon on 2013-07-21

Great and friendly service, as always. It is so good to trust the people that you take your cars to. Thank you...

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DEAN WILLIS on 2013-07-20

First reaction to work being needed done on my vehicle, "Where do I take it without getting taken advantage of?" Let me just say, that changed in a matter of minutes with Heritage Auto. The staff is very thorough and willing to explain all the issues, as well as doing diagnostics to make sure that the problem they suspect REALLY is the problem so you are not spending and spending on repairs. THE ONLY PLACE I WILL TAKE MY VEHICLES FROM NOW ON!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KEVIN SCHULTZ on 2013-07-19

Always great!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LEE AREA on 2013-07-13

Work was completed on time as promised. Work was completed at a slightly lesser cost than estimated. Work was completed with out leaving grease or dirt in or on our vehicle. So far, very satisfied with this repair facility.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DEMETRIUS COOKSEY on 2013-07-11

EXCELLENT THROUGH OUT THE ENTIRE PROCESS AND I WILL BE BACK FOR ANOTHER ROUND WITH A DIFFERENT VEHICLE WHEN TIME ALLOWS . DC

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BOB & SHERYL BAFARO on 2013-07-11

I'd give Heritage 6 stars and an 11 in recommendation if I could:) Service was prompt, NO typical selling spiel like you see at most dealers. No surprises on the bill when truck was picked up. Ultra-professional. Anything on any of my vehicles will be done by Heritage if I can't do it myself. A couple questions about the service were answered quickly with no baloney. Fantastic folks.

NPS:

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★★★★★ by MARJORIE NEGUS on 2013-07-09

The best service and the best price in town. Wonderful customer service - they remember you, send friendly reminders of service due and always quote you fair prices. I would much rather give my business to a local friendly company than a big box dealer anyday. I recommend Heritage Auto Repair to anyone needing service on their car.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-07-05

Professional, friendly, prompt, and honest service. It's hard to find a decent, honest mechanic, but these guys certainly are! I recommend them to anyone!

NPS: N/A

★★★★★ by BRANDON CLAPSADEL on 2013-07-03

Very happy with the work done on my car. So happy they were able to take me to and from work. I'm very grateful to Heritage.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-07-03

They were friendly, professional, and quick.

NPS:

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★★★★★ by JOSEPHINE FORRESTER on 2013-06-28

My total experience was wonderful!!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-06-27

Great service, under estimate, polite, clean, Christian and close to home!! We recommend Heritage Auto to all our Friends and Family!! Scott and Denise Eastman!!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by DAVE & ARLENE KRUSE on 2013-06-26

Great as always

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by ZHIQIANT XIE on 2013-06-26

Great service and friendly employees!! I felt like they were completely honest with me and not just ready to sell a service!

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2013-06-25

Overall it was a good experience, my only complaint was that the day they told me to come in because they had to order a part, I showed up to find out the part was even there. Wasted a hour of my day and had to come back the next day. If you are expecting a part for someone and it doesn't come in, pretty sure you should let the person know so they don't drive down there for nothing.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by JASON HOLT on 2013-06-25

Painless Auto Repair. Everything was upfront, and I feel like I trust their diagnosis and solutions.

NPS:

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★★★★★ by DWIGHT CLARKE on 2013-06-25

We love Heritage.

NPS: N/A

★☆☆☆☆ by JANEL MORRISEN on 2013-06-23

Good job on difficult '65 Corvette. Tim and Rex stuck with it and completed the job.

NPS:

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★★★★★ by Anon on 2013-06-21

Quick service as expected and as in the past. Prompt and courteous. Keep up the good work.

NPS:

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★★★★★ by STEVE/JULIE ADKINS on 2013-06-20

WOW, Heritage Auto under promised and OVER DELIVERED on my last visit!!! The bill came in over \$40 under the estimate. Thank you, Heritage for a great job at an excellent and more than competitive price!!!!

NPS:

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★★★★★ by BLAINE GEIGER on 2013-06-18

Always love the people and service!

NPS: N/A

★★★★★ by Anon on 2013-06-15

Heritage Auto's staff is always friendly and welcoming.

NPS:

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★★★★★ by ADDIE WOODCOOK on 2013-06-13

Love you guys... Just one quick question. My windsheild wiper fluid light is coming on. Can you check to see if you happened to fill it when I was in?

NPS:

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★★★★★ by KRYSTAL BROWN on 2013-06-13

Considerate, transparent, and efficient.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAN SMITH on 2013-06-13

It was a relief to feel confident that I'm getting honest quality service. I appreciate the discount afforded veterans. I find that keeping a vehicle in good running order is a challenge without confidence in a good mechanic. I noticed that your business is well run. The customers that came in as I waited were quickly attended to. Good job all around. Can't wait to get the oil leak fixed.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SHANNON MCCREDY on 2013-06-09

Really worth the price of a used car inspection (currently just under \$60) to find more information about the repairs needed rather than the less extensive inspection that goes along with an oil change.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-06-09

Very nice men that have good customer service. I like that I was not felt that I was getting taking advantage of because I was a women. I will be coming hear all the time now. Thank you men for fixing my vehicle at a very fair price. :-)

NPS: N/A

★★★★★ by Anon on 2013-06-08

Brain was very helpful and explained everything to us.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN LEE on 2013-06-08

Heritage lives up to their mission of excellent, thorough, integrity iced service. Thanks for serving the Treasure Valley!

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2013-06-08

Thanks Rex

NPS: N/A

★★★★★ by Anon on 2013-06-06

The Heritage Auto Repair staff went the extra mile to have my car fixed the same day I brought it in. The only struggle was that it took them longer than they planned to put the part in. The car was scheduled to be finished by 5:00 by was not done until 5:45.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROGER & JUDY ZANDERS on 2013-06-02

As per usual the service was wonderful.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RYAN NIELSEN on 2013-06-01

Professional, helpful and fair.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BECKY STORM on 2013-05-31

Excellent service finding and fixing an electrical issue on a 26 year old car. When others might have given up, they kept at it and were finally able to pin point the problem that had been showing up intermittently for that last few years. I won't take my cars anywhere else for service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JEFF BROWN on 2013-05-31

Heritage Auto Repair is the best, they are fair, honest not to mention their work is very professional. As a business owner myself I don't have the time for second guessing a problem. I diffidently trust their work and would recommend them to anyone. Dave P of Meridian

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LETHA QUINN on 2013-05-31

Everyone was so nice and helpful, Honest as well

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by 2002 on 2013-05-30

A big thanks to Tony and the staff for getting my daughter's Explorer squeezed in and repaired quickly during a busy week at Heritage.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JAY WECHSELBERGER on 2013-05-25

Great service, timely turnaround

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JEREMY BYE on 2013-05-25

Always amazing service!

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2013-05-24

Truck feels better than it ever has

NPS: N/A

★★★★★ by JUSTIN JACKSON on 2013-05-24

awesome as usual!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MICHAEL NEAL on 2013-05-24

It took a little long. My appointment was at 9:00 AM for an oil change. I got out at 10:30. However, everything went well. I had a review at the end.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TIM & TRUDY TAYLOR on 2013-05-23

Consistently friendly, reliable, trustworthy service!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by LYLE SAMS on 2013-05-22

Been going to Heritage Auto for years & will not stop!!! They are excellent & trustworthy & care about you & getting the job done right!!!! THANKS!!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JENNIFER SMITH on 2013-05-19

Outstanding! Thanks for taking care of vehicle needs. Great price for level of support.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRUCE & DIANE BARISH on 2013-05-18

These people are great. Nice to have a shop I can trust.

NPS: N/A

★★★★★ by COREY MOLINE on 2013-05-18

Heritage employees are honest, knowledgeable, and caring. I am a long time customer. Whenever I have a vehicle out of warranty, Heritage is my first choice for repairs and consultations.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JIM CAIN on 2013-05-16

Loved the service and clarity when explaining my car's situation. Also loved the clarity on the labor notes on the bill so that my husband, without having to ask me or call you again, can confirm/understand the situation too.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-05-16

great business and personal help

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-05-16

Always honest, up front and thorough!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SANDRA MYERS on 2013-05-15

The staff was friendly and the facility was clean. I was treated fairly.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-05-13

Turnaround was a little longer than expected, but am glad to hear you have a lot of business. Plus, I had access to other transportation, so wasn't that big a deal.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRITNEY SOLSHEID on 2013-05-12

Always appreciate the friendly people and the quality service. I can always depend on them to be honest and accurate in their diagnostics and repairs or service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2013-05-11

As always-great job guys

NPS: N/A

★★★★★ by SCOTT HARRIS on 2013-05-10

I appreciate the good service and want to patronize any business that recognizes local veterans, as Heritage does.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAVE MANNING on 2013-05-09

good service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PRESTON REYNOLDS on 2013-05-08

A very friendly and honest company!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MITCH & DEMETRIO ESQUIVEL on 2013-05-08

As always, an excellent job! :)

NPS: N/A

★★★★★ by Anon on 2013-05-06

Professionalism and integrity are values demonstrated by the staff at Heritage Auto Repair in Meridian, ID

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MELVYN VAN HORN on 2013-05-04

I appreciate all the work and service Heritage Auto offers. I appreciate the confidence I can have in bringing my vehicle needs to you. Thank you for all the hours you all put in to taking care of our vehicles and being available for our vehicle needs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JEFF DESIMONE on 2013-05-03

great service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by CHRISTIE MOSES on 2013-05-02

I got the pickup in to the shop quickly and the service was performed quickly as well and got me back on the road in a couple of days. Very happy.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BLANE GOODNIGHT on 2013-04-29

Ya'll rock!!! I am greatful there are companies that exist with honest people. I pray you all have a very blessed day! ;)

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MITCH & DEMETRIO ESQUIVEL on 2013-04-29

Y'all are awesome, nothing more to say. :)

NPS: N/A

★★★★★ by LAMONT JOHNSTON on 2013-04-27

Great people to work with. I find them honest and fair. They truly honor their commitment of standing behind their work. That is difficult these days.

NPS: N/A

★★★★★ by CURTIS WIECHMANN on 2013-04-27

Very friendly, honest, and helpful!!

NPS: N/A

★★★★★ by TERRY RITTER on 2013-04-26

Great service, but more than that, Heritage Auto is honest!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-04-25

Excellent customer service. Always a fair price :-)

NPS: N/A

★★★★★ by JASON & LAUREL BENT on 2013-04-24

Great communication, updates and prompt service as usual. I appreciate the flexibility when we're not on the schedule and need emergency attention.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2013-04-23

Couldn't have been better

NPS: N/A

★★★★★ by DANIEL LAWHEAD on 2013-04-21

I had the idea that I better get the oil changed before heading out of town for the weekend. Good thing I did. Not only did they squeeze me in for the last minute oil change but warned me about balding tires that wouldn't be safe for travel. Thanks for taking such great care of us like always!

NPS: N/A

★★★★★ by GARY OSBURN on 2013-04-21

good job guys, my brakes work fine. service was the best.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by FRANCES DAVIS on 2013-04-20

Heritage always keeps me updated as to the problem and the resolution progress. There is never a surprise.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-04-18

We have been taking all of our family's out of warranty vehicles to Heritage Auto Repair for SEVERAL years. We are quite pleased with their consistent quality of service and professionalism. Tony and his staff take the time to personally handle our concerns. Their experience and knowledge is of great value to us.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ANNE GIBSON on 2013-04-17

Excellent as always. Really enjoy working with the guys. Rex is always pleasant to work with and I always feel like I have gotten a great deal and great service. Not sure why anyone would use any other shop.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-04-16

Very friendly, quick, and affordable service.

NPS:

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★★★★★ by JANTHASOM SUPHOL on 2013-04-12

Quick, honest and helpful

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MATT HIATT on 2013-04-11

Good communication. Feel it is good and honest appraisal and work.

NPS:

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★★★★★ by JEFF BROWN on 2013-04-11

The work performed was great, However the follow up to keep me informed lacked, as I had to call several times to inquire of the status of the vehicle and did not know that the vehicle would have to say an additional day until I showed up late Wed afternoon assuming the vehicle work was complete. Given the fact that the work was done to my satisfaction I would Recommend Heritage Auto repair to anyone.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by 2002 on 2013-04-04

As always, your courteous staff provided terrific service, ahead of schedule and exactly at the price quoted. Big thanks to both Rex and Dave for their help! - B. Scott

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JON & MELISSA STADTLANDER on 2013-04-04

Always great service, they also support or VETS.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PHYLLIS MCGAFFICK on 2013-03-31

Thank you so much for pursuing the issue until it was solved. That's 5-Star performanes, plus.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★☆☆ by JOE GALLEGOS on 2013-03-31

I'm quite displeased with the work I had completed. I picked my car up from your facility and drove it the Chevron at Linder/Franklin where it promptly died. I was warned that the engine may not last long, but I expected that experts such as yourselves would've warned me if "not lasting long" equated to not lasting a quarter mile! I feel as though my automotive ignorance was taken advantage of; I placed my trust in your expertise and feel betrayed. I fairness I should have asked if the prescribed work would even be worth it, but I also expected someone from your end to articulate the same. Much in the same way I rely on a doctor's medical knowledge, I rely on the people I entrust with my auto care to give me their honest expert opinion. I understand that repairing my jalopy isn't a good use of your time and talents but it is/was all I had. Now not only am I out a vehicle (which I was anyway) but I'm also out the repair costs which served no other purpose than to lighten the contents of my wallet. I'd be quite happy to sell back the battery you installed (which was only used to start the vehicle twice) before I haul the vehicle to the scrap yard. The only reason that I do not rate one star is because I feel it was case of miscommunication and not an outright attempt to swindle me. Despite the fact I'm displeased with the outcome I was quite happy with the service and courtesy I received up to that point. Everybody I dealt with was quite pleasant. My displeasure lies with the fact that I'm not sure what I even paid for. I would have been happy to pay for the diagnostic and labor just to hear that any further work would have been wasted. As it stands now I do not plan to continue to give you my business, nor do I plan to recommend your service to anyone I know; which is a shame because I am a returning customer and was originally recommend to you by my father-in-law. However, I will withhold judgment until I speak with a representative from your company to see if I can recoup some of my losses or give them a chance to explain what I received for my money. Regards, Rowdy Stinnett

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRIAN & MICHELE ANDERSON on 2013-03-29

Fast and friendly! Reliable service. Thank you!

NPS:

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★★★★★ by CHRIS SCHOLL on 2013-03-29

They have been great over the last year. They've given great advice and have taken great care of both our vehicles.

NPS:

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★★★★★ by SCOTT & HEIDI FLETCHER on 2013-03-28

Outstanding. Rex helped me find a used rim to replace my damaged rim that happened over the winter with all of the ice and snow. A new rim would have cost 3-4x more than the used one which looks new to me and was a perfect match to the other 3 on the vehicle. Thanks Rex for the outstanding service. Much appreciated!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BRENDA BRANHAM on 2013-03-27

All of you at Heritage have always and still are so kind, helpful, and explain the repair work so a novice can understand. Thank you so very much.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-03-23

Rex was very helpful and willing to explain things. The work was done quickly. I'm coming back.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by STACEY BOONE on 2013-03-22

Great service every time I have gone in. They value my time as well as theirs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2013-03-22

Great job and it looks good so far

NPS: N/A

★★★★★ by CHRIS FULLER on 2013-03-21

turn around for oil change was great

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BUD HENTHORN on 2013-03-21

Same great service and super people. Thanks for taking care of our needs.

NPS:

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★★★★★ by BRIANNE HILL on 2013-03-21

Never a disappointing experience!

NPS:

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★★★★★ by DAVID VANLYEEGRAF on 2013-03-21

We were being taken advantage of by the last garage we went to and decided to never go back so our friend recommended Heritage Auto. We gave them a try and Heritage has worked on my car twice. They have been friendly, professional and have saved me quite a bit of money!!! I have already recommended them to several people!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2013-03-21

As always - excellent service

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROBIN MCCOWN on 2013-03-20

Some time back I had my 2003 Camry in for service at another auto repair shop on the other side of town. While in the shop, I asked the owner how much to replace the timing belt. He quoted me a price, but it was more than I had at the time. Recently I came into some extra money, so I asked a long time friend if he knew of an auto repair shop closer to my home. He recommended Heritage Auto Repair, and told me that they are honest people. So I took my car into Heritage to get a quote on replacing the timing belt. The gentleman who helped me, Dave, informed me that my particular car used a timing chain, and it didn't need replacing. Obviously, the other auto repair shop owner was not honest and tried to charge me for work that wasn't needed. Heritage Auto Repair is not that kind of shop. They are honest folks and I highly recommend them! By the way, they did service my transmission, radiator, and air conditioner and the price was very reasonable.

NPS:

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★★★★★ by KAPRI WALSH on 2013-03-19

I appreciate that you gave me advice over the phone of things to try before having to bring my car in. I also thank all of you for being very polite and respectful.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ALEX GALENKO on 2013-03-16

Best service in town hands down.

NPS: N/A

★★★★★ by MIKE KIDDER on 2013-03-15

All good as it has been in the past...

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by DAVE & ARLENE KRUSE on 2013-03-09

super

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-03-08

Everyone was really friendly and were very prompt in answering my questions, about current services and future services that needed to be performed. And the store was very clean! Made me feel very at home.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RYAN NIELSEN on 2013-03-08

Very professional and customer oriented staff. They approach their work with honesty and integrity. I am a very satisfied customer.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JASON BARBEE on 2013-03-08

What a refreshing experience, not only was the service exceptional, but the facility was "clean" and welcoming. I will absolutely refer family and friends to Heritage for their car care needs.

NPS:

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★★★★★ by JEFF DESIMONE on 2013-03-07

Wonderful service and very friendly

NPS:

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★★★★★ by ALLEN WILLS on 2013-03-07

My experience with Heritage Auto Repair was great. I found the staff to be very friendly and professional. They called with a report and estimate for the service needed and the price was very reasonable. I look forward to a continued relationship with these guys.

NPS:

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★★★★★ by SHANELLE ROBERTS on 2013-03-07

Wonderful as usual will never take my car anywhere else!

NPS: N/A

★★★★★ by ANGELA ANSELL on 2013-03-06

Outstanding service, took great care to make sure the job was done correctly, and within the time frame quoted. Definetly have my business.

NPS:

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★★★★★ by JANTHASOM SUPHOL on 2013-03-03

Honest, fast and helpful!!

NPS: N/A

★★★★★ by MIKE BLEDSOE on 2013-03-02

Great job! Truck is running great again!

NPS:

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★★★★★ by Anon on 2013-03-01

We always get great service from Heritage.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JEREMIAH/ MELISA COTO on 2013-03-01

The staff at Heritage Auto Repair were friendly and seemed genuine and they did a great job. We did have to wait over an hour for an oil change, but the waiting area was friendly for little kids which helped since I brought 2 preschoolers and a baby with me.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by FRED & SHIRLEY LEWIS on 2013-03-01

very knowledgeable and honest. took the truck without an appointment and work was completed very quickly. very fairly priced. will definately return with other vehicles!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MIKE KINGSTON on 2013-02-27

I was aware of Heritage Auto Repairs reputation in the community and even had the occasion to refer them to a friend who had recently relocated but I had not experienced there service first hand. I was on my way to work and suddenly I found myself needing emergency attention to my car! I pulled into Heritage Auto Repair totally unannounced. WOW can I just say, "IMPRESSIVE SERVICE". From the moment I walked through the front door I was greeted with total professionalism. Rex took great care of me and my car. To my surprise, Tony, the owner!! shuttled me to work! I'm now back on the road with confidence. Thank you Heritage Auto Repair for a pleasurable experience. I will definitely be back!

NPS:

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★★★★★ by DAN GRIMES on 2013-02-23

I would much rather bring my car to heritage than any dealership..Great buisness and awesome customer service and they are up front with issue's concerning your vehicle

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VINCENT EUFEMIA on 2013-02-23

As always, top-notch service. Great communication throughout and no surprises. Seriously, its like this every single time. In all the years that I've been taking cars to Heritage, I only had one surprise, and that was when the bill was much lower than I was expecting.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BILL SALI on 2013-02-22

Awesome job getting to me about my check light engine and calling to let me know what the problem was.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TAYLOR TEDDY on 2013-02-21

Got in at scheduled time and work was done quickly. Great staff to work with.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2013-02-21

You guys are great. Thanks for honoring my coupon.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by PRESTON REYNOLDS on 2013-02-21

As usual, a positive experience. Great communication between shop & customer.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by VERA HARTMAN on 2013-02-21

I enjoy talking to the folks working there. They take time to explain in simple terms what is going on in my car. They tell me things I will eventually need to do and they tell me things that I don't need to do. This creates trust.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by NATE WILLIAMSON on 2013-02-21

We had one of those sleeper problems that only acted up when the car was away from the auto shop. Rex and his crew had a suspicion of what it may be but was very tentative on suggesting that they fix it until they had more data to prove it since it was close to a \$2,000 repair. They spent over a week taking the car out for test drives to try and verify the problem and charged me very little for their efforts. Many shops would be glad to just push someone into the big repair to jack up their profits. Yes, I recommend them to others.

NPS:

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★★★★★ by ANNE GIBSON on 2013-02-20

These guys are great. Job done right and with great customer care. Recommend to anyone needing their car serviced

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by RAJIV BALSAVAR on 2013-02-19

Excellent customer service, very helpful in explaining issues and costs. I appreciated the fact that in this situation their opinion was that it was not worth the cost of the repair for the value of the vehicle and recommended a cheaper solution but not a permanent fix.

NPS:

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★★★★★ by LINDA POIRIER on 2013-02-17

thank you for being a auto repair shop that practices integrity. that is why I brought it there. however. I paid \$100 for your to check my vehicle out. then another \$24 for checking my breaks. what was the 100 for? I think it looks like some double dipping the test will come will my vehicle pass inspection that will be the final grad our how well your work is thank you for asking

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TAYLOR TEDDY on 2013-02-14

Very professional and did a very good job making repairs. Answered all questions I had.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KATHLENE & DAVID MCCLINTOCK on 2013-02-13

They all pay very close attention to each car.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by ROLAND CAMPBELL on 2013-02-11

The car runs better than it has in years. Thanks for the great work!

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2013-02-09

Car runs better than it has in years - Great job!

NPS: N/A

★★★★★ by LEE COTTEN on 2013-02-09

As always, it is a pleasure to do business with the team at Heritage. Courtesy and smiles seem to abound, and I always leave with a sense that our business is appreciated.

NPS:

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★★★★★ by MELISSA DIFORTI on 2013-02-09

Timely, efficient, helpful and professional. After our car was ready, they took extra time to talk to me about our other car ... I felt they listened to me, and I gained some ideas from the discussion.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SCOTT PATTON on 2013-02-08

Great as usual

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JUSTIN JACKSON on 2013-02-08

These guys are awesome! I took my car in to get the timing belt changed... not only did they get it done quickly, but it came in \$300 less than what they quoted me. Heritage is a top-notch, honest, and highly professional auto repair shop.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOHN LITTLE on 2013-02-08

I had a recently purchased used vehicle towed to Heritage for diagnosis. It turned out to be a timing belt and the estimate to repair it was \$1700. It was an expensive repair that is worth more than the car, but Heritage gave me a fair bill and did get it into the shop on time. Very professional facility and Rex was super helpful in answering my questions. I believe I would use them again.

NPS:

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★★★★★ by SUNNY MORRELL on 2013-02-08

rex is as good of a front line guy as you get. very good about covering costs with you over the phone prior to doing anything, and a helluva guy too!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by DAN MUNSON on 2013-02-07

Thank you for your honesty, integrity and amazing willingness to go the extra mile with me. I am so grateful to have found an auto shop that i can fully trust. It is so difficult to find...especially as a single woman.

NPS:

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★★★★★ by NICOLE EVANS on 2013-02-04

Great service, timely and professional.

NPS:

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★★★★★ by MICHAEL PLANK on 2013-02-02

As always, the service was the best.

NPS:

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★★★★★ by JASON HOLT on 2013-02-02

I had a long laundry list of service that I wanted performed on a used truck. Rex worked with me and came up with some good recommendations and a full estimate. Felt very good about getting honest and quality service. Will definatly come back again.

NPS:

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★★★★★ by BEN & BRIDGETTE TUCKER on 2013-02-01

I found them to be very straight forward and honest and didn't feel like they were trying to talk me into doing anything that didn't really need to be done. Even my wife had a positive experience when she took her car in for an oil change. The last auto shop we went to for an oil change spent the first 30 minutes coming in and telling her all the things that were wrong with the car and that really needed to be fixed (none of which were actually problems and over a year later still nothing wrong with the things they said were needing replaced). Long story short, she was nervous to take the car into another auto shop for an oil change, but came home from Heritage Auto talking about how friendly and respectful everyone was and was very glad that I had sent her there. After living in Idaho for 20+ years I can finally say I have found my auto mechanic!

NPS:

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★★★★★ by BRIAN AND LILLENA PITCOCK on 2013-02-01

Work was diagnosed and repaired quickly and at a fair price.

NPS:

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★★★★★ by Anon on 2013-01-31

Excellent service....People you can trust.....Friendly staff

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by AMY BERGLOFF on 2013-01-28

A good comprehensive check-up, all included with a full service oil change, I like this shop and the guys I've dealt with there have been professional and pleasant. I'll be back.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★☆☆☆☆ by Anon on 2013-01-27

Awful customer service

NPS: N/A

★★★★★ by PHYLLIS MCGAFFICK on 2013-01-26

I probably don't need to elaborate. The car has a different sound. I have given in to it being the weather, and it's still running well. I put a silk bouquet in the part you gave me. Still haven't figured out how to make a payment to NAPA. Any help you can provide will be appreciated.

NPS:

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★★★★★ by SCOTT PATTON on 2013-01-25

Excellent as usual

NPS:

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★★★★★ by GENE MILLS on 2013-01-24

I have confidence in the service provided by Heritage Auto Repair and appreciate the honesty and willingness to stand by their work

NPS:

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★★★★★ by SUNG PARK on 2013-01-23

Thank you. First time. I will be back! My son referred you! Bill Bieker

NPS:

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★★★★★ by DAN BARRY on 2013-01-23

You guys are my favorite place to spend my precious money. :) Thanks for a great job as always.

NPS:

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★★★★★ by JON COFFIELD on 2013-01-22

My experience was wonderful. I was pleasantly surprised by the clean, comfortable office/waiting area. The staff are friendly, courteous, and professional. I was offered a ride to avoid a lengthy wait in the office, and I even enjoyed the conversation on the ride home. I was pleased with the work done on my truck, and was impressed by the additional inspection done on it, and the recommendations and quote for the work needed. Thanks for a good experience. I'll be back, and will gladly refer others to your shop. Barry Bleazard

NPS:

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★★★★★ by ANGELA CISNEROS on 2013-01-22

Service was good and quick. I will return.

NPS:

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★★★★★ by PAT SCHAN on 2013-01-20

Communication was excellent. Everyone was polite and helpful. They were able to determine why my check engine light was on (two other shops couldn't) and make the needed repairs in a timely manner. Their prices are reasonable and I would definitely recommend them!

NPS:

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★★★★★ by JULIE FLORES on 2013-01-18

As always, the folks at Heritage were thorough and reliable. Won't even consider going anywhere else.

NPS: N/A

★★★★★ by JOHN TUCKER on 2013-01-17

all of the staff at Heritage Auto have ALWAYS been very helpful and upfront about cost of the work that is or needs to been done. I don't go to anybody else when it comes to my vehicles

NPS:

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★★★★★ by LORIN JENKINS on 2013-01-16

I think were at the point where we should get one free car repair for each ten repairs?

NPS:

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★★★★★ by GARY EAUCLAIRE on 2013-01-15

Great as always.

NPS: N/A

★★★★★ by LINDA RAGAN on 2013-01-15

Excellent service as always....above and beyond. Thanks

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by MATT HIATT on 2013-01-07

Fast service. Thorough evaluation and honest.

NPS:

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★★★★★ by PAM & ALAN PERRY on 2013-01-05

Consistently awesome service

NPS:

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★★★★★ by MARILYN GOSSETT on 2013-01-04

Always good service!

NPS:

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★★★★★ by VERONICA KEITH on 2013-01-03

Had an appoint at 1pm that was supposed to take an hour and they finished in 30min. Fast and reliable service.

NPS:

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★★★★★ by COURTNEY CHRISTENSEN on 2013-01-01

shirley Herr

NPS:

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★★★★★ by JOYCE HATFIELD on 2013-01-01

As usual, everything was fine. The biggest factor for me is trust. I trust this business to provide the best service at fair prices.

NPS:

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★★★★★ by MICHAEL LARKINS on 2012-12-30

Everything went well and as always staff was very accommodating.

NPS:

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★★★★★ by ANNE GIBSON on 2012-12-29

New to the Valley this was our first experience with an auto repair shop. Very impressed. Everyone was very professional and friendly. Diagnosed the problem right away and made quick work of the repairs at a fair price. Could not ask for more.

NPS: N/A

★★★★★ by Anon on 2012-12-22

Excellent Service!!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JON & MELISSA STADTLANDER on 2012-12-22

As allways the service was outstanding I know I can count on a job done right great job!!!

NPS:

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★★★★★ by Anon on 2012-12-21

Excellent service - again!!!

NPS:

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★★★★★ by AL & BARBARA BERLAT on 2012-12-19

Amazing work as always and great customer skills. I always feel confident taking my car in and getting a true honest answer.

NPS: N/A

★★★★★ by JODI ENGLER on 2012-12-15

The work was done in a timely manner and I was advised of the cost of the repairs prior to proceeding. Also their review of all systems for preventive maintenance is very helpful.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JODI ENGLER on 2012-12-15

The work was done in a timely manner and I was advised of the cost of the repairs prior to proceeding. Also their review of all systems for preventive maintenance is very helpful.

NPS:

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★★★★★ by JODI ENGLER on 2012-12-15

The work was done in a timely manner and I was advised of the cost of the repairs prior to proceeding. Also their review of all systems for preventive maintenance is very helpful.

NPS:

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★★★★★ by JODI ENGLER on 2012-12-15

The work was done in a timely manner and I was advised of the cost of the repairs prior to proceeding. Also their review of all systems for preventive maintenance is very helpful.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by BETTY AUSTIN on 2012-12-15

Probably one of the best auto repair shops I have ever been too! The staff was truly knowledgeable & honest with great customer service. Truly hard to find that these days. I highly recommend this auto shop. I will return (hopefully not too soon) if the need arises. Great service, friendly faces, & just a great overall experience.

NPS:

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★★★★★ by ANGELA CALHOUN on 2012-12-14

After having a terrible experience with a different auto repair shop in the valley, we were referred to Heritage. As soon as I met Rex, I knew I had finally found the right place! They fixed our vehicle for LESS than they had quoted me! I'll never use any other auto repair service. Heritage Auto Repair is honest and dependable at a great value!

NPS: N/A

★★★★★ by LORIN JENKINS on 2012-12-14

Would have rated my visit as Excellent/10 if it were free.

NPS:

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★★★★★ by GABRIEL MATTHEWS on 2012-12-13

Hey You Guys kicked butt. GOOD JOB Thanks

NPS:

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★★★★★ by NEW LIFE LANDSCAPE on 2012-12-13

Very good service and communication about what my car needed versus what I wanted to have fixed on my car. I have used Heritage before and will return when I need future car services.

NPS:

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★★★★★ by STEVE MADISON on 2012-12-12

The work was done in a timely manner and the cost was close to the estimate. Most of the issues were taken care of, the biggest issue with the check engine light staying on was resolved. The engine runs okay, but still is not 100% (maybe 98%) as it is not smooth as it is driven. It feels like it missing slightly, but not as severely as it was before the coil was replaced. I was hoping that replacing the spark plugs would resolve the issue, but they have not. The work that was performed was done expertly and I feel the information I was given was correct. Overall I was satisfied.

NPS:

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★★★★★ by ANDREW QUARNSTROM on 2012-12-12

Quick honest service, got my car in quickly.

NPS:

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★★★★★ by TOM & TIERNEY KNAPP on 2012-12-12

As always, fantastic service!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2012-12-12

As always, fantastic service!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2012-12-12

As always, fantastic service!!

NPS:

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★★★★★ by TOM & TIERNEY KNAPP on 2012-12-12

As always, fantastic service!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by TOM & TIERNEY KNAPP on 2012-12-12

As always, fantastic service!!

NPS:

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★★★★★ by ED REAGLES on 2012-12-10

Helpful, honest and Great work

NPS: N/A

★★★★★ by BRITNEY SOLSHEID on 2012-12-09

Always treat me right. Always fix the problems.

NPS:

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★★★★★ by BUD HENTHORN on 2012-12-08

The best as usual. I could not be more pleased.

NPS:

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★★★★★ by LEE AREA on 2012-12-07

They have always performed the requested service as requested and, if anything else is found broken or worn, they call to alert me and discuss options. They keep my cars safe and reliable. I guess that's about as good as it can get. Five Stars...

NPS:

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★★★★★ by DAVE & BRENDA THOMASSON on 2012-12-07

We received great service. We were told exactly what the problem was, what it would cost, and the length of estimated time. All were correct.

NPS:

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★★★★★ by Anon on 2012-12-03

Knowledgeable and helpful staff.

NPS:

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★★★★★ by DAN GRIMES on 2012-12-03

very friendly.....all work we had done on or vehicle was done in a timely fashion and I will bring my vehicle there again

NPS:

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★★★★★ by BRUCE & DIANE BARISH on 2012-11-30

So far I have had both are cars in and each time I am more impressed. Great communication. Trustworthy. Helpful. I won't go anywhere else. Not even for an oil change.

NPS: N/A

★★★★★ by ADDIE WOODCOOK on 2012-11-28

I'm at Bronco Nissan right now getting the recall work done! Hope you are having a great afternoon. Kelly

NPS: N/A

★★★★★ by DEBORAH ALEXAKOS on 2012-11-28

They were very helpful and the estimate was accurate. Also got my vehicle in sooner then was told and it got taken care of and fixed same day rather than the next. Will be going back for future repairs.

NPS: N/A

★★★★★ by CRAIG PT CRUISER on 2012-11-22

Great as always! Thanks, Milo

NPS: N/A

★★★★★ by Anon on 2012-11-21

After my Dad met Tony at the Better Business Bureau, our family has taken all of our cars to Heritage for everything. Tony and his team are experts in their respective specialties and always treat the customer and their vehicle like they would their own or their family's. Heritage is our family's only trusted mechanic - rightfully earned!

NPS: N/A

★★★★★ by RANDY GREER on 2012-11-17

Outstanding Service and Friendly people. Thanks for all you do for Veterans!

NPS: N/A

★★★★★ by DAVE DEAN on 2012-11-06

I was referred to Heritage Auto Repair by my mom, and I was very impressed with their service. Rex was very nice and easy to get in touch with. My car was ready to go in less than 24 hours. I really like that they update you via email too. Will definitely return in the future.

NPS: N/A

★★★★★ by JOYCE HATFIELD on 2012-11-04

Great, everything went well, so will be back,

NPS: N/A

★★★★★ by ANDREA & JAVIER TORREZ on 2012-10-31

FAST FAIR SERVICE WITH THE LORDS SMILE.....

NPS: N/A

★★★★★ by KENDRA HADDEN on 2012-10-31

Besides the usual maintenance, the staff confirmed my suspicion that the front brakes needed attention. They provided an estimate and then let me comparison shop. Heritage ended up being the best value; the competition provided all sorts of warranties but the cost was at least 50% higher.

NPS: N/A

★★★★★ by WENDEN & CHARLENE NYE on 2012-10-26

Going to a auto shop with a "broken" car is right up there with dentist and IRS in regards to the unknown. I was referred to Hertiage by a co-worker and I couldn't be happier. As a professional myself, the importance of customer service is paramount. The shop present its self clean and organized giving myself a sense of comfort in leaving my car there.The personnel also represented themselves as professional. I was informed thru-out the process and told in detail what was wrong with my car, the "fix" and the estimated cost.It was done in a timely manner. I couldn't be more pleased and relieved in the results. So relieved, I left our other car there. I would recommend them to anyone.

NPS: N/A

★★★★★ by Kim Myers on 2012-10-25

I was referred by a high school friend of Tony..Cathy G...she said he was a great mechanic and would be honest and true to his work. I am pleased with the work that was done and will have other repairs done by Heritage. Great job!!

NPS: N/A

★★★★★ by MIKE HUBER on 2012-10-25

I always know that when I go to Heritage Auto I will get great and honest service from the front desk, to the shop, to the owner. They are also great about reminding us for service recommendations.

NPS: N/A

★★★★★ by ANDREA & JAVIER TORREZ on 2012-10-24

SERVICE CANT BE BEAT ANYWHRTR

NPS: N/A

★★★★★ by KATHLENE & DAVID MCCLINTOCK on 2012-10-23

Over the top as usual

NPS: N/A

★★★★★ by JEFFREY COATE on 2012-10-20

I love your place. I love the people. I love the service. I would not bring my car there if it weren't for Rex whom I know that I can trust to tell me the truth about my car and not overcharge me for something I don't need. I appreciate that I have a mechanic that I can be comfortable with. Not everyone can say that. --Michelle

NPS: N/A

★★★★★ by JULIE FLORES on 2012-10-20

Heritage is the only place we get our cars serviced. They're fast, reliable, and get the job done. Plus, they're just nice folks. Thanks, as always!

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2012-10-19

got me RIGHT in when they said I would and did a great job

NPS: N/A

★★★★★ by LEE COTTEN on 2012-10-17

Integrity is what you do when nobody is watching. I Took my MPV in for what was supposed to be a multi-hour alternator replacement to the tune of almost \$700. Thanks to thorough testing prior to just diving in and replacing the part, I walked out with a new battery (under warranty) and only a \$28 bill. I've been to shops before that would have done the big ticket job because it had already been authorized. Instead, Heritage lost money on me today. They couldn't have hardly covered the testing time for what I was charged. They have, however, re-assured and already convinced customer of why I will always keep coming back. Integrity matters. Every time.

NPS: N/A

★★★★★ by JENNIFER GONZALES on 2012-10-13

We recently moved from our home in eastern Idaho. We had a trusted and great mechanic for over 30 years. We didn't expect to find someone even BETTER, but we did! Heritage Auto has far exceeded our expectations. For someone who must rely on others for anything automtive related ... it gives us great "peace of mind" knowing we can trust our automotive needs to the honest and competent people at Heritage Auto.

NPS: N/A

★★★★★ by TINA MOORE on 2012-10-12

Rex and the guys at Heritage have always given me a fair deal and great work. Ive always had a great experience with them. good prices and honest mechanics. A rare find.

NPS: N/A

★★★★★ by NANCY WHITE on 2012-10-11

I had my regular 3,000 mile oil change at which time I pointed out that my "check engine" light was on. A part had to be ordered. One week later all was well, at a reasonable fee, and with the usual friendly service. Thank you all. My 2002 Maxda continues to run great!

NPS: N/A

★★★★★ by JOEY FAAOFO on 2012-10-09

Your service was fairly priced and I appreciated the prompt service. Taking the time to make sure the engine warning light was correctly diagnosed will give my son confidence in the reliability of the car. Thanks.

NPS: N/A

★★★★★ by DAVID DUCKWORTH on 2012-10-08

I had to have my van looked at and I trust Heritage to be honest with me and do what is best for me and my vehicle. I trust them and will continue to take my vehicles there.

NPS: N/A

★★★★★ by ALAN NEIGHBORS on 2012-10-08

Heritage Auto is fast, courteous, thorough and friendly. I feel like my car will be completely taken care of when I bring it in and I don't worry about being "sold." They list it's issues and I pick which ones I'll fix.

NPS: N/A

★★★★★ by DALLAS MARCOTT on 2012-10-03

I love you guys! I always get the utmost in customer service and care. I love that you know me by my first name, and I know that you all are trustworthy, and that you will be honest with me. Thank-you!

NPS: N/A

★★★★★ by RICK ANDERSON on 2012-10-01

You guys were super helpful when I couldn't get my Pacifica out of park. You got me home after I had my car towed to your garage, you were quick to let me know what was wrong, what it would take to fix it, and how much it would cost. Plus you pointed out I needed a LOF...and took care of everything befor close of business that day. Thank You

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2012-10-01

when we first got the car back, it seemed ok, but after a week or so it began loosing power. it finally died and would not start, so we had it towed back in. this time you found the culprit: a bad distributor module giving a very weak spark. after this repair, the car runs great. thanks for your help.

NPS: N/A

★★★★★ by Paul & Karen W. on 2012-09-29

We have been taking our vehicles to Heritage for 7 or 8 years now. We always get great friendly service and repair work. We appreciate their honesty, integrity, and not least, their great mechanics!

NPS: N/A

★★★★★ by JODI ENGLER on 2012-09-26

During their inspection they found two items that would have led to future problems. I sincerely appreciate their expertise.

NPS: N/A

★★★★★ by VERONICA KEITH on 2012-09-26

Oil change and upcoming check for winter in about an hour. My wife and I are both pleased with their service enough to recommend them to family and friends.

NPS: N/A

★★★★★ by CODY LINDLEY on 2012-09-26

I scheduled an oil change. I was in and out in an hour. They also went through my car for winterization and let me know what needed to be done. Gave me estimates on all work. Very satisfied and will be returning for all my car needs. Blessings. Pastor Sam Knowland

NPS: N/A

★★★★★ by LEE AREA on 2012-09-24

Just before a business trip alternator on my truck quit working. I dropped off the truck after business hours and called them the next day. When I returned home the truck was repaired. They even found a needed repair and with my permission had it done also. Thanks guys! You keep me on the road!

NPS: N/A

★★★★★ by GORDON & JODI/JARED SLYTER on 2012-09-22

You informed us as to why our check engine light was on and changed the oil in our 1998 Subaru. Your honesty and integrity is what we value. Thank you!

NPS: N/A

★★★★★ by NATE WILLIAMSON on 2012-09-21

I feel like they have been fare with me on price and their customer service has been very good.

NPS: N/A

★★★★★ by CLARK BOWER on 2012-09-19

excellent service and friendliness as usual. Timely, shuttle service appreciated. Trustworthy.

NPS: N/A

★★★★★ by NICOLE JUNG on 2012-09-16

Tony and Rex have been so helpfull on my project car. I can't thank them enough.

NPS: N/A

★★★★★ by CRAIG CAVANAUGH on 2012-09-16

The initial repair was quoted at ~\$480 on the phone. When I went in to pick up my vehicle and pay my bill, the amount was closer to 415. Needless to say, this was a

very nice surprise. Auto mechanics have a reputation for adding fees and services that aren't actually needed. I had the complete opposite experience with Heritage and was treated very well.

NPS: N/A

★★★★★ by JOEL CANO on 2012-09-14

I have been happy since switching to Heritage auto repair. I like that the company gives me advanced warnings of developing issues before they become a problem. I always leave their shop feeling that they were honest and care about their customers.

NPS: N/A

★★★★★ by MARIAH FOWLER on 2012-09-14

Service was great. Great job in communication of the costs and the speed in which the job was done. Thanks to Rex and Tony. Well done.

NPS: N/A

★★★★★ by MELVYN VAN HORN on 2012-09-13

Would recommend their services to anyone looking for a place that has integrity and takes pride in what they do for others. Before you check with anyone else for your vehicle needs, please give these guys a call. I have been a customer for over a year and I am very thankful to have them to count on. You will get courtesy and friendly professional services!

NPS: N/A

★★★★★ by BRIANNE HILL on 2012-09-08

Never a disappointing visit...I always know what to expect and never come away feeling like I've just been taken advantage of. Heritage Auto is trustworthy and reliable.

NPS: N/A

★★★★★ by TIFFANY BROWN on 2012-09-07

The crew at Heritage Auto did an outstanding job for me. My car died, then towed and repaired the next day - \$50 under the estimate! When you find an honest repair shop you feel blessed. Thanks, Heritage Auto John Rogers, Boise

NPS: N/A

★★★★★ by TOM & TIERNEY KNAPP on 2012-09-06

I have found what I have been looking for - an honest auto mechanic. Honesty is #1 for me when it comes to my automobile maintenance. I am very thankful for hearing about Heritage Auto Repair from a radio program I heard on KBXL.

NPS: N/A

★★★★★ by SUNNY MORRELL on 2012-09-05

the boys at heritage were up front thorough and as reasonable priced as anyone you will find in the valley with good mechanics. I will be taking all 3 of our cars there in the future

NPS: N/A

★★★★★ by TONY HILL on 2012-08-31

NICE TO DO BUSINESS WITH SOMEONE YOU CAN TRULY TRUST.

NPS: N/A

★★★★★ by JONA HUFF on 2012-08-31

I had an ignition switch replaced and it had a one year warranty. After about 5 months the key wouldn't turn without a lot of effort. I took it back to Heritage and they replaced it at no charge and had 2 new keys made as well (these require a chip and cost about \$25 each) The service was excellent and Tony was very helpful. Thank you for a job well done.

NPS: N/A

★★★★★ by SHAREEN NETTLES on 2012-08-30

Great job. I'm well pleased with your service and the information you shared about my truck. I would definitely recommend your company to my friends and family and I will use you again in the future.

NPS: N/A

★★★★★ by LEE AREA on 2012-08-30

The guys do a great job keeping my wifes vehicle safe. My truck reliable. Great people.

NPS: N/A

★★★★★ by Anon on 2012-08-18

The staff was very helpful and professional. They went out of their way to try to save me money on my already pricey repairs. Will definitely return.

NPS: N/A

★★★★★ by CURTIS & DEBRA SANCHEZ on 2012-08-18

Very friendly, very honest and fair pricing, and they have always helped us make the best decisions for us as to what are vehicles are needing at that time. We have been taking our vehicles to Tony since he worked from his garage at his home and we wouldn't take our cars to anybody else. He has an excellent friendly staff we know we can count on as well. We have sent family members and friends Tony's way and they

are equally happy with the service. Thanks to Tony and his staff for the many years of great service.

NPS: N/A

★★★★★ by EDNA WALDRAM on 2012-08-17

Recently had work done on two vehicles and was very impressed by the professionalism and the quality of the work, and the honesty of the workmanship I will definitely refer my friends and family. Thankyou Tony and everyone who worked on these vehicles. Mikel

NPS: N/A

★★★★★ by STEPHEN GOODWIN on 2012-08-17

Thank you for your great service and for making my car safe again. :)

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2012-08-12

Great job guys - thanks

NPS: N/A

★★★★★ by ADDIE WOODCOOK on 2012-08-11

Always happy to get an oil change because I get to see your friendly faces, Thanks for the loaner, really helps me out. :) keep up the great work.

NPS: N/A

★★★★★ by LORI DOUCETTE on 2012-08-11

Tony and Rex both provided excellent communications keeping me up to date as the repair progressed. The repair work was done in a timely manner. Overall, a very professional and personable experience.

NPS: N/A

★★★★★ by BRYAN GARRETT on 2012-08-11

Once again, Tony and the guys at Heritage have done a fine job of maintaining our car. Thanks!

NPS: N/A

★★★★★ by JIM BITTERMAN on 2012-08-09

They are the most honest and straight forward auto repair shop I have worked with. They go out of their way to help you. Thank you Heritage Auto Repair.

NPS: N/A

★★★★★ by Anon on 2012-08-09

Great job!! Also found a leak else where that wasn't part of the oil change!

NPS: N/A

★★★★★ by DAVID DUCKWORTH on 2012-08-06

I am extremely happy with the service of Heritage Auto Repair. Rex has been honest and has talked with me on every aspect of my car care. I know enough about cars to get myself in trouble, so it is nice to have a place I trust to get me out of that trouble.

NPS: N/A

★★★★★ by CHRISTRE LEE on 2012-08-06

Consistently outstanding service - customer service/relations and auto service. All of my (local) family bring our cars here and I trust them 100% to give me the most complete, honest, trustworthy, and fair service. They remember your name(s) and you always feel that they will take good care of you!

NPS: N/A

★★★★★ by JOSEPHINE FORRESTER on 2012-08-01

Great service - brought me to work and picked me up. Prices were good as well!

NPS: N/A

★★★★★ by NAOMI MICK on 2012-07-31

I will recommend you to all my friends! You have a great team of professionals that do a great job. Rex was very kind and explained things very well. Thank you

NPS: N/A

★★★★★ by MELISSA HOWELL on 2012-07-30

Tony Z and his team are always impressive - knowledgeable, cordial, and accommodating. And consistently affordable, excellent service! I've been a regular client for nearly ten years, and don't plan on changing that for the future.

NPS: N/A

★★★★★ by BRENT JENSEN on 2012-07-25

Still continues to give top notch service with genuine concern for individuals. This was the second service they have provided for my car and I must say I would not take my car anywhere else. From diagnosing the problem to helping come up with a solution that was affordable and trust worthy Heritage Auto did a great job.

NPS: N/A

★★★★★ by SCOTT PATTON on 2012-07-24

OUTSTANDING AS USUAL. DON'T KNOW WHAT WE WOULD DO WITHOUT YOU GUYS LOOKING AFTER THESE OLD VEHICLES.

NPS: N/A

★★★★★ by HOBY CLIFF on 2012-07-23

I am thankful I can take my vehicles to Heritage Auto. I trust the work they do and always feel good knowing they have my best interest at heart. It also makes me smile to see Tony Zanders still in the repair bays working on cars and giving instructions. As the owner, he cares about his customers and the quality of work being done. It is a rare commodity these days.

NPS: N/A

★★★★★ by LIZ LOOP on 2012-07-21

I was very satisfied with the recent service on my transmission leak. Also received the usual great customer service

NPS: N/A

★★★☆☆ by Anon on 2012-07-19

Good Service but Diagnostic fee was way to high and so was repair cost. Repair quote was extremely high. Another repair shop quoted the same repairs for \$300 dollars less. Quite a difference.

NPS: N/A

★★★★★ by 2002 on 2012-07-18

Honest is the best word to describe the Heritage experience!

NPS: N/A

★★★★★ by SORENSEN on 2012-07-13

professional, timely, and exact estimates

NPS: N/A

★★★★★ by RALPH & APRIL VINCAMP on 2012-07-13

I think the name says it all. Tony, Rex and the guys are fast courteous, clean and thorough. Best of all - if there is nothing wrong with my truck then they won't fix it.

NPS: N/A

★★★★★ by Anon on 2012-07-13

Great service and personal touch is the trademark of Heritage auto. Tony, Rex, Jason, and the guys do a wonderful job taking care of our vehicles. They will even give you a ride home if you request after you drop your car off for the day. Thanks SMS

NPS: N/A

★★★★★ by BRYAN GARRETT on 2012-07-12

Solid analysis, advice and service. You can trust the folks at Heritage.

NPS: N/A

★★★★★ by ELLISE CASH on 2012-07-11

Quick response, good service. Highly recommended.

NPS: N/A

★★★★★ by CLARA BENTLEY on 2012-07-11

Tony and his staff are dedicated to providing excellent work and service.

NPS: N/A

★★★★★ by BILL COPE on 2012-07-11

I thought I would have to have a complete tune up done but when I asked about a tune up, Rex said it would be better to check out the problem and then decide what service to do. Great customer care!

NPS: N/A

★★★★★ by BECKY STORM on 2012-07-07

Dropped in unannounced late on a Fri afternoon when pwr window failed to close. Even though very busy, they made time to do a temp fix that got the window closed and determine the part needed. When they get the part, will set up an appointment for a permanent fix.

NPS: N/A

★★★★★ by JEFFREY HENRIKSEN on 2012-06-30

Honest and thorough, brought warranty issue to our attention.

NPS: N/A

★★★★★ by KENDRA HADDEN on 2012-06-28

Clutch essentially replaced at 115k miles; began to act up around 117k miles. Although nearly a year later (vehicle isn't driven much), Heritage checked out the problem and made necessary adjustments at no cost to me.

NPS: N/A

★★★★★ by CHRIS & ASPEN MORROW on 2012-06-22

I was referred to you by a friend that has been using your company for quite some time. I had a wonderful experience. Thank you. I was able to call from work, set up a time to drop my van off for evaluation and you contacted me back right away with the diagnosis and the cost to repair. The time and the cost to fix my van was awesome. I was able to get it fixed and back on the road within 24 hours and it saved me a ton of money. I was contemplating on trading it in for a car payment but the cost to fix it was less than one months payment would have been. You also understood that the van was used by my 17 year old daughter and how important it was to me that she have a safe dependable vehicle. Thank you again.

NPS: N/A

★★★★★ by Anon on 2012-06-21

I brought my 1999 Chevy Malibu in bc it was overheating. Rex and his crew took a look at it and gave me an honest answer: the car's repairs would be more than the car was worth, so I elected to say goodbye to it and move on. Rex charged me only for the hour's labor it took to do the diagnostics and not a penny more. He didn't find other "things" wrong with the car that he could have charged me for...he was straightforward, honest, and he followed through with exactly what he said he would do. He also suggested Pacific Steel & Recycling for an option to get rid of the car. All of the staff that I interacted with (Jason and a female, name unknown) were very professional and pleasant.

NPS: N/A

★★★★★ by DANE BARBER on 2012-06-21

Very professional they try to find the problem and only charge you for the problem. My brother told me about Heritage, they will be the company I take all my cars to for all my repairs.

NPS: N/A

★★★★★ by DAN BARRY on 2012-06-16

Great as always.... give rex and jason a huge Raise.

NPS: N/A

★★★★★ by VERONICA KEITH on 2012-06-16

Friendly staff, professional service. The email reminders for service and promo coupons that they send in the mail are great.

NPS: N/A

★★★★★ by ELLISE CASH on 2012-06-14

I lost my radiator, they got me in right away and I had my car back the next day. Great work!

NPS: N/A

★★★★★ by ANDREA & JAVIER TORREZ on 2012-06-14

EVERYTHING IS ALWAYS EXPLAINED PRIOR TO WORK BEING DONE AND HERITAGE STANDS BEHIND THEIR WORK...

NPS: N/A

★★★★★ by RICK RIEDINGER on 2012-06-14

Thank you for fixing my car. It sounds good. And thank you for being patient with me & providing me with a loaner.

NPS: N/A

★★★★★ by ETHEL EDWARD on 2012-06-14

Excellent service, especially front desk staff.

NPS: N/A

★★★★★ by SCOTT PATTON on 2012-06-13

Your dedication to detail and getting to the bottom of the problem is amazing. We cannot thank you enough for the above and beyond efforts you put in to keep our vehicles running in top condition (especially when they are all over 10 years old). The battle of the alternators was exemplary in your patience and determination. Tony, Rex, Jason and the rest of the team are always on our prayer list. Thank you and God bless you all.

NPS: N/A

★★★★★ by CHRIS SCHOLL on 2012-06-09

Jason did an excellent job of keeping me informed about what was happening with my vehicle throughout the entire process and explained everything in detail. Excellent customer service.

NPS: N/A

★★★★★ by MARIO & SUE GUIZZO on 2012-06-09

Heritage Auto has given us excellent service for both of our vehicles. They are thorough and very helpful in explaining what is wrong, and what the options are. They even provide me with a ride home while they are working on my car. Thank you for taking such good care of us and our vehicles.

NPS: N/A

★★★★★ by CHRIS & DEBBIE MCKINLEY on 2012-06-08

My oil change was supposed to take about an hour and it took more than an hour and a half. At one point I saw my car driven partway down the driveway with LOTS of blue smoke coming out the back...then it went back around the back of the building. I asked the man who checked me out about it and he said he didn't know. He was very nice and came out with me to my car to make sure there was not still smoke coming out--which there was not. BUT I admit I am curious about the smoke and the extended time it took for a simple oil change--much longer than usual.

NPS: N/A

★★★★★ by Anon on 2012-06-07

The staff is so friendly and they did such a good job explaining to me what repairs needed to be done, why and how much it would cost. They kept in contact with me throughout the whole process letting me know where we were in the process. After the repair was finished and I went in to pick up my van they had come in under the original estimate. What a treat!

NPS: N/A

★★★★★ by DEBORAH STURGEON on 2012-06-06

Although my vehicle length of stay was 13 days, I feel Jason was working diligently to get the work finished asap. He did very well at keeping me up-to-date of the setbacks that were encountered. The length of stay does bother me a bit in the fact that I don't really know if the labor costs are accurate. But in the end I drove my vehicle directly to the emissions testing van and passed which was the original problem. I will be a returning customer.

NPS: N/A

★★★★★ by JULIE GODFREY on 2012-06-02

We were treated in a professional and courteous manner. Heritage quickly diagnosed our vehicle's problems and fixed them at a fair price. I would recommend them to anyone not sure where to go.

NPS: N/A

★★★★★ by STEVE LUCKINBILL on 2012-06-01

Heritage did an excellent job and doing some routine maintenance on my car. They were way more economical than the dealership and were faster and more friendly! HIGHLY recommended!

NPS: N/A

★★★★★ by STAN SANDERS on 2012-05-31

Tony, You are a blessing to me and the community! Your business has strong values and a great work ethic. I know when I take my vehicles to you I am going to receive honest work.

NPS: N/A

★★★★★ by DAN BERWICK on 2012-05-31

Made sure car was ready for long trip. Worked to get radiator replaced so we could leave on time.

NPS: N/A

★★★★★ by STEPHANIE MARTIN on 2012-05-26

We were able to make an appointment within a couple days, and got our brakes replaced and oil changed before the business day (Friday) ended. Heritage Auto

arranged for us to pick up our car after business hours (to fit our schedule)so we could use it over the holiday weekend. Every time we use Heritage Auto, we experience this kind of customer service! Heritage Auto deals honestly and fairly with us and we are always satisfied with the repair work done.

NPS: N/A

★★★★★ by JAKE CASH on 2012-05-20

Rex, Tony, and team once again went the extra mile for me. Not sure why I brought my car to a dealer who was going to charge over \$2k for a repair. The guys researched my problem and came up with a fix that was a little more than \$100. They even stayed over a hour after closing to make sure I had my car back for the weekend. Learned my lesson to only bring to Heritage Auto where I'm confident in what I need to have repaired as well as the above and beyond service. Thanks Heritage Team!!!

NPS: N/A

★★★★★ by CLAY OTTLEY on 2012-05-19

As usual we were taken very good care of and very satisfied with our service and price.

NPS: N/A

★★★★★ by GALE PERRY on 2012-05-16

As always Rex and Jason took care of me with first class service. I feel like Norm on Cheers when I walk in!

NPS: N/A

★★★★★ by SCOTT PATTON on 2012-05-08

Three down and counting. Will number four win the battle? We'll see what the Avengers (Tony, Rex, Jason and the crew) do next to save the Marten family's sanity.

NPS: N/A

★★★★★ by PHAT LE on 2012-05-08

Jason, Rex and the mechanics at Heritage have been fantastic in working with us. The service we have received over the last several years has been great but especially these past six months. We are thankful for their integrity and the quality of their work. We tell anyone we know who has issues with their vehicle they're the best shop in town. Thanks for all your work guys, we appreciate it! Matt & Monica

NPS: N/A

★★★★★ by MARILYN GOSSETT on 2012-05-07

I have to say Praise God! It's amazing and wonderful to find quality, honest auto repair. Had my entire dashboard removed and put back. No squeaks or rattles...Like it never happened. I really appreciate your work and honesty.

NPS: N/A

★★★★★ by KATHRYN PATE on 2012-05-04

Every time I approach an intersection and the truck comes to a nice smooth stop without dying or playing hopscotch I want to call you and thank you again.

NPS: N/A

★★★★★ by HOLLY SPIERING on 2012-05-04

As always....my experience with Heritage exceeded all expectations. Everyone gives 110% and I appreciate their kindness. Thanks Rex so much!

NPS: N/A

★★★★★ by ROGER & JUDY ZANDERS on 2012-05-04

They are always so polite and caring about you as a person as well as caring for your vehicle.

NPS: N/A

★★★★★ by JANE GRISWOLD on 2012-05-03

This was our first visit to Heritage Auto Repair which was due to being provided a coupon for Christmas. We drove all the way from Marsing for an oil change and were overwhelmed with the professionalism, caring and integrity shown by owner and staff. This is our new home for auto repairs. Thank you all for your care and attention provided on our visit. Carl Beauchamp

NPS: N/A

★★★★★ by TAYLOR TEDDY on 2012-04-20

Excellent customer service as always. Explained all needed service and didn't suggest any "extras" to increase the cost. I recommend Heritage to anyone who is seeking an honest, reliable auto repair shop.

NPS: N/A

★★★★★ by LAMA NASSAR on 2012-04-19

I thought the innovative way you fixed the motor was outstanding!

NPS: N/A

★★★★★ by JERRY WOODS on 2012-04-19

Inspection and service were wonderful. They corrected what I needed repaired and showed me what needs to be worked on next. I've got quite a project and they helped me work out a game plan to get it done.

NPS: N/A

★★★★★ by KEN ECK on 2012-04-17

I recently took my PT cruiser in for my regular service, and as always my car was in and out. They took me in at last min. and there was very little waiting. And as always the service techs were always friendly. Heritage auto is the only place I will take my car for service and repairs. You're the best.

NPS: N/A

★★★★★ by GALE PERRY on 2012-04-12

I love the service on all levels from Rex and Jason, to knowing the service work I had done is backed by honest people with integrity!

NPS: N/A

★★★★★ by STAN PACKER on 2012-04-10

Took truck in for LOF and was advised it was ready. When I went to pick it up I was advised that there was recommended additional service. I was told that i could bring it back the following morning; however upon discussion it was decided to just leave it and have the service performed as soon as it could be done the following morning. In the future i would like to be advised of recommended service before i drive there.

NPS: N/A

★★★★★ by RAJIV BALSAVAR on 2012-04-09

I had a battery issue, I called on a Friday at 3:30 and they got me in there in 15 minutes, diagnosed a bad battery got it replaced and out the door before 5pm. I would definitely recommed Heritage Auto.

NPS: N/A

★★★★★ by MARY BAILEY on 2012-04-07

I have been a customer of Tony Zanders and Heritage Auto for 10+ years and have been treated fairly and honestly every time I have been there. The owner, Tony Zanders runs a very "tight ship" and hires employees that are equally honest. I have nothing, but rave reviews for this business. I would wholeheartedly encourage anyone like myself who doesn't know a PCV valve from an air filter, to trust Tony and his staff with their auto.

NPS: N/A

★★★★★ by COREY MOLINE on 2012-04-06

Tony and his crew performed a checkup on our 2003 automobile, and as always, we are assured that we are in good shape for any road trips this summer. It is important to us that we can trust our mechanic shop to alert us to any maintenance issues on our vehicles.

NPS: N/A

★★★★★ by DANIEL SHANER on 2012-04-06

Fantastic service and extremely competent shop technicians. This is very refreshing since car repairs can be a stressful event. I've mainly worked with Rex and he has always kept me in the loop on my vehicle's repair status, and worked really hard to ensure everything was back to like new condition before returning my vehicle to me. Tony and the staff at Heritage Auto Repair have earned my business for many years to come.

NPS: N/A

★★★★★ by ADELE EDMISTON on 2012-04-03

There is not a shop anywhere that has a better grasp and understanding on the concept of customer service! I was out of town on Military training and my wife started experiencing problems with her vehicle. I called and talked to Rex about and ws told no problem, bring it in. They looked at it first thing on a Monday morning, ahead of

other appointments because of the situation we were in. They got the problem resolved and had my wife back on the road by noon. By a very far margin, head and shoulders above the competition!

NPS: N/A

★★★★★ by MATTHEW GODFREY on 2012-04-01

Grocery stores steal your money if you don't have their "special" card. Show them the card an they don't steal as much. Banks pay a whopping 1 or 2 percent on your savings acct while their CEOs make billions each year. Online hackers drain your accounts and steal your identity. Companies/Services/Government/Schools that are feeling the economic pinch will tax us to get the funds they want. The US postal service needs cash, to get it they will start filling our mailboxes with even more junk mail. By default we unknowingly "opt in" to everything else and have to jump through hoops to "opt out". My car is 10yrs old. I've tried to get the dealer to fix 2 problems that have been there since day one. Each of the 5-7 times I took it in for service they said they were unable to find or hear the problem. I took my car to Heritage for an oil change and they identified 1 of the 2 problems that the dealership couldn't find. I hadn't even told them about those issues but they found 1 of them. My car will be repaired at Heritage from now on. Thank you so much Heritage! The rest of the world charges us for breathing air and taking up space so I'm pretty sure you ARE the only honest company left in the world that remembers what service and customer satisfaction means.

NPS: N/A

★★★★☆ by STAN PACKER on 2012-03-30

I wasn't informed until I went to pick up my truck that additional work was necessary. As a result I was prepared to take it home and return the following morning but I decided to leave it overnight for the service which was performed the following day. I believed that someone should have advised me prior to driving at least 8 miles from my residence when it wasn't necessary. In the past I was always called and informed of the recommended service and had I been I could've saved time and expense. .

NPS: N/A

★★★★★ by JOHN & SHELBY HERBERT on 2012-03-29

Thank you for the excellent service on my vehicle. I will be bringing it back for its next checkup! Quality service, affordable pricing, knowledgeable, friendly technicians. Work was completed as estimated.

NPS: N/A

★★★★★ by DOYAL WAISNER on 2012-03-29

The diagnostic work done on my truck was just fine - no complaints. My concern had to do with the fact that I was told that I would be called the next morning with a quote. I waited until 11 and had not received a call. I called in, was treated politely and told that he had a lot of customers at the desk and asked if he could call back in 10 minutes. I said OK. An hour and a half later, still no call. I called back in and got the quote, which was significantly higher (~25%) than 2 other repair centers I called. My biggest frustration was the lack of follow through on the callbacks that Rex committed to. The only reason I made the last callback to get the quote is that I've used you guys for years. Any other repair center and I wouldn't even have called back, but would have gone elsewhere. Ultimately, I went with another repair center as a result of the higher price.

NPS: N/A

★★★★★ by JACK PRICE on 2012-03-28

I've done a couple things at Heritage and they have taken fantastic care of me each time. Rex is the man! Very professional, clean, and kid friendly environment. Thanks guys.

NPS: N/A

★★★★★ by JIM & KAREN ALLEN on 2012-03-28

I'm very happy with our experiences at Heritage! I have an older model car that I need to keep running for awhile, and even though it was questionable as to whether or not we should put money into repairs, the guys at Heritage worked their hardest to make repairs! Special thanks to Jason for looking out for us.

NPS: N/A

★★★★★ by EDNA WALDRAM on 2012-03-19

I was impressed by Tony the owner after discussing with him my issues and concerns of the possibility of having bent valves and such with a broken timing belt in my daughters Acura Integra. After talking to him I felt he was qualified to do the work, and Actually Rex was the one who did the actual job and it was great . We got the car back sooner than expected and the best part ..no bent valves!! it runs great, Thank you.

NPS: N/A

★★★★★ by MIKE JOHNSTON on 2012-03-17

Great, professional, friendly, non-pushy service! Worked around my schedule as much as possible, provided the kind of service I have come to expect at Heritage Auto. Thanks!

NPS: N/A

★★★★★ by THOMAS WEAST on 2012-03-15

the service is great and I will be back

NPS: N/A

★★★★★ by STEVE BERNSTEIN on 2012-03-14

Overall service was good. I feel pretty comfortable with everyone I talked to. I didn't feel like anyone was trying to talk over me and felt everyone seemed to be patient at explaining the situation/issues. I only wish that they could've kept me informed in timely manner - a few times, I made the initiatives to get a hold of someone first. Unfortunately, my problem wasn't resolved 100%, and I was told that they would contact me with more information. After a week, I still haven't heard from them. :(

NPS: N/A

★★★★★ by DEAN DAOUD on 2012-03-14

My husband has been a mechanic for most of our married life, but currently is unable to work on our vehicles due to his current job. I have seen quite a few different shops, but I have never seen a shop like this. The caring attitude, professionalism, cleanliness, and Christian atmosphere was absolutely amazing! Thank you for making this difficult choice to have someone else work on our vehicle so wonderful. We were both so happy about the whole experience.

NPS: N/A

★★★★★ by CRAIG & KARLA MORTON on 2012-03-08

They took the time to thoroughly diagnose our vehicle; when they noticed the issue was not what they originally thought, they worked on it until they found the problem and corrected it. These guys are awesome, they want to make sure you drive away happy.

NPS: N/A

★★★★★ by RICK RIEDINGER on 2012-03-07

I had excellent assistance in understanding what was necessary to help with the multiple leaks. They also help me to understand which problem would be worked on first and then see what would need further repair. They were very courteous & patience to answer my questions. The car is now running much better & I'm glad I made the decision to get it fixed.

NPS: N/A

★★★★★ by SUPPORT TRACS on 2012-03-07

Thank you for working on our honda. We feel that if we need any work on our other vehicles you will be our first choice. Larry & Rhonda Davis

NPS: N/A

★★★★★ by BRYAN GARRETT on 2012-03-03

Having recently moved to Boise from out-of-state, my wife and I have to develop all new "contacts" in an area all new to us: bank, doctors, where to buy groceries, and so on. And of course, auto repair. When our car developed a problem, I was led to Heritage Auto. I heard an ad on radio for them, checked out their website and liked what I saw, sent an email to explain my situation and they took it from there. I'm 62 years old, and can honestly say I've never had a better car repair experience. They were thorough, went the extra mile, reasonable in cost, and gave the car an overall check to boot. An Auto Repair with integrity. Thanks so much!

NPS: N/A

★★★★★ by JOE BERGEMAN on 2012-03-01

Great job! Heritage Auto did a great job of taking care of my car. They also found some issues that are helpful to know about my car.

NPS: N/A

★★★★★ by ANDREW SPENCE on 2012-02-29

They really do go above and beyond for their customers. It's very comforting to know that there are still good and honest people out there. I would/will recommend them to anyone.

NPS: N/A

★★★★★ by ANDREW LAWRENCE on 2012-02-25

It is refreshing to get good quality customer service like I received from Heritage last Friday. Starting with Jason and Rex at the front counter and ending with quality work in the shop, I was thoroughly impressed with the whole experience. Like most people, I had a certain budget that I wanted to stick to and Jason did a great job of explaining all of the repair needs and I never felt like I was pressured into a repair that could wait until later. Thank you Tony for having the best staff in the Valley and I look forward to using Heritage in the near future!

NPS: N/A

★★★★★ by SAMEER BAFNA on 2012-02-25

AS ALWAYS THE SERVICE WAS EXCELLENT. i WAS A LITTLE SHOCKED AT THE PRICE FOR THE OIL CHANGE AND FILTER.

NPS: N/A

★★★★★ by SCOTT PATTON on 2012-02-25

Rapid response and great work as always.

NPS: N/A

★★★★★ by CARLENE HURLEY on 2012-02-22

I was very impressed with the experience from the original call to them to the actual service appointment. They were up front with all costs, called with updates during the service and even said they would not have to do part of the service and reduced the bill accordingly. Will use them again.

NPS: N/A

★★★★★ by TROY WALL on 2012-02-21

Great work. Great people to work with.

NPS: N/A

★★★★★ by TED POINT on 2012-02-21

Very fast, kind staff, will use this location as my #1 repair shop. Thank you for your service.

NPS: N/A

★★★★★ by RICHARD GILLESPIE on 2012-02-19

I am very pleased with the service I recently received for work on the 01 Expedition. Looking forward to the next visit.

NPS: N/A

★★★★★ by DEWAINA HALE on 2012-02-08

kind, honest, efficient and fast. I recommended to everyone!!!!

NPS: N/A

★★★★★ by BECKY STORM on 2012-01-30

fixed problems for less than original quote

NPS: N/A

★★★★★ by SUSAN & RON HARTMAN on 2012-01-18

We had both our Toyota's in for oil changes. We received great friendly and informative service. I have gone to Heritage Motors for years and referred family and friends. I have been thanked for my referral.

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2012-01-15

Thanks for the great service with my oil change and check out before our trip to Arizona. We'll do it again before our trip to Alaska this summer.

NPS: N/A

★★★★★ by DON BROWN on 2012-01-11

These guys are the bomb

NPS: N/A

★★★★★ by KELLY/ TIFFANY RICKARDS on 2012-01-08

Great job. On price, on time.

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2012-01-07

Great job - the transmission is much smoother and the oil change was needed.
Thanks Rex and Tim.

NPS: N/A

★★★★★ by CRAIG & KARLA MORTON on 2012-01-03

We have been using Heritage for our auto service needs for several years now. They are always fair and upfront. We took a used car to them for inspection that we were thinking of buying. They did a thorough inspection as always and found a few problems, one of which was major. Thanks to Heritage we did not buy the vehicle which could have cost us unlimited dollars down the road! Money well spent. Thanks again!

NPS: N/A

★★★★★ by KAYLA DRISCOLL on 2011-12-30

I will always take my vehicles to Heritage Auto. They do the service in a timely manner and at the price quoted. They want customers for life and do everything to make that happen.

NPS: N/A

★★★★★ by JOE BERGEMAN on 2011-12-30

Heritage did a great job of communicating to me about all of the work they were going to do. Rex gave me 2 options for a tune-up for my van. Before they did the work they talked to me so that I knew what it was going to cost before they did the work. They did it in a timely manner and I had the vehicle back and ready to transport 4 kids around. Thanks, Mike

NPS: N/A

★★★★★ by JULIE FLORES on 2011-12-29

As always, the guys at Heritage took care of our needs - honestly, efficiently, and reliably. We won't go anywhere else because we know we can always trust the work done at Heritage.

NPS: N/A

★★★★★ by RICK RIEDINGER on 2011-12-22

Dear Heritage, you're forgiven. I totally understand how those things can happen. Ain't technology fun! I don't think you will lose any customers over it if they are smart. Merry Christmas to all of you & thank you for the great service this past year. God bless you richly this coming New Year.

NPS: N/A

★★★★★ by Anon on 2011-12-22

I just had a simple oil change and battery test done. They were on time, courteous when letting me know the vehicle was done and had plenty of information on replacing my worn out battery. Always feel like I'm treated with respect, even when they are busy.

NPS: N/A

★★★★★ by ANDREA & JAVIER TORREZ on 2011-12-14

FROM THE CALL TO MAKE AN APPOINTMENT TO THE FOLLOWUP CALLS BY JASON AND EMAILS WITH QUOTES AND PROBLEMATIC PICTURES TO SPEAKING DIRECTLY WITH THE MECHANIC,TIM THAT PUT ME AT EASE TO THE FINAL PICK UP WITH THOROUGH EXPLANATION OF BILLING AND JASON WALKING ME OUT TO MY TRUCK TO VISUALLY AND PHYSICALLY SHOWING ME SOME ISSUES OF CONCERN AND THE REPAIRS THAT HAD BEEN DONE... IT WAS THE BEST AND REASSURING AUTOMOTIVE EXPERIENCE IVE HAD IN 50 YEARS,,, THANKS,HERITAGE AUTO,STEVE W.

NPS: N/A

★★★★★ by JIM CLARK on 2011-12-11

Thanks for a great job done on my minivan repairs. The power steering noise is completely gone and brakes no longer pulsate. It drives like a new vehicle now! Thanks again and my family will definately be back!

NPS: N/A

★★★★★ by MELANIE STURLIN on 2011-12-09

Liked the tireless effort trying to figure out what the problem was with our car. Thought it was the alternator turned out to be the idler pulley. Didn't like the excessive markup in price for the alternator. When I tried to return the alternator to the parts store they weren't going to accept it because it had been installed on the car. The parts store said you are aware when you install a part it can no longer be returned for the money. Kind of deceiving on your part don't you think Jason?

NPS: N/A

★★★★★ by JOSEPHINE FORRESTER on 2011-12-09

Tony picked up my auto - delivered back in time for me to make the next meeting I needed to attend that evening! Wonderful job and excellent customer service!! Toni Smith

NPS: N/A

★★★★★ by SCOTT PATTON on 2011-12-08

As always you get'r done. Thanks for the little things too that you do that cost nothing just to keep us going. We usually don't get to meet the technicians so please pass on our gratitude to them for the great work they do. You're in our prayers for continued success.

NPS: N/A

★★★★★ by Anon on 2011-12-05

A free oil change and you fed us too! Wow! We've never been treated so good at an auto repair shop! A BIG THANK YOU from all the Vet's in the area for everything you do! (:

NPS: N/A

★★★★★ by JONA HUFF on 2011-12-05

My repairs were done in a timely manner. An inspection of my car revealed some additional repairs for me to consider. There was no pressure to have the work done. I was given estimates in writing which I really appreciated. I would recommend this shop to anyone looking for a reputable repair center.

NPS: N/A

★★★★★ by SUGGA ENNGA on 2011-12-03

Everything was fine. You folks took our car back, fixed a mistake and all it well. Thanks a lot. Kevin

NPS: N/A

★★★★★ by BRENT & BETH RASMUSSEN on 2011-12-02

Very pleased with the work performed and the service provided. This is my second time using Heritage and I will use them again, when required.

NPS: N/A

★★★★★ by Anon on 2011-12-02

My old Honda wasn't working properly and I had heard about the great service at Heritage, so I decided to take it in for repairs. The people were so very friendly, and kind to me and my family. Before any repairs were made they called to give me a reasonable estimate of how much the repairs would cost. They were very professional and good at explaining things (esp. to me who does not know much about cars :) I would recommend Heritage Auto Repair to anyone in a heartbeat!!!

NPS: N/A

★★★★★ by STEPHEN GOODWIN on 2011-12-01

I was very happy with the service provided. The team worked hard to get my car fixed so I wouldn't be late for another appointment. Thank you!

NPS: N/A

★★★★★ by Anon on 2011-11-30

The location of Heritage is not convenient for me at all - but I keep going back for their great service and reasonable prices. I never feel like I am getting taken advantage of at Heritage. I highly, highly recommend them.

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2011-11-26

great job and thanks for the free lof for vets

NPS: N/A

★★★☆☆ by Anon on 2011-11-20

I'll admit it's partly my fault I'm unhappy with my last visit. I simply needed a new battery for my 9 year old, 98000 mile mini-van. I didn't ask what batteries you had to offer. Like wise, your employee never offered any choice in new batteries. I ended up with your top of the line 75 month battery. I think it's safe to assume my van won't last another 75 months. I've learned my lesson. I'll never depend on someone else to make sure I get exactly what I need.

NPS: N/A

★★★★★ by PAT BEAMAN on 2011-11-19

Had a lot of work to be done they gave me options and go the work done quickly. They were very good At helping me with the issues I ran into.

NPS: N/A

★★★☆☆ by DON MASSEY on 2011-11-17

Hi Tony; I have to say that I am disappointed with the way that my repair went. I checked the drivers side door & found chips around the door pull. Also the door pull is not properly installed. I will come by to show it to you on Friday. I will expect it to be done correctly. As it very poor workmanship as is. Thanks Ned Urso

NPS: N/A

★★★☆☆ by DON MASSEY on 2011-11-17

Hi Tony; I have to say that I am disappointed with the way that my repair went. I checked the drivers side door & found chips around the door pull. Also the door pull is not properly installed. I will come by to show it to you on Friday. I will expect it to be done correctly. As it very poor workmanship as is. Thanks Ned Urso

NPS: N/A

★★★★★ by ADDIE WOODCOOK on 2011-11-13

All of the staff at Heritage Auto are very helpful and great to work with. I would highly recommend them to anyone!

NPS: N/A

★★★★★ by DAN CLIZBE on 2011-11-12

My car died which was pure panic, we needed to head to Nevada for a wedding. Got my son to jump start it, but the whole electrical system went out and couldn't move it. More Panic!!! Don't know what we would have done if Rex hadn't talk to my son and directed him how to remove a small plate by the shift, clicked something and got the car to go into drive and I drove it straight to Heritage where Rex and the guys checked it out and got us on the rode to Las Vegas for my daughter's wedding. Somehow they are always there for us, honest and trusting. I live in Eagle and have a garage 2 blocks from me, but I do not trust anyone these days, BUT I know I can trust Heritage Auto. We have been going there for seven years and we reccomend them to everyone. WE love you all at "HERITAGE AUTO" !!!! YOu are the best of the best.

NPS: N/A

★★★★★ by TAYLOR TEDDY on 2011-11-12

Evaluated problem and found couple of possible problems. Fixed one and will further evaluate second. A great group of people to work with and do excellent work.

NPS: N/A

★☆☆☆☆ by PAT & PHIL HANSON on 2011-11-04

Please Remove the names of John W McCabe and Michael McCabe from your e-mail list. My 2004 Alero was damaged at your repair shop when we had it there last. We will be taking our vehicle maintenance elsewhere.

NPS: N/A

★★★★★ by KENDRA HADDEN on 2011-10-30

Positive: Part was ordered and intalled (cheaper than the body shops I contacted) the same day I called. Negative: Mirror wasn't mounted correctly, which necessitated a second trip for some adjustment.

NPS: N/A

★★★★★ by SHEILA WINKLER on 2011-10-29

it was done on time the price was less than figured great job gus keep up the good work.

NPS: N/A

★★★★★ by KARLA HARDESTY on 2011-10-25

Just moved to Boise area. Heard about Heritage Auto Repair from a relative. I really like this place. Rex helped me find them when I called on my way. He also checked my car in. The staff was very helpful & friendly. They explained everything so I could really understand. The shop and grounds are clean & neat. The service was performed in good time.

NPS: N/A

★★★★★ by ROBYN ROST on 2011-10-18

Very friendly service persons, and very through on the vehicle point service. I really loved the personal service I received

NPS: N/A

★★★★★ by JOHN BONINE on 2011-10-14

You guys just continue to blow me away. Incredibly professional, fair and honest. Really appreciate each of you.

NPS: N/A

★★★★★ by DAVID JACKSON on 2011-10-12

Service was great, courtious, and helpful. Car was fixed on time, and even slightly cheaper than I was expecting. I just wish they were in Nampa!

NPS: N/A

★★★★★ by DOROTHY TRAYWICK on 2011-10-11

Brought my car by today on my way to work. It was making a horrible sound. They took the time to take a listen instead of just sending me on my way with an appointment for later in the week. After list.ening they recommended it be looked at immediatly. They fit me in and had the car repaired by the end of the day, not to mention they gave me ride to work and were willing to wait for me to get there after work

NPS: N/A

★★★★★ by CRAIG & KARLA MORTON on 2011-10-10

Heritage has been our auto repair shop for several years now. We always receive great service on our vehicles; the staff is friendly, knowledgeable, and honest.

NPS: N/A

★★★★★ by ADDIE WOODCOOK on 2011-10-09

I think that you are thoughtful, engaging while still being fun. Maybe it is just the times that I am around, but we'll pretend that it's this way all the time. Keep up the good work and being real and honest with clients. That's what keeps them coming back. Thanks Tony for going the extra mile on my tire selection! Kelly

NPS: N/A

★★★★★ by GALE PERRY on 2011-10-07

It was a pleasure to deal with everyone at Heritage Auto! I feel a sense of trust and comfort knowing that there are people in the auto repair industry that truly care about their customers. I am a customer for life and have already told all the people in my office.

NPS: N/A

★★★★★ by LARRY BARTLEY on 2011-10-05

As always service at Heritage is the best!

NPS: N/A

★★★★★ by CATHY MAHAFFY on 2011-09-29

What can I say but, thank you! You guys are all fast and Professional. Thank you

NPS: N/A

★★★★★ by PAM THOMAS on 2011-09-28

Excellent Service in Repair Service and Customer Service.

NPS: N/A

★★★★★ by Anon on 2011-09-26

Heritage auto has very freindly people and they took very good care of my vehicle and got the repairs done quickly

NPS: N/A

★★★★★ by DON HOWELL on 2011-09-25

Thank you for changing the oil on the van and for always making us feel welcome and for the friendliness. Your super.

NPS: N/A

★★★★★ by DUSTIN SHOWERS on 2011-09-06

The repairman and accounts recievable staff stayed late on a holiday friday to finish my car and let me make payment. It was well after 5pm, but they stayed late to finish the job instead of calling it quits and taking off for their weekend. Great job. I'm very happy and impressed.

NPS: N/A

★★★★★ by WAYNE & TERI HUNGATE on 2011-09-06

Heritage did it again! Tony's crew always take care of my vehicles with the best most professional care. They have the ability to research to find the source of the problem and fix it quickly and at a most fair price. Thanks again! Wayne H.

NPS: N/A

★★★★★ by ROGER & JUDY ZANDERS on 2011-09-05

As Per usual we had a very excellent service and appointment. Thank you all for your attitude and service.

NPS: N/A

★★★★★ by Anon on 2011-09-05

Honest, good work at a fair price

NPS: N/A

★★★★★ by JAKE CASH on 2011-09-03

It's nice to bring your vehicle to a place you can trust what they tell you. I don't have to worry that I might be told I need something done when I really don't. Several months ago I got new tires put on my car and I was told I needed hundreds of dollars in repairs or my warranty would be void. Rex and the team checked it out and said it was fine. Heritage is the only place I go for repairs on my four vehicles. Thanks again guys!!

NPS: N/A

★★★★★ by MARY BAILEY on 2011-09-02

I have been a customer at Heritage Auto for nearly 15 years and keep coming back because of the outstanding service and honesty that they have always exhibited. It is obvious that Tony Zander, the owner only hires only people who are honest and sincerely care about all of their customers. I have referred a number of people and family to Heritage Auto because I know they will be treated fairly and service work will not be recommended unless it's truly necessary.

NPS: N/A

★★★★★ by JESSICA HILL on 2011-09-02

My experience at Heritage is always so great. They take the pain out of car problems. The work is always done to my satisfaction, fairly priced and Rex and Jason are so personable that you feel they are old friends.

NPS: N/A

★★★★★ by PATTI NICHOLS on 2011-09-01

Service writers were great to work with and were willing to accomodate.

NPS: N/A

★★★★★ by THOM SELZER on 2011-08-29

Great team of technicians and managers that discuss the issues and give your options in a polite and friendly manner. They are honest and up front and they have earned my trust and recommendation to friends and family.

NPS: N/A

★★★★★ by HEIDI SANDERS on 2011-08-28

Thank you for a good job;) The bug is still running!!

NPS: N/A

★★★★★ by ROLAND CAMPBELL on 2011-08-24

they got me in very quickly and the service was perfect.

NPS: N/A

★★★★★ by RENEE GONZOLAS on 2011-08-22

As always, I love the service at Heritage Auto Repair. Your team is amazing!! Keep up the good work.

NPS: N/A

★★★★★ by PAM & ALAN PERRY on 2011-08-21

Honest and up front. It's nice to find a garage that can be trusted!

NPS: N/A

★★★★★ by JAMES & HANNAH TAYLOR on 2011-08-18

I went in for what seemed like a fuel pump problem and the guys were great at diagnosing it and correcting the issue. It was the fuel pump that was causing the problem. It's easy to take the shotgun approach and repair this or that when fixing an unknown, but Rex and the guys wanted to be certain and they were. I'll use them again in the future.

NPS: N/A

★★★★★ by Anon on 2011-08-16

Fantastic service. Very customer friendly.

NPS: N/A

★★★★★ by COREY VASQUEZ on 2011-08-09

Fast and honest service. Will be my Auto repair shop forever!

NPS: N/A

★★★★★ by RICK RIEDINGER on 2011-08-05

Oh, my recent visit to Heritage Auto Repair was just the usual,"makes me feel like a much valued customer who we appreciate so we will take good care of her again!!"
Thank you very much.

NPS: N/A

★★★★★ by ETHEL EDWARD on 2011-08-05

My experience was a great one. Great employee's and service. I will recommend this company to other's!

NPS: N/A

★★★★★ by JEN KNITTLE on 2011-08-04

I stopped into Heritage on the way into work as my vehicle was sort of hesitating when starting. They were able to work me into the day and did an excellent job. I needed a new battery and some belts. I'll be back.

NPS: N/A

★★★★★ by IRENE CRITCHFIELD on 2011-08-01

Thank you for your awesome service. You guys have excellent customer service and outstanding turn-around time. I trust you with my vehicles.

NPS: N/A

★★★★★ by LORIN JENKINS on 2011-07-28

A job well done. Timely and professional. Thanks very much.

NPS: N/A

★★★★★ by SHIRLEY CLARK on 2011-07-27

First time at heritage. Worried about costs. Spent more than anticipated but comfortable that I needed the repairs.

NPS: N/A

★★★★★ by O.D. ROBERTS on 2011-07-23

Hi Tony, Thanks for the excellent work. Our F-150 runs great. You left a message on our answering machine about me over paying \$37.00. Please put back on our credit card. I'd also like to comment on the photo in the lobby of Heritage Auto. It's of you and your family working on an old car. I remember your grandfather was in the business and it looks like your starting your sons off early in life to follow in your footsteps. Great photo. Thanks again, Chuck Roth

NPS: N/A

★★★★★ by COLE MORRIS on 2011-07-22

Great work as always, very thorough inspection!

NPS: N/A

★★★★★ by DENNIS & DEANNA WILSON on 2011-07-18

Heritage Auto is THE place to go for competent, professional and friendly customer service! You'll be glad you went!

NPS: N/A

★★★★★ by TROY WALL on 2011-07-18

The people at Heritage do a great job and are great to work with!

NPS: N/A

★★★★★ by LORIN JENKINS on 2011-07-15

Great service great price great results. Wont take my car anywhere else

NPS: N/A

★★★★★ by KAYLA DRISCOLL on 2011-07-15

We have a variety of vehicles;a 2002 Lexus,a 1996 Chevy pickup and a 1950 Dodge truck. Heritage has worked on all three and done an excellant job. They tell you what needs to done before they start and an estimate of the cost. They keep you informed while the work is being done and do it in a timely manner and for the price they quoted. Great customer service! Thanks Tony, Rex and the crew!

NPS: N/A

★★★★★ by SCOTT PATTON on 2011-07-13

Great service and advice as always.

NPS: N/A

★★★★★ by ADELE EDMISTON on 2011-07-12

I have used a lot of different service shops over the last 20 years and I have NEVER been treated as respectful as I am at Heritage Auto Repair. I trust them with both my vehicles and would with my Harley if they serviced them as well! They are a very knowledgeable shop with the customer's best interest as the core of their business model. They are also a VERY Patriotic business, and enjoy working with members of the military. I will never use anyone else for my repair/service needs!

NPS: N/A

★★★★★ by TERRY AND KIM DECK on 2011-07-11

Heritage found the problem with my 2002 Civic's broken AC and promptly got the part and replaced it quickly. It was a quick fix and didn't cost an arm and a leg. I should have taken it in sooner but was worried about huge costs. Heritage is very trustworthy though; they just tell it like it is and are concerned for doing what's right for the customer.

NPS: N/A

★★★★★ by Anon on 2011-07-11

Great shop with great integrity and good prices. We are lucky to have such a place in TV in an industry full of sharks.

NPS: N/A

★★★★★ by LORETTA RYDEN on 2011-07-10

As usual all items repaired beyond expectations. My AC will blow the hat off of my head (almost)now.

NPS: N/A

★★★★★ by DAVE AND STORMY GOODWIN on 2011-07-09

I enjoy working with the shop. everyone is friendly and professional.

NPS: N/A

★★★★★ by ALEX AND LUBA GALENKO on 2011-07-08

My father-in-law had trouble with his '88 Cutlass that required some detective work. They addressed the multiple issues and got him back on the road--the long road back to Wisconsin. As always, the entire crew at Heritage did complete and thorough work, treating me and my family with courtesy and respect. Thank you and we'll see you when we need service on any of our vehicles!

NPS: N/A

★★★★★ by CASH CUSTOMER on 2011-07-07

It was nice to learn the needed services during my last scheduled service. It was even nicer to know that I am driving a safe car.

NPS: N/A

★★★★★ by Anon on 2011-07-07

I noticed that most people were greeted by by name as they walked in the door. Most of the staff was friendly. The details of reparis and cost were very thouroughly explained and finance options were made available.

NPS: N/A

★★★★★ by Anon on 2011-07-01

Timely and accurate quote. Under priced for such great service nowadays. Will be repeat customers for all our vehicles both domestic and foreign made.

NPS: N/A

★★★★★ by SHALENA WIGHT on 2011-06-30

Thanks for all of your help with not only my vechile but my wifes vechile, you guys are very helpful and and professional in the store and on the phone, you have my business.

NPS: N/A

★★★★★ by JESSICA HILL on 2011-06-30

I am very pleased with the friendly helpfulness of the staff (Rex and Tony) and most of all I feel your business is honest and doesn't take advantage of people who may not know better.

NPS: N/A

★★★★★ by Anon on 2011-06-27

Tony was great, all the guys know what they're doing and worked to get the job done quickly as possible. Thanks gentlemen!

NPS: N/A

★★★★★ by LARRY BARTLEY on 2011-06-24

Thanks for your great and fast service! I know you will always do everything you can to help out and keep me on schedule!

NPS: N/A

★★★★★ by PHYLLIS MCGAFFICK on 2011-06-24

I appreciate being taken care of in a professional and timely manner. I get in and out without delay. I especially appreciate the cleanliness of the waiting room. And that cleanliness seems to flow over the work area as well. Although it has nothing to do with changing the oil in my car, Tim treats me like I think he would treat his mother. He is a friend of my son and that is why I drive to Meridian to have my mechanical work done. I have great respect for everyone I've met there so far.

NPS: N/A

★★★★★ by CLARA BENTLEY on 2011-06-22

Heritage Auto is a class A repair shop.

NPS: N/A

★★★★★ by WES ANDERSON on 2011-06-20

I've been looking for a new garage to do major repairs. looks like I have found it with Heritage Auto. Just trying to find a mechanic to handle the repair I needed was a difficult task. Heritage Auto performed the task at hand in the amount of time indicated. I would definitely recommend Heritage Auto to people I know for auto repair.

NPS: N/A

★★★★★ by SCOTT PATTON on 2011-06-18

Got me in right away even though it was a last minute request. Whenever talking about auto repairs with friends I always recommend Heritage. A great crew and better than excellent work.

NPS: N/A

★★★★★ by ASHLEI DUNHAM on 2011-06-18

We love having our cars serviced at Heritage...we have moved and will still make our appointments with them. Even the kids like to visit the "car store"!

NPS: N/A

★★★★★ by JOSEPHINE FORRESTER on 2011-06-15

Appointment met my schedule - they brought me back to work. Service was done on time and they returned my car to the office where I work. Tony reviewed billing - did an extra service for free as he noticed my tires needed rotated. Wonderful service from a wonderful team at Heritage Auto!!

NPS: N/A

★★★★★ by BRANDY & BRIAN RICE on 2011-06-15

Like always you Guys did a Fantastic Job!

NPS: N/A

★★★★★ by TODD MADSEN on 2011-06-12

Honest, hospitable, and professional. The mechanics provide quality work and educate you on why things may or may not need to be done. They are a shop that WILL CONFIRM ALL WORK PERFORMED. In the years that my family has brought

our vehicles to Tony and his wonderful colleagues have ALWAYS gone the extra mile to ensure not only our satisfaction but each customer that walks in the door or calls. This is the only place I will ever bring my vehicle for repairs and I highly recommend them to those looking for an honest professional mechanic with small town hospitality and experienced knowledgeable employees. Thanks to everyone at Heritage Auto for everything you've done and continue to do.

NPS: N/A

★★★★★ by ROGER & JUDY ZANDERS on 2011-06-11

As per usual your service was excellent. The wait time was small and the personnel are very friendly. Thank you for your attitude and service.

NPS: N/A

★★★★★ by WAYNE & TERI HUNGATE on 2011-06-09

The crew at Heritage has done it again! Our 2006 Chevy pickup was in for a regular service when I got a call from Tony. The left front wheel bearing needed replaced. The guys caught the problem and fixed it before it did major damage and cost much more. Thanks for taking great care of our vehicles & family.

NPS: N/A

★★★★★ by DAN BARRY on 2011-06-09

100% Happy as always to you and the staff

NPS: N/A

★★★★★ by JERRY & NORMA JAEGER on 2011-06-07

Great service always. You can count on Heritage

NPS: N/A

★★★★★ by HOLLY SPIERING on 2011-06-04

Great service is always provided by Heritage Auto. Thanks.

NPS: N/A

★★★★★ by PAM & ALAN PERRY on 2011-06-04

Thanks to Heritage, we have peace of mind that our vehicles are in good working order to keep our family safe, best customer service anywhere, thanks again.

NPS: N/A

★★★★★ by Anon on 2011-06-03

Heritage Auto is the place to take your car for service and repair. Very affordable and professional service.

NPS: N/A

★★★★★ by GENE MORAN on 2011-06-03

heritage auto are the guys you can trust to do it rught and not overcharge you. they take the time to explain the problem thx

NPS: N/A

★★★★★ by PHIL & VICKY WINSLOW on 2011-06-01

As Always - I received great service from Heritage!

NPS: N/A

★★★★★ by Anon on 2011-06-01

Have been using Heritage for over 5 years and 4 different vehicles. They have always done a great job and been fair and honest (even when a 400.00 job turned out to be a 40.00 job. They are a great bunch of guys with owners too match.

NPS: N/A

★★★★★ by DAVE & ARLENE KRUSE on 2011-06-01

super duper job as always

NPS: N/A

★★★★★ by DANNY ROBERTSON on 2011-05-23

These guys are not only SUPER nice, they don't try to screw you over by charging ridiculous prices. We had a \$20 battery wiring harness break on our Ford Escape Hybrid & Ford was going to charge us \$650 to fix it. We called Heritage and they said they could do it for \$300! Not only that, but it was a repair they'd never done before and rather than skirting away from it or charging more for a difficult repair (had to figure out how to get a 250 lb hybrid battery out of the back of an SUV), they dove right in and figured it out. Also, my husband and I are searching for a new, used car and anytime we have a question, we just call Rex and he tells us what to look for. Best repair shop I've ever dealt with and I'm not afraid of getting screwed out of a bunch of \$\$.

NPS: N/A

★★★★★ by ROSS BARRY on 2011-05-20

This is the second time I have brought a car to Heritage Auto Repair, and I have been very pleased with my experiences. Everyone is very responsive, helpful and friendly. Thank you.

NPS: N/A

★★★★★ by WAYNE & TERI HUNGATE on 2011-05-17

AS always, Tony and his crew provide customer service that goes far beyond what I would expect. Not only does Heritage check & service my car, they took it to the dealer for a warranty item, then checked the price the dealer wanted to charge, told them no and brought my car back where they took care of the item. As a woman I feel very respected and valued as a long term Heritage customer. Thanks Tony!

NPS: N/A

★★★★★ by MOLLY MC FARLANE on 2011-05-17

Will be going back for my next checkup!

NPS: N/A

★★★★★ by Anon on 2011-05-16

Very honest, and professional. What a relief to find such a great mechanic shop that you can trust.

NPS: N/A

★★★★★ by DAVE & ARLENE KRUSE on 2011-05-16

Always receive great service and customer care.

NPS: N/A

★★★★★ by ETHEL EDWARD on 2011-05-12

The service was great! Made me feel like one of the family!

NPS: N/A

★★★★★ by HOLLY PHELPS on 2011-05-12

My husband and I have always been pleased with the work that you and your staff provide. I have personally have been taken advantage of when it comes to auto repairs. I have never felt that way since coming to Heritage. You are fair and honest. Thank you for taking such care of my family. I have recommended your business to everyone I know.

NPS: N/A

★★★★★ by RALPH & APRIL VINCAMP on 2011-05-10

This time with my Jeep Heritage was the same consistant high quality shop that I have been giving my business to for about 6 years.

NPS: N/A

★★★★★ by ROB & CHARLENE NELSON on 2011-05-06

Whenever Tony says something needs to be taken care of now, it is a sure thing that you had better do it now than get caught in the middle of the freeway with a broken down auto. We have trusted Heritage for many years with our autos and will continue for many more. Jess B

NPS: N/A

★★★★★ by DAN & ANGIE SPERRY on 2011-05-06

I've been using Heritage Auto Repair for my vehicles since they came to town. Once again, they were able to fit my repairs in quickly and saved me money by performing the "real" service needed, not all the extra, unnecessary work the dealership recommended. What a blessing they are!

NPS: N/A

★★★★★ by Anon on 2011-05-03

Thanks for everything guys! I will suggest you to anyone I know of in need of a mechanic. Your honesty and professionalism has gained my trust and turned me into a lifelong customer.

NPS: N/A

★★★★★ by CRYSTAL KINKADE on 2011-04-30

I am so grateful I found Heritage auto repair. They did a great job on my car and didn't try to tell me I needed a bunch of "other" stuff done. I really felt they had honesty and integrity.

NPS: N/A

★★★★★ by DAVE & ARLENE KRUSE on 2011-04-29

As usual we were treated with friendliness and professionalism. We received excellent service and were advised as to needed work required to keep our car in tip top shape. Thanks Heritage Auto

NPS: N/A

★★★★★ by JESSICA YOST on 2011-04-28

I recently had an issue with my Volvo S60 and had an idea of what this issue was and took it in to the shop. Great customer service by Rex and they diagnosed the issue and confirmed my thoughts of an expensive repair. Before calling me back Rex called Volvo and confirmed it was covered under a warranty with the dealer. They took my car to the Volvo dealer for me had the part replace and brought it back to the shop for FREE. They saved me a lot of money and I thank them a ton!

NPS: N/A

★★★★★ by SCOTT PATTON on 2011-04-27

Rex, Ray, and the technicians (Tony too) at Heritage provided outstanding service as usual. They have set the bar of excellent service very high. Don't know how the other guys compete.

NPS: N/A

★★★★★ by TYLER HURST on 2011-04-15

Took car in for a complete checkup and maintenance before a 3,000 mile road trip, and I made sure they knew about the trip and how important the inspection was. My receipt clearly says what was inspected, including wipers and tire pressure, but this isn't true. Left wiper blade was disintegrated and ripped off 200 miles into the trip in a rainstorm in the middle of Nevada. And spare tire only had 30psi instead of the 60psi it was supposed to. If I can't trust they'll do what they say they'll do, I simply can't trust them with my vehicle. Sad - everything else about the experience was pretty good.

NPS: N/A

★★★★★ by JEANNE & SAM ALI on 2011-04-15

It is nice having a place I can take my vehicles that I can trust. They are always friendly and reliable.

NPS: N/A

★★★★★ by RICHARD AND MARY JOHNSON on 2011-04-13

Great service getting me in when I needed and getting it out on time. Only negative was forgetting to rotate tires till I reminded them.

NPS: N/A

★★★★★ by JAKE CASH on 2011-04-10

Staff did a great job diagnosing some preventive maintenance items for my older Suburban before our trip to Las Vegas. They then made sure I had estimates and knew what was the most important to take care of before our trip. Made it there and back with no problems!

NPS: N/A

★★★★★ by DAN CLIZBE on 2011-04-10

Heritage Auto is the only place I can trust, especially since I am a woman. They not only treat me with respect but are honest, and check everything for me to make sure I have a safe ride. Everyone I deal with are great, great attitude, and always a happy smile. I recommend them to everyone that is looking for an "honest" place to have their car repaired and won't be overcharged or "taken for a dishonest ride". Thank you Heritage Auto!!

NPS: N/A

★★★★★ by STEVEN & MELANIE DOUGLASS on 2011-04-09

You did an excellent job on repairing my 1999 Ranger pick-up.

NPS: N/A

★★★★★ by FRANK QUINN on 2011-04-08

It's the first time I've ever noticed an increase in the performance of my truck after an oil change. I'm happy with Heritage.

NPS: N/A

★★★★★ by LOHREA PETTI on 2011-04-06

I loved being able to request an appointment off the website and appreciate the quick response I received regarding the scheduling of my appointment. Being a single woman, I'm pretty clueless about things relating to vehicles. So I really appreciated that the actual work done was no more than what I requested, and that I didn't feel

pressured regarding the additional work recommended for my vehicle. I feel I was treated with honesty, professionalism and it was a pleasant experience - for a change! Thanks Heritage - I'll be back!!

NPS: N/A

★★★★★ by HOLLY SPIERING on 2011-04-05

The service I received was excellent on the repair of my Subaru. The people are all so friendly and caring. Thank you Heritage Auto and a big sincere Thank you to Rex. You're great!! My car purr's like a kitten. Vickie

NPS: N/A

★★★★★ by DANIEL LEGOFF on 2011-04-02

The oil needed to be changed in my Jeep Liberty. The appointment was made on the phone and verified via e-mail. We were able to quickly drop off the jeep. Heritage Auto changed the oil and checked out a noise that we periodically hear in the car. The noise could not be found. Heritage Auto called us at the completion of their diagnostics and oil change. We quickly picked up our Jeep. Thanks!

NPS: N/A

★★★★★ by IRENA PHILPOT on 2011-03-28

great job with a difficult repair. turned an intermittent problem into a working vehicle again thanks for all your help

NPS: N/A

★★★★★ by SHELBY IDRIS on 2011-03-25

The guys were great. Thanks for correcting the internet coupon from 2009 to 2011

NPS: N/A

★★★★★ by VERN SHAVER on 2011-03-16

Although I didn't receive the best news about the needed repair on my vehicle, I knew it was the most trustworthy and practical recommendation. I was really glad my vehicle was in the shop with the diagnosis that it received as opposed to being on the road. Thanks guys for the great service! I feel safer driving around now!

NPS: N/A

★★★★★ by NADINE SALEE on 2011-03-15

Just wanted to say thanks for getting me in so quickly for my oil change, and for advising me to change my filthy air filter. You guys are wonderful.

NPS: N/A

★★★★★ by Anon on 2011-03-15

We have been customers for at least 5 years. These guys are honest and dependable....pretty nice too :)

NPS: N/A

★★★★★ by Wayne Hungate on 2011-03-15

I have used Heritage automotive for 15 years to take care of my vehicles. When I bought a new 2000 Chevy pickup, I asked Tony if I should buy the extended warranty. Tony advised me to simply let him take care of the needed service and repairs and it would cost me less than the warranty. Tony's integrity is impeccable! Not only did he take care of my pickup & save me money, the pickup now has 225,000 miles on it and is still running great. I have had very few repair bills because Heritage took care of service items before something broke. I VERY highly recommend Heritage Automotive to do all your auto service & repairs. You will be blessed to do business with Heritage!

NPS: N/A
