

Testimonials That Speak Volumes:

Welcome to a journey of trust, excellence, and success. This collection showcases the heartfelt experiences of our valued clients. Every review in this book is a testament to our commitment to delivering exceptional service and building lasting relationships. Dive in to explore the inspiring stories of those who have partnered with us and discover what makes us a preferred choice for so many.

“
Over
500
Reviews”



Rated 5 Stars

By Our Clients

All legacy reviews part of demand-force online reviews no longer in publication ..



Import Auto Werks
Automotive

★★★★★ 567 reviews

Client Love

A Review

“

My sisters 2005 BNW had no air conditioning, and she took the problem to her regular shop. Her shop informed it was not fixable there due to car needing an evaporator and that type of repair was not done at their shop. Repair was too time consuming for a small garage. They suggested Import Auto Werks instead of going to a BMW dealer. I met Alvin the owner and he informed he would do that type of repair by he was on vacation soon and appointment would be needed. Agreed and dropped off car day before appointment. Alvin the owner of the shop that before any work starts, the car receives a complimentary inspection. Anything the shop finds for problems you may say yes or no to the repairs. No pressure sale to fix problems that shop found. Alvin had a date that the repairs to be complete. But the day before pickup, there was a snafu in one of the additional repairs. Since the date for the car was not going to be met, he apologized and informed he would obtain a rental car so that my sister could have transportation for the weekend. I could not tell you how much I appreciated that. But she had no weekend plans and she passed on rental. Car was ready the next business day and to settle the bill there an additional option that most shops do not supply. You may also apply for a credit card that if the bill paid in a 6-month window, no interest rate would be included on the bill. FYI on card, they do not request a payment until months



Dave

on Monday, September 13, 2021



“

I have been bringing my car to Alvin for years I could not be happier with the service and the price. My car is 2004 bmw. He takes care of it like it was his own.



Bettys

on Friday, May 1, 2020

“

you guy's doing very good job



Lomeusl

on Thursday, April 30, 2020

“

I've been having cars serviced for almost sixty years and dealing with Alvin and Russ is easily the best experience yet. Having skill is one thing but these guys have never let me down. I've never left with the feeling that I've been taken advantage of and that is huge! My wife and I are in or seventies. Ever had your mechanic call you in a pandemic to check in, I have!



Frankb

on Monday, April 20, 2020

“

Hi guys, Thank you for getting my 20yr old 325 back on the road. Russell covered and the bases quickly and expertly. I appreciated the way you and Alvin relayed the outstanding issues and what it would require to fix any probs. Thank you for being so respectful and professional. I'm back to Spirited Driving and yeah! It runs just fine after all this time!



Claudiac

on Monday, March 30, 2020

“

Alvin and Russ are great to work with. Very honest and respectable businessmen.



Nullp

on Monday, February 3, 2020

“

Professionals, Friendly staff.



Elmutazo

on Monday, February 3, 2020

“

Alvin and Russell are great and honest. They will take care of you.



Nullp

on Friday, February 21, 2020

“

Always good service at a fair price



Johnc

on Friday, February 21, 2020

“

I just trust these guys. Never feel that they are selling me things I do not need.



Benr

on Sunday, March 1, 2020



“

Alvin, Russell and the crew at Import AutoWerks in Braintree are absolutely the best of the best in the industry. They've been keeping my old 2002 BMW X5 purring like a spring chicken for years. Their ability to quickly diagnose rare problems has to be one of their strongest assets. They work quickly and are up-front with costs which I find to be very reasonable- probably the best deal around. I would prefer to have my work done at Import AutoWerks because I trust these pros implicitly. 5/5 reginaldd on Wednesday, January 8, 2020 Quality Service received on first time visit.



Marya

on Monday, February 3, 2020

“

they always do a great job.



Anonymous

on Wednesday, January 1, 2020

“

Great work!



Enriquem

on Tuesday, December 31, 2019

“

These guys are the best



Frandyp

on Thursday, November 28, 2019



Honest and trustworthy very knowledgeable about German cars.



Damianm

on Friday, November 1, 2019



Professional Job done right. They repaired my Audi Q5, in which the A/C fan motor burned out. Friendly staff and efficient work.



Anthonya

on Wednesday, October 30, 2019



Great and honest service! Local BMW owners should go nowhere else!



Anthonya

on Wednesday, October 30, 2019



I am the owner of a 2004 BMW 745iL. You can image how important to have a good BMW specialist to service my car. Import Auto Werks is highly recommended. I visit them very often in the last year and half. They provide great services with reasonable costs. That is the main reason I am still driving my Bimmer. Daniel @ Weston, MA



Daniels

on Wednesday, October 30, 2019



As always, Alvin, Russell and everyone provide great, prompt service at reasonable prices. You really feel like you matter to them, they become a great automotive resource with their deep knowledge of all makes and types. Real pleasure dealign with them!



Davidt

on Monday, October 7, 2019

“

excellent work and reasonably priced



Tonya

on Friday, October 4, 2019

“

These guys know their stuff and are so much more reasonable and better customer service than than he South Shore BMW dealer in Rockland.



Adrianc

on Wed, September 4, 2019

“

Russ runs a great shop, thoroughly explains everything, and has made the process seamless and easy if/when my car needs servicing. I would highly recommend Import.



Anonymous

on Sunday, September 1, 2019

“

Alvin and his crews are the best in what they do. Awesome service and price.



Donovint

on Saturday, August 3, 2019

“

Great service and support. I brought my 535i to Import Auto Werks to look over a list of dealer required repairs and came back with only the rear brakes requiring service. None of the other items identified by the dealer service department required service whatsoever. I've been having Import Auto Werks work on both my BMW and Porsche cars since. They are thorough and kept a good eye on what else has to be taken care to keep my cars in perfect operating conditions. They are good at taking the time to explain all work that has to be done.



Ericl

on Friday, August 2, 2019

“

Super fast service and knowledgeable staff!



Anonymous
on Friday, July 19, 2019

“

The team does great work but needs to work on communication better.



Anonymous
on Saturday, June 29, 2019

“

Reliable, well executed maintenance and repair.



Peters
on Friday, June 28, 2019

“

Excellent customer service with reasonable cost.



Jimmys
on Friday, June 14, 2019

“

I can never say I enough good stuff about Alvin and his crew of guys if You need any work on your car there no other place That I trust more than import werks



Carlosf
on Thursday, October 3, 2019

“

Excellent as always



Anonymous
on Tuesday, October 1, 2019

“

I was having some battery charging problems w/my E46 ZHP. Alvin told me that I needed a new (Reman) alternator. My battery was at 41 months old so I also had Johnny replace both the alternator and battery. No more battery icon lighting up on my dash.



Johns

on Tuesday, October 1, 2019

“

Excellent as usual. Spot-on diagnosis, problem fixed properly, fair pricing. Thanks!!!!



Joaquing

on Tuesday, October 1, 2019

“

Excellent customer service. Quality work. honest. Always a pleasure to deal with!



nulle

on Saturday, June 1, 2019

“

Always professional and courteous.



anthonya

on Saturday, June 1, 2019

“

Alvin was fantastic they repaired in inactive TPMS issue Also had them install the active Autowerks tune on my E 93 2008 328i Completely resolved throttle lag issues car runs great fantastic service



carlf

Saturday, June 1, 2019

“

Excellent Service-Very Accomodating... Neat and clean waiting area while car being serviced...



Bettys

on Wednesday, May 1, 2019

“

Alvin was fantastic they repaired in hactive TPMS issue Also had them Install the active Autowerks tune on my E 93 2008 328i Completely rocolved throttllo lag iscuo Kun



Anonymous

on Sunday, June 1, 2019

“

5-star place, 10 out of 10, awesome service, fair prices, honesty, etc. Best place to take my BMW by far.



Joaquing

on Tuesday, April 30, 2019

“

Alvin was fantastic they repaired in inactive TPMS issue Also had them install the active Autowerks tune on my E 93 2008 328i Completely resolved throttle lag issues car runs great fantastic service



karlf

on Saturday, June 1, 2019

“

I was down to Import Auto Werks for 4 times recently. I was taking the Winter Tires off the car & getting the Summer tires installed. I had curb rash on 4 of my Alloys that needed repairing. Johnny was right on time for my appointment and dismantled 2 Summer Tires & 2 winter tires. After the Alloys were fixed he mounted and balanced all 4 tires. The work was done very professionally and meticulously by Johnny. He is my go to guy at Alvin's shop. I highly recommend him.



Johnc

on Tuesday, April 30, 2019

“

As usual Alvin and his team provided excellent service.



Nashebab

on Sunday, March 10, 2019

“

My experience with Import Auto Werks has always been exceptional. Honesty and high quality work are the top two criteria's that I look for in an auto service provider. They possess those qualities and much more! They are friendly, courteous and very easy to work with. They have saved me thousands of dollars when other providers\dealerships have recommended bogus service needs. I could not be happier with Import Auto Werks. I have referred many of my friends and they are very happy customers as well!



Harrys

on Friday, March 8, 2019

“

Always happy with the crew there and think that they've been very fair with me



Anonymous

on Friday, March 8, 2019

“

They always get back to you immediately, they explain what needs to be done. Their prices are realistic.



Anonymous

on Sunday, February 3, 2019

“

Fast service, great communication from staff and all issues and concerns were addressed.



Oluwatoyosm

on Thursday, January 31, 2019



As usual, these guys did a great job when I had my car in recently. They have been my "go-to" mechanic's for nearly 20 years and 5 cars.

Jonathans

on Thursday, January 31, 2019



Best service and price

Johne

on Friday, January 25, 2019



The problems with my car were addressed promptly and to my satisfaction. The shop was very accommodating and would recommend them to others.

Davidk

on Tuesday, January 1, 2019



“

I was satisfied with Import's expertise and how professional they were with doing a pre-purchase inspection for me. They were very thorough and let me know exactly what was wrong with the car I was looking to purchase First



Seant

on Tuesday, January 1, 2019

“

Alvin installed a Impact Strip on my rear bumper. It was a tricky process with clips and not a lot of room to maneuver. He was able to get the Impact Strip installed with out taking the Rear Bumper off which saved considerable time on the job.



Johns

on Tuesday, January 1, 2019

“

Thank you! Very professional crew! Always and excellent job on my Mini Cooper S!



Anonymous

on Friday, December 14, 2018

“

I highly recommend Import Auto Werks. I trust them and bring my car there to be serviced because I feel that they are honest and knowledgeable.



Anonymous

on Friday, December 14, 2018

“

I was having problems with my gas line linkage. Alvin installed some new linkage and now I can apply gas and I have instantaneous response.



Johnc

on Saturday, December 8, 2018

“

They were very helpful with my initial requests and also finding out few other items that needed some few reasonably priced.



Michaelf

on Saturday, December 8, 2018

“

I would not bring my X5 anywhere or to anyone else. Alvin and his crew are knowledgeable, efficient, and honest; traits that are hard to find anywhere. These guys have expert skills AND integrity; starts with Alvin and goes for each of them. Glad I found them and will continue to recommend Import Autoweeks to anyone looking for excellence regarding the upkeep off their vehicle. Carol Cullen



Carole

on Friday, November 23, 2018

“

Excellent experience & service! Returning customer! Thank you!



Anonymous
on Sat, October 27, 2018

“

Excellent!



Anonymous
on Sunday, October 21, 2018

“

Excellent reliable service every time



Alicet
on Friday, October 19, 2018

“

The guys at Import Auto Werks, under the supervision of Alvin the owner, do EXCELLENT work. I got my BMW back when promised and the car is running better than ever. I needed a tune up, brakes and coolant flush, I am very pleased with the work they performed and would recommend this shop to anyone with a German made vehicle. I also have my Mercedes serviced here and they do excellent work on Mercedes as well. Regards, Damian Marciante



Damianm
on Friday, October 19, 2018

“

Johnny worked his magic on my BMW 635 CSi for a brake fluid flush & tire rotation recently.



Johns
on Friday, October 5, 2018

“

Always a great experience. Great waiting area. Staff is very friendly and honest.



Markc
on Saturday, August 11, 2018

“

I was in for my brake pad + rotor change on my 3 series. I went through a lot of reviews for the place and I was really glad I chose this shop to transition out of by dealer mechanic who always seemed expensive and not very transparent on the work needed and cost breakdown. Russel gave a very competitive quote and a good service. I would recommend this shop to everyone looking to get out of the dealer mechanic cycle and an external reliable shop



Anonymous

on Monday, November 19, 2018

“

Excellent and on time and budget



Gennb

on Friday, November 9, 2018

“

Russ and the guys at Import made my experience first class. They are down to earth super informative and have great prices. I wish I had been taking my BMW here the whole time. Make the smart choice and bring your BMW here. cheers fellas.



Chrisk

on Friday, November 9, 2018

“

I had to change over my summer tires to my winter tire. I also had to have fixed a summer alloy that Johnny dismounted and when the alloy was straightened remounted back on the summer alloy which was an 18" tire. This size tire getting mounted is very tricky as you can damage the Alloy. Johnny was able to do so with out scratching the refinished Alloy.



Johnc

on Thursday, November 1, 2018



Timely and honest work.



Benr

on Thursday, August 9, 2018



Johnny did a great job balancing my rear tires on my BMW 330CI! I was out of there in one hour. Look at their "Back to School" A/C special as well as a flush for your water system. Very reasonable specials. John



Anonymous

on Sunday, August 5, 2018



Alvin, Russ & Team are THE BEST! Competent, Efficient, Quality Care at Affordable Rates



Fredc

on Friday, August 3, 2018



Excellent service! Reasonable cost.



Jimmys

on Wednesday, August 1, 2018



Best place to bring BMW



Johnc

on Sunday, July 29, 2018

“

These guys here are the best! I did t know where to bring my BMWx5. Another auto mechanic suggested i go here. These guys are honest and very hard working. They called me and told me what i should have done. He suggested what i do now and to wait on what i originally brought the car in. They gave me the price on each thing they were going to do. So there was no shock when i picked my car up. Auto Werks is by far the best. Trust is important when having your car repaired. These guys are.



catherines

on Friday, July 13, 2018

“

Alvin and Russ are very friendly, informative, and patient. Being a new car to the shop, they diagnosed all the issues, gave great advice on what to fix and what can wait, and did it in a timely manner and at a great price. Check this shop out for sure!



Mattm

on Thursday, June 28, 2018

“

I always feel confident driving away when I have my BMW serviced here. The staff and team are very professional.



Danielm

on Thursday, June 28, 2018

“

Alvin is great!



Annettes

on Thursday, June 28, 2018

“

Awesome service as usual. Honesty, fair pricing, etc. The usual 5-star experience I always have at this place. Among other repair items, a plastic panel was delaminating a bit, and they glued it back together for free. Thanks for the great customer service!



Joaquing

on Sunday, June 24, 2018

“

Look no further for all your automotive needs. Alvin and Russ are the best in the business.



Nashebab

on Saturday, June 23, 2018

“

Great service!!!



Thamarae

on Sunday, June 3, 2018

“

The best around! I have been a client for years.



Jeffg

on Saturday, June 2, 2018

“

Excellent as always



Anitav

on Wednesday, May 23, 2018

“

As usual, Alvin and crew did a great job servicing my E39 M5. Service was quick and reasonably priced.



Kevinw

on Thursday, May 10, 2018

“

Alvin, Russell and team always are spot on with corrective action and given I have an older model, on reasonable suggestions.



Anonymous

on Thursday, May 10, 2018

“

Johnny did a great job for me dismounting & re-balancing a tire that the Alloy was repaired.



Johns

on Monday, May 7, 2018

“

Best guys ever!!



Nancyd

on Saturday, May 5, 2018

“

Excellent service... Highly recommend!!!!



Bettys

on Saturday, May 5, 2018

“

The guys at Import Auto know what they are doing when it comes to getting your BMW fixed right. I had a big job - oil leak from my rear main seal and the dealership wanted an arm and a leg to repair. Import's price tag was way more reasonable and honest and they did a great job. They are my new go to repair shop or my gorgeous 535. You can rely on these guys to do it right and they won't rip you off all things considered as any repair for the 5G 50



Nancyd

on Saturday, May 5, 2018

“

Best guys ever!!



Nancyd

on Saturday, May 5, 2018

“

Excellent service... Highly recommend!!!!



Bettys

on Saturday, May 5, 2018

“

Alvin and the crew at Import Autowerks is amazing. The mechanics have a wealth of knowledge and address all of my concerns in a timely manner.



Nashebab

on Friday, May 4, 2018

“

The guys at Import Auto know what they are doing when it comes to getting your BMW fixed right. I had a big job - oil leak from my rear main seal and the dealership wanted an arm and a leg to repair. Import's price tag was way more reasonable and honest and they did a great job.



Micahn

on Tuesday, May 1, 2018

“

The guys at Import Auto know what they are doing when it comes to getting your BMW fixed right. I had a big job - oil leak from my rear main seal and the dealership wanted an arm and a leg to repair. Import's price tag was way more reasonable and honest and they did a great job. They are my new go to repair shop or my gorgeous 535. You can rely on these guys to do it right and they won't rip you off all things considered



Micahn

on Tuesday, May 1, 2018

“

Nothing but good to say about this shop. They are very timely and get the job done right the first time. Highly Recommended!



Brandon Mulkern

on Friday, March 9, 2018

“

Excellent service... Highly recommend!!!!



Brandon Mulkern

on Friday, March 9, 2018

“

Review

Catalog
