

At Ceglarz Motor, it's all about the quality

By CHARLES PAULLIN
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NEW BRITAIN — It's all about the quality of work, not the quantity, and personal connection with customers at Ceglarz Motor Repair & Sales Inc.

"You're not treated like a number," said Piotr Ceglarz,

39, stressing the importance of having a good relationship with customers and making sure their cars are safe. "We're still the one stop shop."

Ceglarz has owned the shop at 581 West Main St. since 2000 and works on anything and everything involving a car including mechanical work, body work, performance upgrades, suspension work, wheel and tire service and more.

"The reason I'm able to offer the lower rates than everybody else in town is because I have smaller overhead," said Ceglarz. "If I can keep my overhead low I don't have to charge \$110, \$150, \$120 an hour. I'm charging \$90. You're not going to find that anywhere. Everybody's at \$100-plus."

Ceglarz also offers car sales with a vehicle locator program that finds everything a customer is looking for in terms of make, model, trim, accessories and more in a four-wheeled method of transportation for customers. He's had car sales in all 50 states and overseas in Poland and Nigeria, with a second sales office in South Carolina.

The cars are always fully-serviced before being sold and new lenders brought into the fold help with more financing



Chris Podkowiak, Peter Ceglarz, Joseph Reyes and Tom Brown stand in front of Ceglarz Motor Repair & Sales last year.

options for customers.

With two-full time employees, one part-timer and one sales guy, the constant updating of equipment and training for work on today's modern, computer-equipped cars is what also sets his shop apart from others.

Ceglarz and his detail-oriented staff will not throw away old parts and will take the time to explain repairs to the customer so he or she can fully understand their vehicle, and prevent the damage from happening again.

"We don't want comebacks," said Ceglarz. "Comebacks are the worst."

To stay with the times, Ceglarz is getting more involved with performance upgrades, whether that be domestic or foreign, and work on suspensions, exhaust systems, engine building, chassis modification and more. New upgrade vendors have also been brought on board, and upgrades for diesel trucks can be done now.

Also to stay modern, Ceglarz has been offering state-certified installation of DUI Breathalyzers, now from two different vendors.

"Unfortunately, things happen," said Ceglarz. "We all make mistakes and sometimes you have to pay the consequences and then move on."

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