Review replies for R.L. Fix Automotive Inc

Auto repair, Tulsa OK · Prepared November 20, 2026 by Casey at Review Catch-Up

> Google shows these 8 reviews first on your profile. None of them has a reply from you yet. Each one below has a reply you can paste as it is or edit first. Start with the 2-star review from Amogh. Unanswered complaints do the most damage, because every new customer who reads it sees no response from you.

Replies ready to paste

1. **Monique Morgan** · 5 stars · 5 months ago

“I took my car in first thing in the morning for an AC repair, had a diagnosis and price quote by noon, and it was ready by early afternoon. (He charged $400 and the estimate from the dealership was $900!) He's honest and affordable... highly recommend.”

REPLY TO PASTE

Thank you, Monique. A same-day AC diagnosis and repair is what we aim for, and we're glad the bill came in well under the dealership's quote. Stay cool, and we'll see you next time.

2. **Mischa Lecter** · 5 stars · 6 months ago

“Did the job so well it made me want to cry! These last couple summers have been AWFUL because of how hot my car was. The AC runs amazing now!”

REPLY TO PASTE

Thanks, Mischa! A hot car in an Oklahoma summer is miserable. We're glad the AC is blowing cold again, and we appreciate you trusting us with it.

3. **cass mertens** · 5 stars · a year ago

“I took my car in specifically to get my CV axle replaced and he got it done that day, didn’t over complicate anything, and didn’t try to sell me any other issues, seems like the most honest mechanic I’ve ever come across. My car and wallet...”

REPLY TO PASTE

Thank you, Cass. You came in for a CV axle, so we fixed the CV axle. We're glad we could get it done the same day, and we appreciate the recommendation.

4. **Amogh Fitbit** · 2 stars · a year ago

“The mechanic is not bad but there's is a $110 charge for diagnosis, doesn't matter if you get your car repaired or not, which I was not made aware of. This place used to be pocket friendly but not anymore.”

REPLY TO PASTE

Hi Amogh, thank you for the honest feedback. You should hear about the $110 diagnostic fee before we start, and we're sorry that didn't happen. The fee pays for the time it takes to track down the problem, whether or not the repair is done here. If you'd like to talk it over, please call the shop.

Before posting: if you now tell customers about the fee at drop-off, add one sentence saying so. Don't add it if it isn't true.

5. **Anita Blades** · 4 stars · Edited 6 years ago

“I drove a friends father there to pick up his car. they'd repaired something in the dash for $250. What impressed me was they had Ck'ed his brakes and told him the front ones would last him 2yrs and the back ones longer than that. This was...”

REPLY TO PASTE

Thank you, Anita, and thanks for bringing him in. Telling people what can wait is part of the job. We'd rather you plan for brakes in two years than pay for them today.

6. **Patti Kuck** · 5 stars · 6 years ago

“It is such peace of mind when you have Repair personnel that you can trust. This shop has done a great job giving me a "heads-up" of things that are needed and letting me know when something can wait. In the long run I'm certain they have saved me a lot...”

REPLY TO PASTE

Thank you, Patti. That's how we want every customer to feel: you know what needs doing now and what can wait. We appreciate your trust over the years.

7. **S P** · 5 stars · 11 years ago

“I have taken every car I've owned to R-L Fix, they've never not done a quality job each time. They work quickly and get it done the first time. Would recommend them to anyone.”

REPLY TO PASTE

Thank you for bringing every car you've owned to us. Getting it right the first time is the goal on every job, and we appreciate the recommendation.

8. **Andrew Martin** · 4 stars · 4 years ago

“I bought a battery from R.&L. The price is a bargain,except the owner doesn't have anyone working for him. He didn't have time to put it in.i was told that's why it was a bargain. He had 20 cars ahead of me.”

REPLY TO PASTE

Thanks, Andrew. Sorry we couldn't put the battery in that day. With a full lot, we'd rather tell you straight than rush the cars already waiting. Next time, give us a call before you come by and we'll tell you when we can fit it in.

How to post them (about 10 minutes)

1. Open Google Maps on your phone, or go to business.google.com on a computer, while signed in to the account that manages your Business Profile.
2. Search for your business, then tap **Reviews** (on a computer, click **Read reviews**).
3. Find the reviewer's name, tap **Reply**, paste the matching reply below, and tap **Post**.
4. Replies show up publicly within a few minutes. You can edit or delete a reply at any time.

Reply templates for new reviews

Fill in the brackets. Short and specific beats long and polished.

5 STARS, NAMES A TEAM MEMBER

Thank you, [Name]. We'll make sure [team member] sees this. We're glad the [job] went smoothly, and we appreciate you choosing [Business].

5 STARS, NO COMMENT

Thank you for the five stars, [Name]. We appreciate you taking the time, and we're here whenever you need us again.

4 STARS

Thank you, [Name]. We're glad the [job] worked out. If there's one thing we could have done better, we'd like to hear it. Call us at [phone] anytime.

3 STARS, MIXED

Thanks for the honest review, [Name]. We're glad [the good part] went well, and we're sorry about [the problem]. We'd like to make it right. Please call [contact name] at [phone].

1–2 STARS, SERVICE PROBLEM

> [Name], we're sorry the [job] didn't go the way it should have. That's not the standard we hold ourselves to. Please call [contact name] at [phone] so we can look into it and make it right.

1–2 STARS, PRICE OR FEE COMPLAINT

> Hi [Name], thank you for the feedback. You should know every charge before we start, and we're sorry that didn't happen here. [One sentence on what the charge covers.] If you'd like to go over the bill, please call us at [phone].

REVIEWER YOU CAN'T FIND IN YOUR RECORDS

> Hi [Name], we take every review seriously, but we can't find a visit under this name. Please call us at [phone] so we can sort out what happened.

ANGRY REVIEW WITH PERSONAL DETAILS OR ACCUSATIONS

> [Name], we hear you, and we'd rather talk this through directly than here. Please call [contact name] at [phone]. (Keep it this short. Don't argue, and don't share job or account details in public.)

Want the rest done?

We'll write replies to up to 50 of your unanswered reviews, newest first, for $49 one time. See reviewcatchup.pages.dev or email 2714d0e1@solecoro.resend.app.

Casey
Review Catch-Up

Questions or rewrites: 2714d0e1@solecoro.resend.app. Casey at Review Catch-Up, reviewcatchup.pages.dev. Reviews quoted from your public Google Business Profile as shown on November 20, 2026. Replies are drafts for you to post or edit. We never post anything for you and never need access to your account.