



Dealers / Little Ferry, NJ / Milan Motors, LLC / Reviews



# Milan Motors, LLC

★★★★☆ 4.0 51 reviews

📍 155 US-46 Little Ferry, NJ 07643

📞 Used (201) 982-7921

Email

Feedback



## Average Rating

★★★★☆ 4.0

51 lifetime reviews.

50% recommend this dealer

Write a Review

## Reviews

Lowest Rated

Read reviews that mention:

All Reviews

Buying Experience

Highly Recommend



Buyers Beware

by Kena Zamora from New Providence, NJ

January 22, 2020

My Husband and I bought a car from there on 1/10/2020. We were told they inspected the car to be put up for auction since they don't really sell older cars on the lot. However, since the car passed their inspection, they kept it. As soon as we drove off the lot, we experienced electrical issues. We took it to the BMW dealership and found the car had an oil pan gasket issue, needed a throttle body replacement including the sensor and an exhaust sensor. \$5000 later we are still dealing with a leaky hydralloc shock. We spoke to the dealership and they acted surprised. I guess that was some inspection they did. We were not even offered any help with the bill. I will be posting my experience everywhere Buyers Beware. Fraudulent sale of a car

- Customer Service
- Quality of Repair
- Overall Facilities
- Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did** make a purchase

6 people out of 9 found this review helpful. Did you?

[Hide full review](#) ^

Feedback



Beware the hidden fees

by NY Driver from Westchester NY

February 14, 2020

Went to pick up the Audi (after a down payment and agreed upon price) and learned, from Darryl, of a "\$1400 certification fee charged by Audi" (not Milan...

[Show full review](#) v

FEATURED REVIEW



Felt like family

by Bo (carshopaholic) from Yonkers, New York  
May 17, 2016

2 of my closest friends went in and out with great machines. I can't wait to go and trade my car in so I can do business with them! Great job fellas and...

Show full review



Beware of unadvertised fees! \$2K!!!

by Josh from St. Louis  
September 1, 2020

We were excited to find a great deal on the exact car our daughter wanted. It was advertised on Cars.com and their own website for \$15,470. I was setting up a PPI and making plans to flight out there when they mentioned a \$495 documentation fee and a \$1525 reconditioning fee. Standard fees, well why hide them and not list them in the price? They said they were firm on price, oh well.

- Customer Service
- Quality of Repair
- Overall Facilities
- Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did not** make a purchase

4 people out of 5 found this review helpful. Did you?

Yes

No

Hide full review



Terrible Experience.

by Unhappy Customer from Matawan, NJ  
April 21, 2014

Feedback



This place is a nightmare please dont by anything from these guys. We bought a 2006 Honda Odyssey and it was a nightmare. Battery Dead which I had to replace, then they cut me a check for my trade in which I tought was nice, because I got the cash in hand. Untill the CHECK bounced!!! Then they never got back to us after multiple phone calls, wrote us another check, I went to the bank only to find out there was no money in the account. They got a free car out of me. Please dont ever buy anything from this place. This business is unbelievable, NEVER do business with them.. Please

Customer Service

Not Applicable Quality of Repair

Overall Facilities

Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did** make a purchase

2 people out of 2 found this review helpful. Did you?

Yes

No

[Hide full review](#) ^

Feedback



**DO NOT BUY FROM THEM**

*by GOD from LINDEN NJ*

*July 14, 2020*

They try to scam me for extra fees . Temporary plates cost 400\$ and title change 500\$ from different state but how this is my problem?If you sell car in nj have title ready and don't others pay for it.....So..Haha vehicle cost was 4950\$ total came up to 7500\$.....Haha

Customer Service

Quality of Repair

Overall Facilities

Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did not** make a purchase

2 people out of 2 found this review helpful. Did you?

Yes

No

[Hide full review](#) ^**AVOID AT ALL COST!***by Yinelli from New York, NY**April 23, 2016*

I had a bad experience with Milan dealership. I will give you an insight of the "things" you need to be aware before purchasing a car from them. 1) DO NOT believe in what they tell you. For example, "the car has everything, nothing is missing..." (My car was missing the remote controls of the rear Tv's) it cost over a hundred dollars. Moreover, one of the Tv's has problems with the screen. It shows red lines in middle with no picture. My kids can't watch movies since the remote is missing and there is no way to press the PLAY button without it (I had to purchase it regardless) --So, if your car has tech package MAKE SURE YOU CHECK THOSE THINGS BEFORE YOU BUY! 2) One of My spare keys wasnt working. It wasn't the batteries (I replaced them) the ignition didn't want to turn on. I contacted Jhon, and he said: "when I purchased the car I got it like that. It runs under maintainance therefore, YOU have to buy it" what? I replied. It cost almost 300 dollars to replace those keys... Had he told me all these little things beforehand, I wouldn't buy the car! AGAIN, make sure both keys are working PERFECTLY FINE! (Specially if you are buying a Mercedes) 3) If your car has Navigation system... PLEASE CHECK BEFORE BUYING! When we were searching for cars online it showed our car had a navigation installed. So when we went in person we didn't even bother to check the navigation system (since we knew it was already there, very common). Anyways, when the car was already purchased and I was ready to drive it back home; I press the Navi button and it said, "please install the navigation DVD" I called Jhon (he was outside) and told him why the car did not have the DVD? He said he will "order" one for us to please call him on Monday (it was Saturday the day we purchase the car) well, I called him Monday and many days after to let him know things I kept finding about the car, as well as my Navi DVD which he had promised. He insisted the the "other things" ran under maintained and so I had to "fix it" but the DVD he will purchase. —THE DVD never arrived for it is been over month! (BAD SERVICE) 3) Lastly, our car had expired its temporary registration due to their lack of professionalism. The lady named Sarah, waited to the very last minute to do all the paper work needed to process our registration. I had to call my car insurance multiple times. I was driving a car with an expired temporary registration for many many days. I called her so she can give me a written letter so I can put it in my windshield explaining why it had expired. She was nice enough to do it- Of course, cause she knew it was her fault! --We learned our lesson, hopefully you learn from our misfortune.

Customer Service

Not Applicable Quality of Repair

Feedback



Overall Facilities

Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did** make a purchase

6 people out of 6 found this review helpful. Did you?

Yes

No

[Hide full review](#) ^



Horrible

*by Da from New York*

*April 1, 2019*

I went there to buy a used car they played trick on me I signed the contract but I want to return the car I don't know what to do. please don't go there it's a scam

Customer Service

Quality of Repair

Overall Facilities

Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did** make a purchase

2 people out of 4 found this review helpful. Did you?

Yes

No

**Dealer Response**

We do not play tricks. Here at Milan Motors we believe in full disclosure and great customer service. I would like to discuss this further and get to the bottom of this 1-star review we do not deserve. Please call us anything between Mon-Sat 9:30am-8pm 201-229-9650

[Hide full review](#) ^

Feedback





### Hidden Fees!!

by Johnny from Nanuet, NY

January 19, 2019

This place is a joke! Dave was great to work with other than that Watch out for their hidden fees . When you post a price online I expect you to honor that price and not add BS fees. At least tell me before I go in there. You don't tell me after I work out a deal and hit me at the end. Total waste of my day. I understand tax and motor vehicles. But to hit me with a additional close to \$2000 on top of the Internet price for some dealer fee is ridiculous. . If you do decide to get a car from there ask them about their extra fees. When something is too good to be true it usually is !!

Customer Service

Quality of Repair

Overall Facilities

Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did not** make a purchase

11 people out of 11 found this review helpful. Did you?

Yes

No

#### Dealer Response

Johnny we are unhappy to hear you had a unpleasant experience with us, as far as "Hidden Fees" on top of internet price is incorrect. We do not have any hidden fees we are one of the few pre-owned dealers that practice full disclosure. Can you please give us a call so we can discuss this further. 201-229-9650 Mon-Sat 9:30am-8pm

[Hide full review](#) 



### Poor follow up contact.

by Steven from Los Angeles, CA

August 31, 2015

This review is solely based on the follow up from my initial request. In fairness to the dealership, I did contact them by phone and the person I spoke with was very helpful. My initial email request

Feedback



however, did not get a response and I was very interested in a vehicle they had so much so that I was getting quotes to ship it out of state where I live. Bottom line is it may be an overall fine dealership but they do need to work on customer inquiries and follow up. If you post your vehicle on a site like this then get someone to make some calls? Just a thought.

Customer Service

Not Applicable Quality of Repair

Not Applicable Overall Facilities

Not Applicable Buying Process

**Does** recommend this dealer

Shopped for a **used** car

**Did not** make a purchase

3 people out of 4 found this review helpful. Did you?

Yes

No

 **Dealer Response**

Thank You for your suggestion! We will work very hard to make sure that this is not a reoccurring issue

[Hide full review](#) ^



Feedback



Lied to get me to the dealer

*by Jeff from Westchester, NY*

*September 9, 2014*

I called this dealer multiple times to get the condition of the car and if it had been in any accidents, because there was no history report available...

 **Dealer Response**

I understand that you called multiple times regarding the vehicle. Do to your multiple phone calls I retrieved the cars file and realized that there w...

[Show full review](#) v



Hidden fees



*by Jake from Woodcliff Lake, NJ*  
March 11, 2019

Went to the Milan to look at a car. The salesman was great, super nice and knowegable. I went over to the manger to get the "out the door price" Fees like \$1800 inposection fee was tacked on including a bunch of other stuff.. In short the vehicle ended up about 6 grand up. From there we negotiated where I ended up in a week of chasing them with no call back. Bottom line is they were fishing for other offers. In short it's was a big waste of time.

- Customer Service
- Not Applicable Quality of Repair
- Overall Facilities
- Buying Process

**Does not** recommend this dealer

Shopped for a **used** car

**Did not** make a purchase

8 people out of 8 found this review helpful. Did you?

Yes

No

 **Dealer Response**

No Hidden Fees. We are very upfront and completely transparent with all of our clients. We believe in great customer service. We do not deserve a 2-star review because we could not except your offer of \$2,000 below internet price. Believe me if we could have done that we would have sold you the car that day. Sorry that we could not earn your business.

[Hide full review](#) ^



[Pleasurable Car Buying Experience!!!](#)

*by Richard from Wayne nj*  
March 5, 2015

I had a very hard time shopping for a vehicle. Every place I went to I learned the hard way that the Internet price meant nothing and there are so many...

[Show full review](#) v



Feedback

Thanks to Manny I am now driving a 2011 328i

by Shannon Pettyjohn from Philadelphia, PA  
February 19, 2015

Great experience with these guys!! I love my 2011 328i great running car, well maintained & they have EXCELLENT customer service!!

Show full review 



local dealer with nice cars

by Tim F from Wayne, NJ  
April 15, 2017

I haven't done any purchase. But salesperson was very honest and no push to buy at all.

Show full review 

Feedback



Buying experience

by Melissa from Clifton New Jersey  
July 31, 2013

I'm writing a review because I wanted to share my experience with this dealership .. I recently bought 2005 Audi a6 from Milan. The car was in perfect...

Show full review 



Good purchasing experience...

by WW203 from Meriden, CT  
July 31, 2016

I went down on a Friday evening from Connecticut to view a car that Frank called me about. The car had the exact options that I was looking for & the purchase...

Show full review 



quick and easy

*by foewallz from lodi,nj*

*September 17, 2015*

Great customer service. Very helpful, not pushy. Made the process simple and they work to help you get the vehicle you want

 **Dealer Response**

Thank You Very Much for your Review

[Show full review](#) ✓

---



[nice and easy](#)

*by ramy from providence, RI*

*October 12, 2014*

i bought a car from milan motors i don't know if they treat everyone like that but it was so professional the salesman was very smart & helpful the finance...

[Show full review](#) ✓

---



[Excellent Dealership to purchase a car from!!!](#)

*by Anthony R. from Lodi, NJ*

*February 17, 2015*

I tried to purchase cars from many dealers and had no luck. There was always a story or 3,000 dollars worth of fees added onto the prices. When I came...

[Show full review](#) ✓

---



[Great experience](#)

*by Mickey from Secaucus*

*October 5, 2014*

WENT IN TO LOOK AT A USED CAR ADVERTISED ON CARS.COM. THE SALES PERSON MANNY WAS VERY PLEASANT AND NOT PUSHY . HE ALSO SEEMED TO KNOW A LOT ABOUT THE CAR.THE...

[Show full review](#) ✓

---

Feedback



Great service

*by Franklin from Kearny New Jersey*

*February 27, 2015*

Wonderful experience from beginning to end. Never thought buying a used car would be this smooth and easy. Staff is easy to work with and understanding....

[Show full review](#) ✓

---



clean MBZ E350 4matic 2012 thanks!

*by C. miller from new york*

*May 8, 2015*

awesome ! car thank milan motors for the gift thanks everyone at the dealership -----

[Show full review](#) ✓

---



Awesome place to buy a car!!!

*by Alex from Bronx ny*

*March 2, 2015*

I love my new Mercedes Benz ML the car was in exalcent condition they provided me with free carfax report and went over all the options in the car finance...

[Show full review](#) ✓

---



A good place to buy a car

*by Steve Goverman from East Fishkill, NY*

*February 1, 2014*

Very crowded lot, but very nice cars. Ended up with a Honda Element at a fair price and the car drives great! Helpful salepeople and not pushy in the least.

[Show full review](#) ✓

---

Feedback



Great and simple to deal with.

*by Francisco santos from New Jersey*  
February 26, 2015

On 2/26/15 I was looking for a reliable vehicle with a touch of quality . That is exactly what I found at Milan dealership. Manny was great, honest and...

[Show full review](#) ✓

---



Buyer

*by Omsr from Lodi*  
October 17, 2018

Very good people. The owner is a very nice guy. Nd helped me out big time. Thanks wael ur the best. Def would recommend to anybody.

[Show full review](#) ✓

---



wonderful customer service

*by Ashley from Hackensack, nj*  
May 16, 2015

I just bought a 2012 Mercedes C class and was overly satisfied with the experience I had. As a female shopping for a car can be a frustrating experience...

[Show full review](#) ✓

---



Just purchased a infiniti

*by Victora from Garfield Nj*  
March 9, 2015

Just purchased my infiniti and i love it finance was easy they approved me fast they weren't pushie went over all the option in the car would recommend...

[Show full review](#) ✓

---

Feedback

★★★★★  
Horrible Finance

by 0000 from 00000  
December 1, 2015

The cars are great .... sales people are great ... but the lady sarah who handles the finance end of the deal is off make the process uncomfortable and...

 Dealer Response

Thank You for your review and I will Look into preventing any situations in the future that may cause feelings such as you described from happening.

[Show full review](#) 

Prev

Next

1 2

30 Per Page

Feedback

[Is this your dealership? Click here to reply to reviews.](#)

Our Company

- About Cars.com
- Investor Relations
- Contact Cars.com
- Mobile Apps
- Site Map
- Careers
- Fraud Awareness
- Licensing & Reprints

Buying & Selling

- Find a Car
- Certified Pre-Owned
- Sell Your Car
- Car Book Values
- Car Dealers
- Compare Car Prices
- Listings by City
- Advertisers

Our Partners

- Auto.com
- NewCars.com

[Terms of Service](#)

[Privacy Statement](#)

[Do Not Sell My Personal Information](#)

[Accessibility Statement](#)

[Ad Choices](#)

[\[+\] Feedback](#)

© 2021 Cars.com. All rights reserved.

Feedback