

# Illinois Body Shop Relies on CCC to Stay Ahead of ADAS Technology



by Autobody News Staff

O'Hare Auto Body prides itself on being a top-tier collision repair facility. In operation since 1985, the Bensenville, IL, facility services the Chicago metro area. Known for its top-notch customer service, technical expertise and adherence to OEM guidelines, the shop holds structural repair certifications from Tesla, Porsche, Mercedes-Benz, Honda, Acura, Ford, General Motors, Nissan, Infiniti, Kia, Hyundai, Fiat/Chrysler, Dodge, Jeep, VW and Nissan GTR.

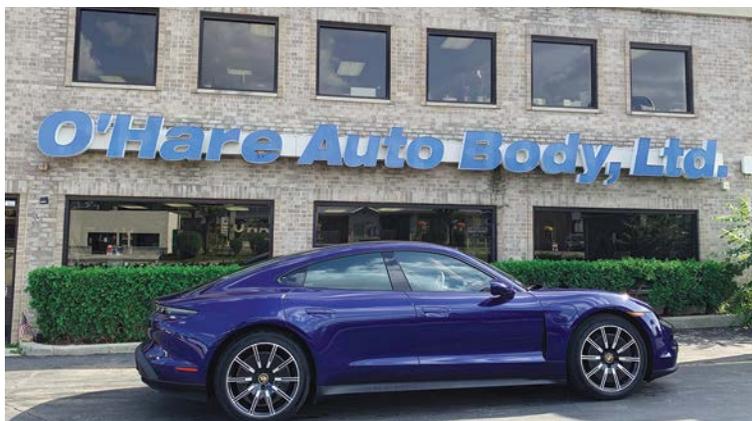
With the arrival—and rapidly growing number—of high-tech vehicles equipped with advanced driver assistance systems (ADAS), many body shops have had to shift gears and upgrade their technical capabilities. To keep up with an increasing need to perform vehicle calibrations and ensure the shop would continue to meet current OE repair standards, O'Hare created a new position within the company.

**Lee Serling** joined the O'Hare team as the lead ADAS/scan technician in 2019. "We are a high-volume shop. That's why O'Hare decided to bring on a dedicated ADAS tech like me," said Serling, who has a background in information technology (IT) and previously held an ADAS tech position at a friend's body shop.

"A lot of shops have the estimator or a body tech perform the scans, but that's not necessarily their expertise," noted Serling. "To resolve some of the technical conundrums we find ourselves in during the repair process, you need to use your critical thinking skills, be dedicated to problem-solving and appreciate the sense of accomplishment that comes with getting the job done. That's my favorite part.

"With the OE certifications, we have to be knowledgeable and keep up with the latest technologies, equipment, software and manufacturer procedures. Those are our strengths and what makes us unique."

To drive the shop's performance and streamline operations overall, O'Hare relies on CCC ONE



**O'Hare Auto Body was established in 1985. The shop services the greater Chicago area and holds structural repair certifications from 17 automotive brands.**

software from CCC Intelligent Solutions. With CCC ONE, shops can improve workflow, convert estimates to repair orders, order parts electronically and standardize operations, among other services. The company also provides training on how to use its products as well as tech support.

"For a high-volume shop like O'Hare, it's helpful because we need organizational standardization," said Serling. "CCC ONE helps us with scheduling, estimates, cycle time and ordering parts."

O'Hare implemented CCC<sup>®</sup> Diagnostics to manage scanning and calibration work.

"With CCC Diagnostics, we are able to set up certain criteria based on vehicle manufacturer or the type of payer—if it's DRP or a different insurance company, for example," added Serling. "The diagnostic tool also makes sure that we don't miss anything on the estimate, such as a scan or calibration. If we do, it's flagged, so we can make the adjustment. That helps us to catch any errors and stay in compliance."

Serling said compliance with OE repair guidelines is always a critical consideration given the shop's certification status. He noted some diagnostic work is performed in-house using OE-specific scan tools in accordance with factory guidelines. He said O'Hare also relies on third-party providers Opus IVS and asTech, which offer remote diagnostic solutions and services.

"asTech and Opus have all the software and the OE scan tools," said Serling. "We are able to hook up remotely and talk with their technicians as they use their scan tool to retrieve the diagnostic trouble codes. It's one of our main sources of knowledge. Having access to the technicians helps us identify what needs to be repaired and recalibrated. We also save on cycle time with a faster turnaround and we know the repair was done the right way."

Doing repairs the right way is essentially O'Hare's mantra. "We are 100% responsible for every repair," said Serling. "As a certified repair shop, we want to protect the brands we represent. It's on us to make sure that every car is safe and was repaired properly and restored to pre-accident condition."

In reflecting on O'Hare's accomplishments beyond the technical and operational aspects of the company, Serling said, "It's our longevity. **Tom Stiefbold**, the owner, has been here almost 40 years. We have that sense of community that a newer shop can't reproduce."

He also noted Stiefbold plays an active role in advocating on behalf of the collision repair industry, serving on the board of the Alliance of Automotive Service Providers of Illinois (AASPI). "Being involved in legislative and regulatory issues demonstrates the high quality of our commitment to safe and proper repairs," said Serling.

## O'Hare Auto Body

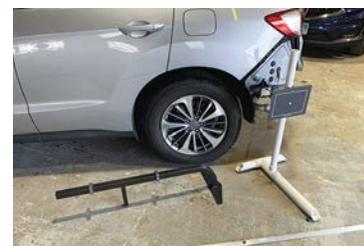
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## Company At A Glance...

**Type:** Collision Repair  
**Facility Employees:** 30  
**In Business Since:** 1985  
**Number of Locations:** One  
**Production Space:**  
18,500 square feet



**Technician Mike Krason is shown reassembling the front end of a 2020 Porsche 911 Carrera S. The severe structural damage required replacement of the entire front end. CCC<sup>®</sup> refers to the part as the front inner structure.**



**O'Hare performs blind spot calibrations, essential for adherence to OE guidelines.**

## CCC Intelligent Solutions

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