

Crystal Lake Auto

Home

Crystal Lake Automotive is a full service auto repair and maintenance shop. No matter what your automotive repair needs are, from mechanical to paint, to full collision repair, our highly dedicated and knowledgeable technicians will ensure a timely and high quality job.

We have preferred vender status with most major insurance companies. This means our prices are already set in accordance with fair pricing practices, so there is not need to get multiple estimates. Our prices are the same for everyone!

Staff

All our technicians are trade school graduates who receive continuing education and ASE testing and certification in their specialty areas. Our staff has exceeded the stringent requirements to achieve status as a nationally recognized I-CAR Gold Class collision repair facility and a AAA rated Top Shop.

History

Philosophy

At Crystal Lake Automotive, we don't have a sale department, we have a service department. Our technicians will walk you through all your options and give you the information you need to make the decision you want to make about your car.

We value lifelong experience in our technicians. They are all highly trained and certified and have been working in the automotive industry their whole careers. We ensure they are also receiving the latest training through continuing education programs and certifications.

And we treat our employees right. We believe the best way to ensure quality service is to make sure those providing the service are happy. Our employees have been with us for a decade or longer, so we must be doing something right!

Services

Car rental

We have many options to ensure that you can drive away from our shop while your car is being serviced. We have a Hertz rental agent on premises and we accept most insurance company's rental coverage.

Collision

We can repair almost any car and restore it to the way it was. We work with your insurance company to

ensure your car is fixed quickly for a fair price.

Mechanical

We have the equipment and training to fix any mechanical problem in your car. From air conditioning to onboard computers, our technicians are fully trained and certified to fix it. We even work on most hybrid models.

Paintless dent removal

- Hail damage
- Car door dings
- Small dents

If it's a small dent, we can repair it skillfully and quickly. No painting required.

FAQ

What are your hours?

7:30 a.m. - 5:30 p.m., Monday – Friday. Collision estimates are available on Saturday from 9-noon.

Are you open on Saturdays?

We are open from 9-12 on Saturdays for estimates only. We do not perform any repair services on Saturdays.

Do you perform non-insurance work?

Yes.

Do you provide shuttle service?

Yes.

Do you provide rental cars?

There is a Hertz rental car location associated with our shop.

Do you work on hybrids?

We work on all major hybrid models.

How long does an estimate take?

Our estimates are incredibly thorough, so they may take slightly longer than you are used to. However, you will know your estimate is as accurate as possible and is given to you with the greatest care and

confidence.

Do I need more than one estimate?

No. Because we work directly with insurance companies, our prices are already set at the most competitive rates. Most insurance companies have given us preferred vendor status because of this.

Do you offer a warranty on your work?

Yes. All mechanical work is covered by an 18 month/18,000 mile warranty and all collision work is guaranteed for as long as you own your car.

Can I schedule an appointment online?

Yes, we offer online appointment scheduling on our website.