

AGRSS®

Auto Glass Replacement
Safety Standards Council

NEWSLETTER

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ISSUE 3 • August-September-October 2011



AGRSS® Council Acquires Auto Glass Certification Program from NGA

The Automotive Glass Replacement Safety Standards (AGRSS®) Council recently acquired the National Glass Association's industry-leading auto glass technician certification programs.

NGA Certification has been the gold standard for auto glass technicians for more than 20 years. Its transfer to AGRSS® has been in discussions for months, as the two organizations considered various options for improving their respective service to the North American

auto glass industry.

"Our acquisition of this program is a reflection of the important role certification plays in ensuring the quality, professionalism and safety of auto glass technicians across the country," says Debra Levy, volunteer president of the AGRSS® Council. "It complements the services that AGRSS® provides and expands our offerings to this market, and we intend to invest substantially in the program's value and expansion over the coming years."

The sale was executed on August 30, and the operational transfer was completed on September 30, 2011.

"This transaction is all about providing the best service possible to the auto glass market," adds Phil James, president of the NGA. "We believe that focusing our resources and attention on our world-class auto glass training programs is better for our members in

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AGRSS® COUNCIL INC. TO CHANGE ITS NAME; WILL BECOME AUTO GLASS SAFETY COUNCIL ON JANUARY 1



The name change was announced during a session at Auto Glass Week™.

It's exciting, and it's the next logical step in the advancement of safe auto glass practices."

A joint task group composed of marketing committee members and members of the board of directors are hard at work on a new logo and an orderly roll-out of the new name.

The name change was announced at Auto Glass Week™ in Memphis, Tenn. (see related story on page 3).

The Auto Glass Replacement Safety Standards (AGRSS®) Council Inc. will be known as the Auto Glass Safety Council, effective January 1, 2012.

"We're really excited about the name change," says AGRSS Council president Debra Levy. "We believe it more accurately reflects our true mission—auto glass safety in every respect."

"Developing standards is one aspect of the organization," said Levy, "but it is so much more, including an auditing and validating function, along with an auto glass technician certification and educational programs."

Levy said the AGRSS® board of directors conducted a number of consumer and insurance focus groups before voting to change its name and "the change to the Auto Glass Safety Council name was clearly the right choice."

the long run, and it enables the NGA and AGRSS[®] to do what each organization does best.”

The NGA will continue to promote the importance of AGRSS[®] Technician Certification and the AGRSS[®]-Registered Company Certification to the industry, while investing in an expansion of its auto glass replacement and repair training modules offered through My-GlassClass.com and its other training vehicles.

Information about the auto glass certification program is available on the AGRSS[®] website at www.agrss.org.

The AGRSS[®] Council has released a list of common questions and answers about the transfer, and says all NGA-certified technicians with current certifications will remain certified under that name until these certifications expire. On January 1, 2012, the name of the program will change—though that name has not been finalized—and technicians whose certifications are current will be certified under the new name.

NGA will no longer maintain any type of auto glass technician or company certification program, and will utilize the new AGRSS[®] program as its official certification



Several committees met in Memphis, Tenn., in September, and certification was a popular topic.

program.

Those who wish to become certified should contact Mary Hawkinson at the AGRSS[®] headquarters in Glen Ellyn, Ill., for assistance.

For those technicians who are NGA-certified but whose companies are not AGRSS[®]-Registered, AGRSS[®] officials say this move should not affect them.

“AGRSS[®] will be offering technician certification to technicians working for all auto glass companies, whether an AGRSS[®]-Registered Company or not,” writes the Council.

The AGRSS[®] Council says companies that are both AGRSS[®]-Registered and have NGA-certified technicians will get “the best of both worlds.”

“Though not finalized, our board is working on a mechanism that will allow all techs that work for AGRSS[®]-Registered Companies to be certified easily and at little or no cost,” adds the AGRSS[®] Council.

The Education Committee, co-chaired by Dale Malcolm of Dow Automotive and Jeff Olive of Glasspro, will lead the integration of the certification program into the AGRSS[®] Council’s Registration Program.

“I’ve been on the NGA certification committee for 14 to 15 years and am proud of the work that’s been done,” said Malcolm during a standards committee meeting at Auto Glass Week[™]. Malcolm said that “short-term integration” is the group’s most immediately necessary task.

He added, “We need to immediately, in the short term, add the Standard into the technician and master level tests [for certified technicians].”

“We want to make it as smooth a transition as possible,” added standards committee chair Bob Beranek.

Visit www.agrss.org for the latest updates as they become available.



Jeff Olive



Dale Malcolm

The Education Committee, co-chaired by Jeff Olive and Dale Malcolm, will lead the integration of the certification program.

Auto Glass Week™ Demonstrates Industry's Commitment to Future

The recent Auto Glass Week™ event in Memphis, Tenn., drew attendees from all over the world, including representatives of many AGRSS®-Registered Companies. This year, for the first time, the AGRSS® Council joined with all the other auto glass industry groups including **AGRR™** magazine, the Independent Glass Association, the National Glass Association and the National Windshield Repair Association to create one massive educational event.

"This is truly a historic occasion," said David Rohlfing, AGRSS® Council vice president, in his portion of the event welcome.

"We're here—look at this," agreed



Auto Glass Week™ included both educational sessions and an Exhibition/Extravaganza.

NGA's David Walker. "This is the first annual Auto Glass Week where we're all under one roof."

"Sharing ideas is the point of com-

ing together," echoed NWRA president Kerry Wanstrath of Glass

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BERANEK OFFERS UPDATE ON LATEST AGRSS® STANDARD CHANGES

AGRSS® Standards Committee chair Bob Beranek of Automotive Glass Consultants participated in a panel during Auto Glass Week on industry standards and offered an update on the status of the Standard.

"There have only been a few changes to the Standard over the last decade," said Beranek, in discussing some pending changes to the document. He said the AGRSS® Standards Committee has made several recent changes and, after a ballot by the committee, soon will submit the revised Standard to ANSI.

Among the changes one related to retention and adhesive systems. While the original standard required that lot numbers and expiration dates be printed on appropriate products, the revision will provide that technicians only use systems that are labeled accordingly.

One change that generated a good deal of discussion is one that will require auto glass shops in compliance with the Standard to notify customers of safe drive-away times both before and after an installation is complete.

"We added this to the Standard to be sure the customer is aware of drive-away time before the job even starts," said Beranek.

Several attendees questioned who should be notifying the customer and how it can be documented.

"A good idea would be to have a script or something like that to remind [CSRs] to say this," Beranek added. "... Our goal is to



Standards Committee chair Bob Beranek (right) discussed pending changes to the Standard during a session moderated by Accreditation Committee chair Jean Pero (left).

make sure the customer is aware of the true drive-away time before the job is done."

Another change is related to training; the new Standard includes a provision that anyone related to the installation of auto glass at a company be trained to the Standard.

AGRSS® Education Committee co-chair Dale Malcolm of Dow Automotive spoke out from the audience, and also reminded shop owners that all technicians should be given a copy of the Standard as well.

"You've got to give them a copy of it and encourage them to read it and teach them what it means," he said.

Beranek said he is hopeful that ANSI will accept the new Standard by the end of the year.

Technology.

"I'm truly glad that I went, which I usually am," said Mike Paley of Freedom Glass, an AGRSS[®]-Registered Company in Midlothian, Va., who's attended almost every International Auto Glass Safety Conference in the past. "I was impressed with the turnout, and, unlike a couple conferences ago, I liked being able to choose to attend every event—not having to choose between two or more running simultaneously."

AGRR[™] publisher Debra Levy, who also serves as the president of the AGRSS[®] Council Inc. in a volunteer capacity, said the dates and location for next year's event will be announced in the next few weeks.

"We were thrilled with the reception the first Auto Glass Week received," Levy said.

Several informative safety sessions were held as part of the event, and AGRR's Pilkington Clear Advantage Auto Glass Technician Olympics were held onsite as well, giving technicians a chance to demonstrate first-hand their skills and compliance with the Standard.

COMMITTEE NEWS

MARKETING COMMITTEE PLANS FOR NAME CHANGE

The Marketing Committee currently is making preparations for the pending name change of the AGRSS[®] Council Inc. to the Auto Glass Safety Council in January (see related story on page 1). Committee chair Nik Frye spoke about the group's work during the Standards Committee meeting held in Memphis, Tenn., the day before Auto Glass Week[™] officially got underway.

"The Marketing Committee has been trying to put together a plan

FRANSWAY, LEVY HONORED WITH CARL F. TOMPKINS AWARD

The Auto Glass Replacement Safety Standards (AGRSS[®]) Council Inc. presented dual annual Carl F. Tompkins achievement awards during the opening ceremony of Auto Glass Week[™]. The group recognized Jon Fransway, who lost his sister, Jeanne, in 1999 due to an improper windshield replacement, with the award, along with Debra Levy, publisher of AGRR[™] magazine and president of the AGRSS[®] Council Inc.



(left to right) Jon Fransway, Carl Tompkins and Debra Levy.

Tompkins presented the award created in his honor to Fransway.

"Fransway has led with his heart, and we as professionals need to be motivated and dedicated to what this man has done for us," said Tompkins, who pointed out that this is the first time the award has been given to someone outside the auto glass industry.

"It's really been important to me to be part of this journey," said Fransway, who then led the audience in applause in remembrance of his sister.

David Rohlfing, AGRSS Council vice president, presented the award to Levy. "She's worked tirelessly and steadfastly, and always with optimism," he said.

In accepting the award, Levy said, "It truly is a labor of love to work for the auto glass industry."

as to how we're going to institute [the change]," said Frye, who added that the group is working on both a consumer video and a list of frequently asked questions about the change.

With regard to the validation video released last fall, he gave the following update. "It's in the phase of trying to get it in front of the insurance carriers," Frye said. "It's been an ongoing process."

He also said the group also is looking at other safety organizations and possibly teaming up with them to further the AGRSS[®] Council's mission.

SAFELITE REP RAISES ISSUE OF SLOW-CURING ADHESIVES

While many fast-curing urethanes are available in today's market, Glen Moses of Safelite asked that the AGRSS[®] Standards Committee address the topic of slow-curing ones, such as those with 24-hour safe drive away times. The issue was brought forth during the Standards Committee meeting in Memphis, Tenn., on September 14.

"I've struggled for quite some time that we're requiring jobs to be done a certain way, but materials are being supplied to the industry

that don't comply with the Standard," said Moses. "If we're saying we want shops to comply, why are we supplying them with materials that can't do that? We're selling substandard products."

Several in the room responded that it is up to the technician to utilize such products appropriately and to alert the customer of the safe drive-away time, no matter how long it might be.

"The elimination of long-curing urethanes is a judgment call—it should not be mandated by a code

or law," said Carl Tompkins of Sika Corp. "A 24-hour urethane is legal—but [technicians] have to follow the rules."

Joseph Renzi of Dinol US, an adhesive manufacturer, agreed. "We put the onus on the customer," he said.

Dave Zoldowski of Auto One in Brighton, Mich., echoed this response. "It becomes a code of conduct and comes back on the installer," he said.

"This is probably more of an ethical problem," added committee



The issue of slow-curing adhesives drew a lively discussion at the Standards Committee meeting.

chair Bob Beranek of Automotive Glass Consultants.

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VALIDATION CORNER

OPPORTUNITIES FOR IMPROVEMENT

by Penny Ouellette, Program Development Director, Orion Registrar Inc.



Penny Ouellette

As summer recently drew to a close, it is time to look back and examine the results of the first half of the 2011 Auto Glass Replacement Safety Standards (AGRSS®) Council Inc. validations, and to share

areas where some companies may have opportunities for improvement.

The 2011 AGRSS® validations are being conducted to the ANSI/AGRSS® 002-2002 Automotive Glass Replacement Safety Standard using the validation checklist available on www.agrss.org. One of the requirements of the Standard is that "those engaged in automotive glass replacement shall obtain and follow written comprehensive and current application instructions from the retention systems manufacturer or private labeler." In order to validate these instructions effectively and consistently, adhesive system manufacturers (ASMs) have summarized their requirements for validation on a "Retention System Provider Training Instructions and Documentation Worksheet" (also known as "the worksheet" or ASM Matrix).

Each ASM has completed its own version of this worksheet, and this worksheet is used in conjunction with the validation checklist (which includes requirements of the Standard) to complete the validations.

A review of the validation checklist and the worksheet for a company's specific ASM would be an excellent start for a location wishing to review its own system against the validation requirements. The validation checklist, the worksheets and the AGRSS Standard all are available on the AGRSS® website at <http://www.agrss.org/agrss-reference-library/>.

Locations also may wish to review the following six categories of non-compliances that have been identified during the validations in the first half of 2011. It would be a good idea to ensure that these types of errors are not occurring in your own operation.

These are as follows:

- Location does not use the current version of its adhesive system manufacturer's instructions;
- Technician doesn't follow his ASM's instructions regarding shake time for glass cleaner;
- Technician doesn't follow ASM's in-

structions regarding shake time for primer;

- Technician doesn't follow ASM's instructions regarding identification of open shelf life;
- Technician uses a product that is past its "use by" date; and/or
- Location doesn't have the required historical records of DOT and windshield part numbers.

During a validation, any location that is found to be noncompliant in one or more areas is allowed time to make corrections and to demonstrate that the problem has been corrected. After corrections have been verified, these locations are issued "Compliance After Corrective" action reports to demonstrate their accomplishment. The goal of AGRSS® is to help all locations become compliant with the Standard.

AGRSS® is sharing these opportunities for improvement with all AGRSS®-Registered Companies as part of its overall strategy for improvement of all locations. The plan is for all locations to review this information and consider whether improvement can be made within their own organizations. Orion is proud to be part of this effort to improve the safety of America's driving public.

Tompkins suggested looking at developing standardized testing for urethane manufacturers, but pointed out that this isn't a function of the AGRSS[®] Standard.

LEGISLATION NEWS HOUSE REVIEWS DRUNK DRIVING DETECTION BILL

A bill was introduced to the U.S. House of Representatives in June that is designed to prevent drunk driving injuries and fatalities. H.R. 2324 also is known as the "Research of Alcohol Detection Systems for Stopping Alcohol-Related Fatalities Everywhere Act of 2011" or the "ROADS SAFE Act of 2011."

The National Highway Traffic Safety Administration (NHTSA) has partnered with automobile manufacturers to develop alcohol detection technologies that could be installed in vehicles to prevent drunk driving. However, the bill calls for the government agency to carry out a collaborative research effort "to continue to explore the feasibility and the potential benefits of, and the public policy chal-

lenges associated with, more widespread deployment of in-vehicle technology to prevent alcohol-impaired driving."

The bill, if passed, would require the NHTSA to present annual reports to the Senate's Committee on Commerce, Science and Transportation and the House's Committee on Energy and Commerce that describes its progress on the research.

If passed, the bill would allot \$12 million a year for the fiscal years from 2012 to 2016 to carry out the research.

According to the bill's authors, Rep. Shelley Moore Capito (R - W.Va.), Rep. Heath Shuler (D - N.C.), and John Sarbanes (D - Md.), alcohol-impaired driving fatalities represent approximately one third of all highway fatalities in the United States in a given year. In 2009, there were 10,839 alcohol-impaired driving fatalities, according to the bill. In addition, the bill reports that an estimated 9,000 road traffic deaths could be prevented every year if alcohol de-

REGISTERED-COMPANY NEWS

A SIGN SAYS IT ALL



Troy Auto Glass in Troy, Mich., isn't shy about its commitment to safety. The AGRSS[®]-Registered Company features the AGRSS[®]-Registered Company logo on its business sign almost as large as the company's name itself.

tection technologies were more widely used to prevent alcohol-impaired drivers from operating their vehicles.

SENATE REVIEWS RENTAL CAR MEASURE

The U.S. Senate currently is reviewing a bill that would prohibit car and truck rental companies to rent, lease or sell a vehicle after being notified by either the vehicle manufacturer or the Secretary of Transportation of a vehicle defect.

Likewise, if the rental company received notice of a recall or defect during a rental period or lease, the company would be required to immediately notify the renter of the defect or noncompliance.

The legislation was introduced in July to the Senate by Sen. Charles Schumer (D - N.Y.), Sen. Richard Blumenthal (D - Conn.), Sen. Barbara Boxer (D - Calif.), Sen. Diane Feinstein (D - Calif.), and Kirsten Gillibrand (D - N.Y.) It is also being referred to as the "Raechel and Jacqueline Houck Safe Rental Car Act of 2011," and is named in honor of the victims of a 2004 car accident related to a recalled car that they had rented. ■

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