

Windshield Saves Kentucky Woman During Rollover *Glass America Credited For Safe Windshield Installation*

PRESTONSBURG, KY – Rhonda Tackett was driving into work on a snowy morning in Prestonsburg when she lost control of her car, heading toward a tree. Within seconds, the Pontiac Grand Prix rolled and flipped over, landing upside down in a ravine on the side of the road. Her windshield saved her life, and Tackett credits Glass America, an automobile glass replacement and repair company.

How can a windshield save a driver's life?

The windshield is the second most important safety device in a vehicle (after the seatbelt), a safety fact that many drivers are unaware of. It is the windshield that prevents a car's roof from caving in during a rollover and also deflects the airbag during a collision, acting as a backboard.

Tackett knows firsthand how important safe windshield installations are. She works in the insurance industry and has been referring her customers to Glass America for years, and counts on their proper installation procedures to keep her customers safe. Little did she know that her own windshield that Glass America had installed three years ago would end up saving her own life.

"I've had really great feedback from my customers who've replaced windows with Glass America," Tackett explains. "I'm really grateful they installed my own windshield; my accident could have been a lot worse," she describes. "My advice to insurance customers? I give them Glass America's phone number."

Cliston Blanton is a manager at Glass America's Prestonsburg, KY service center. "If Rhonda's windshield wasn't installed properly, it could have come loose during the accident, or even worse, come out. The top of her car could have collapsed on her. Fortunately nothing happened to her, but Rhonda could have drowned had she gotten pinned inside of that vehicle," Blanton says. "Rhonda called and thanked me for doing the job properly; she was shaken up of course. She literally came out of that vehicle with no scratches."

Glass America is highlighting a video of their newest "Stories From the Road" feature on their homepage at www.glassusa.com.

Consumer Tips:

- Make sure the shop doesn't cut corners and only uses auto glass from the Original Equipment Manufacturers (OEM) in order to ensure top quality.
- The installer should use Original Equipment Adhesives that cure in one hour to ensure a safe drive away time after the installation is completed.

- The shop should be AGRSS registered. The auto glass technician should be able to explain the proper windshield installation procedures that are followed in compliance with the Auto Glass Replacement Safety Standards.

About Glass America

Founded in 1999 and headquartered in Chicago, Illinois, Glass America is one of the largest independently-owned automobile glass replacement and repair companies in the country. The company is American owned and operated, with 94 service centers conducting business under the names Glass America and Auto Glass Service in Alabama, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Kentucky, Maryland, Massachusetts, Michigan, Missouri, New Hampshire, New York, Ohio, Pennsylvania, Tennessee, Texas, Virginia, West Virginia, and Wisconsin. Glass America offers a complete line of auto glass repair and replacement services for all years, makes and models, foreign and domestic, commercial or passenger vehicles. In contrast to many auto glass companies in the country, Glass America buys glass only from OEM (original equipment manufactured) suppliers. This means the proper windshield with the perfect fit.

As a leader in the auto-glass replacement industry, Glass America upholds the highest levels of quality craftsmanship, and consistently maintains a proven track record for excellent customer service. The company is a member of the Independent Glass Association and all technicians are certified by Sika Adhesive Systems and LYNX Services. All auto glass installations and workmanship will meet or exceed the Auto Glass Replacement Safety Standards (AGRSS), and have a national lifetime warranty. Glass America's direct billing procedures and pricing structures meet or exceed the requirements of all insurance companies and glass networks. All of the company's national service areas offer both drive-in and mobile services, and always strive to make business as quick and as convenient as possible for their patrons. For more information on Glass America, or to place an order, please call 1-800-634-5623 to connect to the nearest location. For more information, please visit www.glassusa.com. Glass America has a media library at <http://www.glassusa.com/MediaLibrary.asp> that contains the following informational videos: Eye on America, The Importance of Auto Glass Safety, The Auto Glass Replacement Safety Standard, and Why Quality Matters, an interview with David Rohlfing, President & CEO.

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