

## INDUSTRYNEWS

## ROLAGS Undergoes Changes

In February the ANSI/NGA R1.1-2007 Standard (ROLAGS) was once again open for public comment due to changes made to the Standard by the Standard Developing Committee (SDC). (A copy of the ROLAGS draft containing the two revisions is attached to the end of this newsletter.) This committee is made of interested persons and is open to anyone willing to participate.

The first revision is to limit the length of cracks addressed in the standard to "six inches from the center of the damage." This change is a reduction of the original limit of 14 inches.

The second proposed revision is a rewording of Annex B "Sizes for Repair" and involves moving Annex B into Section 6 of the standard so that it is part of the full Standard.

The new language states "If a company's policy is, in all other respects, compliant with this standard, but said company maintains a policy limiting the size of some or all repairable damages to dimensions that are less than those listed in section 6 or in section 7 DPVA, said company is compliant with this standard."

The second revision approved by the SDC is to limit the length of cracks addressed in the standard to "six inches from the center of the damage." This change is a reduction of the original limit of 14-inches.

The entire ROLAGS Standard

*continued on page 3*

*To SDC of ROLAGS:*

*I am writing concerning Section 6.3 the length of a crack repair. When the original document was written 1- inch crack repair was passed. I do not understand why we now need to limit it to 6 inches! To my knowledge there has not been any scientific test done to determine that a 6- inch crack is safer than a 14-inch crack. The only reasons that I can see for a change in the length of the crack repair is so the auto glass manufacturer-wholesaler-retailer can sell more glass and also so that those that do repair and have no desire to do longer than 6 inches have to give any excuses.*

*We have been successful doing 18- inch crack repairs since May 1996. There is no reason that a shop that has been successful in doing 18-inch crack repairs as well as chip repairs should be limited because not all shops have the desire to do 14-inch crack repairs. I feel this limitation penalizes many windshield repair businesses that are capable of doing longer crack repairs. There are several repair systems that sell systems and resin for long-crack repair.*

*Now for the paragraph under Section 6.6. - This section, if passed will allow for a repair technician to pass on a crack over 6 inches and still be compliant with the ROLAGS Standard. If it is okay for a repair technician to pass on a repair and they are still compliant with the Standard, then what is the reason for limiting crack repair to 6 inches? If a shop has no desire or capability to repair 14 inch cracks, then pass on it!*

*PLEASE DO NOT penalize me or others that have the technology and capability to repair cracks up to 14 inches. I have never heard of a lawsuit about a crack repair done up to 14 inches but there have been with faulty windshield installations.*

*Thank you for your time!*

**Gerald Zwart**  
President, Clearview Inc.

*I see the powers that be are trying again to limit the length of repairs to 6 inches! Seems like they are sleeping with the glass manufacturers. How do you people sleep? The word greedy CEO comes to mind ...*

*BOTTOM LINE: I have been using the Ultra Bond method of crack repair to repair cracks up to 24 inches permanently now for almost 14 years with close to 10,000 repairs. I have MANY satisfied and repeat customers that continue to see the benefits of long-crack repair.*

*ANOTHER BOTTOM LINE: There has NEVER been a case of a long-crack repair causing any injury or death as a result of a failure of the integrity of the repaired windshield. On the other hand, there have been numerous WELL DOCUMENTED cases of needless windshield replacements that have led to the windshield being ejected during a crash and, as a result, the occupants were injured or killed.*

*Additionally, I will have to reconsider my membership to the NWRA and NGA if they persist in these endeavors.*

*This e-mail has been forwarded to my attorney.*

*Thank you and have a nice day.*

*Sincerely,*

**Ken Drews**  
A Better Windshield Co. Inc

# ROLAGS Evolves, No Conspiracy

by Mike Boyle, NWRA President



Over the past four years, a group of dedicated professionals has spent the time and money developing a new standard for auto glass repair, the Repair of Laminated Auto Glass Standard (ROLAGS) development under the procedures of the American National Standards Institute (ANSI). That effort was put forth to legitimize repair in the eyes of several interests on which the repair industry relies. Many disagreements and battles were fought during the development process—and there were even times that battles over the language were just not worth the fight. As the Standard is a living document, we all realized that, as times change, the ROLAGS Standard could change as well.

Understanding that the ANSI process is not a scientific process, but rather a process of consensus, the ROLAGS Standard we have created is the framework for a much better document.

## Possible Improvements

Many in the industry continue to debate the details of that Standard, its weaknesses and the need for improvements on an ongoing basis.

Several months ago, I began to feel that the repair industry needed to address a problem about which I had been hearing considerable push back—the length of the crack addressed by the Standard (14 inches). After several conversations with stakeholders in the industry, which included independent operators, small and large shops, insurance contacts and auto manufacturers, I came to the conclusion that long crack language in ROLAGS was causing concern that could make the ROLAGS irrelevant. If the majority of the

industry did not accept the Standard, what good was it?

After giving this issue considerable thought, I sent my concerns to other members of the ROLAGS committee and presented my case at the last ROLAGS meeting. (I was speaking as a concerned



NWRA is supporting the creation of a long crack standard.

supplier, not as NWRA president.) My suggestion was that we limit the length of a crack to six inches—but only under the condition that the joint NWRA/NGA ROLAGS committee commit to the development of a separate standard for long cracks and advanced repairs issues.

The reason for a separate standard is to ensure that the long-crack industry is protected by a standard that was developed by a group of professionals that understand the difference between a simple repair and a 20-inch crack. We know that the skill set required to do long crack work is different than a basic repair. This does not mean that one technology is better than another—just that each requires a different set of skills, tools and chemistry. The main factor in the success of long crack repair (besides the technician) is the age of the crack and contamination—not the difference of 10 or 25 inches. The commitment to

fund and develop the long-crack standard was confirmed on the record by the NWRA and the National Glass Association, which co-developed the Standard with NWRA, during a recent meeting.

## Misunderstandings

The vote by the ROLAGS Committee to change the Standard to limit repairable damage is not a conspiracy against anyone. It is an attempt to differentiate the skills between a standard repair and a long-crack repair. I take full responsibility for bringing the issue to a vote. I will assure all of you in the long-crack repair business, the NWRA continues to support your craft and ensure the development of a ANSI standard specific to your abilities.

The NWRA has always supported proper long-crack repairs of varying size in the market. We will need the passionate industry participants who have addressed their concerns to help in the development of the long-crack standard when the process starts. I believe we can begin to promote the real value long-crack repair has in the market. This standard will provide long-crack repair professionals with the credibility and differentiation in the market along with saving the consumer millions of dollars a year and keeping thousands off windshield out of the landfills. This will ensure the protection of a craft and an art performed by a select group or repair professionals with which the NWRA is proud to be associated.

*Mike Boyle is president of GlasWeld Inc. in Bend, Ore. and serves as president of the National Windshield Repair Association (NWRA).*



**N**WRA member Brian Fenner of Safe Glass Technologies in Easton, Pa., recently was identified “Windshield Repair Person of the Year” at the Mobile Tech Expo in Orlando, Fla. Fenner, 39, has been in the industry for six years and last year finished second in his first appearance at the Walt Gorman Memorial Windshield Repair Olympics, which is co-sponsored by NWRA.

The Mobile Tech Expo Person of the Year awards recognize individuals with the various automotive recon groups for their accomplishments, commitment to continued education and desire to help others in their respective fields as well as promote a positive and professional industry image.

Winners are chosen via a nomination process. Fenner was nominated this year by NWRA member Brent



Brian Fenner of Safe Glass Technologies is Mobil Tech Expo's Windshield Repair Person of 2009.

Deines, president of Delta Kits Inc.

The Mobile Tech Expo was held January 16-17.

## LEGISLATION

## Connecticut Proposes Windshield Etching bill

The insurance committee of the Connecticut house has proposed a bill that would require insurers to offer a discount to consumers who allow their vehicles identification numbers be etched in their windshield and sidelites. The purpose of the etching offer is to reduce the number of automobile thefts in the state.

The measure gives the insurance commissioner the power to regulate the discount rates based on the success of the etching program.

The bill would add language against automobile physical damage appraisers and insurance companies directing to where motor vehicle glass repairs and should be made by reducing the amount of a deductible or premium or

offering additional warranties if the consumer chooses a preferred repair facility. The measure would also prohibit appraisers and insurance companies from suggesting that choosing a facility other than a preferred repair facility would result in delays in repairing the motor vehicle, a lack of guarantee for repair work or additional costs to the insured.

### Windshield Repair Technician Certification

The latest and most comprehensive windshield repair technician certification program available.

Qualified attendees of the 2008 NWRA Annual Conference, co-located with the International Autobody Conference & Exposition (NACE), will have the ability to become NWRA certified technicians for FREE - a \$95 value!

Visit [www.nwrassn.org](http://www.nwrassn.org) for more details.

The NWRA certification program is based, in part, on the Repair of Laminated Auto Glass Standard (ROLAGS).



[www.nwrassn.org/certification.php](http://www.nwrassn.org/certification.php)  
540/720-7484  
[nwra@nwrassn.org](mailto:nwra@nwrassn.org)

### U.S. Vehicles Getting Older

In its annual vehicle population report R. L. Polk & Co. found that the median age of passenger cars in operation increased to 9.4 years in 2008, breaking a previous two-year record.

"As the fleet of pick-up trucks, SUVs and minivans purchased in the late 1980s and through the 1990s ages, their scrappage rates accelerate," stated Dave Goebel, solutions consultant for Polk's aftermarket team.

The median age for all trucks in 2008 increased to 7.6 years from 7.3 years in 2007. Light trucks increased from 7.1 years in 2007 to 7.5 years in 2008. Polk's annual vehicle population report represents data from July 1, 2007, to June 30, 2008, following an in-depth analysis of more than 249 million vehicles.

"The current economic environment, coupled with high gas prices last spring and summer, have resulted in consumers delaying purchases of vehicles because their discretionary income has fallen," says Goebel. "Based on the uncertainty of what the future holds, consumers are trying to keep their current vehicles running longer, until their confidence improves."

# Schlichenmayer Leaves Delta Kits and NWRA Board – Casey Tapped to Serve

**N**WRA board member Wade Schlichenmayer, an account executive for Delta Kits Inc. in Eugene, Ore., is leaving the company and auto glass industry to take an outside sales position in Casper, Wyo. closer to his family. Schlichenmayer, who joined Delta in September 2007 was elected to the National Windshield Repair Association (NWRA) board of directors this year and was serving as treasurer.



Wade Schlichenmayer

Schlichenmayer also served on the Repair of Laminated Auto Glass Standard (ROLAGS) Committee and the NWRA certification committee.

NWRA bylaws allow for the NWRA president to appoint a new board member in the event that a seat becomes vacant. His nomination

then must be approved by a majority of the existing board members. Dave Casey, president of SuperGlass Windshield Repair in Orlando, Fla, has been nominated by NWRA President Mike Boyle to fill the open position. Casey, a founding member of NWRA, has been a board member in the past.



Dave Casey

## Welcome New and Returning Members

Delta Kits, Inc. . . . .	Eugene, OR
Dominion Repair Service, Inc. . . . .	Alexandria, VA
Fix-a-Crack Inc . . . . .	Alliston, ON
Fournet Windshield Repair . . . . .	Lafayette, LA
Glass Doctor - Opelousas . . . . .	Opelousas, LA
Glas-Tec Windshield Repair . . . . .	Texarkana, TX
On the Spot Windshield Repair . . . . .	Long Beach, CA
Roger's Novus Windshield Repair . . . . .	Hoffman Estates, IL
SuperGlass Windshield Repair . . . . .	Orlando, FL
Techna-Glass, Inc. - Brigham City . . . . .	Brigham City, UT
Techna-Glass, Inc. - Clearfield . . . . .	Clearfield, UT
Techna-Glass, Inc. - Corporate . . . . .	Sandy, UT
Techna-Glass, Inc. - Farmington . . . . .	Farmington, NM
Techna-Glass, Inc. - Harrison . . . . .	S. Ogden, UT
Techna-Glass, Inc. - Holladay . . . . .	Holladay, UT
Techna-Glass, Inc. - Las Vegas. . . . .	N. Las Vegas, NV
Techna-Glass, Inc. - N. Salt Lake . . . . .	N. Salt Lake, UT
Techna-Glass, Inc. - Ogdon . . . . .	Ogden, UT
Techna-Glass, Inc. - Pleasant Grove . . . . .	Pleasant Grove, UT
Techna-Glass, Inc. - Provo . . . . .	Provo, UT
Techna-Glass, Inc. - Salt Lake City. . . . .	Salt Lake City, UT
Techna-Glass, Inc. - Taylorsville . . . . .	Taylorsville, UT
Unionville Auto F/X . . . . .	Unionville, CT
Windshield Doctors . . . . .	Oakdale, CT

## Repairing in the HUD Zone

by Gayle Good, NWRA Technical Director



The heads-up-display (HUD) is a safety feature that allows the driver to view the vehicle's gauges and other information without taking his eyes off the road. The device projects the information onto the inner lite focusing outward toward the front bumper. This is known as an infinity focus which makes it easier for the driver to switch between viewing the road and viewing the information displayed on glass.

A driver can customize the projected features, adjust the light intensity or placement, and turn the device off. So what affect will a repair have in the viewing zone?

A repair in the viewing area may slightly distort the information at the spot. The distortion depends on the type of break and the size of the pit. However, since the projection is on the inside of the windshield, a repair does not affect the function of the device; it may just cause a blemish in the visual image.

The driver can adjust the HUD view field slightly to avoid the deviation. The driver could also change the position of the driver's seat. If the feature is seldom used, it can simply be turned off.

When repairing a vehicle with the HUD feature the vehicle owner always should check his view after the repair is done to ensure the end result is to his satisfaction. Of course using HUD at night will have a different "look" so set the customer's expectations accordingly.

*Gayle Good is technical director for the NWRA and an NWRA-certified technician. She has been employed at Cindy Rowe Auto Glass for 18 years. All thoughts expressed here are Good's and do not necessarily reflect those of the NWRA.*

**GREAT NEWS FOR NWRA MEMBERS!!**

including Major Medical!

The National Windshield Repair Association board of directors is proud to announce the availability of health and life insurance products at group rates through "NWRA membership only".

The NWRA has an exclusive health and life website for "Members Only", NWRA Health, Life and Retirement Solutions, check it out now! For additional information, please contact Don Giles @ Medlife Planners, Inc., phone 866-380-4476 or e-mail dgiles@medlifeplanners.com

This benefit is available to NWRA members only. Please contact Patrick Smith at psmith@nwraassociation.org for our group number for additional information on our plans.

The value of your NWRA membership "Just went up"

**DRIVE CAREFULLY**  
Come back SOON

Join us again in 2009 at  
**The NWRA Annual Conference**

November 5-6, 2009  
Mandalay Bay Convention Center, Las Vegas