



June 17, 2009

Valued Vitro America Customers:

For many years, Vitro America has been a leading fabricator and distributor of products in 2 separate and distinct segments of "the glass business".....Architectural Glass and Aluminum, and Automotive Replacement Glass. Over the years, both have become much more complex, requiring full dedication and commitment by all employees involved in order to maintain continued success.

It has become increasingly difficult to be a leader in both businesses. Therefore, Vitro America has made the decision to exit the Auto Glass distribution business, and focus our efforts 100% in Architectural Glass and Aluminum. We have always viewed the latter as our core strength, and will now be able to commit all personnel and resources to the Flat Glass business in the future.

Vitro America will cease Auto Glass distribution activities on Wednesday, June 24<sup>th</sup>. All auto glass inventory has been sold to PGW Auto Glass. PGW is focused solely on the automotive business, and is positioned better than any other distributor to service your Auto Glass needs. Between now and June 23<sup>rd</sup> we encourage you to return any auto glass purchased from us that you do not intend to use. After this date, we will be unable to accept returns.

Many of you currently purchase Flat Glass and Metal from Vitro America, and we look forward to providing even better service to you in the future. Many of you, however, are devoted solely to the AGR business. We will miss our daily interaction with you and your employees. We sincerely appreciate the loyalty and support you have shown us for many, many years, and feel saddened this relationship will come to an end.

This is a major change for Vitro America, but one we feel will ultimately benefit our customers in both Flat and Auto Glass. This decision will better position Vitro America to focus 100% on the Architectural business, and further enhance our ability to serve our customers in the commercial and residential construction markets.

If you have questions, please feel free to contact your local Branch Manager or Sales Representative.

Sincerely,

*Charles Witherington*

Charles Witherington  
Vice President and General Manager