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Preliminary AGRSS Shop Validation Results Reported at IGA

Auburn Hills, Michigan, June 15, 2010 – Representatives of the Auto Glass Replacement Safety Standard (AGRSS) Council shared early results from the first seven geographic clusters of glass shop validation reviews during a presentation at the Independent Glass Manufacturer's Annual Conference and Spring Auto Glass Show in Ft. Myers, Florida last month. Dale Malcolm, chairman of the AGRSS Education Committee and technical manager for Dow Automotive Systems, Aftermarket, and Jeff Olive, a member of the AGRSS Validation Review Panel and training manager for Glasspro Inc., told an audience of auto glass pros that the validation exercise was helping to identify how glass shops can make minor adjustments to improve their service and maintain full compliance.

"These results indicate that all the issues are easily corrected, relating mostly to either record keeping or just paying closer attention to details," said Malcolm. "The validation program is doing exactly what we hoped – helping auto glass shops to improve and maintain a high level of service and safety."

"The takeaway message from these preliminary validation results is simple," said Olive. "Follow the processes outlined by AGRSS and practice them every day, and your shop will be a top notch service provider in full compliance with the AGRSS standard."

Record keeping was one area that many glass shops could improve, ranging from historic adhesive system lot numbers to windshield DOT and NAGS® part number records. Another was paying closer attention to detail, such as accurate use and quoting of safe drive-away times.

The initial AGRSS validation process will be completed later this year, with complete results expected in the fall. For more information about

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the AGRSS validation checklist or the validation webinar from last year, visit the AGRSS Web site at <http://www.agrss.com>.

About AGRSS

The Auto Glass Replacement Safety Standards (AGRSS) Council Inc. is a not-for-profit organization dedicated to the safe replacement of auto glass. AGRSS was founded and is supported by companies in the auto glass replacement industry that keeps safe installation as their primary goal. The Council is also accredited by the American National Standards Institute (ANSI) – a standard development organization – and has developed North America's only auto glass replacement standard, the AGRSS Standard (ANSI/AGRSS 002-2002). The AGRSS Standard addresses procedures, education and product performance for the proper replacement of auto glass.

About Dow Automotive Systems

Dow Automotive Systems is a leading provider of polyurethanes, elastomers, films, fluids, adhesives, emissions solutions and acoustic-management materials to the global transportation industry. By working collaboratively with passenger vehicle, commercial transportation and aftermarket customers, Dow Automotive Systems is developing industry-leading solutions to address a wide range of critical market needs – increasing energy efficiency, improving safety and health, reducing exhaust emissions and enhancing vehicle quality and appeal. For additional information about Dow Automotive Systems, visit www.dowautomotive.com.

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