

AGRSS®

Auto Glass Replacement
Safety Standards Council

NEWSLETTER

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AGRSS Changes Registration Fee Structure

The Board of the Directors for the Auto Glass Replacement Safety Standards Council Inc. recently voted to change the structure of its registration fee program, allowing AGRSS-registered



companies now to pay monthly if they prefer to do so.

The new fee will be \$39 a month per registered company, plus an additional \$8.50 per location each month. AGRSS currently is setting up a system whereby a business can simply provide a credit card number for automatic payment each month.

“We realize in these tough times, it’s sometimes difficult for companies to pay the entire registration fee

at once,” says AGRSS Council president Debra Levy. “We are glad to be able to make this option available.”

However, if a business prefers to continue to pay the full amount of its registration fee annually, this is also possible, and, as an added bonus, companies that do pay in full will receive a free conference registration for one person from its headquarters location, and an additional free registration for one person from each of its locations.

VALIDATION NEWS

¿HABLA USTED ESPAÑOL?

The AGRSS Council Inc. recently decided to undertake the development of a foreign language program, in an effort to make the AGRSS Standard and other tools available to Spanish-only-speaking technicians, business owners and more. Though the Council recently began working on this, the importance of this program was brought to the forefront recently when a Texas business with a Spanish-only-speaking technician came up for a third-party validation review. That’s when industry expert Gilbert Gutierrez of Equalizer Industries stepped in.

Gutierrez, a fluent Spanish speaker, not only volunteered his time to translate, but also drove five hours from his home of Round Rock, Texas, to Harlingen, Texas, near the Texas-Mexico border, to help out with the validation review. Just three days later, he helped out with a second validation in San Antonio.

“The challenge is, you can’t use a translator from the company being validated for obvious reasons, and you can’t use a translator from a local university, because they’re not going to know how to say things like ‘pinchwelt’ in Spanish,” says AGRSS Council Inc. president Debra Levy. “We really appreciate both Gilbert and Equalizer’s willingness to help out with this effort as we work toward a more-permanent solution.”

Watch www.agrss.com for more on the foreign language development program as it develops. The committee developing the program is chaired by AGRSS Council Inc. vice president David Rohlfing of Glass America.



Gilbert Gutierrez of Equalizer (left) recently helped out as a translator for validation reviews in Texas.

Lessons Learned from AGRSS Validations

AGRSS education committee chair Dale Malcolm of Dow Automotive and AGRSS validation review board Jeff Olive of Glasspro offered an informative session on some of the items that have been cited as non-compliant during the ongoing Auto Glass Replacement Safety Standards Council's third-party validation review program during the recent Independent Glass Association Annual Conference in Fort Myers, Fla.

Among these were a variety of common items, such as:

1. Not shaking primer for as long as needed;
2. Touching a primed area during the installation;
3. Not following the adhesive manufacturer's instructions required time on urethane when placing in

heater; and

4. Not using the adhesive system's required form;

For the issues that fell under the area of urethane, Malcolm suggested consulting not only manufacturer's instructions, but also the matrix developed by the adhesive manufacturers to provide guidance (available on www.agrss.com).

"That's where the rules of the road lie," said Malcolm.

In some cases, lot number records have been found to be missing as well.

"This info is critical," added Malcolm. "Shops should warn your technicians. This is important."

Keeping adhesive manufacturer's current instructions handy also plays a role. Malcolm recommended

keeping a binder with all training certifications and current adhesive manufacturer instructions handy.

In seven validation occurrences, technicians quoted the incorrect safe drive-away time to validators.

"This is something your technician should have and should be using every day," said Malcolm.

Noncompliance items that were found less often (usually with one occurrence or less) included the following:

1. Expired product use;
2. Technician didn't clean windshield to adhesive manufacturer's requirements;
3. Technician didn't have means to read temperature/humidity; and
4. Technician didn't shake cleaner as long as required by adhesive system manufacturer.

"Conduct mock audits with your techs," suggested Malcolm, in an effort to avoid these items.

And what happens when there is an item of nonconformance found?

"You can dispute something if you think you were right," Malcolm said.

But, if not, he suggested calling your adhesive manufacturer and undergoing more training to make sure the items are corrected.

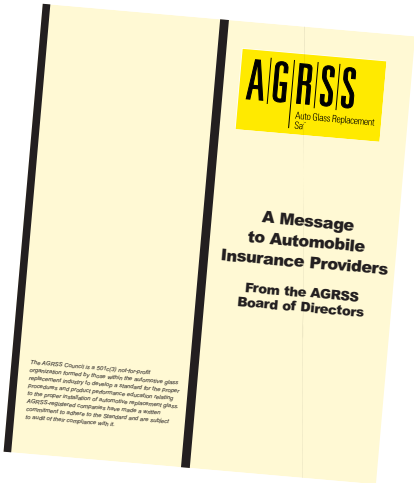
"At any given moment during the process, you should be able to blow a whistle and stop and say, 'What are you doing and why and where does it say you should be doing it that way in the standard?'"

The AGRSS Council currently is working to make this presentation available as a webinar on its site. Watch for further details as it becomes available.



AGRSS education chair Dale Malcolm of Dow Automotive focused on areas of non-compliance that have been encountered, ranging from not shaking a primer as long as needed to one situation in which the AGRSS-registered business refused entrance to the validators when they showed up for the review.

Looking for Marketing Materials?



Does Your Company Have a Cell Phone Policy for Mobile Techs?

Does your company have a cell phone usage policy for talking and/or texting while driving for mobile technicians? Some experts say this should be considered for any businesses in which cell phones and driving come into play.

"[This is] a big deal because distracted driving is now about the number-one issue as far as vehicle safety," said Jeff

Chilcott, senior risk engineering consultant for Zurich North America during a webinar the company recently gave on the topic. "We recognize it's a problem, but we keep doing it."

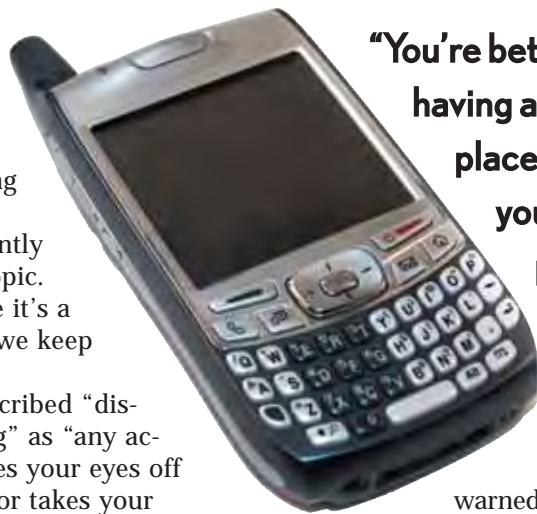
Chilcott described "distracted driving" as "any activity that takes your eyes off the road and/or takes your minds off the driving task." He pointed to a study by Virginia Tech that showed that driving and texting increases the risk of being in a crash while driving by 23 times, and even just talking on a cell phone increases the risk by four to five times.

"I haven't seen one study yet that says driving and being on a cell phone is a great thing," he chuckled.

Due to concerns about safety and the legal liability this could present to a company that works on a mobile basis, Chilcott suggested companies put policies in place to combat the problem while on the

job—even though these are often difficult to enforce.

"You're better off having a policy in place," he said. "It makes you look like a proactive company ... We can't just say, 'we're going to issue everyone a cell phone and wash our hands of it and not have any responsibility.' We've got to say, 'Okay, I need to be connected



"You're better off having a policy in place. It makes you look like a proactive company."

but in a smart way."

But Chilcott

warned many have become accustomed to talking (and texting) while driving and habits are sometimes hard to break.

"Sometimes you have to change people's attitudes or culture a little bit," he said, likening it to the initial seatbelt laws and how difficult it was for some to begin wearing these years ago.

Chilcott gave several examples of various accidents involving cell phone use while on the job, including a \$30 million suit resulting from an accident in which a law firm associate swerved off the road and killed a teenager while talking on a cell phone. In this case, the

teen's family had contended that the associate was on her cell phone on work-related business and that "cell phone usage was encouraged by her employer."

"Cell phone records are very easy to get a hold of," added Chilcott, pointing out that if an employee was talking on his cell phone during a crash it would be simple to prove.

Chilcott also advised that an employee can be held liable even if the employee is using a personal cell phone while in a company vehicle, or while talking on a company cell phone while in their personal vehicle.

"One of the most basic things you can do is just set up a policy," he said. "The stricter you can get, the better."

And these can range from putting a ban on use of all cell phones, or just permitting wireless/hands-free communication, and specifying that they can be used when the vehicle is stopped.

He provided the following as a possible policy that could be adapted to meet a company's particular needs:

"The use of wireless communication devices, such as cell phones, including those equipped with hands-free devices, are not permitted while driving a vehicle on company business. However, these devices may be used when the vehicle is safely parked in a designated area."

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VALIDATION CORNER

HOW LONG DOES AN AGRSS VALIDATION TAKE?

by Penny Ouellette, Orion Registrar Inc.



When informed of their upcoming validations, many locations have questions about the length of the audit and about how the process might disrupt their work schedules.

The length of the validation depends on three main factors:

- the number of people who install auto glass at the location;
- whether the installations are mobile or take place at the location; and
- whether delays are encountered during the installations.

A typical AGRSS validation includes a short opening meeting for introductions and scheduling, the observation and interview of each person who installs auto glass, a review of historical records, a review of the material storage area, some time for the AGRSS validator to complete his/her paperwork and a short closing meeting. Since the AGRSS validation process requires one

windshield installation for each person who installs auto glass, this step takes the most time. In general, a validation takes about one hour plus the time it takes to interview and observe each technician install a windshield.

For a one-person location with no travel time or other delays, the entire validation may be completed in two hours. For a four-person location, with a 15-minute travel time between each windshield installation, the validation normally will take more than six hours. If there are delays due to customers or corrosion, the validation will take longer. However, since the validator is only observing and interviewing one person at a time, the location's other employees may go about their regular duties until it is each person's turn to be validated.

It is not necessary for the validator to witness the vehicle pre-inspection nor the removal of the old windshield. When practical, the validator will begin the validation of each technician after this has been ac-

complished. The validator does, however, need to see the cleaning and priming of the glass, the cleaning and priming of the pinchweld, the cutting of the old urethane, and everything that comes afterwards for each validated installation.

Lastly, there are a few issues that can prevent a validation from being completed as scheduled. Each of these issues involves the lack of something or someone required for the validation: one of the technicians, a windshield installation for each technician, or the necessary historical records. In these cases, the location may incur additional costs in order for the validation to be completed at a later date.

In summary, the validator will work with the location to make sure that the validation is as quick, efficient and causes as little disruption to the location's business as is possible within the validator's schedule.

Penny Ouellette is the program development director for Orion Registrar Inc.



Freedom Glass in Richmond, Va., was one of the first shops to undergo a third-party AGRSS validation review last November.

But creating a policy is just the beginning, Chilcott said; employees also need to be aware of it.

“Post warnings, and let everyone know what’s going on,” he said.

For businesses (such auto glass businesses) that depend on cell phones, he suggested that voice-mail messages even be changed accordingly to something such as, “I’m either way from the phone or I’m on the road.”

“Just simple things like that make a difference,” Chilcott said.

In the end, he stressed, though, this could make a major difference if an accident does occur.

“If you can prove someone’s impaired while driving—it doesn’t matter if they’re drinking or talking on the phone—you’re going to have a hard case,” he said.

Auto Glass Plus in Richmond, Va., is one AGRSS-registered business that has implemented a cell phone usage policy. Company president David Cooper says company management made the decision at the beginning of

the year to limit the use of personal cell phones and texting while on the job, and particularly when driving.

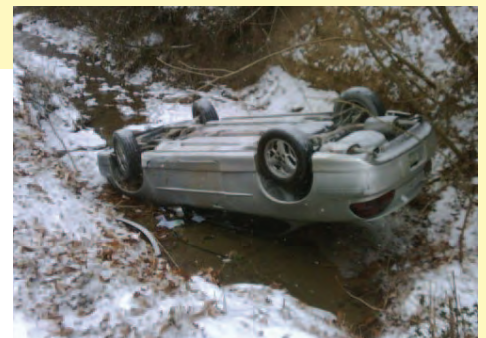
“We would rather have our mobile auto glass technicians focus more on the traffic at hand, to and from their scheduled appointments, than to respond to a text message or make a cell phone call,” says Cooper. “If a call has to be made in regards to work, then we would rather have the technician make the call with the vehicle in an idle state than en route.”

KENTUCKY INSURANCE AGENT CREDITS GLASS AMERICA INSTALLATION WITH SAVING HER LIFE DURING ROLLOVER ACCIDENT

A Kentucky insurance agent who had her windshield replaced by AGRSS-registered company Glass America’s Prestonsburg, Ky., location nearly three years ago recently saw the benefit of AGRSS registration first-hand. She says the company saved her life when she was involved in a snowy crash.

Rhonda Tackett of Prestonsburg, Ky., lost control of her Pontiac Grand Prix on her way to work during a snowstorm on January 5 and flipped over, landing upside down in a ravine on the side of the road, and, as it should have, the windshield stayed intact. “If Rhonda’s windshield wasn’t installed properly, it could have come loose during the accident, or even worse, come out,” says Clifton Blanton, manager of Glass America’s Prestonsburg, Ky., service center. “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.”

“I’m really grateful they installed my ... windshield,” adds Tackett. “My accident could have been a lot worse.”



Kentucky insurance agent Rhonda Tackett lost control of her Pontiac Grand Prix during a January snowstorm. She credits Glass America’s Prestonsburg, Ky., service center with saving her life, as the windshield, which was replaced nearly three years ago, stayed perfectly intact.

Low-Speed Vehicles and Mini-Trucks Shouldn't Share Busy Public Roads

Recent crash tests by the Insurance Institute for Highway Safety show why the mix of low-speed vehicles (LSVs) or mini-trucks with regular traffic is a deadly combination. LSVs are designed for tooling around residential neighborhoods, and minitrucks are for hauling cargo off-road, but neither has to meet the basic safety standards that cars and pickups do, and they aren't designed to protect their occupants in crashes, reports IIHS.

"By allowing LSVs and mini-trucks on more and more kinds of roads, states are carving out exceptions to 40 years of auto safety regulations that save lives," says David Zuby, IIHS chief research officer. "It's a troubling trend that flies in the face of the work insurers, automakers and the federal government have done to reduce crash risk."

According to IIHS, 46 of the 50 states permits LSVs on certain roads, usually with speed limits of 35 mph or less. Mini-trucks are legal to operate on some roads in 16 states.



"On one hand, you have [National Highway Transportation and Safety Administration] saying these vehicles were meant for low-risk, controlled environments or farm use, and on the other hand states are pushing them out onto the highways," says Zuby.

The Department of Energy estimates there are 45,000 LSVs on U.S. roads, as new LSVs qualify for up to a \$2,500 tax credit under the American Recovery and Reinvestment Act of 2009.

"Lost amid the talk about so-called sustainable transportation is any regard for the safety of people who ride in LSVs and minitrucks," Zuby says. "We're all for green vehicles that don't trade safety for fuel efficiency."

MARKETING FOCUS

INFORMING YOUR CUSTOMERS WITH A MIRROR TAG

The Auto Glass Replacement

Safety Standards (AGRSS) Council Inc.

has developed a number of marketing tools for

AGRSS-registered businesses to

use, including an innovative

rearview mirror tag on which

technicians can note safe drive-away times

once a job is complete. The handy mirror tags, which come ready to

attached to a customer's rearview mirror, also offer consumers information on why safe drive-away times are

required.

The brochures are available in

quantities of 100 (\$20), 500 (\$75), 1,000 (\$120) and 5,000 (\$500).

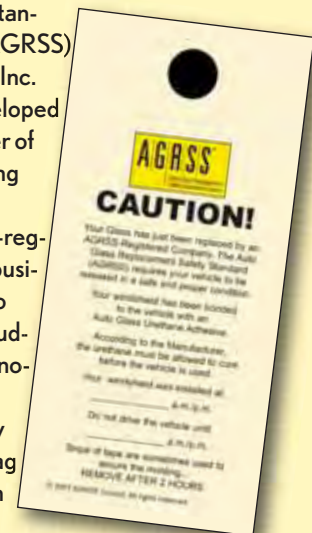
With the exception of the "What is AGRSS" brochure, all items are

available to AGRSS-registered companies only.

Visit <http://www.agrss.com/marketing.php> to view a full list of marketing tools available, including

tools for insurers, information on Consumer Awareness Programs and more.

CLICK HERE to download an order form.



Ford Finds Windshields of Some Models Don't Fully Meet Marking Requirements

Ford Motor Co. recently discovered that the windshields of approximately 15,000 2010 Ford Taurus vehicles and 3,500 2010 Lincoln MKTs do not fully meet the marking requirements of Federal Motor Vehicle Safety Standard (FMVSS) 205 S6.2. Though the company reports that the windshields, manufactured by Zeledyne, meet all other FMVSS 205 require-

ments, the "AS 1" marking "was inadvertently omitted" from the lower corner of the windshield, where the trademark is located, according to Ford. However, company officials say the windshields are marked with the "AS 1" designation on both sides of the upper portion of the windshield.

Paragraph S6.2 of FMVSS No. 205 reads as follows:

S6.2 A prime glazing manufacturer certifies its glazing by adding to the marks required by section 7 of ANSI/SAE Z26.1-1996, in letters and numerals of the same size, the symbol "DOT" and a manufacturer's code mark that NHTSA assigns to the manufacturer.

Taurus models involved were manufactured at the company's Chicago assembly plant between June 1, 2009, and October 5, 2009, and the MKT vehicles were manufactured at the company's Oakville, Ontario, plant between June 29, 2009, and October 8, 2009. The windshields are said to have been made at Zeledyne's facility in Nashville, Tenn.

Ford discovered the issue in November of 2009 and notified the National Highway Traffic and Safety Administration (NHTSA) at that time, but is petitioning the federal agency to be exempted from the usual notification and remedy requirements, on the basis that "the condition does not present a risk to motor vehicle safety because the windshield fully meets the performance and physical requirements of FMVSS 205."

"Additionally, repair service will be unaffected because the selection of replacement windshields is typically done utilizing a distributor, a catalog or NAGS number," wrote Ford auto safety office director James P. Vondale in a letter to NHTSA dated November 12. "Furthermore, repairers will be able to determine the appropriate glazing because the upper portions of the



DAIMLER BUSES RECALLS ORION VII FOR FAULTY PASSENGER WINDOWS

Daimler Buses North America Inc. has recalled more than 800 Orion VII transit buses for an issue related to faulty passenger windows. The recall affects vehicles made between August 2007 and June 2009, with model years 2006-2009.

According to the recall, issued via the National Transportation Highway Safety Administration, the vehicles' passenger windows have a tip-in transom window attached by screws, and these screws could loosen, causing the window to dislodge and fall into the bus.

The company is in the process of notifying owners who must check to make sure that the screws are tightened, and may contact Orion to fix the windows free of charge.

The windows in question were made by Hehr International in Chesaning, Mich., according to information provided to NHTSA. The problem with the windows was discovered last summer, when in June and July 2009, two buses associated with the Toronto Transportation Commission had windows that dislodged.

GM RECALLS 1.5 MILLION VEHICLES FOR ISSUE WITH HEATED WINDSHIELD WIPER FLUID MODULE

General Motors Corp. (GM) recently recalled nearly 1.5 million vehicles equipped with heated windshield wiper fluid systems. The company says there is a possibility that, in rare circumstances, the heated washer module could cause a fire, and has received reports of at least four fires occurring due to the issue, according to information from the National Traffic Highway Safety Administration (NHTSA). Three of these occurred in unattended vehicles.

This is the second recall related to the systems; the first was implemented in 2008 to add a fuse to the control circuit harness to address the potential consequences of an electrical short, which was thought to be causing possible fires. However, even after this was added, GM says it has received new reports of the plastic around the fluid chamber melting, leading to the fire concerns.

"In June 2009, GM found evidence that indicated during the [printed circuit board] short or soon after, one of the two heater relays was activated and overheated the fluid chamber because the module's internal thermal protection device (solder cup) did not function as designed," writes the company in its notification to NHTSA.

The company received its first report of an unattended fire occurring in a vehicle to which the fuse had been added in February 2010, and shortly after learned



The 2009 Chevrolet Silverado is one of several models included in the recall.

of the three others. GM is attributing the fires to "the failure of the solder cup."

The recall potentially could affect 1,365,070 vehicles equipped with heated windshield washer fluid systems, including the following:

- 2006-2009 Buick Lucerne;
- 2006-2009 Cadillac DTS;
- 2006-2009 Hummer H2;
- 2008-2009 Buick Enclave;
- 2008-2009 Cadillac CTS;
- 2007-2009 Cadillac Escalade;
- 2007-2009 Cadillac Escalade ESV;
- 2007-2009 Cadillac Escalade EXT;
- 2007-2009 Chevrolet Avalanche;
- 2007-2009 Chevrolet Silverado;
- 2007-2009 Chevrolet Suburban;
- 2007-2009 Chevrolet Tahoe;
- 2007-2009 GMC Acadia;
- 2007-2009 GMC Sierra;

- 2007-2009 GMC Yukon;
- 2007-2009 GMC Yukon XL;
- 2007-2009 Saturn Outlook; and
- 2009 Chevrolet Traverse.

GM issued the official NHTSA recall on June 4 and is encouraging vehicle owners to bring the vehicles back to dealers, to have the heated washer fluid system permanently disabled and removed from the vehicles. In addition, customers will receive a "customer satisfaction payment" of \$100 since the system will be disabled, according to documentation GM provided to NHTSA.

"This was a unique technology available from only one supplier, and that supplier has stopped manufacturing, which left no opportunity to collaborate on an improved design," says Jeff Boyer, executive director of safety.

windshield are properly labeled with the 'AS 1' designation, the glazing is clearly marked as 'Laminated,' and all other markings required by FMVSS 205 are properly labeled."

A public comment period as to whether NHTSA should permit the exemption is now open. Comments are due by the end of the day on July 6, 2010.

Those who wish to comment must reference Docket No. NHTSA-2010-

0060; Notice 1, and can submit comments by the following methods:

- by mail addressed to the U.S. Department of Transportation, Docket Operations, M-30, West Building Ground Floor, Room W12-140, 1200 New Jersey Avenue, SE., Washington, DC 20590;
- by hand delivery to U.S. Department of Transportation, Docket Operations, M-30, West Building Ground Floor, Room W12-140,

1200 New Jersey Avenue, SE., Washington, DC 20590, on weekdays between 10 a.m. and 5 p.m. (except on Federal holidays);

- by following the online submission instructions at <http://www.regulations.gov>; and
- by fax to 202/493-2251.

Comments must be written in English and must not exceed 15 pages in length, according to the Federal Register. ■