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**AUTO GLASS
SAFETY COUNCIL™**

NEWSLETTER



COUNCIL NEWS

Auto Glass Safety Council™ Board Enhances New Strategic Plan

The Board of Directors of the Auto Glass Safety Council™ (formerly the AGRSS® Council Inc.) has developed and approved a new strategic plan that runs through 2014.

The first part of the plan changes the recently re-named Council's mission statement to the following: *The Auto Glass Safety Council™ is the definitive voice that defines, actively advances and promotes auto glass safety.*

It is broken down into six specific strategies, as follows:

1. Deliver training based on the AGRSS® Standard to the auto glass and related industries;
2. Maintain and continually update a registration program for glass shops and a certification program for technicians who demonstrate conformance with the Standard;
3. Develop and maintain auto glass safety-related industry information;
4. Educate the public, federal and state government officials and related industry parties about the importance of auto glass safety;
5. Promote the Auto Glass Safety

Council™ and the AGRSS® Standard to the industry, the public, federal and state government officials; and

6. Maintain accreditation by ANSI and continually improve the ANSI/AGRSS® Standard for safe auto glass installation.

Among each strategy, the group has devised a list of possible tactics, such as creating a database of state licensing and registration re-

quirements; gathering and/or monitoring data on fatalities and serious injuries as the result of ejections; developing an insurance agent continuing education course for agents in certain states; appointing an official spokesperson; creating an Auto Glass Safety Day; and creating partnerships with other organizations to help promote the Auto Glass Safety Council™ and Standard.

AGSC EXTENDS INTERNATIONAL REACH

The Auto Glass Safety Council™ (AGSC) (formerly the AGRSS® Council Inc.) has seen major growth in recent months in interest in implementing the Auto Glass Replacement Safety Standard (AGRSS®) beyond North America.

"In every instance those reaching out to the AGSC have told us that AGRSS® stood out as the single best mechanism to introduce validations to their nations to greatly improve installation safety," says David Rohlfing, AGSC vice president. "One representative said that, 'Basically no one understands how important a windshield is to the structural integrity of the vehicle and therefore how important correct installation is. We want to highlight this and hopefully they will have no option but to pay attention.'" The AGSC is working closely with those who've reached out to the organization looking for help in implementing the standard in their respective countries, according to Rohlfing. "We look forward to the prospect of the Standard being utilized by those auto glass repair and replacement companies and/or associations who have a keen interest in elevating safe installations for consumers by utilizing AGRSS®," he says. "The AGSC would be happy to work with any company or organization from any country that has an interest in utilizing AGRSS® to promote safe installations."

NEW LOGO, NEW USAGE POLICY

The Auto Glass Safety Council™ (formerly the AGRSS® Council Inc.) not only has a new Registered Company logo to coincide with its new name, but it also has a new logo usage policy for Registered Companies to follow.

The policy, available online [here](#), specifies that only Registered Companies in good standing may use the Registered Company Mark, and, immediately upon termination of Reg-

istration, this right ceases.

In addition, the Council specifies that the logo and any references to it or a company's registered status "shall not be used in any manner or in any media in such a way that the integrity of the ANSI/AGRSS® Standard could be compromised."

The logo also cannot be used in a misleading way, and, on occasion, the Council will review Registered Companies' marketing materials for



proper usage of the mark and references to Registration.

The logo can be used on apparel worn by Registered Companies' employees, but, if an employee leaves the Registered Company and goes to work for a non-Registered Company, he will cease using the mark, according to the new policy.

EVENT NEWS

HERO OF THE HIGH SEAS, CAPTAIN RICHARD PHILLIPS, TO DELIVER KEYNOTE AT AUTO GLASS WEEK™ 2012



Captain Richard Phillips

Captain Richard Phillips, "Hero of the High Seas," will deliver the keynote address at Auto Glass Week™ 2012 at the Louisville Marriott Downtown, Friday, September 21, 2012.

Captain Phillips is scheduled to speak Friday morning about the vital importance of leadership and teamwork.

Captain Phillips was captured by Somali pirates in 2009 when they attacked and boarded the ship he was commanding, the Maersk Alabama. The ship was a container ship ferrying food aid to East Africa when it was attacked by a small band of pirates on April 8. To protect his crew, Captain Phillips offered himself as a hostage and spent five days on a lifeboat with the pirates before being rescued by Navy SEAL snipers.

"Captain Phillips was recommended to us by Donna Braden of Jack's Glass, who heard him speak. I'm sure attendees will be inspired by his heroic story," says event coordinator Ally Curran.

Captain Phillips also is the author of *A Captain's Duty: Somali Pirates, Navy*

SEALs, and Dangerous Days at Sea, the story of his experience and his remarkable rescue. This dramatic story is also being made into a motion picture by Columbia Pictures.

A "floating CEO" in charge of the day-to-day operations of a multimillion dollar ship, Captain Phillips has a compelling story and valuable lessons for anyone involved in running a business today. In addition to Captain Phillips' keynote address, Auto Glass Week will feature educational seminars, an exhibition area with suppliers, the seventh annual Walt Gorman Memorial Windshield Repair Olympics and the seventh annual Pilkington Clear Advantage Auto Glass Technician Olympics.

Auto Glass Week is the largest international event dedicated solely to the auto glass industry. Registration and competition details are available online at www.autoglassweek.com.

Contact event coordinator Ally Curran at 540/720-5584 or acurran@glass.com for more information.

AGSC REPRESENTATIVES TO SPEAK AT SKI ASSOCIATION MEETING

Two representatives of the Auto Glass Safety Council™ (AGSC) (formerly the AGRSS® Council Inc.) are scheduled to speak during an upcoming meeting of the Ski Area Vehicle Maintenance Institute (SAVMI). Jean Pero of Mygrant Glass, who serves on the AGSC board of directors and

chairs the accreditation committee, and Chris Courtney of Crystal Clear Auto Glass, a long-time AGRSS®-Registered Company in Silverton, Colo., will speak about safe auto glass installations on Monday, May 14, from 2:30 to 4 p.m.

The meeting, held to gather ski area mechanics and operations personnel, runs May 14-17 at the Two Rivers Convention Center in downtown Grand Junction, Colo.

AGSC PRESIDENT SPEAKS AT NOVUS SUPER SESSION



Debra Levy, president of the Auto Glass Safety Council™ (formerly the AGRSS® Council Inc.) and publisher of *AGRR™* magazine/[glassBYTEs.com™](http://glassBYTEs.com), spoke in March at the annual Novus Super Session in Hilton Head, S.C., about the importance of being AGRSS®-Registered.

Consumer Reports Names Top Safe Vehicles



The 2012 Chevrolet Cruze received high ratings for overall front/side crash protection in the small car category.

In its annual cars issue, *Consumer Reports* has rated a number of vehicles for safety, utilizing scores from the National Highway Traffic Safety Administration (NHTSA) and the Insurance Institute for Highway Safety (IIHS).

One major category of the rankings took a look at front and side crash ratings, with a combined overall NHTSA score. Though many vehicles did not obtain a ranking in this category, a few stood out among the others. Among these was the Chevrolet Sonic, which received

the best rating possible for overall crash protection (including both front and side)—the only vehicle in the subcompact cars category to achieve such a rating.

Other vehicles to receive high ratings for overall crash protection front/side were the Chevrolet Cruze (in the small car category); the Honda Accord and Kia Optima (in the family car category); the BMW 3 Series and Volvo S60 (in the upscale car category); the Chrysler 300 (in the luxury large car category); the Chevrolet Camaro (in the

sporty/convertible car category); the Honda Odyssey (in the minivan grouping); the Kia Sportage (among small SUVs); the Cadillac SRX (in the mid-sized luxury vehicle category); and the Volvo XC60 (in the mid-sized luxury SUV category).

Several large SUVs ranked top for overall crash protection front/side, including the Cadillac Escalade, the Chevrolet Suburban, the Chevrolet Tahoe, the GM Yukon and the GMC Yukon XL.

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CONSUMERS FILE SUIT AGAINST HONDA FOR SIDELITE DEFECT

Two consumers have filed a class action lawsuit against American Honda Motor Co., Inc., claiming that the window regulator in certain Honda vehicles is defective and results in the sidelite falling into the door frame or becoming stuck in the fully-open position.

Phyllis Grodzitsky of California, owner of a Honda Odyssey, and Jeremy Bordelon of Tennessee, owner



Plaintiffs Phyllis Grodzitky and Jeremy Bordelon allege the window regulators in certain Honda vehicles, including the Element, are defective.

of a Honda Element, allege that they reported repeated failures of window regulators in their vehicles. Grodzitky further claims that she contacted

her local Honda service manager and claims she was told, "all [Honda Odysseys] have that problem."

"Honda knew of the window regulator defect, yet failed to disclose and concealed the defect from class members and the public and Honda continued to market and misrepresent the class vehicles as 'reliable' and 'durable' vehicles, which they are not," reads the complaint.

The vehicle models in question include the Honda Odyssey, Pilot, Element, Accord, CR-V, Civic and Acura MDX between the years of 1994-2007.

The plaintiffs are requesting the court grant a trial by jury.

Honda officials had not yet responded to the complaint at press time.

DOT DELAYS RULEMAKING ON REAR VISIBILITY STANDARDS

The Department of Transportation recently issued a third delay to requiring a rear visibility standard to be set to help prevent child backover deaths, according to a recent statement from KidsAndCars.org, a national non-profit child safety organization dedicated to preventing injuries and deaths of children in and around motor vehicles.

In 2010, the National Highway Traffic Safety Administration (NHTSA) had proposed mandating rear view cameras for all vehicles with a generous phase-in period through 2014. A final version of the

VALIDATION CORNER

SAMPLING THE AGRSS® POPULATION

by Penny Ouellette, Program Development Director, Orion Registrar Inc.



In November, the Auto Glass Safety Council™ (formerly the AGRSS® Council Inc.) announced several major advancements to its third-party validation program. One of these involves changing the way locations are selected to be validated. Beginning with the first validations in 2012, all AGRSS®-Registered companies have moved from random audits to audits of every company during the 36-month validation period.

Penny Ouellette For companies with multiple locations, one of their locations will be randomly chosen, and this location will be validated during the validation period. All single-location companies will be validated during the validation period.

In addition, one multi-site company will be selected randomly during each validation period to have more than one location validated. For this company, a sample size equal to the square root of its total number of locations will be validated. The additional locations for this company will be validated near the end of the validation period.

In addition, locations will now be grouped by geographic areas. Except in rare cases of extreme geographical distance, all locations will grouped into clusters of about ten locations. The locations will be validated in random order throughout the validation period. As in previous years, companies will receive approximately 70 days notice prior to their validations.

Companies that wish to become registered after the sample population is selected will be identified as provisional members until they have been successfully validated.

"The board voted to make this change because the companies that have been through audits have found it so helpful and thought all would benefit from going through the process," says Jean Pero, chair of the Auto Glass Safety Council™'s credentialing committee. "Consumers now can choose to use an AGRSS®-Registered Company with full confidence that the company has been or will be audited."

She adds, "In addition, it sets aside the concern associated with random audits—that some companies will never be chosen—because every company is validated. Further, it sets the stage for the coming integration of technician certification into the Registration Program, which, when completed, will provide even more value to Registered Companies."

rule was expected to be issued in late February, according to the group.

“This is devastating news,” says Janette Fennell, founder and president of KidsAndCars.org. “This additional long delay is totally unacceptable when it’s already been four years since the bill was signed into law. What more do we need to learn? We already know you can’t see behind vehicles and we have affordable and available technology to fix the problem.”

The group says in just the first seven weeks of the year, it documented 11 backover deaths.

The Cameron Gulbransen Kids

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The Cameron Gulbransen Kids

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