

# NEWS RELEASE

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**New Windshield Replacement Training Emphasizes Proper Installation Practices**

**Auburn Hills, Mich. (July 14, 2009)** – Dow Automotive Systems, the industry leader in glass bonding technology, and the premier supplier of replacement glazing adhesives for all vehicle types, today announces a major upgrade to its Fixed Glass Training Program (FGTP), first introduced more than 10 years ago.

“Car owners who require windshield replacement want to feel confident their auto glass repair shop can restore their windshield to like-new condition,” said Dale Malcolm, Technical Manager for Dow Automotive Systems Aftermarket. “Not only does Dow provide a full line of auto glass adhesives that are used to install both new and replacement windshields, we also pioneered a hands-on windshield replacement training program to ensure proper use of these products and safe windshield replacement procedures.”

The new FGTP expands the focus of the training beyond the auto glass technician to any employee who may have customer contact – including front desk staff and management – in understanding the critical factors involved in proper windshield installation. The training provides all auto glass shop employees with hands-on experience, enhancing their ability to clearly communicate the process of the physical replacement to windshield replacement customers, key safety points to be aware of, and the technology behind the system.

The Dow Automotive Systems Fixed Glass Training Program (FGTP) was launched in May 1999. The program was the first to register with the National Glass Association in 2004 and was one of the first five AGRSS Registered Training Programs. Created out of a need to provide consistent and comprehensive training, it also rewards existing customers by assisting in the development of their employees. The new FGTP will soon boast 25,000 people trained since its introduction.

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### **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](http://www.dowautomotive.com).

### **About Dow**

With annual sales of \$58 billion and 46,000 employees worldwide, Dow is a diversified chemical company that combines the power of science and technology with the “[Human Element](#)” to constantly improve what is essential to human progress. The Company delivers a broad range of [products and services](#) to customers in around 160 countries, connecting chemistry and innovation with the [principles of sustainability](#) to help provide everything from fresh water, food and pharmaceuticals to paints, packaging and personal care products. On April 1, 2009, Dow acquired Rohm and Haas Company, a global specialty materials company with sales of \$10 billion in 2008 and 15,000 employees worldwide. References to “Dow” or the “Company” mean The [Dow Chemical](#) Company and its consolidated subsidiaries unless otherwise expressly noted.

