

AGRSS Compliance Checklist Rev. 3
Revision date: August 23, 2011

Registered Company:	Technician A: Vehicle VIN #: Vehicle Make: Vehicle Model: Vehicle Year:
Name & Address of Company Headquarters:	Technician B: Vehicle VIN #: Vehicle Make: Vehicle Model: Vehicle Year:
Company Contact:	Technician C: Vehicle VIN #: Vehicle Make: Vehicle Model: Vehicle Year:
Phone:	Technician D: Vehicle VIN #: Vehicle Make: Vehicle Model: Vehicle Year:
Email:	Technician E: Vehicle VIN#: Vehicle Make: Vehicle Model: Vehicle Year:
Original AGRSS Registration Approval Date: (mm/dd/year)	Note: All technicians can be reviewed through use of one form. Notes will indicate, by letter designation, which technician is being referenced. Additional technician names can be added to the back of this page.
Store Location Address:	Store Manager and Site Contact Person:
Validator:	Validation Date:
Location ID Number:	Validation Number: 1 <input type="checkbox"/> 2 <input type="checkbox"/>
1. Are all assigned technicians present? Yes <input type="checkbox"/> No <input type="checkbox"/> 2. Does each technician have a windshield to install in an AGRSS approved vehicle? Yes <input type="checkbox"/> No <input type="checkbox"/> 3. Does each technician have all required products and materials on hand to conduct the windshield replacement? Yes <input type="checkbox"/> No <input type="checkbox"/> 4. Can the validation be completed? Yes <input type="checkbox"/> No <input type="checkbox"/>	

If the answer to any of the above is "No" document circumstances and resolution:

If any scheduled technicians no longer work for the location, attach the following for this technician:

Evidence to demonstrate that the employee was terminated and when termination occurred. Failure by the location to provide sufficient evidence will result in a noncompliance.

- Check box to indicate evidence is attached.

Definitions:
ASM: Adhesive System Manufacturer; either the manufacturer or the adhesive system of the private labeler of that line of products.
DAT: Drive Away Time; the amount of time that must lapse in order for the vehicle to be deemed crash worthy in accordance to the pertinent language provided within FMVSS 212/208.
Approved Vehicles for Installation: Any automobile falling within the guidelines of FMVSS 212/208, equating to passenger vehicles weighing 10,000 pounds or less. Furthermore, the vehicle must be licensed for highway use and not fall into the classification of “Classic” or “Antique” that is being restored to original OEM specification.

Pre-Validation Process

4.1 Those engaged in automotive glass replacement shall use retention systems that are produced under documented quality assurance standards.		
<p>A. Does the technician and/or management present documentation, provided by their chosen ASM, indicating that all of their AGR related products are manufactured under a documented quality assurance standard? While they may not know or understand much about this, at a minimum, they must be able to direct you to documentation that indicates their ASM is in compliance.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:
4.3 Those engaged in automotive glass replacement must use either an OEM approved retention system or equivalent retention system as certified in writing by the equivalent retention system manufacturer directly or through a private labeler.		
<p>A. Is documentation provided indicating that the retention system utilized is either approved by the original equipment manufacturer (specifically for the vehicle model being serviced) or being an equivalent product by meeting the vehicle manufacturer's performance strength specifications? Such can be certified by the chosen adhesive system manufacturer or private labeler through written documentation. Management must be able to provide this documentation.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:
4.4 Those engaged in automotive glass replacement shall obtain and follow written comprehensive and current application instructions from the retention systems manufacturer or private labeler. These instructions shall include at least the proper use of the retention system storage specifications, minimum drive-away time charts containing temperature and humidity variables if applicable, and any special procedures required for adverse weather conditions.		
<p>A. Does the technician have within their possession, or have on-site availability to, a current copy of the retention system manufacturer's application instructions? It can be located at the shop or on a website, provided it can be obtained when required. Note that the Validator will have in their possession a copy of current ASM written instructions and the Retention System Provider Training Instructions And Documentation Worksheet (ASM MATRIX) for comparison.</p> <p>Proof of training on current ASM requirements does NOT meet the requirement to "obtain"... "written comprehensive and current application instructions from the retention systems manufacturer or private labeler."</p> <p>If the ASM has published written procedures for auto glass installation that are in addition to their training instruction manual and Retention System Provider Training Instructions And Documentation Worksheet (ASM MATRIX), these must also be available.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:

8.1 Technicians installing replacement automotive glass shall be fully qualified for the tasks they are required to perform. Such qualifications shall include, at a minimum, completion of a comprehensive training program with a final exam and a continuing education component. The program shall include, among other things:

- a) AGR safety issues.
- b) an understanding of OEM installation standards and procedures.
- c) relevant technical specifications.
- d) comprehensive retention system specific training.
- e) the opportunity to apply and demonstrate the skills technicians learn.

A. This is a critical area of compliance that requires a number of written proofs to be provided by each technician.

Yes

Notes:

Note: Bold face print outlines 9 subjects of proof required to demonstrate compliance to Section 8.

No

1. One or more courses need to be taken to the degree that all four subject areas, listed 1a-1d have been taught. Topic “a” refers to the **safety of the technician during the auto glass installation and safety of the vehicle occupant..** Topic “b” is instruction on the **OEM specifications that pertain to proper glass replacement and the mechanics of removing and replacing glass parts..** Topic “c” is **training on the technical specifications of products utilized in the course of auto glass replacements and performance of the vehicle as it pertains to proper auto glass replacement.** Topic “d” concerns the **full training of the proper use of a retention-adhesive system.** Note that AGRSS Registered Training Courses provide pre-approved verification of which of these four topics the course covers.
2. Technicians must be able to validate that **the training they received required that they demonstrate the skills that they’ve been taught.** Again, any AGRSS Registered Training Course has already been proven to provide this function.
3. Each course taken must include a **final exam.** Technicians must show proof of a successfully completed exam. **Note the passing of the final exam will be used to demonstrate skill and knowledge. There will be no additional information needed to verify this requirement.**
4. Each technician must produce a **certificate of training course completion** and for their training to be valid. The certificate mentioned in point 4 covers the need of

<p>proof of completion of the course.</p> <p>5. The certificates provided should indicate training to the most current version of the AGRSS standard. Under the term of AGRSS registered training courses, all such courses train to the most current standard.</p> <p>6. Technicians should be able to explain their method of ongoing education or continuing education. All methods are acceptable.</p>		
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Windshield Installation Process – Questions for Every Technician

5.14 Only the full cut method should be used for polyurethane retention systems.		
<p>A. The two key elements of assessment are: 1) trimming the existing bead down to 1 to 2 millimeters or 1/6 to 1/8 of an inch, as long as the existing bead is undamaged and well adhered to the pinchweld; these are approximate measurements. The key is are the using a full cut out method. If they are off an 1/8 of an inch it does not matter. Full cut out method. 2) applying enough new urethane to allow the glass replacement to bed at the same level of position as established by the OEM. Many teach that the height of the new bead of urethane should match the roofline of the vehicle. The question to ask of the technician is, “Describe how you trim the existing bead of urethane?” The only acceptable process is the “full cut” method and the technician must report that the old bead is trimmed the dimensions described above.</p> <p>B. Rule for pulling cowls. If the attached glass molding or encapsulation sits atop of the cowl panel, it does not have to be removed for glass replacement. All other cowl panels must be removed to facilitate proper glass setting and to assure proper bonding.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p style="text-align: right;">Notes:</p>
5.11 When inappropriate replacement materials or methods are detected, those engaged in automotive glass replacement shall report their findings to the vehicle owner/operator.		
<p>A. Here the focus is on the discovery and reporting of inappropriate products, non functioning products, or inappropriate auto glass installation methods from either the OEM installation or previous auto glass replacement. The vehicle owner/operator must be notified and receive such reports. The key is to identify how the technician reports such findings and if done consistently. If there is a problem, it typically relates to body damage, paint/primer loss of adhesion, inappropriate product use such as butyl and silicone, lack of surface preparation/cleaning and priming, and not enough product used to secure the glass.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p style="text-align: right;">Notes:</p>
5.12 When those engaged in automotive glass replacement correct inappropriate glass installations, they shall remove any inappropriate materials that would compromise the retention system. They shall fully correct any adverse glass installation related conditions caused by the use of inappropriate materials or methods, and they shall use appropriate methods described elsewhere within Section 5 of this document.		
<p>A. A good question to ask is, “What kind of things have you witnessed where previous glass installations were not done properly and, if you fixed the problem, what did you do?” Key is that inappropriate products are removed and that the bonding surfaces are restored in accordance with the ASM’s instruction. In severe cases, the vehicle may be required to have restoration conducted by a certified body shop.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p style="text-align: right;">Notes:</p>

3.1 Those engaged in automotive glass replacement shall not undertake or complete such installation when any related condition would compromise the retention system and the owner/operator shall be so notified.

<p>A. Does the technician inspect the area of the vehicle where the glass part is going to be replaced and determine whether any condition exists that would not allow for proper installation, as defined within the current written installation instructions of the utilized ASM? Such conditions pertain to corrosion, deformation of the vehicle pinchweld or other bonding areas, and any previous improper repair work done to the vehicle that could not be remedied by the auto glass technician. Poor paint systems could apply as well. Key here is to be certain that inspections are completed prior to any work being done on the car. At times, some negative conditions will not be noticed until the glass is removed. This still suffices as part of the inspection.</p> <p>B. If such conditions are discovered and not able to be remedied, is the owner/operator of the vehicle notified and informed of such conditions? The answer must be yes. Some technicians will report that the owner/operator is not always available. This may be true but there must be evidence that some form of contact was made and, at minimum, by phone.</p> <p>Special Notice: A noncompliance is to be registered ONLY if the condition discovered is not remedied and the replacement glass part is installed, or re-installed.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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4.5 Those engaged in automotive glass replacement shall require that lot number and expiration dates be printed on appropriate products.

<p>A. Are both the lot numbers and expiration dates of all retention system products printed on the product cartons and available for each individual product by either being printed on the product or available as a included sticker?</p> <p>Appropriate products include:</p> <ul style="list-style-type: none"> • Glass preps/primers • Pinchweld preps/primers • Adhesives 	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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5.9 No product that has exceeded its expiration date, open shelf life, or active shelf life shall be used.

<p>A. Inspect the urethane adhesive, cleaners, and primers in use by the technician to compare the current date of inspection to the expiration date noted on the product package. Be mindful that bottles of products utilizing a reseal-able lid have an “open shelf life”, meaning that the product expires sooner than the printed “unopened shelf life”. It will be important that the technician know the “open shelf life” of such containers, if being utilized (some techs us single-shot-applicators where only the unopened shelf life applies) and prove that the product is being utilized prior to that expiration date.</p> <p>Special Notation: It is okay to use a system other than writing open shelf life dates on products, if the system is effective in keeping expired product from being used.</p> <p>Special Notation: It is NOT a violation if past due materials are found on site; only if the are about to be used or are used during validation.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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4.2 Those engaged in automotive glass replacement shall use glass products meeting the requirements of ANSI Z26.1 as required by Federal Motor Vehicle Safety Standard 205.

<p>A. Do the manufactured automotive glass replacement products used meet ANZI Z26.1, as dictated by FMVSS 205, validated by either the presence of a glass mark insignia indicating a DOT number or a letter of validation provided by the glass manufacturer? Technicians should understand how to direct your attention to the “bug” on the glass which validates this standards compliance. Such glass markings pertain to all automotive glass parts. DOT # and AS1 are required.</p> <p>Special Notice: The assessment pertains all glass parts, whether stationary or movable. This requirement is to be audited in conjunction with the AGRSS interpretation of the use of used glass.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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<p>B. It is important to determine whether or not the glass shop and/or technician ever utilize “used” or “recycled” stationary automotive glass parts (this does not pertain to the removing and replacing the same part from the same vehicle, referred to as either an “R&R” or “R&I”). If so, the shop management and technician must report that they follow the 3 mandates defined by AGRSS in the Standard interpretation, “Allows use of used/recycled glass in very limited cases” which are:</p> <ol style="list-style-type: none"> 1. The glass is in a condition that will permit a safe installation and must be free of obvious structural or visually objectionable flaws. Unacceptable flaws include delamination, edge chips, cracks/breaks, or distortion in 	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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<p>the acute vision area. (Notable by the naked eye). The ASM guidelines must be followed in regards to the use of any scratched or clam shelled windshields for installation. If the glass has a scratch perpendicular to the glass edge and you can feel it with your finger nail, it is unsafe to install. If the glass has an edge chip where pulverized glass chips are present in the chip, it is un safe to install.</p> <ol style="list-style-type: none"> 2. The glass is installed with a retention system compatible with the original equipment (OE) design. (Validated by ASM documentation indicating their products are either OEM approved or equivalent) 3. For adhesive bonded glass, the adhesive manufacturer’s application instructions must permit its use in connection with the installation of “recycled” or “used” adhesive bonded, stationary automotive glass. (ASM instructions must provide directions for use of their system with this type of glass product) 		
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5.6 If the OEM installation was polyurethane, then the glass must be replaced with polyurethane or an equivalent adhesive bonding system. If the OEM installation was butyl, polysulfide, or other non-polyurethane, and the vehicle is licensed for highway use, adhesive bonded stationary glass installations shall be performed using polyurethane or an equivalent retention system unless in conflict with current OEM specifications.

<p>A. The key here is to determine if the technician uses polyurethane based adhesives on all stationary adhesive bonded auto glass part replacements, on vehicles licensed for highway use. This applied to all vehicles listed in the definitions section of this document. The exceptions to this are on vehicles where current OEM specifications require a different retention system.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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7.4 Whenever OEM retention systems are modified on later production models without body style modification, the most current retention system shall be used in the replacement unless otherwise specified by the OEM.

<p>A. There is the occasion where a particular model vehicle is built for many consecutive years and the style of the vehicle doesn’t change but the glass retention system has changed. The key is that the technician only uses the most current retention system type specified by the OE on all the models. The newest process must be used on every model. A good question would be, “When you see urethane introduced on later year models, what do you do when replacing the same windshield on an older model?” If the system was upgraded to urethane,</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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<p>urethane must be used on all the vehicles, as long as there is no conflicting written evidence provided by the OEM.</p> <p>Examples: 1) 1986 or older Chevy van and 2) 1986 Ford pickup that went from DW911 to DW1003.</p>		
<p>4.4 Those engaged in automotive glass replacement shall obtain and follow written comprehensive and current application instructions from the retention systems manufacturer or private labeler. These instructions shall include at least the proper use of the retention system storage specifications, minimum drive-away time charts containing temperature and humidity variables if applicable, and any special procedures required for adverse weather conditions.</p>		
<p>A. Does the technician have within their possession, or have on-site availability to, a current copy of the retention system manufacturer's application instructions? It can be located at the shop or on a website, provided it can be obtained when required. Note that the Validator will have in their possession a copy of current ASM written instructions and Retention System Provider Training Instructions And Documentation Worksheet (ASM MATRIX) for comparison.</p> <p>Proof of training on current ASM requirements does NOT meet the requirement to "obtain"... "written comprehensive and current application instructions from the retention systems manufacturer or private labeler."</p> <p>If the ASM has published written procedures for auto glass installation that are in addition to their training instruction manual and Retention System Provider Training Instructions And Documentation Worksheet (ASM MATRIX) these must also be available.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
<p>B. Are the current written application instructions followed by the technician?</p> <p>These requirements will be summarized in each Retention System Provider Training Instructions And Documentation Worksheet (ASM MATRIX). This document, for each ASM, will list the minimum steps that must be performed. If a step is not performed, or is performed incorrectly, this will be a noncompliance.</p> <p>If an interviewee says the wrong thing, but does the right thing (or visa versa), compliance determination is made based on their actions.</p> <p>Note that contact names and phone numbers for each ASM is noted on their Matrix and can be used to answer any questions.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>

<p>Concerning bare metal, or corrosion treatment, it is permissible for technicians to use full corrosion treatment instructions provided by ASM when area being repaired is LESS than the minimum area designated.</p> <p>C. Do the records demonstrate a pattern that the activator, pinch weld primer and urethane, if applicable, all came from the same Adhesive System Manufacturer?"</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
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5.1 Those engaged in automotive glass replacement shall follow the adhesive manufacturer's application instructions as provided by the manufacturer directly, or through the private labeler. All in-shop or mobile installation shall be performed under environmental and other conditions that are compatible with the application instructions required in Section 5.

<p>A. The specific assessment here pertains to the technician following the written instructions from the ASM, pertaining to working within the prescribed environmental conditions during auto glass installation. These will be summarized on the AMS Requirements Matrix. This Matrix will list the minimum steps that must be performed. Do be aware that the complete ASM training document may need to be referenced to complete this section of assessment in that not all conditions will be defined within the Matrix. If a step is not performed, or is performed incorrectly, this will be a major.</p> <p>Is the installation compromised by environmental conditions such as temperature, humidity, windborne particles, rain, snow, etc.?</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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5.5 Adhesive must be applied so that the finished bead cross section profile and dimensions meet or exceed original equipment configuration.		
A. Is the technician able to report to you where the new bead of adhesive must be located on the vehicle and how to determine the width and height dimension of the new bead? The technician's response needs to match the Retention System Provider Training Instructions and Documentation Worksheet (ASM Matrix)..	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
7.6 Those engaged in automotive glass replacement shall not introduce any chemical agents, such as cleaners, solvents, lubricants, release agents, or utilize any installation practice, which will adversely affect the glass retention system.		
A. A catch-all for covering any topics of concern not already specifically addressed. Key here is for technicians not devising short-cuts or installation processes that do not remain in conformance with written comprehensive instructions provided by their adhesive system manufacturer or private labeler. The best way to measure compliance is to review their written training instructions and witness what cleaners/primers and methods the tech is using. They need to be able to show you the written instructions that endorse their procedures and products.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
5.7 All adhesive system component lot numbers must be traceable to each job.		
A. Learn from the technician the process used to record lot numbers of product categories listed in Section 4.5. Such records may be written in, scanned from bar-codes, or stickers may be applied to the work order, or some other filed document utilized by the glass shop. Adhesive system manufacturers provide instruction in how to interpret lot numbers and maintain records of traceability.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
5.8 All glass parts must be traceable to the installation by a DOT number and part number.		
A. Learn from the technician the process used to record both the DOT number and part number for each glass part used for replacement. In most cases, these two numbers are written by hand onto a common document and kept on file by the company.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
5.10 All supplemental mechanical glass retention devices must be replaced to original equipment specifications.		
A. When mechanical glass retention devices are encountered during a glass replacement (such as a non-adhesive related attachment product), technicians must utilize the same type devices and the installation procedure as specified by the vehicle manufacturer in the restoration and replacement of the glass part. A simple review of this topic and oral declaration of following such procedure by the technician is sufficient.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:

<p>Special Notation: This only applied to components that come with the glass. Examples of this include 1) a Ford backglass that is bolted to the vehicle body and 2) a panel van side window that involves a frame with studs that go through the wall and are attached with a nut.</p>		
<p>5.13 When sealing air or water leaks within a polyurethane retention system, only compatible polyurethane adhesive shall be used. (No silicone or butyl may be used)</p>		
<p>A. The question of a technician is, “On vehicles having glass parts installed with urethane, how do you seal air and water leaks?” To be compliant, the technician must use a compatible polyurethane product to seal leaks. The brand only becomes important if and when primers are required, then, only the same brand of urethane can be used.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
<p>5.3 No automotive glass replacement shall be undertaken using an adhesive glass retention bonding system that would not achieve minimum proper drive-away strength by the time the vehicle may be reasonably expected to be operated.</p>		
<p>The vehicle may be reasonably expected to be operated once it has achieved a proper drive-away time.</p> <p>A. For the AGR installation being observed, identify the brand and specific adhesive going to be applied and then have the technician report as to what time the vehicle will be ready for driving operation. Compare the technician’s response to the drive-away-chart pertaining to the specific adhesive used. The ambient temperature and humidity, where the vehicle will be parked, determines the amount of time the vehicle must remain out of service. Note that the technician may refer to the chart to determine their answer. For all installations, the appropriate personnel must advise the vehicle owner how long the car should remain stationary before being driven.</p> <p>DAT is NOT affected by:</p> <ul style="list-style-type: none"> • Absence of passenger • Turning off passenger-side airbag <p>Technicians must use passenger-side airbag portion of table if the vehicle has a passenger side airbag.</p> <p>If DAT table only has DAT for vehicle with passenger side airbag, then this time must also be used for vehicles without passenger-side airbags.</p> <p>For technicians using an adhesive product that is affected by temperature and/or humidity, they must have a way to determine current temperature and humidity. A forecast is not sufficient; a real-time reading (even on website) is okay. Important is determining DAT based upon where the vehicle</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>

<p>will be stored following the installation and the temperature and humidity at that given site.</p> <p>Validators must determine current temperature and humidity to determine if tech is meeting requirements. Orion has purchased hygrometers/thermometers for the Validator's use.</p> <p>The vehicle may be driven from the location of installation to a location of storage prior to the DAT. It may not be released for use on public roads.</p>		
<p>5.4 The vehicle owner/operator shall be advised of the minimum proper drive-away time under the circumstances of the replacement.</p>		
<p>A. Does the technician or glass shop staff inform the owner/operator of the vehicle as to what time their vehicle can be put back into service? The technician may advise the vehicle owner/operator of a time that is longer than the minimum proper drive-away time.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
<p>7.5 The failure of any product used in the glass installation process that the installer believes could jeopardize customer safety shall be reported promptly to the manufacturer or supplier of the product.</p>		
<p>A. This includes glass cleaners, primers and adhesive products used in auto glass replacements. At times, one or more of these products may not perform properly. Often, this can be detected by technicians during the application process. It is important that when they detect such products not performing as specified, this must be reported immediately. This can result in a national recall of products. This too can occur with glass products if they do not follow required break patterns during an accident. The question to ask technicians is, "Have you ever witnessed a product not seeming to perform as specified during a glass installation and, if so, what did you do about it?" Technicians must know to report this to management and management must contact the manufacturer or supplier of that product for investigation.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
<p>8.1 Technicians installing replacement automotive glass shall be fully qualified for the tasks they are required to perform. Such qualifications shall include, at a minimum, completion of a comprehensive training program with a final exam and a continuing education component. The program shall include, among other things:</p>		
<p>Technicians should be able to explain their method of ongoing education or continuing education. All methods are acceptable.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>

Unusual Windshield Installation Processes

Questions must be answered at least once per location.

6.1 If the OEM utilizes the combination of a rubber gasket and polyurethane as a retention system, an equivalent adhesive bonding system must be used in the installation. In cases when the OEM didn't include polyurethane or an equivalent adhesive system, such systems shall be used if later product models include the addition of adhesive systems without body style modification.

<p>Special Notation: This must be validated at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. Vehicles falling under the regulation of FMVSS 212 that utilize rubber gaskets to secure the glass to the pinchweld also require the use of compatible polyurethane to increase the bond strength between the gasket and the pinchweld and the gasket and glass. Two beads of urethane are required to complete this type of installation. Refer to the ASM's installation instructions on rubber gaskets to ensure that the technician is following the proper procedures. Asking how gasket set windshields are installed and comparing technician's answers to the written instructions provide the best means of determining compliance. Focus on the instructions of preparing the gasket and the pinchweld of the vehicle.</p> <p>Example: 1973-1991 Chevy Suburban</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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6.2 If the OEM gasket installation did not include adhesive and the vehicle is licensed for highway use, the installation shall include polyurethane or an equivalent adhesive bonding system. The following are permissible exceptions: egress application, antique restorations, or in cases in which this practice conflicts with current vehicle manufacturer specifications.

<p>Special Notation: This must be validated at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. Same as above, in section 6.1.A, applies. Noted differently here are the exceptions, where the technician would be required to furnish documented proof that any of the three noted exceptions applies. Both egress and current OEM specifications are available for any vehicle in documented form. For vehicle restoration, the technician must be sure that the vehicle is not licensed for highway use (vehicle must be trailered)</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
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6.3 When sealing air or water leaks within a rubber gasket/polyurethane ADHESIVE SYSTEM, only compatible polyurethane shall be used. (No silicone or butyl may be used).		
<p>Special Notation: This must be validated at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. The vehicles falling under this requirement are those that require both the use of the rubber gasket and compatible polyurethane adhesive system in the installation of an auto glass replacement. If sealing is required, then only a polyurethane product can be used. Here, the validator must define this type of vehicle and then ask the technician what type of product would be used to seal an air or water leak.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:
6.4 When sealing air or water leaks within a rubber gasket/SEALANT SYSTEM, only OE compatible sealant should be used.		
<p>Special Notation: This must be validated at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. Here the issue is the sealing of air or water leaks within a gasket set system and often pertains to vehicles falling outside the FMVSS 212 regulation such as commercial trucks, off-road equipment, etc. In such cases, technicians should use a sealant specified by the OEM or an equivalent product which may include polyurethane</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:
7.1 All mechanically-fastened automotive glass parts shall be replaced according to original equipment specifications.		
<p>Special Notation: This must be validated at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. Technicians need to state that, when replacing AGR parts previously mechanically fastened by the original equipment manufacturer, the replacement is done using the same, or equivalent mechanical fasteners. Furthermore, technicians must seal such glass components with similar type sealants as specified by the OEM. Any alteration to this process can cause in improper performance of such products in the event of breakage or an accident. Key here is “no use of polyurethane”.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	Notes:

<p>7.2 Glass parts, including custom cut parts, must be marked in compliance with the certification requirements specified in FMVSS 205 and the marking requirements of ANSI Z26.1 incorporated by reference therein for those vehicles licensed for highway use.</p>		
<p>Special Notation: This must be checked at least once per location, noting that such work may be directed, by management, to a limited number of technicians.</p> <p>A. While curved glass parts were covered in section 4.2, in that such glass parts come pre-marked from the factory, Be mindful that all hand-cut flat glass laminated products receive a similar mark indicating what Automotive Safety Rating (AS rating) the glass meets. Technicians must state that they make sure that all such hand crafted parts are etched with the proper AS rating prior to installation. Shops can apply such marks through silk screen or acid/sand blast etching. Note that not all technicians will cut glass; identify those, if any, that do to assess this subject of compliance.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>
<p>7.3 Those engaged in automotive mirror replacement shall install external and internal replacement mirrors that meet or exceed original equipment specifications and the requirements of Federal Motor Vehicle Safety Standard</p>		
<p>A. The key here is that technicians replace all automotive mirrors with the same grade mirror specified by the OEM. There can be no variation in that all vehicles have specific mirrors installed in each model vehicle that allows for viewing compliance specified within FMVSS 111. Technicians should report that the mirrors used match the same shape, contour and performance properties for the OE. (In most all cases, mirrors are purchased in a ready-cut package and no hand cuts are conducted. Passenger side view mirrors need to be convex)</p> <p>Special Notation: In general, it must have a convex passenger side rear view mirror, while the driver side cannot be convex. Exceptions include old cars, then one must put in whatever was put in by the factory.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>Notes:</p>

Support Processes

Material Storage

5.2 Products must be stored and controlled according to manufacturers' requirements as provided directly or through a private labeler.

A. Through written retention system manufacturer instructions, determine proper storage requirements that most often pertain to temperature, and then compare such instruction to practices of glass shop location. The validation of this subject may require a combined assessment of both technician practices and glass shop management.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
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Records

5.7 All adhesive system component lot numbers must be traceable to each job.

B. Randomly select previous documents to observe consistency of the registered company to record and maintain such data. Be mindful that file selection should not predate the original AGRSS registration approval date. Special Notation: It will be considered a non compliance when a trend of incomplete records are filed by one or more technicians. <i>Validators may review records beginning at the location's AGRSS validation date or January 1, 2011. If there is a trend toward incomplete records related to traceability within the validation date and January 1, 2011, it will be considered a non compliance.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
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5.8 All glass parts must be traceable to the installation by a DOT number and part number.

B. Randomly select previous documents to observe consistency by the registered company to record and maintain such data. Be mindful that file selection should not predate the original AGRSS registration approval date. (Special Notation: It will be considered a noncompliance when a trend of incomplete records are filed by one or more technicians. If a technician or glass shop DOES NOT have a process to record DOT and part numbers for each glass part for each job. <i>Validators may review records beginning at the location's AGRSS validation date or January 1, 2011. If there is a trend toward incomplete records related to traceability within the validation date and January 1, 2011, it will be considered a non compliance.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:
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7.7 Those engaged in automotive glass replacement shall maintain documentation to demonstrate compliance with this standard.		
A. There are a variety of documents that can be utilized to demonstrate compliance. Key is to make sure that records specifically required by the standard (adhesive system component lot numbers, windshield DOT numbers, windshield part numbers, technician training records, and any records required by the specific adhesive system manufacture) are present.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes:

Management

7.5 The failure of any product used in the glass installation process that the installer believes could jeopardize customer safety shall be reported promptly to the manufacturer or supplier of the product.		
A. This includes glass cleaners, primers and adhesive products used in auto glass replacements. At times, one or more of these products may not perform properly. Often, this can be detected by technicians during the application process. It is important that when they detect such products not performing as specified, this must be reported immediately. This can result in a national recall of products. This too can occur with glass products if they do not follow required break patterns during an accident. The question to ask technicians is, "Have you ever witnessed a product not seeming to perform as specified during a glass installation and, if so, what did you do about it?" Technicians must know to report this to management and management must contact the manufacturer or supplier of that product for investigation.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Notes: