

# AGRSS®

Auto Glass Replacement  
Safety Standards Council

## NEWSLETTER

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### VALIDATION NEWS

## AGRSS® Validation Program to Include Enhancements in 2012

The Auto Glass Replacement Safety Standard (AGRSS®) Council's third-party validation will undergo several major advancements in 2012.

The most significant change takes effect January 1, 2012, when all AGRSS®-Registered companies will move from random audits to audits of every company during the validation period.

"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 AGRSS® Council president Debra Levy.

There is no change in cost for the program.

Levy says this also will benefit the consumers who utilize AGRSS®-Registered companies for their auto glass replacement needs. "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, the validation program will be adapted so that when

deficiencies or non-compliances are found at an AGRSS®-Registered business during an audit, validators will schedule a time to return to the business to ensure that these have been fixed. Those with uncorrected deficiencies will be removed as AGRSS-Registered Companies.

Lastly, the AGRSS® Board has announced that, though the latest version of the Standard (003-2011) will not be in effect until approved

by ANSI, in 2012 validators will provide an informational checklist, created in accordance with the incoming Standard, to companies upon completion of a validation, so that they might be able to see how they have fared under the new Standard.

Details on the changes to the Standard are available [here](#).

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### JANUARY 1 NAME CHANGE DATE NEARS

The Auto Glass Replacement Safety Standards (AGRSS®) Council Inc.'s transition to its new name, the Auto Glass Safety Council, is nearly complete. The name change will take effect on January 1, 2012.

"We're really excited about the name change," says AGRSS® Council Marketing Committee chairperson Nik Frye. "We believe it more accurately reflects our true mission—auto glass safety in every respect."

Beginning January 1, the organization's name will appear as follows: the Auto Glass Safety Council (formerly the AGRSS® Council). After December 31, 2012, it will simply be known as the Auto Glass Safety Council.

New logos for the Auto Glass Safety Council, along with its registration and certification programs, will be unveiled in the coming weeks.

*Please note: The website, [www.agrss.org](http://www.agrss.org), will remain active, as will all of the AGRSS Council's current social media sites; as of January 1, the names on each will be transitioned—but the sites themselves will remain unchanged during the transition.*

## AGRSS® STANDARD REVISIONS SUBMITTED TO ANSI

Several proposed revisions to the AGRSS® Standard have been submitted to the American National Standards Institute (ANSI) for review.

“We are working on the public notification process with ANSI right now and expect it to be published in ANSI Standards Action within the next few weeks,” says Rick Church, AGRSS Secretariat. “There will be a 30-day public comment period.”

“We expect it to be approved by end of first quarter of 2012,” adds Church.

Among the changes is one related to retention and adhesive systems. While the original Standard required that lot numbers and expiration dates be printed on appropriate products, the revision will require that technicians use systems that are labeled accordingly.

Another proposed change will require auto glass shops in compliance

with the Standard to notify customers of safe drive-away times both before and after an installation is complete.

“We added this to the Standard to be sure the customer is aware of drive-away time before the job even starts,” says Standards Committee chair Bob Beranek.

An additional change is related to training; the new Standard includes a provision that anyone related to the installation of auto glass at a company be trained to the Standard.

## EVENT NEWS

### AUTO GLASS WEEK™ 2012 SET FOR LOUISVILLE, KY.

Auto Glass Week 2012 will be held September 20-22 in Louisville, Ky., at the Kentucky International Convention Center in Louisville, Ky. The exhibition/extravaganza, including the Auto Glass Technician Olympics and Windshield Repair Technician Olympics, will be held September 21 and 22.

The Auto Glass Replacement Safety Standards (AGRSS®) Council Inc. is again serving as a co-sponsor of the event, along with **AGRR™** magazine, the Independent Glass Association, National Glass Association and National Windshield Repair Association. The Auto Glass Technician Olympics and the

Walt Gorman Memorial Windshield Repair Olympics also will be held concurrently, along with the International Window Film Conference and Tint-Off™.

“We are very, very excited about next year’s event,” said Holly Biller.

“I think all who attend

will find Louisville is a first-class city full of great entertainment, shopping and fun. It’s a city you will be glad you visited.”

Biller said the extensive education, and, of course, the Exhibition/Extravaganza, will be held again. “We heartily invite everyone in the auto glass and window film industries to attend,” she said.

Hotel rooms for Auto Glass Week will be available at the nearby Louisville Marriott Downtown. Reservations can be made online by clicking **here**, or by call-

ing the hotel at 800/266-9432 and asking for the Auto Glass Week group.

As in the past, several AGRSS® committees will hold meetings during the event. Stay tuned to [www.agrss.org](http://www.agrss.org) for further details as they come available.

### MID-YEAR AGRSS® COMMITTEE MEETINGS TO BE HELD IN FLORIDA IN FEBRUARY

The Auto Glass Replacement Safety Standards (AGRSS®) Council Inc. has scheduled its mid-year committee meetings for February 7-8, 2012, in Fort Myers, Fla. This will include both meetings of the board of directors and all AGRSS® committees, including the Standards Committee.

The meetings will be held at the Crowne Plaza Ft. Myers, which is offering discounted rooms for \$129 per night, plus tax.

You can reserve your room by calling 239/482-2900, and mentioning you are with AGRSS®. Reservations must be made by January 28, 2012, in order to receive the discounted room rate.

A detailed committee meeting schedule will be made available to committee members in the coming weeks.



**Fort Myers, Fla., will host several committees this February.**



**The 2012 event will again unite the entire auto glass industry in one spot.**

# Inside the AGRSS® Certification Program

The integration of the recently acquired auto glass technician certification program into the Auto Glass Replacement Safety Standards (AGRSS®) Council Inc. continues under the leadership of the Education Committee, co-chaired by Dale Malcolm (DM) of Dow Automotive Systems and Jeff Olive (JO) of Glasspro Inc. Both Malcolm and Olive have lengthy histories with the program, and have offered some insight into program's future.

**Q. What are your goals for the certification program?**

**JO:** I'd say the overall goal is to make it relevant to the technician, to be able to have the certification that would be the industry certification. That would be the number-one goal—to have it be the most relevant certification in the industry.

**DM:** One of the goals I'd like to see is that we get enough people certified in this renewed environment—I can't tell you what the magic number is, but there has got to be a tipping point where you go beyond a certain percentage and [the program] becomes somewhat self-sustaining and it becomes highly desirable for glass shops to certify their folks. If you have under 10 percent of the glass technicians in the field being certified, and we've never gotten close to 10 percent, it's difficult. You're always talking about it, and you're always trying to teach people about it. But if you climb over 15 or 20 percent, then people will talk about it to each other and you'll get that snowball effect. The more people

who certify, the more valuable it becomes.

**Q. How would you recommend those who've not ever been certified prepare to do so?**

**DM:** Someone who's been in the business for three to five years probably should be able to, by all rights, sit down and take the technician test without ever having to study. This is not the kind of test that somebody should be sitting up late at night cramming before they take the test.

**JO:** Also on the AGRSS® website you've got your AGRSS®-Registered training programs that are approved by the AGRSS® Council. There's a number of them listed, and those are all relevant, good training programs that would help a technician gain the knowledge to confidently take a technician exam. You need to be up on your game with all the most current information and training available out there. In any aspect of your job that's probably a good recommendation, but if you're planning to take the certification exam, even if you feel like you've got experience, a review of some training materials would be highly recommended.

**Q. How do you expect the AGRSS® Registration program and certification program to work together?**

**DM:** If a glass company does not choose to become registered with AGRSS®, we still want their technicians to feel welcome or encouraged to go through the certification process. And if an AGRSS®-Registered shop has not certified its peo-



ple, we hope that this tie-in might encourage them to also certify their people through the testing. But we don't want to exclude anybody. We don't want to discourage people who are not AGRSS®-Registered, or talk so much about AGRSS® that all the people who have done the certification over the years and have been loyal to the program suddenly feel like they're not welcome anymore. We want everybody to feel welcome, whether part of an AGRSS-registered company or not. It's a useful tool. It's not a replacement for anything.

**Q. How should technicians who wish to become certified, or companies that want to have their technicians become certified, do so?**

**DM:** The best thing to do is contact the AGRSS® Council at [info@agrss.org](mailto:info@agrss.org) and express an interest in it and we'll probably have a committee member call them and talk to them about it.

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**VALIDATION CORNER**

**PREPARING FOR THE REVISED AGRSS® STANDARD**

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



**Penny Ouellette**

There are three upcoming revisions in the AGRSS® Standard that may require changes by AGRSS®-Registered companies. These will be discussed below in order to give companies an opportunity to begin revising their processes, if necessary, to meet the future requirements. The current plan is for all 2011 and 2012 validations to be performed to the current (002-2002) version of the ANSI/AGRSS® Automotive Glass Replacement Safety Standard, and for validations to the revised Standard to begin in 2013 (see *related story on page 2*). However, in 2012, validators will provide audited shops with an informational checklist showing how they would have fared if validated under the new Standard.

**1) The ANSI/AGRSS® 002-2002 Automotive Glass Replacement Safety Standard has a requirement regarding communication of minimum drive-away time to the customer.** The current Standard states, "The vehicle owner/operator shall be advised of the minimum proper drive-away time under the circumstances of the replacement." This requirement will be changed in the revised Standard, which currently is undergoing review by the American National Standards Institute (ANSI). The requirement in the new Standard will be, "The vehicle owner/operator shall be

notified prior to and after the installation process of the minimum drive-away time under the circumstances of the replacement."

**2) Record retention requirements have been clarified in the revised Standard.** It will state, "Those engaged in automotive glass replacement shall establish and retain records of each auto glass replacement for a period of three years from the date the work was completed to demonstrate compliance with this Standard. Records shall include work orders and/or invoices and

be legible, readily identifiable and be kept either electronically or in hard-copy."

**3) Training requirements for additional personnel have been added to the revised Standard.** It will say, "Training with respect to the content and requirements of the current version of this Standard shall be required for all personnel directly involved in the automotive glass replacement process (examples: scheduling, purchasing, installing, customer service, quality control, management). Records of this training detailing content, date, participants and acknowledgement of the participant's successful completion of the training and receipt of a printed copy of the current Standard shall be maintained."

The changes to the Standard are intended to clarify it and to improve its effectiveness in achieving the mission of AGRSS®—the safe replacement of auto glass.

**“The current plan is for all 2011 and 2012 validations to be performed to the current (002-2002) version of the ANSI/AGRSS® Auto Glass Replacement Safety Standard.”**

**COUNCIL NEWS**

**FREEDOM GLASS OWNER MIKE PALEY IS NEWEST AGRSS® BOARD MEMBER**

The Auto Glass Replacement Safety Standards (AGRSS®) Council Inc.'s board of directors has a new member, Mike Paley, owner of Freedom Glass, an AGRSS®-Registered Company in Midlothian, Va.



**Mike Paley**

"Given the tremendous talent currently on the AGRSS® board of directors, I am very honored to have been chosen to join this board," says Paley. "I'm also eager to gain some of the knowledge and insight that our board possesses. In exchange, I bring to the board my passion for our industry and perhaps my own perspective as someone who is still very close to the field."

Paley has been in the industry since October 2004, when he opened Freedom Glass. Prior to that, Paley served as a service manager for Chesterfield Dodge in Midlothian, Va., where he supervised the day-to-day operations in the dealership's service department.

Paley served in the U.S. Marine Corps for nine years, from 1977 to 1986, before being honorably discharged as a Gunnery Sergeant.

Paley's company was the first ever to complete a successful AGRSS® third-party validation review.

**SAFETY NEWS**

**AUSTRALIAN TV STATION RUNS "WINDSCREEN BANDITS" SEGMENT**

An Australian TV station, ACA, recently ran a report titled "Windscreen Bandits," during which it went undercover to examine the nation's windshield replacement industry.

The segment features several installations on different vehicles, during which the station secretly recorded the jobs being done, and reviewed them with Mike Smedley, a technician for Service 8 Auto Glass, based in Gold Coast Australia.

"A properly installed windscreen will set you back hundreds of dollars but it's money well spent when you consider it could save your life if you have an road accident," writes the station.

Click [here](#) to view the video in full.

**"OMG" PSA DEVELOPED TO TARGET DISTRACTED DRIVING**

The Department of Transportation has created a public service announcement called "OMG" to warn teenagers against the dangers of distracted driving. The PSA is available on the newly redesigned [Distraction.gov](http://Distraction.gov) website, along with new materials designed especially for young drivers. The PSA also is airing nationwide in Regal Cinema theaters and on gas station pump-top screens owned



by Outcast PumpTop TV throughout the month of De-

**IN THE SPOTLIGHT**

**CAR COACH® LAUREN FIX FEATURES AGRSS® ON "THE DAILY BUZZ"**

Car Coach Lauren Fix featured the importance of the Auto Glass Replacement Safety Standards Council Inc. (AGRSS®) during a recent interview with "The Daily Buzz," a nationally syndicated morning talk show. Fix appeared as part of Car Care Month in a session titled "Loving Your Car."

"The most important thing is your glass," said Fix. "You don't think about your windshield until it's cracked, and then [you] go, 'Well, do I get it repaired? Do I get it replaced? How long can I go?' If you do replace your windshield, the most important thing is that you use an Auto Glass Replacement Safety Standards (AGRSS®)-[Registered Company]."

Fix displayed an AGRSS® logo on the windshield of the vehicle, along with that of Glass America, who's working with her on the effort, throughout the segment.

Click [here](#) to view the segment in full.



The above image was prominent in the Lauren Fix "Daily Buzz" segment.

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"Teen drivers are particularly vulnerable to distracted driving, which is why we are making an extra effort to ensure they understand the dangers," said Transportation secretary Ray LaHood. "Thanks to the help of Regal Cinemas and Outcast, we're reaching teens directly—whether they're at the movies or filling up their tanks—to emphasize the importance of keeping their eyes on the road, their hands on the wheel, and their focus on driving at all times."

The new PSA is designed to reach teenagers using imagery that relates to popular shorthand text messages such as "L8R" for "later" or "LOL" for "laugh out loud."

"Today's teenagers make no secret about the fact that they want

to stay connected to their social networks and enjoy text messaging. That's why it's so important that we educate young drivers of the dangers of distracted driving and help them make smart decisions that will keep them safe during the holiday season and beyond," says NHTSA administrator David Strickland.

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The AGRSS® Council Inc. is on Twitter, Facebook and YouTube. Be sure to follow us on Twitter @AGRSS; "like" us on Facebook by searching for "AGRSS Council;" and visit our YouTube channel at [www.youtube.com/agrsscouncil](http://www.youtube.com/agrsscouncil).

