



On September 19, 2008 over 500 individuals from the auto glass industry participated in the webinar, *AGRSS Now*. During the presentation, participants submitted their questions regarding the AGRSS-Registered Program and AGRSS Validation. Here, those questions are answered. Please send additional questions to rickc@cmservnet.com.

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I. Validation Program

Question: Does Phase III of AGRSS Registration validate us or do we still have to turn in all the paperwork like in the past? Laura Ware

Answer: Phase III adds third party validation to the already existing AGRSS Registration program. All registered companies will continue to be required, as the annual renewal process, to complete an application and self-assessment documents.

Question: Does AGRSS want all employees present during the audits and how will they choose who will conduct the audit? Kenny Williams

Answer: The exact and final answer to your question cannot be given until the AGRSS Council hires the validation company. We are in the final stages of interviews in making that hiring decision. Each validation company candidate comes with expert knowledge of how to conduct proper validations. We would expect the validation firm to advise the AGRSS Council, as well as the glass company to be validated, what employees need to be available to participate in the validation. We expect business will go on as normal during the validation process. The validator will be in contact with the glass company's specified contact in advance of his visit, to define the time, date, and employees' participation. It is safe to say that not all employees of the company will be involved.

Question: Line in the sand. I disagree with your statement. Just because a company doesn't belong to AGRSS does not mean they are installing glass incorrectly, or a bad

company. Look at Belron, they don't belong to AGRSS and will not allow auditing in their locations but they sit on the AGRSS Board and decide what registered companies like us have to comply with. John McGee

Answer: While we fail to see a question to answer, we will offer a response to your statements. A glass shop does not have to be AGRSS-Registered to follow the AGRSS Standard or be a good company. If a company claims to follow the AGRSS Standard but chooses not to be AGRSS-Registered, it will be left up to that company to demonstrate to its customers that it complies with the AGRSS Standard. We believe AGRSS Registration is the best and most valuable way to prove this compliance. There are a number of unique features that AGRSS validation provides that no single glass company can duplicate in their provision of proof. They are:

1. A validation process developed by an industry and not any single entity.
2. Since the contract is between the AGRSS Council and the validation firm, there is no direct relationship between the glass company and validator.
3. An independent validation process that tests the outcome of workmanship and not merely consistency of process.
4. A validation process that is supported by expert AGR training provided by nationally recognized experts.
5. A validation process that is totally third party independent.
6. A validation process supported by a Credentialing Resolution Board to provide industry-based support toward complaint resolution. With each of these subjects in mind, the most important question is, "If any retail glass company is truly following the AGRSS Standard, why would they not simply become AGRSS-Registered?" Why not support their industry by being part of the one common platform of compliance differentiation? This industry has no benchmarks for business entry or maintenance. It and law enforcement agencies must challenge the inappropriate business practices of those who cut corners and violate the law. AGRSS Registration is the answer!

As for your reference to Belron: Belron does not sit on the AGRSS Board of Directors. It is a member of the AGRSS Standards Committee, whose carter is to write the AGRSS Standard, maintain the Standard and provide interpretations to the Standard when required. These are two very different positions. Belron has no influence on the particulars of the AGRSS registration program or how companies will participate in this program. Again, Belron, like your own company, participates in work supporting the AGRSS Standard that defines the steps required for auto glass installation practices that applies equally to all companies in the AGR industry regardless of their affiliation with AGRSS registration.

Question: What if you are mobile only or you work out of your home? Frank Aline, James Ettley, Phillip Richardson

Answer: Being strictly a mobile company or working out of your home, has no bearing whatsoever on your eligibility to become AGRSS-Registered. Adherence to the AGRSS

Standard is the key. The question is, are you a “Functioning Standards Compliance Unit (FSCU)”? In general, FSCU represents a place of conducting AGR business where records are completed and kept on file, which help substantiate AGRSS compliance. A store location, a home or a van can all represent your FSCU – all are fine. If strictly a van, then that van should be equipped with knowledgeable people able to explain how they are AGRSS-compliant and have records in the van to support such claim.

Question: Who are the validators? Peter L Brown

Answer: The term “Validator” refers to the auditor. We choose the term validator over auditor to help support the notion that the validation (auditing) process is one of support for those whose commitment is to be AGRSS-Registered. So often, people consider the term “auditor” as threatening and that is not how we intend to conduct our third party validation process. The validators will be a nationally based group of certified auditors employed by a yet-to-be determined- auditing organization.

Question: When will the cost be published for audits? David Doherty

Answer: The costs will be published following the hiring of our third party validation company and following our own assessments of cost administration. We anticipate that date to be during the [AGRSS Safety Conference](#) in November.

Question: What are the 8 deliverables needed? Chad Elliott

Answer: We believe that you are referring to the “8 Deliverables” by title, that is represented on the last page of Attachment B, located on the www.agrсс.com website, under the Registration tab. The 8 deliverables are to be represented by 8 different documents that AGRSS-Registered companies are required to submit along with their completed Attachment B. These are submitted when registering and renewing their Registration. Such deliverables provide written proof that 8 critical safety topics are understood and followed by the registered company.

Question: The cost may be a factor. Smaller shops may not be able to have the expense of memberships and audits. This would shut out small shops unfairly. How do you respond to this? Frank Aline, Rhonda Scott, David Zoldowski

Answer: Expense is always an issue. You can rest assured of the following: There will be an expense, and the expense for Phase III will be higher than the current \$200 per year for renewal, and it will be fair, taking into account smaller glass companies. The interesting question is what is “fair”. Some companies have felt that the current renewal fee of \$200 is too high, yet they often spend that much without thinking it is a matter of relevant importance. Can you think of one industry that involves consumer safety that doesn’t require cost, education, application, testing, and conformance to some level of requirement? We can be no different and we challenge glass shops to make wise investments with their time, money and efforts. To date, we seeing nothing better for this than AGRSS Registration.

Question: When is the soonest we can schedule an audit? Dave Herrli

Answer: Once the final Phase III product is finished, (and while we will have much more to share at the up coming AGRSS International Auto Glass Safety Conference), we anticipate the final product being ready early in the second Quarter of 2009. We will probably put final touches on the process and conduct field trials in the first quarter. From the phrasing of your question, it appears that you may be interested in requesting an audit. This is a great idea from what you'll gain, and is a possibility. We will provide instructions in how to do this in the very near future. For right now, a good thing to do would be to run mock validation tests of your company and ask some people you know outside your company to help. Your representatives of your preferred adhesive system are great candidates.

Question: What is the cost of an audit and how often will they take place? Steve Poe, Rhonda Scott, David Stauffer

Answer: We will not know the cost of an audit until we make our final selection of the auditing organization. Each candidate has their own unique quotation. What can be said at this point is that the cost per audit will be spread equally among all registered companies audited during the year. The frequency and number of audits will be based upon what is required to bring a confidence rating to our customers and this answer is not expected to be completed until later this year.

Question: Is AGRSS going to develop a database of non-AGRSS compliant examples such as accidents, in that our industry could use a data base collection point? Dave Zoldowski

Answer: We are establishing the AGRSS Credentialing Resolution Board (CRB) will be the focal point of contact for anyone having to make inquiries or complaints concerning AGRSS Registration and compliance. This Board will bring answers and resolution to all such situations in order to protect the integrity and spirit of the AGRSS Standard. This has been part of our charter as we complete Phase III of Registration. The development and maintenance of a related database is under consideration.

Question: How do I get a self-audit book and checklist? April Cannon

Answer: Go to www.agrss.com and download the AGRSS Registration documents and the [Auto Glass Technician Validation Ready Worksheet](#). Follow this worksheet and [Attachment B](#).

Question: Where are you going to find auditors who are experts in all bonding systems? What are their qualifications? Mike Gaffke, Nicholas Greville, Sean Maskell

Answer: We are not, nor do we need to. What we have learned about third party validation from experts in the field, key is to hire experts in validation who may know

much less in AGR versus hiring experts in AGR bonding that have no expertise in auditing. You see, the concept of assessing whether a technician is following the AGRSS Standard is the keen ability to conduct non-threatening conversation, to ask great qualifying questions and be able to listen extremely well and interpret all responses. The auditor will be matching responses provided by the technician to their training documents and the context of the Standard. The theme is for technician conversation to match their training documentation. For example, watching a technician apply primer to the pinchweld of the car while hearing why he, or she, is doing what they are doing and matching those actions and words to what their written application procedures and time frames are is what will be done. The validator will be an expert at this. It should be noted that, while we have a high degree of confidence in this being our best approach, any registered company and validator has the ability to reach for additional resources through our Credentialing Resolution Board if necessary. The auditors and their organizations will have the certifications of "Lead Auditor" and maintain all relevant ISO certifications as it pertains to auditing organizations.

Question: So, all technicians need to know the answers, explain the answers, do it that way, and pull out documentation to back it up when we are audited? Jo Ann Nemeth, Amy Courtney

Answer: Yes. As for the answers, they need to understand how their products are to be installed and maintained in accordance to current written instructions provided by the manufacturers, how to complete proper records, and how to deal with the owner/operator of the vehicles as specified in the AGRSS Standard. Nothing listed to this point should be anything new that should not have been done since 2000, when the first Standard went into affect. The only thing new is for each technician to have on hand all training documents, certifications, and paperwork required for completion by their company. This provides the validator the means to match responses to documents and written instruction, especially, if they are validated in a mobile, on the road, setting.

Question: What do CSR's need to know? Ramona Cook

Answer: It should be anticipated that some light conversation may go on between a CSR and validator. The primary topics for CSR's to be prepared to discuss will be their role in recordkeeping and providing customers with information as it relates to vehicle conditions, drive-away times, etc. It is not anticipated that CSR's will go through any formal interview. The "target" people within the organization will be owners/managers and technicians.

Question: What type of notices will be provided prior to an audit and how will they identify themselves as auditors? Brian Maloney

Answer: This final answer to time of notice is yet to be determined and will be based upon the recommendations of our hired validation company. While AGRSS has felt a 14-day notice to be ample, some of our validation firm candidates recommend 30 days. Once the firm is selected, an appropriate notice time will be determined. Rest assured,

validation review will not be a surprise. A proper notification will be given. As for identification, a validator will call management to schedule a time and date for the audit to take place. Upon arrival to the location, the validator will have a preliminary meeting with the manager/owner before the validation process begins. We would speculate the owner/manager would introduce the individual to their team. As we stated, audits/validations will not be a surprise.

Question: Does AGRSS address windshield repairs? Donna Braden

Answer: No, AGRSS is involved only with auto glass replacement being installed in a manner that adheres to the vehicle's design function to protect the occupants in a vehicle if involved in an accident. The ROLAGS Standard deals with auto glass repair.

Question: Does validation for manufacturers include random survey of glass that is distorted, have bad bends, delamination, etc. that could pose safety problems too?

Answer: Yes, but not due or through the AGRSS Standard. AGRSS does not validate a manufacturer compliant with application standards since the AGRSS Standard covers only auto glass installations. However, AGRSS does require that all glass parts pass ANSI Z26.1 as defined in FMVSS 205. These standards, not the AGRSS Standard, provide for your stated concerns.

Question: So, if I have a new technician just learning, is this taken into account by the auditor if they don't provide the correct answer? Jo Ann Nemeth

Answer: Technicians unable to answer the basic questions of proper product selection and use, along with recordkeeping requirements, is indicative of technicians who would not be able to install an auto glass part in accordance with the AGRSS Standard. Such trainees should not be referred to as auto glass technicians nor should they be working on any vehicle independent of other qualified technician supervision.

Question: Where would I report the failure of a technician who is found to not follow the AGRSS Standard? Robert Zantow

Answer: A Credentialing Resolution Board is in the process of being established as part of Phase III Registration. There will be a well-publicized process defining how such concerns can be filed.

II. Industry Issues

Question: With so many fly-by-night companies, is there any way they can be regulated? Laura Ware and Neil Haugee

Answer: "Fly-by-night" can have many meanings. All companies must operate within their law and thus are regulated by law and not by most government organizations such as AGRSS. AGRSS seeks to educate all customers to look for the AGRSS-Registered

logo when making a decision on the company to replace their damaged auto glass. Imagine if 4,000 to 6,000 glass shops were AGRSS-Registered and promoted this fact in their local communities and that all body shops, dealerships and insurance companies followed suit. Such market pressure would force any so-called fly-by-night companies to “AGRSS up” or ship out!

Question: The insurance industry is aware of AGRSS but the cash customer is not. How will you make them more aware? Frank Aline

Answer: The AGRSS Council has provided a number of resources, including the AGRSS Consumer Awareness Program (CAP) program for your use in making every household, in the community, you serve aware of their need to make buying decisions based upon more than price alone. Being an AGRSS compliant job may be far more important. There are many people volunteering their time, money and effort in support of this cause, and will continue to do so, but, be reminded, key is what the local AGRSS-Registered company does in its local community in broadcasting the good news that AGRSS-Registered companies provide. There are many experts in the field of brand awareness who have advised our industry that this is what it takes. On the national level, our focus is on such large interest groups such as the insurance industry, the auto collision and dealership industries who in turn can reach thousands of households, while we count on AGRSS-Registered companies to reach out to local constituents.

Question: Is there a list of AGRSS-Registered companies? Are there any national chains not AGRSS-Registered? When will the insurance industry back AGRSS-Registered companies? Al Barker, Neil Haugee

Answer: Go to either www.agrss.com or www.safewindshields.com and you’ll see a listing of AGRSS-Registered companies. As for national chains not AGRSS-Registered, we believe there is only one left that is not an AGRSS-Registered company. As for insurance industry backing for AGRSS-Registered companies, only they can answer that question. Key for our industry is how can we best influence the answer that they choose to provide. Here is a list of topics that have direct influence on their ultimate answer:

- A. Third-party validation proving AGRSS compliance by AGRSS-Registered companies;
- B. The number of AGRSS-Registered retail shops to provide national coverage;
- C. The volume and aggressiveness of promotion of AGRSS Registration.

These represent the big three for topics of influence. Note that B and C are dependent upon the decisions made by retailers of our industry.

Question: Do you feel that AGR suppliers would be willing to sell their products to only those who are AGRSS-Registered companies and would insurance companies only allow AGRSS-Registered companies to do their work? Neil Haugee

Answer: Starting with the insurance company portion of your question, this has been answered in previously listed responses. Again, it is in the best interest of the insurance industry to educate their policyholders how to evaluate and choose a glass company on the basis of safety and quality first, service second and price third. The AGRSS Standard and Registration program provides credible help and resource in this pursuit. The issue of requiring AGRSS Registration is largely dependent upon third party proof of compliance by AGRSS-Registered companies and national coverage for their policyholders. The more complete we are in validation and national coverage the quicker and more favorable the response will be from the insurance industry. As you can see, much of the answer is going to be left up to what retail shops choose to do. As for the AGR suppliers' situation, hopefully, each realizes their own liability risks associated in the sale of products they purchase and distribute. Their legally implied duty of care is far reaching and, through a variety of multiple industry cases, many have been found negligent under the "Implied Warranty of Merchantability" and the "Products Liability Act". To whom they sell such products is a different story. Many have grumbled that suppliers will sell their products to anyone as long as cash is in hand. We cannot confirm or deny this situation. Instead, this situation needs to be resolved in the marketplace. How suppliers run their business, and who they sell to, often influences how their own customers may react and where they choose to spend their future dollars. If the marketplace applies pressure to suppliers to sell to qualified customers only, they most certainly will react; hopefully, in a favorable manner. What suppliers do need to realize is that if the sale of their products is to an installer who breaks the rules and, as a result, someone is injured, that supplier will be held as liable in that situation as the person who did the work. The subject of AGRSS compliance will certainly be brought forward for consideration in any such litigation.

Question: At some time, could AGRSS become state law? Kenny Williams

Answer: Perhaps sometime in the future. Currently, we are not pursuing any such activity. Instead, we desire that the AGRSS Standard and Registration program become a market-place-driven requirement in that everyone in the AGR industry get involved, make AGRSS part of each company's culture, and promote AGRSS Registration to all customer bases. Imagine if all insurance companies, auto dealers, body shops, rental agencies, special interest groups, commercial accounts, and car owners insisted on seeing the AGRSS Registration patch prior to doing business. Would we need laws at that point?

Question: Why aren't the networks required to only approve AGRSS-Registered companies, and, if not now, when? Stephen Cook, John Kennedy

Answer: We continue to desire more involvement by third-party-administrators in the cause of promoting AGRSS-Registered companies. In terms of their own liability risks, we feel it in their best interest to do so. Their current methods of securing members is no better than what the insurance industry currently offers in that, and for the most part, they take the word of glass shops they follow the AGRSS Standard. There is something much

better and that is AGRSS Registration. Once we add the provision of third party audit, or, validation if you will, AGRSS will be providing a new precedent of higher benchmark that, we believe, will capture more TPA's attention and involvement.

Question: How will AGRSS stop the non-AGRSS compliant companies from working in the industry when it seems that the only thing that the insurance industry desires is the cheapest price? Nalis Giles, Michael Paley

Answer: AGRSS cannot stop non-AGRSS compliant firms from operating. Only the marketplace and on occasion, law enforcement agencies, do that. The insurance industry is no different than any other customer, or ourselves, when we go shopping. We look for the best price as long as the product meets our expectations. To date, the insurance industry continues to shop the glass industry for price, believing "all" meet their expectation as stated in their agreements. There are two things that will change their minds: First, if an insurance company faces mounting legal risks. Secondly, the insurance company comes to realize, through AGRSS' consistent communication, the risks associated by not taking preventative measures and decide to require all glass companies doing their auto glass replacement work to be AGRSS-Registered. This is why we continue to push for everyone's involvement and compliance. The speed of progress will be dependent upon the speed with which industry members get on board and start working with the AGRSS Council.

Question: I don't see how this will eliminate the "Pedro and his donkey" style glass shops. I see licensing the only way to do so. These are the guys ruining the industry. What do you suggest? Frank Aline, Bob Garner

Answer: AGRSS does not seek to eliminate anyone from being in the AGR industry. We do insist on the importance of benchmarks or standards being met. One option is to enact these standards into state licensing laws. However, state licensing has been very difficult to get to work in that when the government gets involved things run amok. The pressures for change generated by customers, AGRSS-Registered companies, suppliers, associations, manufacturers, holds the most merit.

Question: How can the AGRSS Council help with the issues of raising costs to do business while the insurance industry continues to pursue higher discounts? Robert Gonnely, Joe Belliveau, Richard Lutton

Answer: There is no denying the ever escalating costs of just living, let alone running a professional business. You don't need to go further than the front page of the newspaper or gas pump to realize this truth. As for the insurance industry's increasing pressure for higher discounts, their approach in securing pricing has to be strictly left to them and the marketplace to decide. The law requires this and we must be very careful that the AGRSS Council not cross any risky lines involving the subject of pricing. It is our belief that through the written industry "Standard" we are defining the right job and through the AGRSS Registration Program providing proof of compliance with the Standard. It is by providing the definition of a "right job" and validation of it that we lay a solid foundation

for the customer to determine the right price. It is our contention that it never is the best price if it can't be proven to be the right job! So, think about this, who should the insurance industry be calling on to provide their O&A or contract offers? A glass shop that says they do the right job or the one that says they do the right job and is willing to prove it?

Question: As a CE instructor, will we be able to discuss some of these standards in the classes we provide? Shaun Alston

Answer: Yes, we appreciate the promotion of the AGRSS Standard in all corners of the earth! Do be aware of a very important requirement: Submit any information, in writing, to the AGRSS Secretary for AGRSS Board approval before making it public information in your class. There are copyright and trademark restrictions that we must protect. By following this process, AGRSS can make sure the industry is sharing the correct information in a united manner, and your training program can become an [AGRSS-Registered training program](#).

Question: With recordkeeping and product traceability such an important aspect following the AGRSS Standard, what work is being done by AGRSS with software manufacturers to help them support this requirement? Bruce Holeman

Answer: AGRSS is to define what must be accomplished for auto glass to be installed in a manner that adheres to the vehicle's design function to protect the occupants in a vehicle if involved in an accident and a portion of the definition is recordkeeping and traceability of products. The path that glass companies take to arrive at such destinations is up to their own decisions. A number of software companies have become involved with AGRSS and are the most aggressive and advanced in providing user-friendly systems to their customers in meeting the requirements of the AGRSS Standard.

Question: Specifically regarding the DW 828 and DW 1254, these parts are not urethaned at the factory even today. What is the AGRSS position on these particular installations in terms of whether urethane is required or not? George Weller, Darren Taylor

Answer: Directing your attention to Section 5, paragraph 6 of the AGRSS Standard, all glass parts must be installed with polyurethane, unless in conflict with current OEM specifications. So, if the use of polyurethane conflicts with current OEM specifications it should not be used. Be sure to have written and current specifications on hand prior to making any such judgments.

III. Technical Questions

Question: Okay, so a tech is doing a windshield replacement at a body shop and, during the installation, the original urethane bead pulls away from the pinchweld with seam sealer coming up right behind it. Further more, the repaired post was not welded in correctly by the body shop. This appears to be a problem because the retention system

might be compromised. This may be a rare occasion but how should this situation be treated? Robert Gonnely

Answer: As indicated within the current AGRSS Standard, the auto glass replacement cannot be completed unless the condition indicated within your question has been fully remedied. Since this situation would not be discovered during the initial vehicle assessment, the defining of this situation and required remedy is detailed within Section 5 of the Standard, paragraphs 11 and 12. The technician would need to determine if they he or she had the capability of remedying the situation and, if not, would require the body shop to repair the situation. In this case, the technician is operating as an agent for the body shop and the body shop is the principle. It would be incumbent for the body shop to remedy the situation and notify the owner/operator of the vehicle. Remember, if the technician continues on with the installation without remedy, not only is the Standard violated, but the body shop incurs the risk of liability.

IV. Insurance Points

Question: What other insurance companies beyond State Farm are on board? Ken Sudall, Matt Nicklaus

Answer: You are correct in defining State Farm being on board. In State Farms case, their being on board is defined, to date, as incorporating language within their O&A contract that requires AGRSS Standard compliance; they serve on the AGRSS Accreditation Committee, they have donated \$20,000 in support of the AGRSS Consumer Awareness Program (CAP) and they participate in most every AGRSS related event possible. Everyone should give much thanks to State Farm for setting the precedent of other insurance companies to follow. Once our Phase III Registration process is implemented, AGRSS will be actively promoting the use of AGRSS Registration in all insurance companies' glass agreements. As we all know, State Farm is the largest insurer of automobiles in the country and it is great to have their vote of confidence when we begin our promotion to the other insurance companies.

Question: When our customers file a claim through State Farm, they receive a survey in the mail. What affect, if any, does this have on the way State Farm manages claims and are other insurance companies using similar surveys? Brian Kittrell

Answer: For the record, this question would be best answered by our friends at State Farm. Once Phase III Registration is implemented, we intend to work with State Farm on questions, in this type of survey, to help their insureds judge if a proper glass installation has been completed.

Question: Some glass shops have fictitious locations and addresses. Is this allowable and what would be the advantage? Fred Hampton

Answer: Our AGRSS charter does not address this subject; our focus is on the auto glass replacement installation being completed in a manner that adheres to the vehicle's design function to protect the occupants in a vehicle if involved in an accident. The topic of your inquiry will be best answered by the insurance company or TPA.