

NWRA Receives ANSI Accreditation; Assumes Ownership of ROLAGS™

The National Windshield Repair Association (NWRA) has been approved officially by the American National Standards Institute (ANSI) as an ANSI-accredited standards developer and has taken over Secretariat duties of the Repair of Laminated Automotive Glass Standard (ROLAGS™).

The NWRA and the National Glass Association (NGA) originally developed ROLAGS jointly. The NGA had served as the Secretariat for the Standard until recently. Following the NGA's decision to suspend its development of

auto glass standards, the NGA transferred stewardship of the Standard to the NWRA.

The NWRA's immediate plans as the Secretariat of ROLAGS include ver-

ifying and updating the memberships of all committee and sub-committee members, planning the calendar and holding its first meeting in order to continue.

Calling All NWRA Members

Your help is needed! The NWRA encourages all individuals with an interest in ROLAGS to join the ROLAGS committee in order to offer input and advisement on the industry's sole repair standard. With your help, the NWRA will continue its work on ROLAGS—the result of several years of work, research and thinking by a broad and representative cross-section of the automotive glass repair industry. Join us!

To join the committee, please contact Wendy M. Jozwiak via e-mail at wendy@nwrassn.org or by telephone at 540/720-7484, ext. 131, to get involved.

SAFETYNEWS

GM Recalls Nearly 1.4 Million Vehicles for Issue with Heated Windshield Wiper Fluid Module

General Motors Corp. (GM) has issued a recall of nearly 1.4 million vehicles that are equipped with heated windshield wiper fluid systems. The company says there is a possibility that in rare circumstances the heated washer module could cause a fire, and has received reports of at least four fires occurring due to the issue. Three of these occurred in unattended vehicles.

This is the second recall related to the systems; the first was implemented in 2008 to add a fuse to the control circuit harness to address the potential consequences of an electrical short, which was thought to be causing possible fires. However, even after this was added, GM says it has received new reports of the plastic around the fluid chamber melting, leading to the fire concerns.

"In June 2009, GM found evidence that indicated during the [printed circuit board] short or soon after, one of the two heater relays was activated and overheated the fluid chamber because the mod-

ule's internal thermal protection device (solder cup) did not function as designed," writes the company in its notification to NHTSA.

The company received its first report of an unattended fire occurring in a vehicle to which the fuse had been added in February 2010, and shortly after learned of the three others. GM is attributing the fires to "the failure of the solder cup."

The recall potentially could affect 1,365,070 vehicles equipped with heated windshield washer fluid systems, including the 2006-2009 Buick Lucerne, Cadillac DTS and Hummer H2; the 2008-2009 Buick Enclave and Cadillac CTS; the 2007-2009 Cadillac Escalade, Cadillac Escalade ESV, Cadillac Escalade EXT, Chevrolet Avalanche, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Acadia,



GMC Sierra, GMC Yukon, GMC Yukon XL and Saturn Outlook; and the 2009 Chevrolet Traverse.

GM issued the official NHTSA recall on June 4 and is encouraging vehicle owners to bring the vehicles back to dealers, to have the heated washer fluid system permanently disabled and removed from the vehicles. In addition, customers will receive a "customer satisfaction payment" of \$100 since the system will be disabled, according to documentation GM provided to NHTSA.

NWRA Questions Policies of State Farm and Allstate Insurance

The NWRA takes pride in servicing the needs of its members. One of the many benefits of membership in the NWRA is that the association works to ensure better communication and education of insurance companies. As such, the association has recently sent letters to both State Farm Insurance and Allstate Insurance regarding certain auto-glass related policies that the association feels should be reviewed and (hopefully) reconsidered by both companies.

Letter to State Farm Insurance

With its inclusion in the Global Glass Conservation Alliance (GGCA), the NWRA/GGCA stands poised to lead the efforts to educate both consumers and insurance companies alike about the environmental benefit of windshield repair—and to take State Farm to task for its 2005 decision to stop waiving its policyholders' deductibles for windshield repair.

While State Farm is a leader in regard to the number of people it insures, the company is missing an enormous opportunity to be an environmental and socially conscious industry leader.

Windshield repair maintains the structural integrity of the windshield by allowing specific glass damage to be corrected without breaking the original factory seal of a vehicle's windshield. Additionally, repair is more cost-effective

and less time-consuming than automotive glass replacement.

It is estimated that NWRA/GGCA members have repaired more than 60 million windshields in the past ten years. To date, the association is unaware of any accident as a result of a repair, nor of any safety issues. To its knowledge there have been no challenges, legal or otherwise, to windshield repair as a safe, legal, environmentally responsible and cost-effective process for glass.

And best of all, windshield repair is one of the original "green" processes. Because of the plastic interlayer in laminated glass, windshields cannot currently be recycled in a cost-effective and carbon-neutral fashion. Nearly 12 million windshields are replaced every year. Since few are recycled, they end clogging-up junkyards and landfills where they will last for thousands of years.

By waiving the deductible for windshield repair for its policyholders, State Farm would assist in a possible increase in the number of automotive glass repairs performed annually, affording State Farm to be in a position to actually lower premiums for its policyholders (by saving overall costs), while also decreasing liability for its company (by promoting the safe, time-tested process of windshield repair). Best of all, State Farm would be seen as an environmental leader—by encouraging its policyholders to actively seek out repair, whenever

possible, by waiving the policyholder's deductible. The NWRA/GGCA stands ready to publicly applaud its efforts as an environmental leader in the automobile insurance industry.

Bottom line: Windshield repair makes common financial sense—a windshield repair costs much less than windshield replacement. Now, we all know there are instances when windshield damage cannot simply be repaired, but why not be proactive and repair damage as soon as possible. Saving money is a great motivator to many—if a State Farm policyholder notices repairable damage on his or her windshield, he or she is more likely to get the damage repaired if it is understood that it will be done at no cost to them. State Farm could save money by heeding off unnecessary replacements. And with bait and switch schemes and insurance fraud being an on-going issue, it may also save both State Farm and its policyholder's more money than just the cost of the deductible.

But in the end, the whether or not State Farm reverses its policy regarding windshield repair and deductibles, windshield repair technicians must take it upon themselves to be the best at what they do. And the NWRA will stand by its members' sides—continuing to offer educational and networking opportunities to its members in order to help them increase business.

As well, the NWRA will continue to engage in dialogue with State Farm and any other insurance company that elects to not waive the deductible of its policyholders for windshield repair. However, the best education occurs during dialogue with your customers. Remind them of the environmental benefits of windshield repair and that while their insurance company may or may not waive their deductibles that they will save time and money by opting for a repair over a replacement, and that it's good for the environment, too.



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NWRA Sends Letter to Allstate Insurance

Late last year, Allstate announced that it would begin recording and tracking a set of “Key Performance Indicators” for auto glass shops on the Glass Claims Express (GCE) network, effective November 1, 2009. The indicators included items such as competitiveness on pricing, a customer satisfaction index and warranty frequency/performance and are being used to determine which providers will participate in Allstate’s “Distinguished Performer” program.

Allstate’s policy requires those eligible to be placed on the “Distinguished Performer” program to:

- Have been in the program for no less than 180 days;
- Demonstrate a customer satisfaction index that “meets or exceeds the established [Key Performance Indicator] level;”
- Have performed not fewer than 60 replacement jobs for GCE (or repairs for repair-only businesses); and
- Demonstrate warranty performance “as measured by Allstate at a level that meets the [Key Performance Indicator] level.”

Though Allstate’s official announcement of this policy change stressed that consumer choice would remain top priority, for those customers who do not have a preference of glass shop, it was stated that Allstate would “provide the customer with the name(s) of GCE participating glass service providers who, according to their track record, are known to consistently deliver quality service to our customers.”

In its letter to Allstate, the NWRA warmly welcomed Allstate’s position that consumer choice would remain top priority. Competition without obstacle in the marketplace helps in raising the bar for quality and professionalism across the auto glass industry.

However, the association took issue with Allstate’s grading scale—specifically, the evaluation of a company for Tier 1 designation based on a 60-job minimum during a six-month time period. Allstate

had stated that companies with fewer than 60 jobs in the past six months would be evaluated on the 60 jobs preceding the evaluation date and that the search would go back as far as three years if needed to include the minimum 60 jobs required for an assessment of performance. If a company has not performed 60 participant jobs in the previous three years, then the conclusion is that there is no relevant data for the company to be considered for the Tier 1 level.

As the sole organization devoted exclusively to the needs of the windshield repair industry, the NWRA has advised Allstate that it may wish to reconsider this threshold. Many NWRA members are repair-only companies, and it is nearly unheard of for many of them to receive 60 repair referrals from Allstate Insurance.

Recently, a member of the NWRA received an e-mail from Allstate in reply to a letter he had written regarding this very issue. In the member’s original letter, he had stated that he had received merely three referrals from Allstate/LYNX Services in all of 2009.

The member in question has been in the repair industry for more than 20 years, but now has been relegated to a Tier 2 designation because he gets so few glass referrals from Allstate. As the member pointed out in his letter, to get to the 60-job threshold would take him 20 years.

Additionally, the NWRA pointed out that Allstate’s e-mail reply noted that “only a select percent qualified or even made it to Tier 1” since the “Distinguished Performer” program began. If such a small group is getting this most-favored designation, the NWRA feels that the 60-job threshold needs to be reconsidered for this reason as well.

The *Merriam-Webster Dictionary* defines the word “competition” as “the effort of two or more parties acting independently to secure the business of a third party by offering the most favorable terms.”

The NWRA feels that Allstate would agree with this definition; however, what isn’t explicitly stated, but rather implied,



is that a level-playing field is present. This is where the NWRA feels Allstate could do more to ensure our mutual customers are receiving the best overall service.

In summary, the NWRA strongly urged Allstate to reconsider the minimum 60-job threshold.

Further, the NWRA also requested that Allstate also reconsider the terminology used when a company does not meet all the requirements as set forth by the “Distinguished Performer” program, namely, the label of “requires improvement” attached to those companies that do not meet your thresholds. It is one thing when a company fails to meet certain levels based on their performance, but another thing when they are not afforded the opportunity to even compete. For a 20-year veteran of the industry to be told he “requires improvement” is quite offensive and, frankly, humiliating. The NWRA is certain that a slight modification in the language employed by Allstate would help alleviate any further unintentional slight.

At press time, responses from neither company had been received. However, the NWRA will keep you abreast of any future dialogue between the association and these companies—or any other insurance company for that matter.

NWRA 2010 Annual Conference Wrap-Up

The National Windshield Repair Association's (NWRA) 2010 Annual Conference was held May 20-22, 2010. The Sanibel Harbour Marriott Resort and Spa in Fort Myers, Fla. provided the perfect locale for NWRA members to obtain the information and education necessary for a strong business—especially in these tough economic times. The event was co-located with the Independent Glass Association (IGA) 2010 Annual Conference, while members of the National Glass Association (NGA) were also in attendance.

The conference began with a tour of LYNX Services' call center. In addition, NWRA president Mike Boyle of Glass Mechanix and board member Keith Beveridge of NOVUS led an informational session about the Repair of Laminated Auto Glass Standard. The day concluded with a dinner cruise on the Sanibel Princess.

Day two of the conference brought useful marketing tips—both conventional and social media-related—to attendees from noted industry experts Scott Orth of Im4glass.com and Debra Levy of **AGR**R Magazine.

Chris Umble of LYNX Services and Tony Douglas of HSG answered a number of questions related to glass claims during a question-and-answer session with attendees. Topics included falling



deductibles, promoting windshield repair and how glass shops can make the claims process run more smoothly.

Rick Rosar of Rapid Glass and Bryan Yarborough of the Glass Doctor of Tampa joined together to offer a seminar officially called "Steering and Grass-Roots Initiatives," but together they unofficially named it "how to secure a job while assisting your customers and getting a reimbursement that is fair and reasonable."

Techna Glass president and chairman Troy Mason presented the attendees with tried-and-true tips and ideas on how to better market their windshield repair services, encouraging them to adopt "SMART" marketing goals. That is, goals that are Specific, Measurable, Attainable, Reasonable and Timely.

NWRA member Richard Campfield, founder of Ultra BOND Inc., shared his expertise with attendees by presenting a

seminar entitled, "Windshield Repair Technical Tips," in which he stressed his view that the ability for a crack to be repaired is determined by contamination—not its length.

The conference concluded with NWRA Certification Training, led by Korey Gobin of Delta Kits, followed by the administration of the certification exam.

NWRA Turns Focus to 2011 Super Event; Will Not Hold 2010 Marketing Conference

The NWRA board of directors are pleased to announce the consolidation of auto glass events for 2011, as six separate groups—the NWRA, AGRSS, the Auto Glass Olympics (both repair and replacement), Independent Glass Association, the National Glass Association, and the Window Film Expo are joining together to create a super-sized "Auto Glass Week."

"We expect to have the final details, dates and city announced in a few weeks," says NWRA director of operations Wendy Jozwiak. "It will be in the Fall. It's actually thrilling to see all these groups come together to work on one super event."

As such, the NWRA Marketing Conference, typically held in the Fall, will not occur this year—as the focus turns to the planning of the Fall 2011 event.

While the Fall Conference will no longer be held there, NACE will provide some auto glass seminars this year, and the Walt Gorman Memorial Windshield Repair Olympics will still be held during NACE this year (*see sidebar*).

Walt Gorman Memorial Windshield Repair Olympics Celebrates Its 5th Year

The best in the windshield repair business will gather once again October 11-12, 2010, to showcase their skills and demonstrate the proper way to repair glass.

Now in its fifth year, the Walt Gorman Memorial Windshield Repair Olympics (WRO) will take place in Las Vegas at the Mandalay Bay Convention Center.

The NWRA and AGRR magazine will co-sponsor this event with the support of corporate sponsors to bring this educational event to the repair industry. Contestants will compete in a heat as well as final round where they will be judged in a multitude of categories, based on the ROLAGS Standard.

Sponsorship opportunities are available and NWRA member companies receive a 50 percent discount. For more information on this, competing or attending the competition, visit www.agrrmag.com/repairolympics.



New Arizona Law Affect AGRR Businesses

Arizona Gov. Jan Brewer signed a bill addressing auto glass businesses and detailing several types of insurance fraud in late April. The bill had been introduced in the state's House and had passed both branches of the state's legislature earlier this year.

The legislation adds a section to the state's laws addressing auto glass shops and details a number of items that are "unlawful" for those "who sell or repair auto glass."

The final version of the legislation identifies the following items as illegal:

- To submit a false claim to an insurer for auto glass repair or replacement or for related services if the services were not provided, if the work appears on the invoice as being completed in an incorrect geographical area, resulting in a higher payment, if the work wasn't authorized by the owner or lessee of the vehicle, or if the invoice was mislabeled with such a date that insurance coverage might not have applied;
- To advise a policyholder to "falsify the date of damage to the auto glass that results in a change of insurance coverage for repair or replacement of the glass;"
- To misrepresent the price of the repairs or replacement being billed to an insurer, or that the insurer has approved the repairs "unless the auto glass repair or replacement facility has verified coverage or obtained authorization directly from the insurance company or any other third party administrator contracted with the insurance company and the evidence has been confirmed by fax, e-mail or other written and recorded communication;"
- To advise a customer that the work will be paid entirely by his/her insurer "unless the insurance coverage has been verified by a person

Louisiana Passes Law Allowing Mechanical Breakdown Insurers to Provide Windshield-Specific Policies

Louisiana Gov. Bobby Jindal signed a law earlier this month that will allow vehicle mechanical breakdown insurers to provide customers with specific vehicle component coverage contracts for several items, including windshield-specific coverage, for road hazards.

Under the terms of the law, mechanical breakdown insurers can now provide windshield-specific contracts to their customers, and that contract would "promise to pay for all or part of the cost of the repair or of the replacement of windshield or window glass on a motor vehicle when the damage to the glass is caused by contact with a road hazard." The law, which has already taken effect, says the term "road hazard" includes items such as potholes, rocks, curbs, wood debris, other debris, nails, screws, bolts, metal parts or glass, but not damage caused by a collision with another vehicle, vandalism or other causes "usually covered under the comprehensive or collision coverages."

Vehicle mechanical breakdown insurers are defined as companies "issuing or attempting to issue vehicle mechanical breakdown policies or vehicle component coverage contracts."

The bill was introduced in March by Rep. Charles E. Kleckely (R – La.).

who is employed by or is a producer contracted with the policyholder's insurer or is a third party administrator contracted with the insurer;"

- To add to the damage of the auto glass prior to the work being done, or to encourage a customer to do the same "to increase the scope of repair or replacement;" and
- To perform work "clearly and substantially beyond the level of work necessary to repair or replace the auto glass to put the vehicle back into a safe pre-damaged condition in accordance with accepted or approved reasonable and customary glass repair or replacement techniques."

In addition, the legislation includes a section making it illegal for an auto glass business representative to "misrepresent the relationship of the glass repair facility to the policyholder's insurer."

The bill originally was introduced by Arizona Rep. Nancy McLain, who advised at a recent hearing that she introduced the bill "to try to get rid of some outright fraud that's going on in the windshield repair business."

Ohio Legislator Introduces Consumer Choice Bill

Ohio Rep. Raymond Prior (D – Ohio) has introduced a bill in the state's house that would "prohibit auto insurers from requiring, recommending, or suggesting that a claimant on a policy have the claimant's vehicle repaired at a particular repair shop or by a particular person unless the claimant requests a recommendation or suggestion."

If passed, the bill, introduced in late May, would add the following provisions to the state's insurance code:

- No insurer shall require a claimant on an auto insurance policy to have his/her vehicle repaired at a particular repair shop or by a particular person; and
- No insurer shall recommend or suggest that repairs of the claimant's vehicle be completed at a particular repair shop or by a particular person unless he/she requests such a recommendation or suggestion.

The bill also would define violations of the statute as "unfair or deceptive practices."

H.B. 527 has been referred to the House Insurance Committee.

Windshield Repair Technician Certification

The latest and most comprehensive windshield repair technician certification program available.

Visit www.nwrassn.org for more details.

The NWRA certification program is based, in part, on the Repair of Laminated Auto Glass Standard (ROLAGS).



www.nwrassn.org/certification.php
540/720-7484
nwra@nwrassn.org

GREAT NEWS FOR NWRA MEMBERS!!

New expanded products, including Major Medical

The National Windshield Repair Association board of directors is proud to announce the availability of health and life insurance products at group rates through "NWRA membership only".

The NWRA has an exclusive health and life website for "Members Only", NWRA Health, Life and Retirement Solutions, check it out now! For additional information, please contact Don Giles @ Medlife Planners, Inc., phone 866-380-4476 or e-mail dgiles@medlifeplanners.com

This benefit is available to NWRA members only. Please contact Wendy Jozwiak at wjozwiak@nwrassn.org for our group number for additional information on our plans.

The value of your NWRA membership "Just went up"

Ford Finds Windshields of Some 2010 Ford Taurus and Lincoln MKT Don't Fully Meet Federal Marking Requirements

Ford Motor Co. recently discovered that the windshields of approximately 15,000 2010 Ford Taurus vehicles and 3,500 2010 Lincoln MKTs do not fully

meet the marking requirements of Federal Motor Vehicle Safety Standard (FMVSS) 205 S6.2. Though the company reports that the windshields, manufactured by Zeledyne, meet all other FMVSS 205 requirements, the "AS 1" marking "was inadvertently omitted" from the lower corner of the windshield, where the trademark is located, according to Ford. However, company officials say the windshields are marked with the "AS 1" designation on both sides of the upper portion of the windshield.

Paragraph S6.2 of FMVSS No. 205 reads as follows:

S6.2 A prime glazing manufacturer certifies its glazing by adding to the marks required by section 7 of ANSI/SAE Z26.1-1996, in letters and numerals of the same size, the symbol "DOT" and a manufacturer's code mark that NHTSA assigns to the manufacturer.

The impacted Taurus models were manufactured at the company's Chicago assembly plant between June 1, 2009, and October 5, 2009, and the MKT vehicles were manufactured at the company's Oakville, Ontario, plant between June 29, 2009, and October 8, 2009. The windshields are said to have been made at Zeledyne's facility in Nashville, Tenn.

Ford discovered the issue in November of 2009 and notified the National Highway Traffic and Safety Administration (NHTSA) at that time, but is petitioning the federal agency to be

exempted from the usual notification and remedy requirements, on the basis that "the condition does not present a risk to motor vehicle safety because the windshield fully meets the performance and physical requirements of FMVSS 205."

"Additionally, repair service will be unaffected because the selection of replacement windshields is typically done utilizing a distributor, a catalog or NAGS number," wrote Ford auto safety office director James P. Vondale in a letter to NHTSA dated November 12. "Furthermore, repairers will be able to determine the appropriate glazing because the upper portions

of the windshield are properly labeled with the 'AS 1' designation, the glazing is clearly marked as 'Laminated,' and all other markings required by FMVSS 205 are properly labeled."

A public comment period as to whether NHTSA should permit the exemption is now open, and the item appeared in the Federal Register today. Comments are due by the end of the day on July 6, 2010.

Those who wish to comment must reference Docket No. NHTSA-2010-0060; Notice 1, and can submit comments by the following methods:

- by mail addressed to the U.S. Department of Transportation, Docket Operations, M-30, West Building Ground Floor, Room W12-140, 1200 New Jersey Avenue, SE., Washington, DC 20590;
- by hand delivery to U.S. Department of Transportation, Docket Operations, M-30, West Building Ground Floor, Room W12-140, 1200 New Jersey Avenue, SE., Washington, DC 20590, on weekdays between 10 a.m. and 5 p.m. (except on Federal holidays);
- by following the online submission instructions at <http://www.regulations.gov/>; and
- by fax to 202/493-2251.



NOVUS® Announces Promotion of Andersen

NOVUS® recently announced the promotion of Ted Andersen to vice president of franchise sales and development. Andersen will continue his role of managing the Eastern region while shepherding new franchise sales efforts and the franchise development staff.

“Growing the NOVUS Franchisee Network is a key component to our future plans,” says senior vice president (and NWRA board member) Keith Beveridge. “We saw solid growth last year and I believe these changes will allow NOVUS Franchising to focus our internal efforts in significantly growing the network while providing the best field support possible for our franchisees.”

Realignment in reporting structure also has the training department and national program administration falling under Beveridge. There was no change in marketing, manufacturing or customer services.

This new organization structure will allow NOVUS Franchising staff in Minneapolis to focus on new franchise development, new and ongoing franchisee training and continued franchisee marketing efforts.

Glass Doctor Parent Company Dwyer Group Holds 29th Annual Convention

The Dwyer Group and all of its divisions held its 29th annual convention in San Antonio, June 20-22, at the JW Marriott San Antonio Hill Country Resort and Spa.

The Dwyer Group is the parent company of the Glass Doctor and several other businesses.

“This convention is a time for us to come together, prepare for the future and celebrate our achievements,” says Mike Bidwell, president and chief operating officer of The Dwyer Group.

Dina Dwyer-Owens, The Dwyer Group CEO and past chairwoman of the International Franchise Association, delivered the keynote speech, followed

Welcome New and Returning Members

A Better Windshield Co.	Bossier City	LA
A Glass Master	Gettysburg	PA
A-1 Windshield & Vinyl Repair	Jeffersonville	VT
A1 Windshield Repair Inc.	Glendale Heights	IL
Advance Quartz Windshield Repair	Albuquerque	NM
All Auto Glass Inc.	Minneapolis	MN
Auto Windshield Chip Repair	Grass Lake	MI
Bob's Windshield Repair Service LLC	Colorado Springs	CO
Bravo Windshield Repair	Salinas	CA
Bullseye, Inc.	Chapel Hill	NC
CHIP B GONE	McKinney	TX
Chips Away Windshield Repair	Tomball	TX
Clear View Windshield Repair	Williamsburg	VA
Dwyer Group/Glass Doctor	Waco	TX
Fix-a-Crack Inc.	Alliston	ON
Friedman's WSR	Reading	PA
Gerber Collision & Glass	Elmhurst	IL
Glass Doctor - Brookhaven	Brookhaven	MS
Glass Doctor - Lawton	Lawton	OK
Glass-Fix	Singapore	Singapore
Glass-Mend Mobile Windshield Repair	Kent	WA
Glazex	Orem	UT
Harmon Solutions Group	Eau Claire	WI
JC's Windshield Repair	Sheffield Lake	OH
Kaizen Windshield Repair	Kihei	HI
NOVUS Auto Glass Repair & Replacement	St. Louis	MO
SuperGlass Windshield Repair	Charlotte	NC
SuperGlass Windshield Repair #28	Liberty Corner	NJ
SuperGlass Windshield Repair #238	Colorado Springs	CO
SuperGlass Windshield Repair	Nashville	TN
SuperGlass Windshield Repair #215	Paradise	CA
The Windshield Doctors, Inc.	Norfolk	NE
The Windshield Repair Man, Inc.	Germantown	MD

by Keith Harrell, an acclaimed author and motivational speaker.

Delta Kits Inc. Sets New Company Sales Record

Delta Kits Inc. broke its own 26-year sales record earlier this year. The company credits its eleven-percent increase over the previous sales record in 2009 to two proprietary Delta Kits products: MagniBond resin and the HLPRO302 Headlight Restoration System.

“Our success is accredited to the perseverance of our team and the quality of our products,” said Korey Gobin, account executive at Delta Kits. “We'll earn every sale by delivering the value customers expect, in the equipment and supplies they want.”

Glass Technology Announces Promotion of Most

Glass Technology Inc. (GT) has promoted Rory Most to the position of vice president. Most has served in the capacity of general manager for the past two years and has been performing various functions at GT for seven years. Rory has aided GT in the development and promotion of several of its new products including its patent-pending UV LED curing system, the BluWav.

“I feel fortunate to be working for such an innovative company always looking to improve what we do,” said Most when told of his promotion by company president, Kerry Wanstrath, at the annual company meeting.