

## INDUSTRYNEWS

## ROLAGS Undergoes Changes

In February the ANSI/NGA R1.1-2007 Standard (ROLAGS) was once again open for public comment due to changes made to the Standard by the Standard Developing Committee (SDC). (A copy of the ROLAGS draft containing the two revisions is attached to the end of this newsletter.) This committee is made of interested persons and is open to anyone willing to participate.

The first revision is to limit the length of cracks addressed in the standard to "six inches from the center of the damage." This change is a reduction of the original limit of 14 inches.

The second proposed revision is a rewording of Annex B "Sizes for Repair" and involves moving Annex B into Section 6 of the standard so that it is part of the full Standard.

The new language states "If a company's policy is, in all other respects, compliant with this standard, but said company maintains a policy limiting the size of some or all repairable damages to dimensions that are less than those listed in section 6 or in section 7 DPVA, said company is compliant with this standard."

The second revision approved by the SDC is to limit the length of cracks addressed in the standard to "six inches from the center of the damage." This change is a reduction of the original limit of 14-inches.

The entire ROLAGS Standard

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*To SDC of ROLAGS:*

*I am writing concerning Section 6.3 the length of a crack repair. When the original document was written 1- inch crack repair was passed. I do not understand why we now need to limit it to 6 inches! To my knowledge there has not been any scientific test done to determine that a 6- inch crack is safer than a 14-inch crack. The only reasons that I can see for a change in the length of the crack repair is so the auto glass manufacturer-wholesaler-retailer can sell more glass and also so that those that do repair and have no desire to do longer than 6 inches have to give any excuses.*

*We have been successful doing 18- inch crack repairs since May 1996. There is no reason that a shop that has been successful in doing 18-inch crack repairs as well as chip repairs should be limited because not all shops have the desire to do 14-inch crack repairs. I feel this limitation penalizes many windshield repair businesses that are capable of doing longer crack repairs. There are several repair systems that sell systems and resin for long-crack repair.*

*Now for the paragraph under Section 6.6. - This section, if passed will allow for a repair technician to pass on a crack over 6 inches and still be compliant with the ROLAGS Standard. If it is okay for a repair technician to pass on a repair and they are still compliant with the Standard, then what is the reason for limiting crack repair to 6 inches? If a shop has no desire or capability to repair 14 inch cracks, then pass on it!*

*PLEASE DO NOT penalize me or others that have the technology and capability to repair cracks up to 14 inches. I have never heard of a lawsuit about a crack repair done up to 14 inches but there have been with faulty windshield installations.*

*Thank you for your time!*

**Gerald Zwart**  
President, Clearview Inc.

*I see the powers that be are trying again to limit the length of repairs to 6 inches! Seems like they are sleeping with the glass manufacturers. How do you people sleep? The word greedy CEO comes to mind ...*

*BOTTOM LINE: I have been using the Ultra Bond method of crack repair to repair cracks up to 24 inches permanently now for almost 14 years with close to 10,000 repairs. I have MANY satisfied and repeat customers that continue to see the benefits of long-crack repair.*

*ANOTHER BOTTOM LINE: There has NEVER been a case of a long-crack repair causing any injury or death as a result of a failure of the integrity of the repaired windshield. On the other hand, there have been numerous WELL DOCUMENTED cases of needless windshield replacements that have led to the windshield being ejected during a crash and, as a result, the occupants were injured or killed.*

*Additionally, I will have to reconsider my membership to the NWRA and NGA if they persist in these endeavors.*

*This e-mail has been forwarded to my attorney.*

*Thank you and have a nice day.*

*Sincerely,*

**Ken Drews**  
A Better Windshield Co. Inc

# ROLAGS Evolves, No Conspiracy

by Mike Boyle, NWRA President



Over the past four years, a group of dedicated professionals has spent the time and money developing a new standard for auto glass repair, the Repair of Laminated Auto Glass Standard (ROLAGS) development under the procedures of the American National Standards Institute (ANSI). That effort was put forth to legitimize repair in the eyes of several interests on which the repair industry relies. Many disagreements and battles were fought during the development process—and there were even times that battles over the language were just not worth the fight. As the Standard is a living document, we all realized that, as times change, the ROLAGS Standard could change as well.

Understanding that the ANSI process is not a scientific process, but rather a process of consensus, the ROLAGS Standard we have created is the framework for a much better document.

## Possible Improvements

Many in the industry continue to debate the details of that Standard, its weaknesses and the need for improvements on an ongoing basis.

Several months ago, I began to feel that the repair industry needed to address a problem about which I had been hearing considerable push back—the length of the crack addressed by the Standard (14 inches). After several conversations with stakeholders in the industry, which included independent operators, small and large shops, insurance contacts and auto manufacturers, I came to the conclusion that long crack language in ROLAGS was causing concern that could make the ROLAGS irrelevant. If the majority of the

industry did not accept the Standard, what good was it?

After giving this issue considerable thought, I sent my concerns to other members of the ROLAGS committee and presented my case at the last ROLAGS meeting. (I was speaking as a concerned



NWRA is supporting the creation of a long crack standard.

supplier, not as NWRA president.) My suggestion was that we limit the length of a crack to six inches—but only under the condition that the joint NWRA/NGA ROLAGS committee commit to the development of a separate standard for long cracks and advanced repairs issues.

The reason for a separate standard is to ensure that the long-crack industry is protected by a standard that was developed by a group of professionals that understand the difference between a simple repair and a 20-inch crack. We know that the skill set required to do long crack work is different than a basic repair. This does not mean that one technology is better than another—just that each requires a different set of skills, tools and chemistry. The main factor in the success of long crack repair (besides the technician) is the age of the crack and contamination—not the difference of 10 or 25 inches. The commitment to

fund and develop the long-crack standard was confirmed on the record by the NWRA and the National Glass Association, which co-developed the Standard with NWRA, during a recent meeting.

## Misunderstandings

The vote by the ROLAGS Committee to change the Standard to limit repairable damage is not a conspiracy against anyone. It is an attempt to differentiate the skills between a standard repair and a long-crack repair. I take full responsibility for bringing the issue to a vote. I will assure all of you in the long-crack repair business, the NWRA continues to support your craft and ensure the development of a ANSI standard specific to your abilities.

The NWRA has always supported proper long-crack repairs of varying size in the market. We will need the passionate industry participants who have addressed their concerns to help in the development of the long-crack standard when the process starts. I believe we can begin to promote the real value long-crack repair has in the market. This standard will provide long-crack repair professionals with the credibility and differentiation in the market along with saving the consumer millions of dollars a year and keeping thousands off windshield out of the landfills. This will ensure the protection of a craft and an art performed by a select group or repair professionals with which the NWRA is proud to be associated.

*Mike Boyle is president of GlasWeld Inc. in Bend, Ore. and serves as president of the National Windshield Repair Association (NWRA).*

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was open to public review until February 23<sup>rd</sup>.

The Public Comment Subcommittee will now review all comments and make a recommendation to the full SDC. After the comments and recommendations are reviewed by the SDC, a response will be sent out to each commenter.

If the public review period does not result in any more changes to the standard then the draft goes to the American National Standards Institute (ANSI) for final approval. If the public review period results in any more changes then those are submitted to ANSI and opened to the public for further comment.

ROLAGS is the result of three years of industry debate and public review led by the NWRA together with the National Glass Association (NGA), which served as secretariat. NWRA conceived the idea of the Standard after publishing its Recommended Practices in 1999 and with the cooperation of the NGA brought the Standard to fruition.

ROLAGS was approved by ANSI on June 20, 2007, making it a national standard.

NWRA asked members who submit comments to forward a copy of their comments to NWRA. Below is a sample of those submitted comments.

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*Dear Peg Stroka,*

*Greetings and a big thank you all for who through integrity tried to make our industry a better value to our collective clients.*

*If there is one thing that really irritates me about our industry, it's this, some clerk or third-party biller questioning the type and size of a repair that I can repair satisfactorily. Typically the third-party biller is a competitor who most generally has no intentions of doing repairs at all unless they are forced to. I most generally keep my mouth shut and go through the routine to make it easier on the insured client. On occasion, though, I must speak up, because cracks the size of a dolor bill are repairable, after all the present Standard is 14 inches. To be perfectly honest with you, what's the difference whether it's one 9-inch crack or eight 9-inch cracks coming out of the impact point? If I can fix one, then I can fix all eight of them.*

*I have been repairing windshields for 25 years. My clients believe in me. Their insurance agents believe in me. My success rate is 99.98 on chips and pushing that on cracks. Soccer ball and basketball size repairs I have completed have passed car salesmen as cars are traded in. Many a wife has become angry with her husband because she thought he had replaced the windshield, until he convinced her that indeed it was repaired. Insurance agents have had great difficulty finding these types of repaired damage after I have completed these repairs, thus the reason for my successful career in the windshield repair industry. I have trained hundreds of other technicians to do the same thing.*

*The bottom line is this; we take care of our clients. They don't need to spend a deductible to get a simple 14-inch crack fixed; they can spend their hard-earned money somewhere else. You might consider policing other areas that really put a blemish on our industry; you know what I'm talking about.*

*I do replace auto glass, just not as much as the big boys and the networks want me to and I'm fine with that.*

*Thank you and God Bless.*

*We can't close our eyes to the probabilities, unless we're praying for the possibilities!*

**Shannon Smith**  
Fas-Break Inc.

*Hello Peg and Patrick,*

*It is of my opinion that the size of a single crack to be repaired should remain at a maximum of 14 inches. Lowering crack repair to only 6 inches would only benefit one entity of the glass business, the replacement companies! Many consumers want more options than just a replacement as an alternative. Lowering the standard to 6 inches would eliminate that option, especially through aggressive marketing and deep pockets from that portion of our industry.*

*It's a fact that repairing has a more positive outcome than replacement companies who do unnecessary replacements; windshield replacement costs are more, too many windshields are improperly installed, and there are problems with over-charging for products not used, not to mention environmental concerns.*

*I know most replacement companies don't want to hear about a possible compromise but 14 inches is a fair length for everyone and the rule should stay the way it is. I think most insurance companies would agree on 14 inches as well.*

*Thanks,*

**Gene Henderson**  
TCD Intl. (dba The Crack Doctor W/S Repair)

You can now keep up with the NWRA on Twitter. Go to [twitter@nwra\\_autoglass](https://twitter.com/nwra_autoglass).

Dear Peg,

Please find attached a modified PDF version of the ROLAGS ANSI proposed draft. I have changed the font to red for items we feel need to be removed or changed and added reasoning in a blue font. Our biggest objection is to the use of another country's standards and the fact that we have not been able to find any American lab or service that is able or willing to conduct the resin tests as outlined in the proposed ROLAGS draft. I feel that it is the committee's responsibility to make sure there are at least two American companies that will perform specified tests whether they are the same ones outlined for New Zealand or preferably ones established by your committee.

We are still not sure why anything more than "recommended practices" by the NWRA or NGA are even needed. We feel that credibility of the windshield repair concept has already been established as is evidenced by the fact that most auto insurance companies waive deductibles as high as \$1,000 and pay for windshield repairs. We feel that the NWRA's and NGA's time would be much better spent by educating the consumers in the advantages of repair vs. replacement, especially the potential safety issues with poor replacements and the ecological benefits/advantages of repair vs. replacement.

Furthermore, we are adamantly opposed to the use of ROLAGS or recommended practices being used to foster more red tape in the way of legislation and regulation. First of all, there has never been any evidence that a windshield repair (as opposed to replacement) compromised anyone's safety. On the contrary, many of the faulty replacements that have resulted in failure of the safety restraint system or failure to support the roof in rollover accidents may have been avoided if repairable windshields had been repaired instead of improperly replaced. Any such regulation creates unnecessary barriers to entrepreneurs wanting to go into business.

Actually, we feel that any legislation having to do with windshield repair should in fact make repair the first option. Insurance companies should be required to mitigate a windshield repair claim as a "non-event" if not reward the customer for opting for the ecological beneficial repair vs. the replacement. Insurance companies should be issued "carbon credits" for each windshield repair authorized as opposed to replacements.

Until it is scientifically proven that any windshield repair will compromise the safety of the consumer, neither ROLAGS nor any other standard should specifically state that a repair should not be done.

Sincerely,

*Dave Heidbreder  
Liquid Resins International Ltd.*

## NWRA Member Named Person of the Year at Mobile Tech Expo

NWRA member Brian Fenner of Safe Glass Technologies in Easton, Pa., recently was identified "Windshield Repair Person of the Year" at the Mobile Tech Expo in Orlando, Fla. Fenner, 39, has been in the industry for six years and last year finished second in his first appearance at the Walt Gorman Memorial Windshield Repair Olympics, which is co-sponsored by NWRA.

The Mobile Tech Expo Person of the Year awards recognize individuals with the various automotive recon groups for their accomplishments, commitment to continued education and desire to help others in their respective fields as well as promote a positive and professional industry image.

Winners are chosen via a nomination process. Fenner was nominated this year by NWRA member Brent



Brian Fenner of Safe Glass Technologies is Mobil Tech Expo's Windshield Repair Person of 2009.

Deines, president of Delta Kits Inc.

The Mobile Tech Expo was held January 16-17.

## NWRA Board Nominations Open

With three seats on the NWRA Board of Directors up for reelection this year, the Nomination Committee is accepting nominations of potential candidates for the open positions. Association members may nominate any NWRA member in good standing by submitting to the president petitions, in writing. Nominations close September 2. According to the Association bylaws, each petition for candidacy "shall certify the willingness of the proposed nominee to serve, and contain the original signatures of not fewer than ten (10) voting members in good standing, not including that of the proposed nominee, as petitioners." A nomination petition may be received by contacting NWRA headquarters. Please fax all completed forms to 540/720-3470. Nominations close on September 4 and all petitions must be received by 5 p.m. (EST). Elections will take place at the Annual Meeting in Las Vegas on November 6.

## LEGISLATION

## Connecticut Proposes Windshield Etching bill

The insurance committee of the Connecticut house has proposed a bill that would require insurers to offer a discount to consumers who allow their vehicles identification numbers be etched in their windshield and sidelites. The purpose of the etching offer is to reduce the number of automobile thefts in the state.

The measure gives the insurance commissioner the power to regulate the discount rates based on the success of the etching program.

The bill would add language against automobile physical damage appraisers and insurance companies directing to where motor vehicle glass repairs and should be made by reducing the amount of a deductible or premium or

offering additional warranties if the consumer chooses a preferred repair facility. The measure would also prohibit appraisers and insurance companies from suggesting that choosing a facility other than a preferred repair facility would result in delays in repairing the motor vehicle, a lack of guarantee for repair work or additional costs to the insured.

### Windshield Repair Technician Certification

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

Qualified attendees of the 2008 NWRA Annual Conference, co-located with the International Autobody Conference & Exposition (NACE), will have the ability to become NWRA certified technicians for FREE - a \$95 value!

Visit [www.nwrassn.org](http://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](http://www.nwrassn.org/certification.php)

540/720-7484

[nwra@nwrassn.org](mailto:nwra@nwrassn.org)

### U.S. Vehicles Getting Older

In its annual vehicle population report R. L. Polk & Co. found that the median age of passenger cars in operation increased to 9.4 years in 2008, breaking a previous two-year record.

"As the fleet of pick-up trucks, SUVs and minivans purchased in the late 1980s and through the 1990s ages, their scrappage rates accelerate," stated Dave Goebel, solutions consultant for Polk's aftermarket team.

The median age for all trucks in 2008 increased to 7.6 years from 7.3 years in 2007. Light trucks increased from 7.1 years in 2007 to 7.5 years in 2008. Polk's annual vehicle population report represents data from July 1, 2007, to June 30, 2008, following an in-depth analysis of more than 249 million vehicles.

"The current economic environment, coupled with high gas prices last spring and summer, have resulted in consumers delaying purchases of vehicles because their discretionary income has fallen," says Goebel. "Based on the uncertainty of what the future holds, consumers are trying to keep their current vehicles running longer, until their confidence improves."

# Schlichenmayer Leaves Delta Kits and NWRA Board – Casey Tapped to Serve

**N**WRA board member Wade Schlichenmayer, an account executive for Delta Kits Inc. in Eugene, Ore., is leaving the company and auto glass industry to take an outside sales position in Casper, Wyo. closer to his family. Schlichenmayer, who joined Delta in September 2007 was elected to the National Windshield Repair Association (NWRA) board of directors this year and was serving as treasurer.



Wade Schlichenmayer

Schlichenmayer also served on the Repair of Laminated Auto Glass Standard (ROLAGS) Committee and the NWRA certification committee.

NWRA bylaws allow for the NWRA president to appoint a new board member in the event that a seat becomes vacant. His nomination

then must be approved by a majority of the existing board members. Dave Casey, president of SuperGlass Windshield Repair in Orlando, Fla, has been nominated by NWRA President Mike Boyle to fill the open position. Casey, a founding member of NWRA, has been a board member in the past.



Dave Casey

## Welcome New and Returning Members

Delta Kits, Inc. . . . .	Eugene, OR
Dominion Repair Service, Inc. . . . .	Alexandria, VA
Fix-a-Crack Inc . . . . .	Alliston, ON
Fournet Windshield Repair . . . . .	Lafayette, LA
Glass Doctor - Opelousas . . . . .	Opelousas, LA
Glas-Tec Windshield Repair . . . . .	Texarkana, TX
On the Spot Windshield Repair . . . . .	Long Beach, CA
Roger's Novus Windshield Repair . . . . .	Hoffman Estates, IL
SuperGlass Windshield Repair . . . . .	Orlando, FL
Techna-Glass, Inc. - Brigham City . . . . .	Brigham City, UT
Techna-Glass, Inc. - Clearfield . . . . .	Clearfield, UT
Techna-Glass, Inc. - Corporate . . . . .	Sandy, UT
Techna-Glass, Inc. - Farmington . . . . .	Farmington, NM
Techna-Glass, Inc. - Harrison . . . . .	S. Ogden, UT
Techna-Glass, Inc. - Holladay . . . . .	Holladay, UT
Techna-Glass, Inc. - Las Vegas. . . . .	N. Las Vegas, NV
Techna-Glass, Inc. - N. Salt Lake . . . . .	N. Salt Lake, UT
Techna-Glass, Inc. - Ogdon . . . . .	Ogden, UT
Techna-Glass, Inc. - Pleasant Grove . . . . .	Pleasant Grove, UT
Techna-Glass, Inc. - Provo . . . . .	Provo, UT
Techna-Glass, Inc. - Salt Lake City. . . . .	Salt Lake City, UT
Techna-Glass, Inc. - Taylorsville . . . . .	Taylorsville, UT
Unionville Auto F/X . . . . .	Unionville, CT
Windshield Doctors . . . . .	Oakdale, CT

## 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 Patrick Smith at psmith@nwraassociation.org for our group number for additional information on our plans.

The value of your  
NWRA membership  
"Just went up"

## TECHTALK

# Repairing in the HUD Zone

by Gayle Good, NWRA Technical Director



The heads-up-display (HUD) is a safety feature that allows the driver to view the vehicle's gauges and other information without taking his eyes off the road. The device projects the information onto the inner lite focusing outward toward the front bumper. This is known as an infinity focus which makes it easier for the driver to switch between viewing the road and viewing the information displayed on glass.



The heads-up-display (HUD) is a safety feature that allows the driver to view the vehicle's gauges.

A driver can customize the projected features, adjust the light intensity or placement, and turn the device off. So what affect will a repair have in the viewing zone?

A repair in the viewing area may slightly distort the information at the spot. The distortion depends on the type of break and the size of the pit. However, since the projection is on the inside of the windshield, a repair does not affect the function of the device; it may just cause a blemish in the visual image.

The driver can adjust the HUD view field slightly to avoid the deviation. The driver could also change the position of the driver's seat. If the feature is seldom used, it can simply be turned off.

When repairing a vehicle with the HUD feature the vehicle owner always should check his view after the repair is done to ensure the end result is to his satisfaction. Of course using HUD at night will have a different "look" so set the customer's expectations accordingly.

*Gayle Good is technical director for the NWRA and an NWRA-certified technician. She has been employed at Cindy Rowe Auto Glass for 18 years. All thoughts expressed here are Good's and do not necessarily reflect those of the NWRA.*

Join us again in 2009 at  
**The NWRA  
Annual Conference**

November 5-6, 2009  
Mandalay Bay Convention  
Center, Las Vegas