Proposed Automotive Windshield Replacement Guidelines
History

• May 2012 – Investigative news articles bring issue to light

• February 2013 – BAR approached by legislative staff to adopt regulations

• July 2014 – Estimated adoption date
Necessity

• 2011 – glass complaints = 128
• 2012 – glass complaints = 104
• 2013 – glass complaints = 73
• 2011 through 2013, complaints related to auto glass have accounted for approximately 1% of all complaints received annually
Automotive Windshields

• Add Section 3365.1 to Title 16, California Code of Regulations
Proposed Section 3365.1 (a) – Automotive Windshields

• This section shall apply to the removal and installation of motor vehicle windshields by registered automotive repair dealers.
Proposed Section 3365.1 (b) – Automotive Windshields

• An automotive repair dealer performing windshield installations or removals shall comply with all applicable Federal Motor Vehicle Safety Standards and vehicle manufacturer specifications.
Proposed Section 3365.1 (c) – Automotive Windshields

- An automotive repair dealer performing windshield installations or removals shall:
Proposed Section 3365.1 (c)(1) – Automotive Windshields

• Inspect the windshield mounting area for corrosion or other defects that may adversely affect windshield glass retention or adhesive performance.

• Consumers shall be notified in writing of any corrosion or defects noted during the inspection prior to removal of the windshield.
Proposed Section 3365.1 (c)(2) – Automotive Windshields

• With the windshield removed, perform a second inspection for corrosion or other defects to the windshield mounting area that may adversely affect windshield glass retention or adhesive performance.

• Consumers shall be notified in writing of any corrosion or defects noted during the second inspection prior to installation of the windshield.
Proposed Section 3365.1 (c)(3) – Automotive Windshields

• Use windshield adhesives that meet or exceed Federal Motor Vehicle Safety Standards and vehicle manufacturer specifications.

• Adhesives and adhesive systems shall be used in accordance with the adhesive manufacturer’s specifications and applied in a manner that meets or exceeds Federal Motor Vehicle Safety Standards and vehicle manufacturer specifications.
Proposed Section 3365.1 (c)(4) – Automotive Windshields

• Use windshields that conform to Federal Motor Vehicle Safety Standards and vehicle manufacturer specifications.
Proposed Section 3365.1 (c)(5) – Automotive Windshields

• On the final invoice, notify the consumer of the minimum safe “drive-away time.”

• “Drive-away time” is the length of time that, per the adhesive manufacturer, the windshield adhesive needs to cure until the windshield can properly function as a safety device.
Highlights of Package

• Installation Guidelines
  – Work performed per OEM and FMVSS
  – Inspect windshield mounting area
  – Materials used must meet or exceed OEM and FMVSS

• Minimum written disclosure standards
  – Notification of any windshield mounting site defects that could affect performance
  – Drive-away time
Questions or Comments

For questions, comments, or suggestions pertaining to BAR’s proposed automotive windshield regulations please contact:

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