

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

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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