



Wants You to Know the

FACTS

We are dedicated to upholding the highest standards in the auto glass industry and championing safety. We want to make you aware of these important facts so you can share them with your family and friends.

FACT 1

The windshield is a critical part of a vehicle's safety system.

In an accident, the windshield enables the passenger airbag to function properly and minimizes roof collapse. Your vehicle's continued safe performance depends on a proper installation. This involves 20 or more steps and can take from 40 minutes to over 2 hours.



FACT 2

We realize that a policyholder may choose or select a specific shop for service.

Policyholder choice will always be honored.



FACT 3

Not all auto replacement glass is the same.

Original Equipment Manufacturers (OEM), like PPG, make replacement auto glass parts following the same quality procedures used to make glass for car manufacturers. So the glass fits precisely in the opening, reducing the possibility of a poor quality installation. PPG PROSTARS shops install these parts, which have earned the *Good Housekeeping Seal*.



FACT 4

Windshield replacement requires skill and extensive hands-on experience to have the ability to install the many thousands of different parts.

PPG PROSTARS shops have access to one of the most comprehensive mentor-based training programs in the industry. They also have access to PROTips—an on-line database of best installation practices for new vehicles and difficult to install parts.



FACT 5

A windshield is secured into a vehicle with sophisticated adhesive systems.

Always ensure the technician who worked on your vehicle clearly defines the "safe-drive away time." These times may vary depending on the adhesive system used and the manufacturer's recommended curing or drying time.



FACT 6

Weather dictates when a technician can perform repair or replacement work outdoors.

While we always try to make any service work convenient for our customers, we will advise you when indoor work is necessary to adhere to all safe windshield installation and repair practices. When inclement weather prohibits us from working outdoors, we always offer our customers the option of dry, comfortable, in-shop service.

