

Know The Facts About Windshield Safety

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When it comes to a windshield, there are facts about safety that every consumer should know.

“More than just keeping you dry and bug-free while driving, your windshield is extremely important in maintaining your safety every time you get behind the wheel,” said Alan Boatwright, President of Greenwood Glass Co., and a member of the Leadership Council of PPG PROSTARS, a national alliance of independently owned auto glass repair and replacement specialists. “There are a number of things every vehicle owner should know, but most don’t,” he continued.

Among its other functions, the windshield is a critical part of a vehicle’s safety system. It is classified as a safety device and is part of every vehicle’s structural safety system. In the event of an accident, the windshield enables the passenger side air bag to function properly and, in the event of a rollover, it minimizes roof collapse.



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Boatwright said that, depending on the location and severity of windshield damage, repairing cracks and chips is a viable option that can restore the structural integrity of the windshield’s glass. Because it’s quick and relatively inexpensive, insurance companies will often not charge policyholders who have comprehensive coverage for a windshield repair. However, if a repair is done when a replacement is necessary or if the repair isn’t done properly, car owners can be at a higher risk for severe injury.

An important factor in the safety of a repair is the training of the technician performing the work. “Quality auto glass work should only be done by trained, experienced, safety-oriented technicians. There are a lot of mistakes an untrained technician can make that would jeopardize the integrity of the repair,” said Boatwright.

A large part of finding an experienced technician, he notes, is choosing a repair facility that stresses technician training. Vehicle owners have the right to choose the glass shop of their choice for repairs even if an insurance company pushes the owner toward a particular shop or network of shops, a practice widely known as steering.

“Steering is illegal and unethical,” commented Boatwright. “Every vehicle owner has the right to choose the shop best qualified for the job.”

And that includes mobile glass service. Boatwright notes that mobile service providers often do repairs and replacements outdoors and that unregulated moisture and temperature conditions can affect the quality of the repair or replacement. “If not properly cured and set, the adhesive holding the windshield in place might not function properly in an accident.” He suggests contacting a service provider with both in-shop and mobile service so the best solution can be found.

Likewise, no vehicle should be driven after a windshield replacement until the windshield adhesive is fully cured. “Ask your auto glass technician what the safe drive-away time is. If the adhesive isn’t cured, the force of the airbag deploying in an accident can blow out the windshield’s glass,” continued Boatwright.

PPG PROSTARS is a nationwide alliance of certified auto glass professionals who back their work with a national warranty. To learn more about safe, quality, professional auto glass repair and replacement, or to

find a PPG PROSTARS near you, visit www.ppgprostars.com and use the dealer locator, or call 1-866-2-THEPROS.



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