

PAT HEFLIN TESTIMONY SB445 (2).pdf

Uploaded by: HEFLIN, PATRICK

Position: FAV

GOOD AFTERNOON MR. CHAIRMAN AND MEMBERS OF THE COMMITTEE. THANK YOU FOR HAVING ME HERE TODAY. MY NAME IS PAT HEFLIN AND I AM THE MARYLAND REGIONAL MANAGER FOR GLASS AMERICA, A NATIONAL AUTO GLASS COMPANY WITH SIX LOCATIONS THROUGHOUT MARYLAND. WE INSTALL APPROXIMATELY 10,000 PIECES OF VEHICLE GLASS IN THE STATE IN AN AVERAGE YEAR.

I AM HERE IN SUPPORT OF SENATE BILL 445 FOR A NUMBER OF REASONS INCLUDING THIS VERY IMPORTANT ONE: THE AUTO GLASS REPLACEMENT SAFETY STANDARD KNOWN AS THE AGRSS STANDARD FOR SHORT. THE AGRSS STANDARD IS AN ANSI STANDARD THAT EVOLVES WITH CHANGING TECHNOLOGY. AT NO TIME HAS VEHICLE TECHNOLOGY BEEN CHANGING AS FAST OR AS ELABORATELY AS IT IS TODAY.

TAKE, FOR EXAMPLE, THE RELATIVELY NEW ADVANCED DRIVER ASSISTANCE SYSTEMS, ADAS FOR SHORT. THESE SYSTEMS DO EVERYTHING FROM ALERT DRIVERS IF THEY ARE DRIFTING OUT OF THEIR LANE TO SLOWING THE CAR DOWN AND BRAKING IF THEY NEGLECT TO DO SO. YOU MAY HAVE SOME OR ALL OF THESE SYSTEMS IN YOUR OWN VEHICLE, DEPENDING ON ITS AGE.

A VERY SMALL CAMERA, USUALLY MOUNTED IN THE CENTER OF THE WINDSHIELD, WORKS IN TANDEM WITH THE CAR'S COMPUTER TO KEEP THE ADAS SYSTEMS OPERATING PROPERLY. SOMETHING AS SIMPLE AS CLEANING

THE CAMERA LENS CAN THROW THE SYSTEM OFF.

WHENEVER THE CAMERA LOOKS THROUGH A NEW SUBSTANCE, SUCH AS A NEW WINDSHIELD, IT MUST BE RE-CALIBRATED TO BE SURE IT IS OPERATING PROPERLY. THIS IS AN IMPORANT SAFETY ISSUE AS HAVING THE CAMERA POSITIONING OFF EVEN A MINISCULE AMOUNT CAN AFFECT ITS PROPER OPERATION. THIS PROBLEM OFTEN CAN SHOW UP WELL AFTER IT WAS TOUCHED.

GLASS SHOPS PERFORMING SAFE INSTALLATIONS KNOW HOW TO HANDLE ADAS. IT IS ADDRESSED IN THE AGRSS STANDARD AND CONTINUES TO BE UPDATED IN RESPONSE TO THIS NEW TECHNOLOGY. IT'S VERY TOUGH FOR THE COMPANIES THAT DO THIS WORK PROPERLY AND SAFELY TO SEE OTHER TECHNICIANS WHO SAY THINGS LIKE 'WE DON'T TOUCH THE CAMERA SO WE DON'T NEED TO RE-CALIBRATE.' THEY ARE JEOPARDIZING THEIR CUSTOMER'S SAFETY. THESE TECHNICIANS WILL OFTEN SAY THAT THERE IS 'NO LAW' THAT THEY HAVE TO FOLLOW THE STANDARD, SO THEY DON'T.

BY MAKING SENATE BILL 445 LAW, YOU FURTHER PROTECT THE DRIVING PUBLIC AND SHOW ALL INSTALLERS THAT, BY LAW, THEY MUST DO IT RIGHT.
THANK YOU.

Speaker Biography

Pat Heflin has been in the glass industry for 27 years, beginning his career at Cherrydale Glass Shops in 1993. In April 2005, he moved to Glass America and became the manager at its Laurel, Maryland location. He became the regional manager, responsible for all of Maryland, in January 2021. He has been married 27 years to his wife Debbie and has 3 children.

Senator West - SB 445 – Vehicle Equipment – Safety

Uploaded by: West, Christopher

Position: FAV

CHRIS WEST
Legislative District 42
Baltimore County

Judicial Proceedings Committee

Vice Chair, Baltimore County
Senate Delegation



THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

Annapolis Office
James Senate Office Building
11 Bladen Street, Room 303
Annapolis, Maryland 21401
410-841-3648 • 301-858-3648
800-492-7122 Ext. 3648
Chris.West@senate.state.md.us

District Office
1134 York Road, Suite 200
Lutherville -Timonium, MD 21093
410-823-7087

February 10, 2021

Senate Judicial Proceedings Committee
The Honorable William C. Smith, Jr.
2 East Miller Senate Building
Annapolis, Maryland 21401-1991

RE: SB 445 – Vehicle Equipment – Safety Glass – Replacement Standards

Dear Chairman Smith and Members of the Committee:

I am pleased to introduce Senate Bill 445. This is a very simple bill.

For many years, Maryland has required the owner of a registered Maryland motor vehicle to replace any broken glass in the car's windshield with safety glass. Until this point, the term "safety glass" has been defined in Maryland law as "any glass product that is so made or treated as to substantially prevent the glass from shattering and flying when struck or broken." This definition is rather broad and unspecific.

This bill requires the Administration to adopt regulations establishing defined standards for aftermarket safety glass replacement that at least meet the Automotive Glass Replacement Safety Standard established by the Auto Glass Safety Council. This organization is a non-profit entity which has developed and continuously maintained North America's only auto glass replacement standard.

To discuss with you why the law of Maryland should be changed from the current general language to specifically reference the Auto Glass Safety Council's safety standard, I am proud to introduce Debra Levy from the Auto Glass Safety Council, Ted Andersen from Novus Glass and SRP Products, and Pat Heflin from Glass America.

Senate Bill 445 GLASS FWA 02102021.pdf

Uploaded by: Egan, Nancy

Position: FWA



Nancy J. Egan, State Government Relations Counsel
Nancy.egan@APCI.org Cell: 443-841-4174

Testimony of American Property Casualty Insurance Association (APCIA)

Senate Judicial Proceedings Committee

Senate Bill Senate Bill 445

Vehicle Equipment - Safety Glass - Replacement Standards

February 10, 2021

Favorable with Amendments

The American Property Casualty Insurance Association (APCIA) represents more than 1200 insurers and reinsurers that provide critically important insurance protection throughout the U.S. and world. In combination, our members write 60% of the U.S. property casualty market. APCIA members represent all sizes, structures, and regions—protecting families, communities, and businesses in the U.S. and across the globe. In Maryland, our members write 51.1% of all personal auto premium and 78.1% of all commercial auto premium. APCIA appreciates the opportunity to provide written comments to Senate Bill 445.

Senate Bill 445 requires the Motor Vehicle Administration to adopt regulations and requirements regarding the use of aftermarket safety glass replacement that meet or exceed certain standards established by the Auto Glass Safety Council. APCIA fully supports safe, quality and cost-effective repairs, but it is not always clear what is a technical repair standard and what is not. This warrants further review and information. We are also uncertain if the MVA has regulatory authority on glass replacement companies.

APCIA recommends that the MVA conduct a study to further examine what should be the standards in this area of auto repair and if further regulation of the industry is needed and report back to the Committee with its recommendations and findings APCIA urges the Committee to consider converting Senate Bill 445 into a MVA study to make recommendations to the Committee for 2022.

SB 445_SAFELITE_FWA.pdf

Uploaded by: Popham, Bryson

Position: FWA

February 8, 2021

The Honorable William C. Smith, Jr
Chairman, Senate Judicial Proceedings Committee
2 East, Miller Senate Office Building
Annapolis, MD 21401

RE: Senate Bill 445 Vehicle Equipment - Safety Glass - Replacement Standards
Position: Favorable with Amendments

Dear Chairman Smith and Members of the Committee,

Safelite is the leading provider of vehicle glass repair, replacement and recalibration services in the United States, including Maryland. Our company is also committed to consumer protection and information regarding quality, safety and anti-fraud within the industry.

Our company offers comments on SB 445 in three specific areas. First, the bill references the ANSI standards which provide guiding principles for vehicle glass replacement. ANSI refers to the American National Standards Institute which is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system. Safelite not only supports the ANSI standard, it participates in the process coordinated by the Auto Glass Safety Council (AGSC). The ANSI standard itself mostly focuses on the replacement process and not glass quality.

Glass quality is already regulated by the federal government through the Department of Transportation (DOT) and various Motor Vehicle Safety Standards (FMVSS) under the National Highway Transportation Safety Administration. In addition, every piece of glass manufactured, imported and installed should at minimum include a DOT number. In addition, glass manufacturers include fit, purpose and performance statements for aftermarket glass to attest that the glass meets or exceeds OEM specifications. Also, whether the vehicle glass is manufactured for a specific vehicle manufacturer or is deemed aftermarket, all glass must meet the same specifications. Safelite respectfully suggests that the national standards utilized by both ANSI and NHTSA provide a durable, national set of rules to follow in this area, and we also suggest that Maryland should not attempt to duplicate those rules, in whole or in part.

Second, no state has a Motor Vehicle Department that regulates vehicle glass replacement. Should the Maryland MVA seek to collect data related to glass specifications, this would include millions of data points. Again, Maryland's effort would duplicate existing standards. In addition, we are advised that the Maryland MVA has no regulatory authority over the auto glass replacement industry. A key issue which must be addressed before proceeding is for Maryland public officials to decide upon the conduct that should be regulated and to identify the appropriate regulator for that conduct.



7400 Safelite Way
Columbus, OH 43235

safelite.com
twitter.com/safelite
facebook.com/safelite

Third, Safelite is focused on consumer protection and information, and we commend the sponsor for bringing this important subject forward. Safelite would recommend an amendment that would create a study on the subject and welcomes the opportunity to participate in those discussions. The advancement of automobile technology and the recalibration of advanced safety features should also be part of that study to ensure consumer safety and to protect access to data and information. These are all complex but important issues on a subject that affects millions of Maryland consumers.

We welcome the opportunity to work with the Chairman and this Committee on this important subject.

Thank you for your consideration.

Scot Zajic
Vice President – Legislative Affairs
Safelite Group, Inc.

cc: Bryson Popham, Bryson F. Popham, P.A.

SB0445 - MVA - Vehicle Equipment - Safety Glass -

Uploaded by: Westervelt, Patricia

Position: INFO

February 10, 2021

The Honorable William C. Smith, Jr.
Chairman, Senate Judicial Proceedings Committee
2 East, Miller Senate Office Building
Annapolis MD 21401

***Re: Letter of Information – Senate Bill 445 – Vehicle Equipment – Safety Glass –
Replacement Standards***

Dear Chairman Smith and Committee Members:

The Maryland Department of Transportation (MDOT) takes no position on Senate Bill 445 but offers the following information for the Committee's consideration.

Senate Bill 445 would require the MDOT Motor Vehicle Administration (MDOT MVA) to adopt regulations establishing standards and requirements for both aftermarket safety glass and its installation based at a minimum on the standards established by the Automotive Glass Safety Council. Additionally, the bill would impose a set of installation standards for the installation of replacement glass on a motor vehicle for uniformity and safety purposes.

MDOT MVA appreciates the intent of the bill to provide consumer protection and address potential safety issues. Under current federal rules, all glass installed on a motor vehicle must meet Federal Motor Vehicle Safety Standards (FMVSS). However, FMVSS does not address the installation process, just the materials. Senate Bill 445 would require the MDOT MVA to adopt regulations requiring the methods and procedures for installation of replacement motor vehicle glass.

It is important to note that MDOT MVA does not currently regulate auto glass installation and would not have the expertise, authority, or regulatory tools necessary to enforce these standards. Once the MDOT MVA adopts these standards, any remedies for improper installation would still have to be sought through private civil action.

The Maryland Department of Transportation respectfully requests the Committee consider this information when deliberating Senate Bill 445.

Respectfully submitted,

Christine E. Nizer
Administrator
Maryland Motor Vehicle Administration
410-787-7830

Melissa Einhorn
State Legislative Officer
Maryland Department of Transportation
410-865-1102