

# Minimum Certification Requirements



## GENERAL BUSINESS

- In business replacing windshield glass for a minimum of two years, or possess a verifiable credit rating and service history
- Provide proof of Garagekeepers and General Liability insurance with a minimum of \$1M policy limit
- Be in compliance with all local, state and federal government regulatory requirements
- Auto Glass Safety Council (AGSC) membership and certification
- Follows Automotive Glass Replacement Safety Standard™ (AGRSS) for quality and safety

## CUSTOMER HANDLING

- Stated dress code for production and administrative personnel
- Has a dedicated service location as its base which may include a Mobile business
- Ongoing communication with customers regarding glass installation status
- Detailed explanation of work completed on vehicle
- Contact customers within five days of vehicle redelivery
- Customer Satisfaction Survey process

## FACILITY

- Exterior of building is well-maintained
- Secure area for customer vehicles
- Professional outdoor signage with Company information
- Clearly designated parking
- Clean/neat customer reception with sufficient seating
- Customer-only, well-maintained restrooms
- Wi-Fi® in customer reception area

## WARRANTY OF GLASS INSTALLATION

- Limited lifetime warranty for the installed glass of customer vehicles

## WORKSHOP

- Mobile business has documented procedures for ensuring temperature requirements and adhesives
- Defined workshop bays
- Workspace lighting is sufficient for glass installation and calibration
- Workshop cleaned regularly and written process in place to monitor cleaning activity
- Portable equipment is stored in a secure area in workshop
- Safety Data Sheets (SDS)
- Defined and documented glass installation process
- All vehicles undergoing glass installation are protected from dirt/debris

## COMMUNICATION AND INFORMATION TECHNOLOGY

- Ability to provide requested Ford and Lincoln vehicle estimate data explained in the FCGN Operating Standards
- Company-specific website and domain name
- High-speed Internet access to use various Ford online tools and resources
- Manager has a unique and deliverable email address available

## GLASS INSTALLATION

- Use of Ford VCM tool (VCM II, VCM3, VCMM)
- Approved Ford software license and laptop computer – IDS/FDRS
- Ford calibration and HUD tools required
- Utilize Ford OEM Workshop Manual
- Glass shop follows the correct Ford OEM procedures for glass replacement and necessary recalibrations
- Use of adhesives and primers that meet OEM specifications
- Performs calibrations on-site or utilizes a Ford/Lincoln dealership mobile calibration service
- Has a dedicated glass calibration Technician on-site

## TRAINING

- Glass installation requirement:
  - AGSC membership and certification
- Additional Ford requirements
  - Ford Glass Installation and Calibration 101