



AGS UPDATE

JUNE 2026 | ORIGINAL EQUIPMENT MANUFACTURER GLASS FIELD FEEDBACK

A New, Direct Line for Auto Glass Repair and Replacement Shops

AGS is opening a broader conversation on OEM part identification, documentation requirements, product access, reimbursement, and claim support

Automotive Glass Solutions (AGS), a division of Carlex, recognizes that original equipment manufacturer (OEM) glass remains the safest and most reliable solution in the field.

We also know that identifying the correct OEM part, understanding documentation expectations and navigating reimbursement or claim-support processes can present challenges for auto glass repair and replacement shops.

AGS is reaching out to help. We want to better understand where these challenges arise and how we can provide clearer, more effective support.

AGS Expanding Engagement

AGS operates OEM replacement glass programs for several leading vehicle brands in the United States, including Ford, Lincoln, Chrysler, Dodge, Jeep, Ram, with additional brands launching soon.

Over the past several weeks, feedback from auto glass repair and replacement shops has been extremely valuable. We are now broadening this outreach to foster an open, ongoing exchange of information and insight. As we expand these efforts, it is critical we hear directly from the businesses working at the point of service interacting daily with consumers, insurers, distributors, and dealerships.

We Are Seeking Your Input

We are particularly interested in feedback related to:

- OEM part availability through dealer and or wholesale channels
- Claims process for OEM parts
- Reimbursement process for OEM parts

We welcome the opportunity to connect and hear your perspective.

SHARE FEEDBACK OR JOIN FUTURE CONVERSATIONS

Email: info@carlex.com

Please include your company name, your role, and any topics or challenges you would like to see addressed. A member of the AGS team will review and respond.



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