

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 recommended

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

TRAINING

- ❑ Ford Glass Installation and Calibration 101*
- ❑ Follows AGRSS procedures

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 (VCM II, VCM3, VCMM) or SAE J2534 compliant tool
- ❑ Approved Ford software license and laptop computer – IDS/FDRS
- ❑ Ford calibration and HUD tools
- ❑ Utilize Ford OEM Workshop Manual – follows Ford OEM procedures for glass replacement and necessary recalibrations
- ❑ Follows Automotive Glass Replacement Safety Standard™ (AGRSS) procedures
- ❑ 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