

EVENTNEWS

## Registration Open for Auto Glass Week and Windshield Repair Olympics

AGRR

AGRR



### Special for NWRA Members

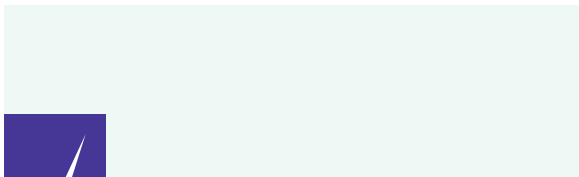
NWRA members that register for Auto Glass Week early can take part in the brown bag workshop/lunch as a special benefit for being an NWRA member. The lunch is taking place Friday, September 16 from 11:30-1:00 in the Nashville Room and will feature Kelly McDonald speaking about how to market to your future customer. The seminar is free; a brown bag lunch is available for \$20, but NWRA members who contact Janeen Mulligan at [jmulligan@glass.com](mailto:jmulligan@glass.com) or call 540/720-5584 ext. 112 will receive lunch free, courtesy of the NWRA. You must be registered by August 31 to save your seat. Please note this is the luncheon seminar on Friday. The Saturday awards luncheon carries a separate fee.



**Automotive Information  
You Need to Know**

**Making a Miracle in Business**

**Understanding the  
Customer of the Future**



*Miracle*

**Standards Update: AGRSS™ and  
ROLAGS™ Standards Updates**

# Recent Legislation in Four States Affects Windshield Repair Shops

## Arizona

*Status: The law takes effect in July (90 days from the adjournment of the session).*

## Texas

*Status: The bill has passed from the House's Licensing and Administrative Procedures Committee on to the full House for review.*



## South Carolina

*Status: The bill was passed by the House and is currently awaiting action in the Senate.*

## Michigan

*Status: This bill is currently under review by Michigan's Senate Insurance Committee.*

### NEWS

## Utah Attorney General Files Nine Counts Against Owner of Windshield Repair Company for Fraud

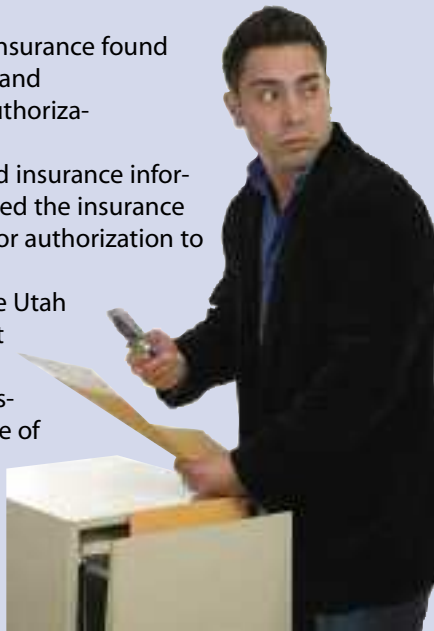
The Utah Attorney General has filed nine counts of identity fraud and fraudulent insurance acts against the owner of a windshield repair company in Davis County, Utah. According to court documents, Cody DeWayne Jacobsen, owner of Redd's Shell Quick Lube was "fraudulently obtaining windshield repair authorizations under his clients' insurance policies."

The investigation by the Utah Department of Insurance found that Jacobsen had contacted Farmers Insurance and impersonated customers on the phone to get authorization to repair at least eight times.

Court documents state that Jacobsen "obtained insurance information from the client's insurance card, then called the insurance carrier, claiming to be the policyowner, and ask for authorization to fix a crack or chip in the windshield."

When interviewed by the investigators from the Utah Department of Insurance Jacobsen admitted that he did contact Farmers Insurance, but claimed it was a way to provide "customer service" to his customers. Customers claimed to have no knowledge of such glass claims, according to court documents.

Jacobsen has pled not guilty to the charges and the Utah Department of Insurance declined to comment as the criminal case is still in progress.



## Service Spotlight: Online Promotion



## NWRA Welcomes New Board Member Gerald Zwart



Gerald Zwart



National Windshield Repair  
 Association (NWRA)  
 PO Box 569  
 Garrisonville, VA 22463

## Welcome New and Returning Members

A "Glass Master" . . . . .	Gettysburg, PA	Glasspro Inc . . . . .	Mt. Pleasant, SC
A Better Windshield Company . . . . .	Bossier City, LA	Harmon Solutions Group . . . . .	Eau Claire, WI
A-1 Windshield & Vinyl Repair, Inc. . . . .	Jeffersonville, VT	High Country Windshield Repair LLC . . . . .	Thornton, CO
AHL Windshield Repair . . . . .	Phillipsburg, NJ	JC's Windshield Repair . . . . .	Sheffield Lake, OH
Auto One . . . . .	Brighton, MI	Junited Autoglas . . . . .	Lauterbach, Germany
Auto Windshield Chip Repair . . . . .	Grass Lake, MI	Just Windshield Repair . . . . .	Green Valley, AZ
Bob's Windshield Repair Service . . . . .	Colorado Springs, CO	Kaizen Windshield Repair & Headlight . . . . .	Kihei, HI
Bravo Windshield Repair . . . . .	Salinas, CA	Lucky Dog Windshield Repair . . . . .	Kent, WA
Bullseye, Inc. . . . .	Chapel Hill, NC	Moonlight Glassworks . . . . .	Califon, NJ
Castrol Premium Lube Express . . . . .	Opelousas, LA	New World Auto Glass . . . . .	Tampa, FL
Chips Away Windshield Repair . . . . .	Tomball, TX	NOVUS Franchising, Inc. . . . .	Savage, MN
Countywide Auto Glass Inc . . . . .	Miami, FL	One Source Renovation . . . . .	Coal City, IL
Crackmaster Distributor . . . . .	St. Albert, AB, Canada	Steve's Windshield Repair . . . . .	Auburn, CA
Craig Road Car Wash . . . . .	North Las Vegas, NV	SuperGlass Windshield Repair . . . . .	Basking Ridge, NJ
D's Auto Glass Repair . . . . .	Vacaville, CA	Superglass Windshield Repair . . . . .	Charlotte, NC
Eco-Smart Windshield Repair . . . . .	Peoria, IL	Superglass Windshield Repair . . . . .	Colorado Springs, CO
Fas-Break Inc. . . . .	Chandler, AZ	Superglass Windshield Repair . . . . .	Largo, FL
Glass Assist . . . . .	Dendenong, VIC, Australia	Superglass Windshield Repair . . . . .	Orlando, FL
Glass CPR Chip/Crack Pit Repair . . . . .	El Paso, TX	Superior Auto Glass of Tampa Bay, Inc. . . . .	Tarpon Springs, FL
Glass Doctor . . . . .	Brookhaven, MS	Techna-Glass, Inc. . . . .	Sandy, UT
Glass Doctor . . . . .	Port Charlotte, FL	TNT Auto Glass . . . . .	Denver, NC
Glass Doctor . . . . .	Waco, TX	Ultra Bond, Inc. . . . .	Grand Junction, CO
Glass Magic . . . . .	Plano, TX	The Windshield Professor . . . . .	Laredo, TX
Glass Technology . . . . .	Durango, CO	The Windshield Repairman . . . . .	Germantown, MD
GlassLogic Windshield Repair . . . . .	Irving, TX		