

FOR IMMEDIATE RELEASE

Independent Glass Association Opposes Safelite Solutions' New "Logo'd Parts" Approval Policy

This is not a paperwork issue. It is a market-control issue.

Scottsdale, Arizona | April 30, 2026 — The Independent Glass Association is raising serious concerns regarding a new Safelite Solutions bulletin titled "Changes to NAGS logo'd parts guidelines," effective May 1, 2026.

According to the bulletin, Safelite Solutions will begin processing "logo'd parts with NAGS part numbers" under the same requirements as OEM parts. The bulletin states that these parts will require prior insurer approval and documentation under OEM guidelines, and that invoices lacking prior approval and proof-of-purchase documentation will be paid down to non-logo'd NAGS rates.

The IGA believes this policy creates a serious new layer of claim control over independent auto glass shops.

A NAGS-numbered part should not automatically become an OEM-only claim simply because the glass bears a manufacturer logo. Many logo'd parts exist within the marketplace, may carry NAGS part numbers, and may be purchased through legitimate non-dealer or aftermarket channels. A logo on glass does not, by itself, determine whether a part was dealer-purchased, OEM-only, aftermarket-distributed, or subject to a different reimbursement category.

The IGA supports accurate invoicing, truthful documentation, and transparency to consumers and insurers. However, the IGA strongly opposes any requirement that forces an independent glass shop to disclose supplier invoices, acquisition costs, purchasing sources, vendor relationships, or other confidential business information to Safelite Solutions, a claims administrator affiliated with Safelite AutoGlass, the nation's largest auto glass retailer and a direct competitor of independent shops.

Independent shops should not be required to hand their competitor a roadmap of their supply chain, pricing structure, margins, and purchasing practices as a condition of being paid fairly on an insurance claim.

This policy raises several serious concerns:

First, it creates a prior-approval trap. Independent shops may source and install a correct NAGS-listed logo'd part, only to have the invoice reduced after the fact because Safelite Solutions claims the shop failed to obtain prior OEM-style approval.

Second, it shifts more authority to the TPA before the consumer's chosen shop can complete the repair. This adds another layer of administrative interference into the repair process and may delay service, especially when the customer has already selected an independent shop.

Third, it allows a claims administrator affiliated with the nation's largest auto glass retailer to determine how competing independent shops are paid. Safelite Solutions is not a neutral party in the auto glass marketplace. Its affiliated retail operation, Safelite AutoGlass, directly competes with the independent shops whose invoices Safelite Solutions processes.

Fourth, it pressures independent shops to disclose confidential cost and sourcing information to a competitor. A supplier invoice does not merely confirm that a part was purchased. It may reveal the shop's acquisition cost, supplier identity, purchasing terms, discounts, distribution channels, margins, and business relationships. That information is competitively sensitive and should not be demanded by a vertically integrated TPA that is affiliated with a competing repair provider.

Fifth, this policy should be reviewed in the context of recent billing-related allegations involving Safelite. Recent California and Illinois settlement agreements involved allegations relating to windshield molding parts and vehicle cleaning services, while Safelite denied liability. Those matters should heighten regulatory concern over any new Safelite-controlled approval process that affects part classification, invoice review, documentation demands, and reimbursement.

The IGA calls on state insurance regulators, lawmakers, and insurers to immediately review this policy and require clear safeguards.

At minimum, any policy regarding logo'd NAGS parts should require:

1. A clear written distinction between OEM dealer parts, logo'd NAGS parts, aftermarket-distributed logo'd parts, and non-logo'd aftermarket parts.
2. A prohibition against automatic invoice reductions when a shop installs a lawful, appropriate, NAGS-listed part for the vehicle.
3. A prohibition against requiring independent shops to disclose unredacted supplier invoices, acquisition cost, vendor pricing, purchasing channels, or supplier relationships to Safelite Solutions or any affiliated competitor.
4. A neutral documentation process that allows verification of the part installed without exposing competitively sensitive business information. Acceptable documentation may include photos of the DOT number, manufacturer marking, label, packaging, part etching, purchase attestation, redacted documentation, or direct verification to the insurer or a neutral third party through a process that does not disclose acquisition cost, vendor pricing, or supplier relationships to Safelite Solutions or any affiliated competitor.
5. Written disclosure to the consumer when a TPA or insurer denies, delays, reprices, or reclassifies a part selected by the consumer's chosen shop.
6. Equal application of the policy to Safelite AutoGlass and every independent shop, including identical documentation standards, identical approval timelines, and identical consequences for noncompliance.
7. A transparent appeal process that does not require the shop to accept reduced reimbursement as the default outcome.
8. Regulatory oversight of any TPA policy that changes reimbursement rules, documentation requirements, or part classification standards for competing repair providers.

Independent shops are not asking for special treatment. They are asking for a fair, transparent, and competitive claims process that does not allow a dominant TPA and affiliated retail competitor to move the goalposts in the claims process to suit its model and the model of its insurance partners.

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The IGA urges shops to document every claim affected by this policy, including the part ordered, part installed, NAGS number, logo or manufacturer marking, DOT number, approval request, denial, short pay, payment explanation, and all Safelite Solutions communications.

Shops should preserve supplier and purchase records for their own files, legal counsel, regulators, or insurer review where appropriate, but should not be required to disclose confidential acquisition pricing or supplier relationships to a direct competitor.

This is not a paperwork issue. It is a market-control issue, and regulators should treat it that way.

About the Independent Glass Association

The IGA is a non-profit trade association representing the interests of independently owned auto glass businesses throughout North America. For three decades, the IGA has been committed to protecting the rights of consumers and independent shops through education, advocacy, and industry leadership.

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