SB 988 - California Motor Vehicle Glass Act

Independent Glass Association Proposed Amendments - Redline Draft

Base Bill: June 4, 2026 - Amended Assembly Version

Text Treatment	Meaning	IGA Objective
Red strikethrough / Blue underline	Deletions and insertions	Oppose unless amended framework

Summary of IGA Amendment Requests

- 1. Preserve post-loss assignments, direct-pay authorizations, and limited claim representation tools that consumers use after a covered loss.
- 2. Keep ADAS and recalibration disclosure requirements as a safety and transparency measure tied to OEM procedures and qualified specialists.
- 3. Remove the claim/referral-number gatekeeping requirement before a shop may contract with the consumer.
- 4. Remove or narrow the inducement prohibition so lawful consumer discounts, rebates, coupons, deductible assistance, and marketing incentives are not prohibited.
- 5. Remove insurer/TPA price-control language and replace it with fraud-focused documentation standards.
- 6. Add real anti-steering, affiliate-disclosure, and claim-handling protections applying to insurers, TPAs, referral networks, producers, adjusters, and glass shops.
- 7. Correct enforcement so consumer-choice violations are not insulated from private enforcement and are not aimed only at repair shops.

SECTION 1.

Title 1.5C (commencing with Section 1784.50) is added to Part 4 of Division 3 of the Civil Code, to read:

TITLE 1.5C. California Motor Vehicle Glass Act

1784.50.

This act shall be known, and may be cited, as the California Motor Vehicle Glass Act.

1784.51.

As used in this title, all of the following terms have the following meanings:

(a) “Advanced driver assistance system” means any motor vehicle electronic safety system, as outlined in the most recent version of SAE International’s Standard J3016 Levels of Driving Automation, that is designed to support the driver and motor vehicle in a manner intended to increase motor vehicle safety and reduce losses associated with motor vehicle crashes.

(b) “Insurance producer” means an individual or business entity required to be licensed within the state to sell, solicit, or negotiate insurance or annuity contracts. “Insurance producer” includes an agent, managing general agent, surplus lines broker, reinsurance intermediary broker and manager, rental vehicle agent and rental vehicle agent managing employee, and consultant.

(c) “Insured” means a person that is entitled, or may be entitled, to receive first-party benefits or payments under an insurance policy.

(d) “Motor vehicle glass” means the glass and nonglass parts associated with the replacement of the glass used in the windshield, doors, or windows of a motor vehicle.

(e) “Motor vehicle glass repair shop” means a person or business primarily engaged in automotive glass replacement, including the cutting, fabrication, repair, and installation of vehicle windows and windshields.

(f) “Notice” means direct written communications, including verifiable text, email, or application-based messaging, that is easily accessible by the consumer.

(g) “Person” means any individual, corporation, limited liability company, partnership, association, or other group authorized to conduct business in the state.

(h) “Repair or replacement of damaged motor vehicle glass” includes both of the following:

(1) Inspecting, repairing, restoring, or replacing damaged motor vehicle glass.

(2) Calibrating or recalibrating an advanced driver assistance system when an incident requires the replacement of damaged motor vehicle glass.

(i) “Rights or benefits under the policy” includes the insured’s right to receive any and all post-loss benefits or payments available or payable under the policy, including, but not limited to, claim payments.

(j) “Third-party administrator” means any person or entity that, on behalf of an insurer or insurance producer, receives, routes, administers, adjusts, manages, schedules, refers, or otherwise participates in a first-party motor vehicle glass claim.

(k) “Referral network” means any network, call center, digital platform, claims portal, scheduling system, or other process used to recommend, rank, assign, route, or refer an insured to a motor vehicle glass repair shop or recalibration facility.

(l) “Affiliated repair facility” means a motor vehicle glass repair shop or recalibration facility that is owned by, controlled by, under common ownership with, or has a financial, contractual, or referral relationship with an insurer, third-party administrator, insurance producer, adjuster, or referral network involved in the claim.

1784.52. Post-loss assignments and direct-payment authorization

IGA amendment: preserve post-loss tools consumers use to choose an independent shop and obtain claim payment after a covered loss.

(a) An insured under a motor vehicle insurance policy that covers windshield and calibration repair or replacement shall not, either ~~before or after~~ before a claimed or covered loss, assign, delegate, or otherwise transfer, in whole or in part, to any other person the insured’s duties under the policy or rights or benefits under the policy.

For purposes of this subdivision, a prohibited pre-loss assignment does not include a post-loss assignment of benefits, direction to pay, limited authorization to communicate with an insurer, or other written authorization executed after a covered loss for the purpose of obtaining inspection, repair, replacement, calibration, recalibration, billing, claim submission, or payment for motor vehicle glass services.

(b) A contract entered into on and after January 1, 2027, in violation of this section shall be void and unenforceable.

(c) This section shall not be construed to prohibit an insured from authorizing or directing payment to, or paying, a person for services, materials, or any other thing that may be, or is, covered under an insurance policy.

(d) A post-loss assignment, direction to pay, or limited authorization described in subdivision (a) shall be in writing, limited to the specific claim or loss, revocable by the insured before payment is issued except to the extent services have already been performed, and shall not waive the insured’s right to select a motor vehicle glass repair shop or recalibration facility.

1784.53. ADAS and recalibration disclosures

IGA amendment: retain disclosures but tie them to OEM procedures and qualified providers, not dealership-only routing.

(a) Before providing service to a person for a repair or replacement of damaged motor vehicle glass, a motor vehicle glass repair shop shall notify the person of both of the following:

(1) Whether the motor vehicle has an advanced driver assistance system.

(2) If the motor vehicle has an advanced driver assistance system:

(A) Whether calibration or recalibration of the motor vehicle’s advanced driver assistance system is needed after the windshield repair or replacement as recommended by the vehicle manufacturer based on the manufacturer's published procedures, service information, or other generally accepted industry information available to the motor vehicle glass repair shop at the time of service.

(B) Whether the motor vehicle glass repair shop intends to calibrate or recalibrate the advanced driver assistance system in a manner that meets the motor vehicle manufacturer's specifications or to arrange for the calibration or recalibration to be performed by a qualified specialist capable of following those specifications.

(C) If the motor vehicle glass repair shop cannot perform or does not intend to perform a calibration or recalibration, that the motor vehicle should be taken to the vehicle manufacturer's certified dealership or a qualified specialist capable of performing the calibration or recalibration.

(b) If calibration or recalibration of the motor vehicle's advanced driver assistance system is performed, the motor vehicle glass repair shop shall provide written notice to the person for both of the following:

(1) Whether the calibration or recalibration was successful.

(2) If the calibration or recalibration was not successful, the motor vehicle should be taken to the vehicle manufacturer's certified dealership or a qualified specialist capable of performing the calibration or recalibration.

1784.54. Contracting, claim number, estimates, and pricing

IGA amendment: remove the claim/referral-number bottleneck and price-control language while preserving consumer estimate and invoice protections.

~~(a) A motor vehicle glass repair shop shall not contract with a person for repair or replacement of damaged motor vehicle glass that would be paid by a first-party insurance policy until all of the following conditions are met:~~

~~(1) The person has made a first-party claim for the repair or replacement of damaged motor vehicle glass under a motor vehicle insurance policy.~~

~~(2) The motor vehicle glass repair shop has received a claim or referral number for the claim.~~

~~(3) The requirements of paragraphs (1) and (2) of subdivision (a) of Section 1784.53 are satisfied.~~

(a) A motor vehicle glass repair shop may contract with a person for the repair or replacement of damaged motor vehicle glass before a first-party claim number or referral number is issued, provided that the shop obtains the person's authorization for the service and provides the disclosures required by Section 1784.53 before performing the repair, replacement, calibration, or recalibration. A claim number, referral number, insurer authorization, third-party administrator authorization, or referral network assignment shall not be required before an insured may select, authorize, or contract with a motor vehicle glass repair shop or recalibration facility.

(a)(1) Nothing in this section prohibits a motor vehicle glass repair shop from assisting an insured with claim reporting, submitting documentation, obtaining coverage information, or communicating with the insurer or the insurer's representative at the insured's request.

(b) A motor vehicle glass repair shop shall do all of the following:

(1) Provide the person a good faith estimate of the fees and costs that are anticipated to be charged to the person by the motor vehicle glass repair shop for the repair or replacement of damaged motor vehicle glass and any associated calibration or recalibration known or reasonably anticipated at the time of the estimate.

(2) Before performing the service, provide the person an updated estimate if the scope of work or anticipated charges materially change.

~~(3) Not charge more than the reasonable and customary fees and costs to a person for the repair or replacement of damaged motor vehicle glass and any associated calibration or recalibration of the motor vehicle's advanced driver assistance system as recommended by the vehicle manufacturer specifications.~~

(3) Not knowingly charge for work that was not performed, parts that were not supplied, or calibration or recalibration procedures that were not performed or arranged. This paragraph shall not be construed to authorize an insurer, third-party administrator, referral network, or any person acting on their behalf to establish, cap, reduce, or

otherwise control the lawful price charged by a motor vehicle glass repair shop or recalibration facility selected by the insured.

(c) A motor vehicle glass repair shop shall provide all of the following to the person upon completion of the repair or replacement of damaged motor vehicle glass:

(1) An itemized invoice and, upon payment, a receipt.

(2) A notice that states whether the advanced driver assistance system was successfully or was not successfully calibrated or recalibrated.

(3) If the calibration or recalibration was not successful, the motor vehicle glass repair shop shall advise the person not to rely on the advanced driver assistance system until it has been successfully calibrated or recalibrated by the vehicle manufacturer's certified dealership or a qualified specialist capable of performing the calibration or recalibration.

1784.55. Inducements, documentation, and fraud-focused prohibitions

IGA amendment: remove the broad consumer inducement ban and preserve lawful consumer incentives while keeping anti-fraud protections.

~~(a) A motor vehicle glass repair shop, or any other person who is compensated for the solicitation of insurance claims, shall not offer a rebate, gift, gift card, cash, coupon, fee, prize, bonus, payment, incentive, inducement, or any other thing of value to any insured, insurance producer, or other person in exchange for directing or making a claim under a motor vehicle insurance policy for the repair or replacement of damaged motor vehicle glass.~~

(a) A person shall not knowingly offer or pay a kickback, referral fee, or thing of value to an insurance producer, insurance adjuster, insurer employee, third-party administrator, referral network, or any person acting on behalf of an insurer in exchange for steering, directing, assigning, or referring an insured's motor vehicle glass claim to a particular motor vehicle glass repair shop or recalibration facility.

(a)(1) This subdivision shall not prohibit a motor vehicle glass repair shop from offering, advertising, or providing a lawful consumer discount, rebate, coupon, gift card, promotional offer, deductible assistance, payment plan, or other thing of value directly to an insured or consumer, provided the offer is not false, misleading, or conditioned on the insured making a false insurance claim. A lawful consumer incentive is not steering.

(b) A motor vehicle glass repair shop shall not do any of the following:

~~(1) Charge higher fees and costs to a person for the repair or replacement of damaged motor vehicle glass than a reasonable price for the repair, replacement, or installation of automotive glass charged by a motor vehicle glass repair shop within a specific geographic area.~~

(1) Knowingly submit an invoice, estimate, or other documentation that materially misrepresents the work performed, parts supplied, calibration or recalibration performed or arranged, date of loss, location of work, or price charged to the person.

(2) Submit false, misleading, or incomplete documentation or information to an insured or an insured's insurer, including any agent of the insured or insurer, for the repair or replacement of damaged motor vehicle glass.

(3) With respect to an insured's claim, or potential claim, for the repair or replacement of damaged motor vehicle glass, do either the following, which results, or would result, in a higher insurance payment or a change of insurance coverage status:

(A) Indicate that work was performed in a geographical area that was not the geographical area where the work occurred.

(B) Advise an insured to falsify the date of damage.

(4) Falsely sign a work order or other insurance-related form relating to an insured's claim, or potential claim, for the repair or replacement of damaged motor vehicle glass.

(5) Misrepresent to an insured or the insured's insurer, including any agent of the insured or insurer, the price of the proposed repair or replacement of damaged motor vehicle glass.

(6) State that an insured's insurer has approved the repair or replacement of damaged motor vehicle glass without doing both of the following:

(A) Verifying coverage directly with, or obtaining approval directly from, the insurer or the insurer's agent.

(B) Obtaining confirmation of the coverage or approval by facsimile, email, or other written or recorded communication.

(7) State that the repair or replacement of damaged motor vehicle glass will be paid for entirely by an insurer and at no cost to the insured unless the coverage has been verified by the insurer or the insurer's agent.

(8) With respect to an insured's claim, or potential claim, for the repair or replacement of damaged motor vehicle glass, any of the following:

(A) Damage, or encourage an insured to damage, the motor vehicle in order to increase the scope of the repair or replacement of damaged motor vehicle glass.

(B) Perform work that is clearly and substantially beyond the level of work necessary to restore the motor vehicle to a safe predamaged condition in accordance with accepted or approved reasonable and customary techniques for the repair or replacement of damaged motor vehicle glass and, where applicable, manufacturer procedures.

(C) Misrepresent the motor vehicle glass repair shop's relationship to an insured or the insurer's agent.

(D) Perform any other act that constitutes fraud or misrepresentation.

(c) A notice or invoice required under this act shall be issued in the same size font as the invoice, estimate, or receipt.

(d) Nothing in this section shall be construed to prohibit competitive pricing, consumer discounts, consumer marketing, charitable promotions, deductible assistance, or other lawful consumer-facing offers that are not false, misleading, or conditioned on the making of a false insurance claim.

1784.56. Consumer choice, anti-steering, affiliate disclosure, and fair claim handling

IGA amendment: strengthen protections so they apply to insurers, TPAs, referral networks, producers, adjusters, and shops, not only independents.

(a) An insured that makes a first-party claim for the repair or replacement of damaged motor vehicle glass under a motor vehicle insurance policy shall not be required to use a particular motor vehicle glass repair shop or recalibration facility to receive claim payments or other benefits under the policy.

(a)(1) An insurer, insurance producer, insurance adjuster, third-party administrator, referral network, affiliated repair facility, motor vehicle glass repair shop, or any person acting on behalf of any of those persons shall not knowingly:

(A) Require, pressure, coerce, intimidate, mislead, or induce an insured to use or not use a particular motor vehicle glass repair shop or recalibration facility;

(B) State or imply that the insured must use a network shop, affiliated repair facility, preferred provider, or particular recalibration facility in order to obtain coverage, claim payment, warranty rights, or any other benefit available under the policy;

(C) State or imply that use of a non-network or non-affiliated shop will delay, reduce, deny, or impair claim payment unless the statement is based on a specific written policy provision and is provided to the insured in writing;

(D) Refuse, delay, or fail to provide a claim number, coverage confirmation, authorization, inspection, estimate review, payment, or other claim-handling action because the insured selected a non-network or non-affiliated motor vehicle glass repair shop or recalibration facility;

(E) Misrepresent the availability, qualifications, location, pricing, warranty, safety, calibration capability, or insurer approval status of any motor vehicle glass repair shop or recalibration facility;

(F) Fail to disclose, before recommending or scheduling a shop or recalibration facility, any ownership, affiliation, network, compensation, referral, or financial relationship between the recommended facility and the insurer, third-party administrator, referral network, producer, or adjuster involved in the claim.

(b) This section shall not be construed to do any of the following:

(1) Prohibit an insurer, insurance producer, insurance adjuster, or any person acting on behalf of an insurer, insurance producer, or insurance adjuster from recommending a motor vehicle glass repair shop or providing an explanation to an insured of the coverage available, and any applicable liability limit, under any insurance policy.

provided that the recommendation or explanation complies with subdivision (a), is not false or misleading, and includes any disclosure required by paragraph (1) of subdivision (a).

(2) Prohibit an insurer from maintaining a network of motor vehicle glass repair shops.

provided that the network is not used to delay, deny, reduce, or condition claim payment based on the insured's choice of a non-network shop or recalibration facility.

~~(3) Create a private cause of action.~~

(3) Limit any other right, remedy, or cause of action otherwise available under state law, including any claim arising from unfair, deceptive, fraudulent, or unlawful conduct.

(c) An insured's right to select a motor vehicle glass repair shop or recalibration facility includes the right to select an independent shop, a non-network shop, an affiliated repair facility, a dealership, or a qualified specialist capable of performing the repair, replacement, calibration, or recalibration.

1784.57. Presumption and scope of knowing violations

IGA amendment: correct the presumption so it applies to any person engaged in a regular pattern of steering or prohibited conduct.

~~It may be presumed that a motor vehicle glass repair shop is acting knowingly in violation of Section 1784.56 if the motor vehicle glass repair shop engages in a regular and consistent pattern of the prohibited activity.~~

It may be presumed that a person or entity subject to this title is acting knowingly in violation of Section 1784.56 if that person or entity engages in a regular and consistent pattern of conduct prohibited by Section 1784.56.

1784.58. Enforcement and penalties

IGA amendment: retain public enforcement while not eliminating consumer, shop, or other remedies that may be available under law.

(a) A person or entity that violates this act shall be liable for a civil penalty as follows:

(1) For the first violation, a civil penalty not to exceed five hundred dollars ($500).

(2) For each subsequent violation, a civil penalty not to exceed two thousand dollars ($2,000).

(b) Civil penalties under this section may be assessed and recovered in a civil action brought in the name of the people of the State of California by a city attorney, county counsel, or the Attorney General.

(c) The remedies provided by this title are cumulative and shall not be construed to limit any remedy, claim, right, or defense otherwise available to an insured, consumer, motor vehicle glass repair shop, recalibration facility, insurer, or public prosecutor under any other law.

(d) A court may award injunctive relief, restitution, and reasonable attorney's fees and costs to a prevailing plaintiff in an action brought to enforce Section 1784.56.

Appendix A - Clean Version of Core IGA Amendments

This appendix restates the most important proposed amendments without redline formatting for easy copying into Legislative Counsel format.

1784.52(a): A prohibited pre-loss assignment does not include a post-loss assignment of benefits, direction to pay, limited authorization to communicate with an insurer, or other written authorization executed after a covered loss for the purpose of inspection, repair, replacement, calibration, recalibration, billing, claim submission, or payment.

1784.54(a): A claim number, referral number, insurer authorization, third-party administrator authorization, or referral network assignment shall not be required before an insured may select, authorize, or contract with a motor vehicle glass repair shop or recalibration facility.

1784.55(a)(1): A lawful consumer discount, rebate, coupon, gift card, promotional offer, deductible assistance, payment plan, or other consumer-facing offer is not steering when it is not false, misleading, or conditioned on making a false claim.

1784.56(a)(1): Insurers, producers, adjusters, TPAs, referral networks, affiliated repair facilities, shops, and persons acting on their behalf shall not require, pressure, coerce, mislead, delay, disparage, or fail to disclose affiliations in a manner that interferes with the insured's choice of shop or recalibration facility.

1784.56(b)(3): Delete "Create a private cause of action" and replace it with language preserving all other rights, remedies, and causes of action available under state law.

Suggested Transmittal Note

Attached is the Independent Glass Association's redline draft of proposed amendments to SB 988 based on the June 4, 2026 Assembly amended version.

The IGA supports reasonable ADAS and recalibration disclosure requirements. The amendments are intended to preserve those safety disclosures while removing provisions that could restrict consumer choice, delay independent shop authorization, prohibit lawful consumer incentives, or expand insurer/TPA control over claim handling, pricing, and repair decisions.

We appreciate Senator Grayson's commitment to work with the IGA and independent California auto glass shops on amendments.

Drafting note: This is advocacy redline language prepared for discussion and should be reviewed by Legislative Counsel for statutory form, numbering, and cross-references.