

## FOR IMMEDIATE RELEASE

### Independent Glass Association Calls for Amendments to Washington SB 5871 to Protect Consumers, Safety, and Real Choice

**Scottsdale, AZ / Olympia, WA — December 17, 2025** — The Independent Glass Association (IGA), joined by independent auto glass repair businesses across Washington State, including both members and non-members, and the insured consumers they serve, today announced its formal position on [Washington Senate Bill 5871](#), legislation addressing motor vehicle glass repair and replacement.

While the IGA supports the bill's stated goals of improving safety, transparency, and consumer awareness, particularly regarding advanced driver assistance systems (ADAS), the Association has concluded that SB 5871, as currently introduced, requires significant amendments to avoid unintended harm to Washington consumers and small businesses.

“We support safety, transparency, and informed consumer choice,” said Gary Hart, Executive Director of the Independent Glass Association. “But as written, SB 5871 places most of the burden on repair facilities while failing to address the insurance practices that actually shape consumer decisions and repair outcomes at the point of loss.”

#### Consumer Choice Must Be Real—Not Just Stated

IGA and Washington glass shop owners report that many insured consumers make repair decisions during the first notice of loss, often guided by insurer call scripts, automated claim routing, or undisclosed financial relationships between insurers and repair facilities.

Although SB 5871 references a consumer's right to choose a repair shop, the bill does not meaningfully restrict steering practices or require transparency about insurer affiliations, leaving “choice” largely theoretical.

“Washington drivers deserve to know all of their options,” Hart said. “Choice only matters if it exists when the consumer is actually making the decision.”

#### Safety Requirements Must Be Matched With Fair Payment

SB 5871 expands disclosure requirements related to ADAS calibration, which IGA supports. However, the bill relies on an undefined “reasonable and customary” pricing standard that is often set by insurers rather than the competitive market.

Without a clear, market-based reimbursement framework, IGA warns that the bill risks creating unfunded safety mandates, particularly for OEM-required ADAS calibration, placing drivers at risk and forcing small shops into untenable positions.

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## **Assignment of Benefits Ban Shifts Burden to Consumers**

IGA also expressed concern over the bill's blanket prohibition on post-loss assignment of benefits. While intended as a consumer protection measure, in practice it requires insured drivers, often immediately after an accident or loss, to personally resolve billing disputes with insurers.

IGA supports a limited, revocable authorization that allows a repair facility to communicate with insurers and resolve payment issues solely for the work performed, reducing delays and consumer frustration without expanding coverage or benefits.

## **A Call to Amend, Not Abandon**

The Independent Glass Association has submitted a formal amendment package to legislators that:

- Preserves ADAS safety and transparency provisions
- Ensures real consumer choice at the point of claim
- Establishes fair, market-based reimbursement standards
- Balances enforcement obligations between insurers and repair facilities

IGA emphasized that its position reflects not only its members, but also non-member independent shops and insured consumers across Washington State who are affected by insurance steering, claim delays, and reimbursement practices.

## **Position Summary**

The Independent Glass Association opposes SB 5871 as currently introduced but stands ready to support the bill if amended to better protect consumers, promote fair competition, and ensure that safety requirements are fully and fairly implemented.

IGA has requested meetings with the bill sponsor and legislative leadership to work collaboratively toward these improvements.

## **About the Independent Glass Association (IGA)**

The Independent Glass Association is a national trade association representing independent auto glass repair and replacement businesses. IGA advocates for consumer choice, fair competition, and safety-driven repair standards in the automotive glass industry.

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