

## Open Letter to Insurance Companies on Authorizing OEM Glass for Vehicle Recalibration

February 21, 2025

Dear Insurance Industry Leaders,

As representatives of the Independent Glass Association (IGA), we are reaching out to emphasize the critical importance of adhering to OEM recommendations for using OEM glass when necessary for vehicle recalibration.

The use of OEM glass often follows explicit OEM requirements/recommendations to ensure the safety and functionality of vehicles post-repair. However, it has been observed that claims involving required recalibration frequently only authorize aftermarket glass which fails to meet these recalibration standards, leading to additional repairs and increased costs.

We respectfully urge your organizations to prioritize safety and efficiency by authorizing OEM glass when OEM guidelines dictate its necessity for proper recalibration. In instances where aftermarket parts fail to calibrate successfully when initial OEM authorization is not granted, it is imperative that automotive glass service providers are fully compensated for the aftermarket parts, as well as for the OEM parts and labor incurred as a result.

By aligning insurance practices with OEM recommendations, we can enhance safety, reduce unnecessary costs, and maintain the trust of vehicle owners. We look forward to your support and commitment to these principles, which are vital for the integrity and sustainability of our industry.

Sincerely,



**Gary Hart** , Executive Director

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☎ [480.535.8650](tel:480.535.8650)

@ [gary@iga.org](mailto:gary@iga.org)  
🌐 [www.iga.org](http://www.iga.org)



14747 N Northsight Blvd, STE 111-387 Scottsdale, AZ 85260

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**IGA** INDEPENDENT  
GLASS ASSOCIATION