

THIRD READING

Bill No: SB 988
Author: Grayson (D)
Amended: 4/16/26
Vote: 21

SENATE JUDICIARY COMMITTEE: 11-0, 4/14/26

AYES: Umberg, Allen, Ashby, Caballero, Durazo, McNerney, Reyes, Stern,
Wahab, Weber Pierson, Wiener

NO VOTE RECORDED: Niello, Valladares

SENATE APPROPRIATIONS COMMITTEE: 5-0, 5/14/26

AYES: Cervantes, Cabaldon, Grayson, Richardson, Wahab

NO VOTE RECORDED: Seyarto, Dahle

SUBJECT: California Motor Vehicle Glass Act

SOURCE: Author

DIGEST: This bill establishes the California Motor Vehicle Glass Act to provide consumer protections in connection with the repair or replacement of damaged motor vehicle glass by a motor vehicle glass repair shop.

ANALYSIS:

Existing law:

- 1) Establishes the Unfair Competition Law (UCL), which provides a statutory cause of action for any unlawful, unfair, or fraudulent business act or practice and unfair, deceptive, untrue, or misleading advertising, including over the internet. (Business (Bus.) & Professions (Prof.) Code § 17200 et seq.)
- 2) Establishes the Consumer Legal Remedies Act (CLRA), which prohibits unfair methods of competition and unfair or deceptive acts or practices undertaken by any person in a transaction intended to result or which results in the sale or lease of goods or services to any consumer. (Civil (Civ.) Code § 1750 et seq.)

- 3) Establishes the False Advertising Law (FAL), which proscribes making or disseminating any statement that is known or should be known to be untrue or misleading with intent to directly or indirectly dispose of real or personal property. (Bus. & Prof. Code § 17500 et seq.)
- 4) Provides remedies for individuals who have suffered damages as a result of fraud or deceit, including situations involving fraudulent misrepresentations. (Civil Code §§ 1709-1710, 1572-1573.)

This bill:

- 1) Establishes the California Motor Vehicle Glass Act.
- 2) Defines the following terms for purposes of the California Motor Vehicle Glass Act.
 - 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 person or business primarily engaged in automotive glass replacement, including the cutting, fabrication, repair, and installation of vehicle windows and windshields.
 - e) “Motor vehicle glass repair shop” means a person, including the person’s employees and agents, that for consideration engages in the repair or replacement of damaged motor vehicle glass.
 - 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: (i) inspecting, repairing, restoring, or replacing damaged

- motor vehicle glass; and (ii) 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.
- 3) Prohibits an insured under a motor vehicle insurance policy that covers windshield and calibration repair or replacement from, either before or after a claimed or covered loss, assigning, delegating, or otherwise transferring, in whole or in part, to any other person the insured’s duties under the policy or rights or benefits under the policy.
- a) A contract entered into on and after January 1, 2027, in violation of this provision is void and unenforceable.
 - b) Provides that this provision is not to 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.
- 4) Requires a motor vehicle glass repair shop, before providing service to a person for a repair or replacement of damaged motor vehicle glass, to notify the person of both of the following:
- a) whether the motor vehicle has an advanced driver assistance system; and
 - b) if the motor vehicle has an advanced driver assistance system:
 - i. 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;
 - ii. 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; and
 - iii. 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.
- 5) Requires a motor vehicle glass repair shop, if calibration or recalibration of the motor vehicle’s advanced driver assistance system is performed, to provide written notice to the person of both of the following:
- a) whether the calibration or recalibration was successful; and

- b) if the calibration or recalibration was not successful, 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.
- 6) Prohibits a motor vehicle glass repair shop from contracting 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:
- a) the person has made a first-party claim for the repair or replacement of damaged motor vehicle glass under a motor vehicle insurance policy;
 - b) the motor vehicle glass repair shop has received a claim or referral number for the claim; and
 - c) the disclosures described in 3), above, have been made.
- 7) Requires a motor vehicle glass repair shop to do all of the following:
- a) provide the person with a good faith estimate of the fees and costs that are anticipated to be charged to the insured by the motor vehicle glass repair shop for the repair or replacement of damaged motor vehicle glass;
 - b) before performing the service, provide the person an updated estimate; and
 - c) not charge more than the reasonable and customary fees and costs to an insured 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.
- 8) Prohibits a motor vehicle glass repair shop, or any other person who is compensated for the solicitation of insurance claims, from offering 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.
- 9) Prohibits a motor vehicle glass repair shop from doing any of the following:
- a) charging 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;
 - b) submitting 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;
 - c) do either the following with respect to an insured's claim, or potential claim, for the repair or replacement of damaged motor vehicle glass, which results,

- or would result, in a higher insurance payment or a change of insurance coverage status:
- i. indicate that work was performed in a geographical area that was not the geographical area where the work occurred; and
 - ii. advise an insured to falsify the date of damage;
- a) falsely signing 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;
 - b) 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;
 - c) state that an insured's insurer has approved the repair or replacement of damaged motor vehicle glass without doing both of the following:
 - i. verifying coverage directly with, or obtaining approval directly from, the insurer or the insurer's agent; and
 - ii. obtaining confirmation of the coverage or approval by facsimile, email, or other written or recorded communication;
 - d) 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; and
 - e) with respect to an insured's claim, or potential claim, for the repair or replacement of damaged motor vehicle glass, any of the following:
 - i. 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;
 - ii. 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;
 - iii. misrepresent the motor vehicle glass repair shop's relationship to an insured or the insurer's agent; and
 - iv. perform any other act that constitutes fraud or misrepresentation.
- 10) Requires a notice or invoice required for repair or replacement of damaged motor vehicle glass to be issued in the same size font as the invoice, estimate, or receipt.
- 11) Provides that an insured that makes a first-party claim for the repair or replacement of damaged motor vehicle glass under a motor vehicle insurance

policy is not required to use a particular motor vehicle glass repair shop to receive claim payments or other benefits under the policy.

- a) This provision is not to be construed to do any of the following:
 - i. 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;
 - ii. prohibit an insurer from maintaining a network of motor vehicle glass repair shops; and
 - iii. creating a private cause of action.
- b) Provides that it may be presumed that a motor vehicle glass repair shop is acting knowingly in violation of this provision if the motor vehicle glass repair shop engages in a regular and consistent pattern of the prohibited activity.

12) Makes a person or entity that violates the California Motor Vehicle Glass Act subject to a civil penalty to be assessed and recovered in a civil action brought in the name of the people of the State of California by a city attorney, district attorney, county counsel, or the Attorney General.

Comments

This bill seeks to enact a National Council of Insurance Legislators (NCOIL) model law.¹ The NCOIL is a national, bipartisan organization with all 50 states as members where states are primarily represented by legislators who serve on their state's committees related to insurance and financial institutions.² According to the NCOIL, the purpose of the model act is to protect consumers by prohibiting certain deceptive practices as it relates to replacement of damaged motor vehicle glass by a motor vehicle glass repair shop.³ With the advent of advanced driver assistance systems (ADAS) in cars, windshield replacement has become more technical. An ADAS uses sensors that are placed behind a windshield to detect hazards and operate other features of a car, such as automatic braking and adaptive cruise

¹ Nat'l Council of Ins. Legislators, *Motor Vehicle Glass Model Act*, (Apr. 27, 2025), available at <https://ncoil.org/wp-content/uploads/2025/04/NCOIL-Motor-Vehicle-Glass-Model-Adopted-April-2025.pdf>.

² Nat'l Council of Ins. Legislators, *Sound Public Policy in 50 States for 50+ Years*, available at <https://ncoil.org/>.

³ Nat'l Council of Ins. Legislators, Press Release, *NCOIL Property & Casualty Insurance Committee Adopts Motor Vehicle Glass Model Act*, (Feb. 24, 2025), available at <https://ncoil.org/news/ncoil-property-casualty-insurance-committee-adopts-motor-vehicle-glass-model-act/>.

control. It is imperative that when a windshield is replaced the ADAS is properly calibrated for the enhanced features to function properly and accurately. This bill seeks to ensure consumers receive adequate notice of this fact when getting a windshield replaced. The bill also places requirements on how a repair involving an insurance policy is to be handled, including prohibiting the assignment of benefits or charging higher fees and costs to an insured for the repair or replacement of damaged motor vehicle glass than are reasonable and customarily charged in the state. This model act has been passed by the Legislature in New York and is awaiting approval by the Governor. (N.Y. S.B. S4879B.) Kentucky and Florida have also passed versions of this model act. (KY SB 27; Ch. 29, Stats, 2024; FL SB 1002; CH. 2023-136.)

FISCAL EFFECT: Appropriation: No Fiscal Com.: Yes Local: No

SUPPORT: (Verified 5/14/26)

American Property Casualty Insurance Association
National Association of Mutual Insurance Companies
National Insurance Crime Bureau
Pacific Association of Domestic Insurance Companies
Personal Insurance Federation of California
Safelite

OPPOSITION: (Verified 5/14/26)

Alex's Auto Glass
Apex Auto Glass & Tinting
Auto Glass Safety Council
Auto Glass Express
Bay Area Auto Glass Express
Crystal Clear Auto Glass Repair LLC
Discount Auto Glass Inc.
Direct Quality Auto Glass
Don's Mobile Glass Inc.
Eagle Auto Glass
Glass 4 Car
Go Glass
High Sierra Glass
Independent Glass Association
Infinity Mobile Glass
Jamison Glass Co.
Mike's Auto Glass

Old Town Auto Glass
Pacific Auto Glass
Rich's Auto Glass Inc.
Showcase Auto Glass Inc.
Supreme Auto Glass
Total Glass Services

ARGUMENTS IN SUPPORT: The author writes:

“Across the United States, windshield glass-related losses in comprehensive auto insurance are frequent. An average of 12-14 million claims are filed per year, with glass repair or replacement accounting for nearly 30% of all vehicle claims. Additionally, motor vehicle glass has become increasingly sophisticated, incorporating advanced technologies such as heads-up displays, embedded antennas, rain sensors, and Advanced Driver Assistance Systems (ADAS) components, including cameras and lane-departure sensors. These technological features make glass replacement more complex, requiring special installation and precise calibration to ensure proper functionality. With the rise in glass-related losses and advances in technology, SB 988 provides a series of commonsense reforms to the auto glass industry governing insurance assignments, repair disclosures, billing practices, and claim solicitation. This bill will reduce fraudulent claims, ensure safety, protect consumer choice, and stabilize insurance costs.

The American Property Casualty Insurance Association, National Association of Mutual Insurance Companies, the Pacific Association of Domestic Insurance Companies, and the Personal Insurance Federation of California write in support stating:

[...] Motor vehicle glass has become increasingly sophisticated, incorporating advanced technologies such as heads-up displays, embedded antennas, rain sensors, and Advanced Driver Assistance Systems (ADAS) including cameras, lane-departure sensors, and collision mitigation systems. Proper installation and calibration of these systems is essential to ensure both vehicle safety and consumer confidence. However, the growth of Assignment of Benefits (AOB) arrangements, the used of inducements and aggressive marketing practices by some repair shops has introduced significant consumer risk. These practices can result in improper ADAS calibration, unnecessary full glass replacements (rather than repair), inflated claims, overbilling, and reduced transparency. In these instances, consumers have little visibility into the costs or quality of services performed, and their choice of repair provider is often limited or manipulated. Moreover, erroneous claims are

filed, litigation costs increase for insurers only increasing insurance premiums for all Californians.

SB 988 addresses these risks through a series of reforms designed to protect consumers and establish best practices. The bill prohibits AOB for glass repair, requires repair shops to disclose whether ADAS calibration is necessary to provide written confirmation upon completion (and success), mandates good faith estimates and itemized invoices be provided to customers, and eliminates inducements that steer insureds to particular shops. [...]"

ARGUMENTS IN OPPOSITION: The Independent Glass Association (IGA) writes in opposition unless amended stating:

“We want to be clear at the outset: the IGA supports reasonable, evidence-based measures that improve consumer transparency, vehicle safety, and informed decision-making, especially with respect to advanced driver assistance systems (ADAS) and calibration requirements. However, SB 988 is not a balanced consumer protection measure. As drafted, it reflects a legislative template derived from the National Council of Insurance Legislators (NCOIL) model that has been promoted in multiple states by insurance interests and market participants that stand to benefit from greater control over the auto glass claims process, including companies like Safelite through insurer-aligned claims administration, referral pathways, and preferred network structures. [...]"

SB 988 does not appear in a vacuum. It reflects a broader legislative model promoted nationally that is often framed as consumer protection or anti-fraud reform, but in practice tends to do three things:

- weaken independent shop flexibility,
- increase insurer and network control over claims handling, and
- create structural advantages for companies already aligned with insurer-driven systems. [...]"

Prepared by: Amanda Mattson / JUD. / (916) 651-4113
5/16/26 16:11:57

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