

## Volvo Car USA LLC: Statement on replacement of windshields



The Volvo windshield is an integral part of our vehicles. Not only does it provide for an undistorted view, it serves as a critical structural component of the vehicle.

This is why **Volvo Car USA LLC requires all windshield replacements on Volvo vehicles be performed according to Volvo standards at an authorized Volvo facility, using only Volvo Genuine Windshields and adhesives.**

Due to many variants of aftermarket windshields available, it cannot be verified these windshields are being manufactured to exact Volvo specifications. When windshield replacement is needed, Volvo requires using only Volvo Genuine Windshield and installation materials, so as not to compromise any structural integrity, nor any Volvo safety systems that are dependent on the windshield, such as optical, distance and radar based systems. Proper installation of a Volvo Genuine Windshield through a Volvo Facility ensures proper recalibration as well as operations of the windshield dependent safety systems and provides the correct structural integrity in the event of a collision. In addition, using Volvo-specified adhesives will ensure proper bonding of the windshield to the vehicle's body providing the same strength qualities as if assembled at the factory, providing a minimal safe drive-away time once installed.

Volvo Genuine Windshields are manufactured to the same specifications as the windshield originally installed in vehicle at time of assembly, offering perfect fit, exact tolerances and maximum precision. Aftermarket alternatives may not meet these exact specifications and may affect the car's passive safety technology, active safety functions as well as the overall rigidity of the body.

- The windshield is vital for the function of vehicles autonomous safety systems. Example: the ASDM (Active Safety Domain Master) is located inside the upper edge of the windshield, as such, the camera and radar in the ASDM are used in conjunction with other systems to enable the safety functions. These systems are sensitive to the optical and geometric tolerances, i.e. glass thickness and materials of the windshield. The vehicle safety systems require vehicle-specific programming which are based on several variants which demand extremely stringent optical tolerances to function as intended. Using aftermarket variants that don't meet Volvo Car's stringent specifications may compromise the function of said systems.
- Vehicles with Multi-Dimensional Heads-Up Display are engineered to ensure clear viewing of the projected image. The manufacturing process for these windshields differ from a non-H.U.D. windshield. Installing the wrong windshield could result in redundant images of the projected information and overall functionality.
- Calibration of the camera and radar unit (ASDM) is required after windshield replacement. Volvo systems are required to ensure correct functionality. Aftermarket services may find it quite difficult to properly recalibrate stated systems.

A secure way to preserve the safety, performance and integrity of a Volvo is always to use Volvo Genuine Glass combined with Volvo knowledge, training and specialized equipment.