



# REPAIRABLE DAMAGE

**2004 and 2005 Business Record Statistics  
Campfield's Windshield Repairs, strictly consumers.**

## **Repairs**

Edge Cracks-442

Floater Cracks-62

Total Cracks-504

Stone-breaks-658

## **Crack Repairs**

6-inches and less -56 or 11%

7-12-inches - 254 or 50%

13-18-inches – 129 or 26%

19-inches + - 64 or 13%

## **Percentage of Market**

6-inches and less- 11%

12-inches and less- 62%

18-inches and less-87%

## **Observations and Other Records kept**

88% of cracks were edge cracks

77% of edge cracks had an impact point in the frit area

95% of edge cracks were over 6-inches

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# ULTRA BOND - Repair & Replacement - 2004

|          | E   | F   | S   | <6" | 7"-12" | 13"-18" | >18" | Replacements |
|----------|-----|-----|-----|-----|--------|---------|------|--------------|
| Jan      | 18  | 7   | 23  | 5   | 10     | 8       | 3    | 0            |
| Feb      | 18  | 3   | 25  | 4   | 11     | 4       | 2    | 0            |
| Mar      | 22  | 2   | 28  | 3   | 12     | 7       | 2    | 2            |
| April    | 22  | 1   | 31  | 1   | 17     | 3       | 2    | 2            |
| May      | 32  | 3   | 28  | 2   | 16     | 10      | 7    | 1            |
| June     | 35  | 1   | 30  | 3   | 17     | 9       | 7    | 1            |
| July     | 36  | 5   | 39  | 3   | 22     | 11      | 5    | 4            |
| August   | 20  | 2   | 43  | 1   | 14     | 5       | 2    | 2            |
| Sept     | 15  | 4   | 16  | 0   | 11     | 4       | 3    | 1            |
| Oct      | 13  | 4   | 23  | 3   | 7      | 2       | 5    | 1            |
| Nov.     | 8   | 0   | 27  | 1   | 7      | 0       | 0    | 0            |
| Dec.     | 13  | 2   | 21  | 1   | 10     | 4       | 0    | 0            |
| Totals   | 252 | 34  | 335 | 27  | 154    | 67      | 38   | 14           |
| %-cracks | 88% | 12% |     | 9%  | 54%    | 24%     | 13%  |              |

\* Total crack Repairs - 286 / Total Replacements - 14 =

Real Repair Ratio  
95%

\* Total Repairs - 621 - Repair Ratio = 98%

\* only 9% of repairable cracks were 6" and less.  
63% of repairable cracks were 12" and less.  
87% of repairable cracks were 18" and less.

\* 88% of cracks were Edge cracks

\* only 12% of cracks were Floater cracks

\* only 17-Edge cracks were 6" and less - 7%

\* 93% of Edge cracks are over 6"

E - Edge crack    F - Floater crack    S - Stone break

# Repairable Damage - Stats for 2005 - ULTRA BOND

|           | Edge crack | Floater crack | <6" | 7"-12" | 13"-14" | 15"-18" | >18" | Stone breaks |
|-----------|------------|---------------|-----|--------|---------|---------|------|--------------|
| January   | 17         | 2             | 3   | 12     | 0       | 3       | 1    | 21           |
| February  | 12         | 2             | 2   | 9      | 2       | 1       | 0    | 21           |
| March     | 23         | 2             | 4   | 10     | 5       | 5       | 1    | 27           |
| April     | 20         | 3             | 4   | 11     | 2       | 5       | 1    | 28           |
| May       | 15         | 2             | 2   | 5      | 3       | 4       | 3    | 35           |
| June      | 26         | 3             | 1   | 15     | 6       | 3       | 4    | 34           |
| July      | 25         | 2             | 4   | 8      | 2       | 5       | 7    | 26           |
| August    | 10         | 2             | 3   | 2      | 1       | 3       | 3    | 37           |
| September | 8          | 4             | 2   | 4      | 1       | 2       | 3    | 24           |
| October   | 9          | 2             | 0   | 7      | 1       | 1       | 2    | 24           |
| November  | 9          | 3             | 2   | 5      | 1       | 3       | 1    | 21           |
| December  | 16         | 1             | 2   | 12     | 0       | 3       | 0    | 25           |
| Totals    | 190        | 28            | 29  | 100    | 24      | 38      | 26   | 323          |
| %s        | 87%        | 13%           | 13% | 46%    | 11%     | 17%     | 12%  |              |

## Repairable Damage - Cracks

- 13% - 6" and less - (British Standard)
- 59% - 12" and less
- 70% - 14" and less - (Aust./New Z. - Standard)
- 87% - 18" and less - (ROLAGS)

Note - other records kept - 95% of edge crack were ~~at least~~ over 6 inches

Note - other records kept - impact point of edge cracks - 146 or 77% in the frt area