

Start of Item 2.

Message.

Subject: CAPA

Sender: John R KENT / HCME/09

CC: Bill HARDT / HCME/09

Dated: 10/15/93 at 1020.

Contents: 2.

Part 1.

FROM: John R KENT / HCME/09

TO: Thomas J HEINEMANN / HCME/09

Vincent J LOFFREDO / HCME/09

CC: Bill HARDT / HCME/09

Part 2.

TO: TOM HEINEMANN
VINCE LOFFREDO

FR: JOHN KENT

RE: CAPA

RECENT AND AGE OLD PROBLEMS REGARDING NON-OEM PARTS THAT ARE BEING RELATED TO CAPA PARTS:

1. CAPA CERTIFIED PART IS WRITTEN, HOWEVER, THE DISTRIBUTOR DOES NOT HAVE THE PART...EVEN THOUGH THE AUTOMATED ESTIMATING SYSTEM INDICATES THE PART AS AVAILABLE.
2. QUALITY AND FIT OF NON-OEM PARTS (CAPA) CONTINUE TO PRESENT A PROBLEM. EXAMPLE: RANGER - BRONCO II HOODS - THE LOCKING PLATE HAS A "COLD WELD" AND WILL NOT HOLD. DISTRIBUTOR ADVISED PART DECERTIFIED, THEN RECERTIFIED WITHOUT CORRECTIONS BEING MADE. THIS IS AN OBVIOUS SAFETY PROBLEM.
3. PLASTIC PARTS, SPECIFICALLY GRILLES, SIDE-MOLDING, AND HEADLIGHT BEASLES DO NOT "MIRROR" O.E.M. QUALITY FOR CHROMING AND FIT APPLICATIONS.
4. NON-OEM PARKING LAMPS, SIDE MARKERS AND CORNING LAMP LENSES, AMBER IN COLOR, ARE NOT THE SAME COLOR AS O.E.M. PARTS.
5. NON-OEM BUMPERS COVERS AND FACIAS DO NOT MEET THE QUALITY FOR FIT EQUAL TO O.E.M.
6. THE ADP SYSTEM LOCATES THE LEAST COSTLY NON-OEM PART SCANNED, AND PRINTS THAT AMOUNT. THE REPAIRERS ARE CALLING FOR PARTS PRICE INCREASES ON THE NON-OEM PARTS PRICED IN OUR ADP ESTIMATES. THE UPDATING OF THE NON-OEM PART PRICES PROVIDED BY ADP NEEDS TO BE ADDRESSED.
7. THE DISTRIBUTOR AGREES TO WARRANT DEFECTIVE PARTS AND TO PAY THE REPAIRER FOR REASONABLE AND NECESSARY LABOR COST. THE PART MANUFACTURER WARRANTS ONLY ~~THE DEFECTIVE PART~~ WITH NO CONSIDERATION FOR LABOR CHARGES.

THE ITEMS LISTED ABOVE ARE SOME OF THE CONCERNS BEING PRESENTED BY MY REGIONS.

WHAT ARE YOU HEARING FROM YOUR AREAS. I AM BEING TOLD THAT THE QUALITY ISSUE IS SIGNIFICANT AND IS RECEIVING NEGATIVE "FEEDBACK" FROM REPAIRERS AND CUSTOMERS.

I AM TOLD THAT WE ARE ADDRESSING OUR CONCERNS WITH THE APPROPRIATE PARTIES... THE DISTRIBUTORS AND THE AUTOMATED ESTIMATING VENDORS.

End of Item 2.