

*Detroit Testing Laboratory, Inc.*

DATE: March 23, 1992  
TO: WAYNE TUNG, DTL-TAIWAN  
FROM: ROGER J. AMOROSI, DTL-WARREN  
SUBJECT: DAILY FAX  
FAX: 9-011-886-2-7034626  
# OF PAGES: 1

1. Attached is my draft executive summary on the weekend meetings in Sarasota. Pier feels we should be keeping tabs on ABPA and CAPA so tell me what you know of the intent of the Taiwan manufacturers signing the License Agreements which will be distributed apparently in April.

Please set a time to talk briefly in the morning about whether Tong Yang was ever put on probation and whatever else you know about CAPA/Entela.

2. What is the latest on the flasher proposal and China Wipers?
3. I may be at meetings in Washington, D.C. on Wednesday so try to cover RJA/gml such as possible on Tuesday.  
C:\WORKFILE\32492DAIL.FAX

DATE: March 23, 1992  
TO: The Record  
FROM: Roger Amorosi  
SUBJECT: Executive Summary: Tour and Meeting at The Colonel Owned Nupar Sarasota Facility 3/20 - 3/22/92

A lot has happened since DTL completed its official obligations under the CAPA Program. To keep tabs on the ABPA/CAPA/Aftermarket Business we need to be on the mailing list for the CAPA Directory (which they have ignored our three requests), to obtain a copy of the new Procedural Manual which is now called CAPA Quality Standards Manual (QSM), and to subscribe to the ABPA publications.

1. This meeting/tour at The Colonel's owned Nupar Sarasota facility was mostly a show and tell for The Colonel's. It is a beautiful plant, roughly 200 ft. x 400 ft. The Colonel had its annual golf weekend in Mexico this year. This weekend was chosen because there is a bumper association meeting in Orlando.
2. Instead of the anticipated attendance of 24, there were approximately 60 including Don Gorman, Charlie Hogarty, Stan Rodman and Lynn Peyton, ADP.
3. The open meetings were mostly to discuss distributor problems, OEM price cutting, bumper plating, etc.

There was a real concern indicated for Tong Yang doing their own distributing of their own Taiwan parts as they now have three warehouses: East Coast, West Coast, and Texas. There was the usual beefing about the insurance companies and the body shops, and little said about CAPA. Apparently there is little difference in the quality of the Taiwan parts. A lot was learned about the CAPA Program from the ABPA Body Language and side conversations.

4. Several of the presenters in the open sessions gave pep talks on how the distributors could improve their business situation by pushing the timing of their services. They can't do any more on the prices, with the OEM selected pricing.
5. Some of the key items in the ABPA Body Language and in Stan Rodman's presentation are as follows:
  - a. He and Keystone's Northrup have visited 12 of the TABPA member factories that are CAPA approved.

- c. The first International Collision Parts Conference will be held in Hawaii in April in conjunction with the joint meeting of ABPA and TABPA.
- d. Apparently, John Chen recommended to Rodman that there be tour of the Taiwan factories. It is interesting to note that CFC, who had been suspended for a year 15 months ago, was visited.
- e. I had the opportunity to review the new CAPA QSM for a couple of hours. We shall obtain a copy. The License Agreement has not been released; it is expected to be explained in Taiwan in April and the survival of the CAPA Program may depend upon the number of Taiwan and North American manufacturers that sign the new License Agreement.

Perhaps the biggest change is that there is only one plastic specification and it requires that all plastic parts be generically identical to the OEM parts. As an example, there are tolerances provided on the percent of glass content, which can be handled by Polywheels for header panels, though it would be more costly. For The Colonel and Nupar, this will be either expensive or impossible as they are not equipped to include glass.

- f. Polywheels will be studying this drastic change in the next few weeks. Jack Boudreau, Dow, who now supplies the Nupar/Colonel facilities, indicated that this would be studied when he is asked to (apparently by The Colonel's).

It further appears that CAPA unilaterally made the change from the four coordinated plastic standards to one standard without utilizing the consensus system. The Colonel's and Polywheels and their suppliers were not consulted.