


May 24, 1991

TO: Dan Stella, Dykema Gossett

cc: Pier Talenti
Don Auen

FROM: Roger Amorosi, DTL-W 

RE: Answer to Questions from May 20, 1991
Meeting With Ms. Fierst

The following is a brief synopsis of the answers to questions that appeared on page three (3) of the subject memo.

- 1Q. Has DTL done any consulting work for the CAPA participants?
- 1A. I am not sure that I understand what is meant by the term "consulting work". DTL did explain to the participants the problems that they had, for example what was wrong with checking fixtures and what was missing from the QC Manual, but we never did the correcting for them. We helped them within the bounds of what we thought was proper and ethical for a Third Party Certification Program.
- If the question means did DTL ever get paid by any of the participants for providing help and guidance? The answer is an emphatic NO!
- 2Q. Related to availability of records of seal numbers.
- 2A. DTL has in its offices a list of the seal numbers that were provided to each of the participants. The records prepared by the manufacturer which indicate the seal serial number versus the part number and the date that it was applied to each part is available at each manufacturer's plant. Also some manufacturers do mail these lists to our offices on a monthly basis.
- 3Q. Does DTL feel that manufacturers will provide production information, i.e. when each production lot of certified parts is to be made, two or three days in advance?
- 3A. Very doubtful. The manufacturers are not going to be anxious for each production lot to be inspected, and in some cases they may only know the night before what parts are going to be produced.

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4Q. What is the greatest frustration that DTL has had with the CAPA Program/Procedures?

4A. Since the April 12, CAPA Technical Committee Meeting, CAPA would not approve the addition of more inspectors in Taiwan and it took several months to confirm DTL's authority relative to Probations and Suspensions. I also mentioned that the Taiwan manufacturers were looking for ways to beat the program, and that CAPA should have approved penalties for non-application of seals.

Hank indicated that communication was a problem, and that CAPA should understand that the manufacturers can sell the parts whether certified or not.

5Q. Is it possible to accept/reject parts using the existing checking fixtures versus a yes/no procedure?

5A. DTL has been able to accept/reject parts in accordance with the specification tolerances using existing checking fixtures. It was necessary to reject certain checking fixtures and require the manufacture to correct deficiencies.

I am not sure what is meant by YES/NO Procedure, unless it referred to a CMM Scan. Ms. Fierst was not sure either what the meaning was.

6Q. Who buys the three OEM parts for the participants?

6A. Generally, the Taiwan manufacturers have their distributors in the US buy the OEM parts for them.

7Q. Request was made for the list of the participants and their plant re-inspection date.

7A. This will be provided with the normal records being turned over to CAPA.

8Q. Why are the seal sales credit procedures different for North America and Taiwan manufacturers?

8A. Originally the procedures were the same, payment in advance of receiving seals. Schoonover reacted to the requests of some of the North American Manufacturers and

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wanted to give them open credit. DTL convinced Schoonover that the best that should be done, the loosest of credit terms should be \$10,000 maximum credit, and payment within ten (10) days for each invoice.

9Q. What problems and how does DTL ship parts to and from Taiwan?

9A. DTL has not shipped parts to Taiwan. The only time we were involved was to ship parts to TECHCOR, Chicago, and they shipped them over for the TC tour.

10Q. Have the distributors been cooperative?

10A. In general, yes. There are some distributors that are extremely cooperative and there are others that we have had no contact.

11Q. Has DTL ever checked plastic parts without a vehicle?

11A. No, it would be extremely difficult.

12Q. Is the metal thickness problem only in the US? This refers to the Polywheels situation.

12A. The same problem of thickness and using a standard gage material existed in Taiwan, back in the beginning of the program. This resulted in the specific millimeter tolerances.

13Q. Does DTL have membership in ASA?

13A. No, and we have not attended their meetings (ASA is an association of body shops and other service organizations).

RJA:blw
QUESTION

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