

# AUTOMOTIVE SERVICE ASSOCIATION®

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June 25, 1997

Mr. Jack Gillis  
Certified Automotive Parts Association  
Suite 306 / 1518 K Street NW  
Washington, D.C. 20005

Jack:

I can't tell you how disappointed I was that CAPA did not have a representative at the recent "Summit Meeting" held in Irving, Texas. Furthermore, we believe that the lack of participation from insurers was directly related to CAPA. Our disappointment and embarrassment for no CAPA or insurance representation was equally expressed by all the auto manufacturers. This lack of participation, undoubtedly contributed to the outcome of the meeting.

We went into this meeting reluctantly, still in support of CAPA's position. However, based on comments at the meeting from the attendees, we were not the only entity that felt CAPA's mission was not being fulfilled. One comment in particular, by an aftermarket part distributor, said they did not see a need to recognize certification on the disclosure form. This really sent a strong message. All ultimately agreed that there was not enough emphasis to differentiate between certified and non-certified parts on the disclosure and acceptance form.

Jack, as a reminder ASA has stuck by CAPA for the last 10 years, even though our members have been telling us CAPA parts are inconsistent, at best. Here are the facts: After 10 years of support by ASA and insurers, a large percentage of CAPA certified parts are not acceptable to quality repair shops. We still do not have confidence that the process is working. The fact that CAPA continuously certifies and de-certifies parts, supports our opinion that a majority of CAPA certified parts do not consistently even meet CAPA's criteria.

The bottom line is this: The time has come for us to stand up on behalf of our members and demand that CAPA take whatever steps necessary to prove that certified parts will be equal to original equipment manufactured parts. Our member shops are tired of being the testing site to determine if the CAPA certified part will fit or not. If we cannot see either evidence of improvement or reason why we should stay on board, in the near future, ASA will be withdrawing our support to CAPA.

Sincerely,

A handwritten signature in dark ink, appearing to read "Joe Sanders", is written over the typed name.

Joe Sanders,  
Collision Division Director

cc: ASA Board of Directors and State Executive Directors  
Collision Operations Committee  
Bob Redding, ASA Washington