



PRESS RELEASE

Corporate Office: 17401 Irvine Blvd., Suite N, Tustin, CA 92680, (714) 838-3115, Fax (714) 838-3049

PAVT-



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- (Colorado)
Nikki McDonald, Chairperson
303-233-7831
- (New York)
Rich Goodwin, Vice Chairman
718-859-2288
- (Kansas)
Bill Eveland, Treasurer
913-262-6960
- (New York)
Lou DiLiso, Secretary
718-626-3063
- (Iowa)
Robert Jones, Past Chairman
515-278-4170
- (California)
John Loftis, Executive Director
714-838-3115

National Directors

- (Missouri)
Bill Bailey, 816-741-6966
- (Michigan)
Marco Gross, 313-356-6888
- (Illinois)
Nick Gojmeric, 518-277-1990
- (Washington)
Jeff Hendler, 509-547-3810
- (Canada)
Glenn Hickey, 709-368-8371
- (California)
Dave March, 714-751-8812
- (Pennsylvania)
Russell Thrall, 717-629-4250

Committee Chairman

- (New York)
Sal Donzella, 914-631-6338
- (Massachusetts)
Chuck Sulzka, 617-522-6040
- (California)
Mark Ferrari, 818-359-1163
- (Washington)
Bob Mickey, 206-771-4999

Past Board Chairman

- (Texas)
Don Caldwell, 1983-84
512-476-5536
- (Texas)
Jeff Cowan, 1984-85
817-284-4842
- (Missouri)
BRI Wicklund, 1985-86
816-781-2833
- (Massachusetts)
Chuck Sulzka, 1986-87
617-522-6040
- (Texas)
Rex Wombie, 1987-88
512-454-0461
- (Canada)
Bill Brown, 1988-89

Corporate Center, P.O. Box 3765, 17401 Irvine Blvd., #N, Tustin CA 92680, (714) 838-3115, Fax (714) 838-3049

July 2, 1992

Mr. J.D. Carey
Parts and Service Marketing Manager
Ford Parts and Service Division
3000 Schaefer Road
Dearborn, MI 48121

Dear Mr. Carey:

CONGRATULATIONS AND THANK YOU !

Ford Motor Company's well fought battle and victory over imitation parts helps us all.

Imitation parts have cost the collision repair professionals of this industry the loss of customer satisfaction, our reputations, profitability and peace of mind.

SCRS field tested many of these parts and they consistently failed the basic test of fitting, which clearly proved they were not of like kind and quality.

We have argued with the insurance companies and their adjusters about the term "Like Kind and Quality." Since our field tests and your tests proved they were not LRQ, it was clear to us that this was an attempt to mislead the consumer. As small businesses, we did all we could, but Ford's victory in the courts will make all those who make inferior parts think about the cost to anyone who makes false claims about their parts.

The CAPA certification program is also a problem for collision repairers. One month, the part is certified, the next month, it is decertified, the following month, it is recertified. Again, we are the repair professional, whose reputation and liability are on the line.

We hope you will continue to be vigilant, and take action against those who do harm to your customer, your reputation, and ours.

Again, THANK YOU.

Yours truly,

Nikki McDonald
Nikki McDonald
Board Chairman

cc: SCRS Officers

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