

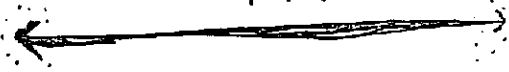
To: KV  
FR: KF

~~file~~  
By Jack  
attorneys

# FAX COVER SHEET

Charles #  
voice  
301-948-  
9483

DATE: August 2, 1995      TIME: 8:34 PM  
TO: Karen/Jack  
CAPA      FAX: 301-948-3948  
FROM: Clark P.  
RE: Complaint procedure/ FYI



## Message

Guy's, I consider myself of at least average intelligence and somewhat experienced with 27 years in the industry. I need you to understand that filing a complaint with CAPA is not easy. Here's the story:

Geico  
Laurence

In doing a CSI follow up through Autochex (Denny K.) we discovered an unhappy customer due to an ill fitting sheetmetal problem. She was brought back in and given new parts in lieu of CAPA and A/M. We removed the CAPA fenders (a 6.0 on a 1-10 scale), and 2 non-CAPA headlamp components (at best a 3.0).

The real pain stems from the fact that she said that she would not use our services again because of the aftermarket problem. Even though Nationwide's estimate called for CAPA parts and A/M headlamp parts.

Why did we use these ill fitting parts? Because we were several days behind and did not have a chance to re-order and wait another day or two, plus the paint, fitting, etc. And, the car was a few years old. In short we made a bad judgment call to save valuable production time.

In trying to fill out the complaint form we could only find the CAPA part number. There was no lot number or manufacture's name stamped on the part as Karen indicated there would be. There was a very small tag on the bolt on (inside) edge of the fender with 4/95 stamped on the tab and no manufacture's marking. Plus there was corrosion on all of the surfaces where the bolts were tightened.

Again I lost the battle with my staff. They tried to follow the correct procedures. I made a trip to the location to help them and could not find necessary information. The sad part of this is the only thing they received was a dissatisfied customer, an unhappy tech and a boss preaching that if it says CAPA order CAPA not OEM.

You just don't know of the frustrations!

Tell Karen to get better soon so I can kick her in that knee - love Clark