

DETROIT TESTING LABORATORY

September 11, 1990

To: Roger

From: Don 

Subject: Reminders from our conversation with Ben Parr yesterday

We will simply list some of Ben's comments out of context for the most part but hopefully reminding us of the gist of our conversation with him yesterday.

He doesn't have the Taiwan trip all organized but so far he figures we'll be at Lio Ho on Monday morning, October 1st to review their certification process, mostly for "show". We'll ask them for their opinions, how to make things smoother, faster, more efficient, etc. Around 11:00 AM or noontime we will call another manufacturer while at Lio Ho and tell him we'll be visiting him shortly. When we arrive at the manufacturer, we will go thru the P.M. and 101 and their manufacturing operations. We will again solicit comments as was done at Lio Ho and ask them for their ideas about the program. We will ask the manufacturer to mount the OEM part(s) on their checking fixtures as well as the suspected misfit aftermarket part(s). We will take lots of pictures and write enough words to disqualify the company "on the spot" if they're no good.

Ben said if the manufacturers have a QC Manual, it probably has been sitting on the shelf since the day we walked out of the plant after we first approved them.

He mentioned that Yung Shine generally makes acceptable parts and although he has some unacceptable ones, they are mostly CAP. He spoke about Haur Tay and Yung Shine both making the same aftermarket part (Olds Cutlass Ciera Hood, 1982-84) and the fact that no one buys the YS part and everyone buys the HT part which is junk. (As it turns out, the HT Ciera hood was decertified in the most recent CAPA Directory.) He talked about filling the pipeline with junk which creates criticism from congressmen and body shops like the recent one from California. He wants to show these people that CAPA/DTL are responsive to problems related to troublesome parts while also taking actions resulting in a "book" for insurance estimators to steer them away from calling out troublesome parts.

Ben said he is not going over to block out or decertify any particular company. He wants five full days of work, one of which would be to visit Mr. Lin at YS since he is looked upon as the father of the aftermarket business. He also mentioned that if TABPA wants to talk with them it could be done one evening; CAPA will tell them there is bad stuff coming into the U.S., it cannot be tolerated and what's it going to take to fix it?

He wants us to send CFC bad parts over there if we have any and we will decertify them while we're there. We'll also tell them how many complaints we have received on their parts while we're there. Also, if the State Farm Michigan parts haven't been decertified, Ben wants DTL to purchase matching OEM parts and ship them to Taiwan, via Techcor if we like.

Ben is bringing a company camera and ten rolls of film to shoot; Gillis can show the pictures to congressmen.

DTL should bring proper complaint records to Taiwan to support the investigation.

Ben said that he will level with us and the DTL reports that he has seen that he has been fed as a member of the Technical Committee by Gillis, were not conclusive. He said his comment to Gillis is that it is not his job as to whether something is certified or not; it's DTL's job that's what we're paying them for. He continued, that's the reason why I tried to help you guys find insurance and stuff like that-remember?

He said he knows that DTL has to work with Gillis; "he's the Executive Director but G-- D----- it ain't working Roger, it just ain't working." Ben said Gillis was preparing a Care Package for them to read before they go over to Taiwan. Ben stressed to us several times not to "blow his cover." We have to get the bummers out of the book, Ben said. He continued, what has happened between you and Gillis, only you and Gillis can fix Roger but what's happening to us is that we're getting eaten alive in the field and we're getting embarrassed by Congress and the reason why is that we've let political implications be built around non-technical solutions.

Ben again stressed the need to take many pictures to allow us to decertify the manufacturers. We also reminded him that October 3rd is a holiday in Taiwan.

That's it.