



NEWS

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CAPA Debuts Mobile App for Faster Reporting to Its Quality Complaint Program

Kentwood, MI – The Certified Automotive Parts Association (CAPA), an independent non-profit standard setting and certification organization for automotive crash parts, announces a new, free mobile app for the CAPA Quality Complaint Program. The CAPA Certified Parts app, available for both Apple and Android platforms, allows users to quickly and easily file quality complaints with more accuracy.

Industry demand for an efficient, expedited method of filing complaints related to CAPA certified parts led CAPA to develop an app to submit complaint reports for review. Users can scan CAPA seal barcodes, upload photos from their phones, and save their information into a profile in order to reduce time for filing reports and providing feedback. When CAPA receives a complaint, its team will investigate the issue and report any findings to the part manufacturer.

“At CAPA, our goal has always been to ensure access to high-quality, fairly priced, alternative parts that provide the same functionality as an OEM part,” said Clark Plucinski, CAPA Board Chair. “By developing an app that allows the public to report concerns and provide feedback, we are helping to ensure the quality of CAPA-certified parts in a manner that is fast, easy and accessible.”

Users can download the app at the Google Play Store and the Apple App Store at no cost. For more information, contact Jillian Rahal at 616-656-7401 or jillian.rah@intertek.com.

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The Certified Automotive Parts Association, founded in 1987, is the nation’s only independent, non-profit certification organization for automotive crash parts whose sole purpose is to ensure that both consumers and the industry have the means to identify high-quality parts via the CAPA Quality Seal. CAPA is an ANSI-accredited standards developer for competitive crash repair parts. For more information see CAPAcertified.org.