



NEWS

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UPDATED, EASIER-TO-USE ONLINE COMPLAINT FORM NOW AVAILABLE ON CAPA'S WEBSITE

Repairer Input at NACE Prompts Changes

WASHINGTON, DC – The Certified Automotive Parts Association (CAPA) announces that an updated online CAPA Complaint Form is now available on its website at www.CAPAcertified.org. This all-new online form was designed to make it as easy as possible to file complaints. The changes reflect direct input received from collision repairers at the NACE show in December 2003.

During the NACE show, repairers told CAPA that the online complaint form required too much data entry; such as the seal number, part information, lot number and CAPA part number. As a result, the new form simply requires the complainant to enter the seal number, which automatically retrieves all of the part description information. In addition to simply clicking on the types of problems they experience, the complainant needs only to complete their contact information and indicate who sold them the part. Once this information is submitted, CAPA will provide a brief notice that the complaint was received and begin a detailed investigation within 24 hours. The complainant is then kept informed of the complaint status throughout the process and provided a complete report at the conclusion.

Because correctly identifying problem parts in the market is vital, CAPA will contact the complainant and attempt to obtain the problem part. To make this process as easy as possible for the repairer, CAPA will ship them an easy-to-use crate to package the part, arrange for pick up and reimburse the repairer for the cost of the part.

“CAPA is truly about meeting the needs of today’s repairers for quality parts and we are pleased to respond to repairer suggestions regarding the online complaint form,” said Jack Gillis, executive director of the non-profit association. “The ability to receive and respond to any complaint about a CAPA certified part

in a timely manner is critically important to us. Complaints actually help us improve the quality of aftermarket parts, and we hope these changes to the online form will encourage collision repairers to let us know about their concerns.”

Users can reach the CAPA complaint form by visiting CAPA’s website at www.CAPAcertified.org and clicking on the complaints link on the lower left hand side.

The Certified Automotive Parts Association, founded in 1987, is the nation’s only independent, non-profit, third party crash parts quality certification organization. CAPA certification identifies, for both consumers and the industry, those parts that meet our high quality standards for fit, form, finish, material content and corrosion resistance. For more information see www.CAPAcertified.org.

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