



# NEWS

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## **COLLISION REPAIRERS REPORT PART DELIVERY PROBLEMS**

### **Some Shops Say They Order CAPA Parts But Don't Receive Them**

WASHINGTON, DC – CAPA is receiving a growing number of concerns from collision repair shops attempting to use high quality CAPA certified parts but who receive non-certified parts from distributors. Because of delivery inconsistency, it is important that shops "look for the CAPA seal" when parts are delivered. CAPA has implemented two easy ways to ensure that a CAPA part is actually received and used.

All CAPA certified parts come with a non-transferable distinctive yellow seal with a proof of use tab and a special number unique to that very part. In addition, CAPA certified parts come in specially marked boxes to allow easy identification by the shop. When collision repairers confirm the make, model, and year of the delivered parts, they should also confirm that the part is CAPA certified by looking for the package label and the seal. If the part does not have the distinctive yellow seal, it has not been tested to CAPA's standards.

Shops are increasingly notifying CAPA that when they place orders for CAPA certified parts, non-CAPA parts are often delivered instead. "Unfortunately, this not only hurts the shop with increased time and hassle, but it can affect CAPA's reputation. Shops that order a CAPA certified part but don't receive one, begin to distrust CAPA if the non-CAPA certified part doesn't fit. In fact, we do receive complaints from shops on non-certified parts. Because they ordered CAPA certified, they thought they were using CAPA certified," said Jack Gillis, executive director.

"The few minutes I spend in my shop to make sure that when I order a CAPA certified part I actually get one, saves me time and aggravation later in the repair process" said Bob Anderson, of Anderson's Automotive and chairman of CAPA's Board of Directors. "It also sends a strong message to my suppliers that ensuring that we only use quality parts is truly important to my customers. Shop owners and managers must learn to say 'no' to parts suppliers who substitute non-certified parts when certified are ordered, because a non certified part does not come with the assurance that the CAPA certified seal

provides a repairer. Furthermore, if an insurance company states that they use ‘CAPA only’, then that is what one should be using, otherwise you may be jeopardizing your working relationship with that insurer or violating your agreement with that insurer, be it through their DRP agreement or that particular estimate.”

The distinctive and highly visible yellow seal, a key element in the CAPA certification program, is critical to identifying and tracking CAPA parts in the marketplace. If an aftermarket part does not carry the CAPA Quality Seal, there is no way to verify that it is a CAPA part and no way to trace it through CAPA’s part database. The CAPA Quality Seal comes with a special tab that repairers can remove to confirm to both their customer and the insurer that a CAPA part was used. Both the removable tab and permanent seal have the same unique number that can easily be used to identify the manufacturer, lot, and type of part. This enables the repairer to keep a record in their files of parts used while keeping the seal on the part.

The section of the seal that should remain on the part will self-destruct when removed. This ensures that a seal cannot be transferred from a CAPA certified part to a non-certified part. Using the publicly available CAPA parts database, anyone can use the unique CAPA seal number to further confirm certification and determine which manufacturer produced the part and the date of production. The database is available online at [www.CAPAcertified.org](http://www.CAPAcertified.org).

*The Certified Automotive Parts Association (CAPA), an ANSI-certified Standards Developer, founded in 1987, is the nation’s only independent, non-profit, third party quality certification organization for aftermarket crash parts. CAPA certification identifies, for both consumers and the collision repair industry, those aftermarket parts that meet our high quality standards for form, finish, material content, corrosion resistance and pass our rigid vehicle test fit. For more information see [www.CAPAcertified.org](http://www.CAPAcertified.org).*

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