



# NEWS

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Contact: Deborah G. Klouser

Phone: (202) 737-2212

Email: [debbie@CAPAcertified.org](mailto:debbie@CAPAcertified.org)



## **CAPA TRACKER ENABLES PART TRACING IN THE EVENT OF SAFETY PROBLEMS**

### **Easy-to-Use Program Began in 2004 to Respond to Repairer Safety Concerns**

WASHINGTON, DC—Over five years ago, the CAPA TRACKER was developed in response to collision repairer concerns about tracing problem parts. In the event of a part recall, the CAPA TRACKER can quickly notify every participating shop that installed one of the parts in question. The shop can then alert their customer and take any necessary action.

This program was designed specifically for repairers who expressed concern that should a problem surface with a CAPA Certified part, it would be difficult for them to determine if they actually installed that part on a particular customer's car. "The CAPA TRACKER, launched in 2004, effectively solves this dilemma for shops concerned about safety," said Jack Gillis, Executive Director.

What is particularly remarkable about this program is that it provides repairers with far more control over the part identification process than they have with car company brand parts. Unlike the car companies, who have to recall millions of vehicles because they don't know where their parts are, the CAPA TRACKER enables specific part tracing. The CAPA program is far more effective because of CAPA's unique, individually numbered, part identification system incorporated in the CAPA Quality Seal, which enables positive identification of parts in the market.

With the CAPA TRACKER, shops will only be notified if they, in fact, actually used one of the parts. No general, wide-ranging vehicle inspection is necessary and only those consumers who have the part need to be contacted.

### **CAPA TRACKER: How It Works**

The CAPA TRACKER is a free, user-friendly, web-based program that connects the unique CAPA seal number to the exact vehicle on which it was installed. Each repair facility that uses a CAPA part can quickly and easily enter the required information on the web site using an individual shop code.

To use the CAPA TRACKER, the repairer simply goes to the web site and registers the part with CAPA. If there is a problem down the road, CAPA will immediately notify the shop. Costs associated with the replacement of the part would be the responsibility of the part distributor, who deals directly with the manufacturer of the part. Because shop time is valuable, CAPA suggests that the shop compile the information and enter it on a daily or weekly basis at the shops discretion. This small effort should provide tremendous peace of mind for those shops concerned about ongoing part quality. CAPA is experimenting with bar code readers which would further automate the process for the shop.

To take advantage of this important safety identification tool, collision repair shops can visit [www.CAPAcertified.org](http://www.CAPAcertified.org) and sign up with the CAPA TRACKER program. There is no charge for this service.

“Recently, various repairer associations have been raising concerns about product recalls. The CAPA TRACKER provides these associations with a tool they can pass on to their members. The good news is that the CAPA TRACKER is available on the 3 million-plus CAPA Certified parts used by collision repairers. The bad news is that 4 out of 5 times when a repairer installs a CAPA certifiable part, they use a non-certified part,” said Gillis. This is another important reason why repairers should look for the CAPA Seal on a part. The CAPA Seal is the only way to confirm that the part they requested is truly CAPA Certified.

“Unfortunately, just because you order a CAPA part doesn’t mean you’ll get one,” says Bob Anderson of Anderson’s Automotive Services and CAPA Board Chair. “We’ve learned that just because a part is listed as CAPA Certified on an estimate or in a distributor’s catalog or website doesn’t mean one will show up at your shop. It is the shop’s responsibility to make sure they get what they requested – if not, simply refuse to accept the part,” said Anderson. “If it is not certified, it is not the same.”

“At our shop, checking to see that we actually received a CAPA Certified part has become an important step in our part handling process,” said Mike West of Southtowne Auto Rebuild and member of CAPA’s Board.

*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. For more information see [www.CAPAcertified.org](http://www.CAPAcertified.org).*

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