



NEWS

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Part Tracking: CAPA Stands Alone with an Easy-to-Use System that Keeps Collision Repair Part Usage Private

Washington, DC – The CAPA TRACKER provides collision repairers with the ability to trace any CAPA Certified part, regardless of who sold it to them. The CAPA TRACKER program was developed over 7 years ago in direct response to collision repairer concern that if a potential safety-related problem was discovered with a CAPA Certified part that they've installed, how could they easily address it. This repairer driven program keeps the shops in control, protects the privacy of their own personal part usage, and most importantly, enables them to be totally responsive to their customers should a part problem be identified after the repair has been completed.

The CAPA TRACKER program tracks the unique number on every CAPA Quality Seal to the part used for a specific repair. In the event of a safety problem, CAPA can immediately notify the specific repairer who used the part. The CAPA TRACKER also provides the means to identify any irregularities with a CAPA Quality Seal number referenced by a repairer. This level of scrutiny is just one of the measures CAPA takes to ensure that there are no counterfeit CAPA Certified parts in the market.

Currently, repairers can privately register their part usage by internet, fax or mail. To make this process more efficient and meet the needs of the repairer community, CAPA is working with shops to identify the types of tracking tools that would best suit their individual needs, such as an automatic recording system which will simply involve 'wandering' the parts and automatically recording the CAPA TRACKER information.

The reason the CAPA TRACKER is such an effective traceability program is every CAPA Certified part has a unique number. These numbers, unique to each part manufactured, provides a multitude of data associated with that one part. There is no need for the shop to be dependent on the seller's records or even remember who the seller of the part was for this system to work.

The CAPA TRACKER is provided to collision repairers by CAPA at no charge. This program is just one of the many facets of the CAPA Certification programs designed to insure that alternative parts truly meet the quality demands of today's collision repairers. Not only does the CAPA Certification program enable the market to identify truly comparable parts to the car company brand parts, but the CAPA TRACKER offers even more value. Because of CAPA's unique individual part numbering system, unavailable from any other program or even from the car companies, shops can be specifically notified in the event of a problem with their part. Contrast this with the car company recall system: Because the car companies are not able to track and trace individual parts, when they issue a recall it is up to the dealer to examine each and every vehicle involved in the recall to first determine if the offending part has been actually installed on that vehicle.

“For a body shop or collision repair facility, traceability is important. We are the professionals that install the parts on our customer's vehicles. CAPA not only provides the industry with certified parts, but it provides the means to trace those parts directly to the vehicle. As a business owner and a collision repairer, I depend on the level of quality that CAPA certification provides and the CAPA TRACKER insures that I'll be the first to find out if a problem surfaces down the road,” said Kelly McCarty of Carty's Collision Center in Ontario, California.

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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 it 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 www.CAPAcertified.org.