

FACT SHEET

CAPA CERTIFICATION: INSURER FAQs

Answers to some of the most frequently asked questions

Our experts respond to several common questions they receive when working with the insurance industry.



How do I know a CAPA certified part is comparable to the car company brand service part?

CAPA's standards require rigorous testing which ultimately demonstrates the CAPA part is comparable to the car company service part. Testing includes confirmation of material properties, fit, function, appearance, and performance. The CAPA Seal adhered on the part itself is proof that the part meets CAPA's certification requirements.

Does CAPA crash test parts?

CAPA requires dynamic crash testing on bumper parts including energy absorbers, reinforcement bars (rebars) and bumpers. There are no federal rules governing crash testing of aftermarket parts, whether they are made by a car company or not. To meet CAPA requirements, CAPA manufacturers build parts with comparable physical, mechanical, and chemical properties as car company service parts. Experienced laboratory technicians test CAPA parts to demonstrate comparability in all of these areas to car company parts.

Does using a CAPA certified part void a vehicle warranty?

No! Using a CAPA certified part does not void a new car warranty. In fact, the Magnuson-Moss Warranty Act, enacted in 1975, makes it illegal to claim or imply that the use of a part made by someone other than the original equipment manufacturer will void a warranty.

Who can purchase CAPA seals?

Only CAPA-approved manufacturers are authorized to purchase and apply CAPA Seals. The CAPA Seal is the certification mark for the CAPA Program, so the Seals are strictly controlled – from the manufacturer's purchase to application on a CAPA certified part, CAPA tracks the location and requires that the manufacturer report their Seal usage regularly. Every individual CAPA certified part has a unique Seal number. A CAPA Seal number lookup can be performed on the CAPA website.

How is a quality issue investigated and resolved?

CAPA operates a complaint program which allows reporting of any quality issues or problems with CAPA certified parts via phone, online, email or through the CAPA app (available for iOS and Android). By filing a CAPA complaint, you are providing CAPA with information used to improve the quality of CAPA certified parts. Complaint information is relayed to the manufacturer of the part regardless of whether or not CAPA is able to purchase the part for investigation. When possible CAPA purchases the complaint part to validate problems noted with the part. Results of the investigation are shared with the complainant, and with the manufacturer for correction of any nonconformances identified during testing.

CAPA COMPLAINTS CAN BE FILED VIA:

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|-------|-------------------------------|
| Web | CAPAcertified.org |
| Email | capa.complaint@intertek.com |
| Phone | 800-505-CAPA (2272) |
| App | Available for iOS and Android |

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Did you know?

- CAPA and Intertek have worked together for nearly 30 years
- There are more than 65 manufacturers producing CAPA certified parts
- There are more than 100 million CAPA certified parts in the market, with more added daily

How does CAPA treat safety-related issues?

CAPA works with the manufacturer to identify and quantify the lot and/or total number of parts which may have a potential safety-related problem. CAPA decertifies the affected part lot(s) and in some cases, all part lots produced. CAPA certified part production is halted, and before the manufacturer may begin to produce CAPA certified parts again, the part must demonstrate compliance to all requirements of the applicable CAPA standard. This may include retesting of materials, vehicle test fit, and any applicable federal requirements (for example, in the U.S., FMVSS 108 for lighting parts).

CAPA works with the manufacturer to notify the National Highway Transportation Safety Administration (NHTSA), which may opt to issue a recall notice for the affected parts. CAPA also communicates information related to potential (and/or actual) hazards to the public in a clear, concise, and systematic manner via the Public Safety Notices (PSNs) on its web site.



To obtain information on the part, enter the CAPA seal number in the Seal Search on CAPA's website

Why does CAPA decertify parts?

Part numbers, or individual part lots, are decertified by CAPA only after they have been found to no longer comply with the requirement(s) of the applicable standard. Non-compliance to any requirement of the standard – including, but not limited to appearance-related (i.e., tool marks, excess material, or waviness), fit, or materials – is considered cause for decertification.

These non-compliances are often found during in-factory inspections, marketplace complaints and/or through CAPA's market monitoring, which may include random material testing, vehicle test fit, or dynamic testing.

While decertification occurs when a non-compliance to a requirement(s) is identified, the non-compliance is typically not safety-related and does not require replacement of the part.

Does CAPA conduct NHTSA recalls?

Because CAPA does not manufacture or sell parts, it cannot recall them. However, CAPA does list PSNs on its website to advise of a risk associated with a previously CAPA Certified part. If a part is involved in a NHTSA recall, the PSN will be updated to include the NHTSA Campaign ID and any other information pertaining to that part.

CAPA administers a voluntary program, CAPA Tracker, where a repairer can log the use of a CAPA part through CAPA's website. In the event of a safety-related problem with the part, CAPA can identify all reported use of that part, and can easily notify the repairer so they can contact their customer.

Do CAPA certified parts come with a warranty or guarantee?

Because CAPA does not manufacture or sell parts, it does not warrant them. However, the manufacturers may offer a warranty on their parts, as may the distributors that sell CAPA certified parts.

FOR MORE INFORMATION

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