



*GM Service and Parts
Operations*

General Motors Corporation
6200 Grand Pointe Drive
PO Box 6020
Grand Blanc, MI 48439

August 7, 2002

Dear Collision Repair Professional,

In the past few weeks, CAPA provided information that questioned the findings of General Motors' recent test of GM and CAPA certified parts and the general quality of GM collision parts. We are concerned that this information may mislead consumers and collision repairers into a false sense of assurance that CAPA certified parts meet or exceed GM specifications for service replacement use. In our test evaluations, the CAPA parts *did not* meet GM requirements for fit, finish, assembly and materials performance and were not equivalent to GM parts.

General Motors stands by our report. The GM service parts tested were manufactured at our Lansing, Michigan vehicle production complex. We use the same tools, processes and specifications as the parts used for new vehicle manufacturing. This sophisticated and controlled vehicle production environment is our only source for these replacement parts. There is no difference between the parts selected for service and the parts used in vehicle production. This highly automated production process consistently assembles these parts to GM specifications including the type and placement of adhesive, steel chemistry, the size and number of welds and overall assembly and finish requirements. Production is regularly monitored to meet these specifications through specific process controls. These specifications are developed to meet defined performance requirements, including performance in collisions, which are integral to the vehicle design and development process. This process is one of the ways that differentiates Genuine GM parts from the CAPA certified parts copying process. The parts copying process does not ensure that the parts will perform as originally designed and as specified in the original vehicle design and regulatory requirements.

CAPA further reported that of 1,907 OEM parts tested, 50 percent did not pass the CAPA fit and appearance test. CAPA certified parts, however, passed the test 100 percent of the time. This data is in complete conflict with independent third party collision repairer surveys. These studies consistently report that genuine OEM parts fit performance is overwhelmingly superior to CAPA certified parts. The repeated results of these surveys suggest that test methods and processes used by CAPA do not adequately simulate real world experience.

General Motors' position is simple. We believe it is the consumer's right to have his or her vehicle restored to pre-loss condition and to be informed and consent to the use of non-OEM, used or remanufactured parts of any kind. We also believe it is the consumer's right to have accurate information regarding their part selection choices.

To help your customers make an informed choice regarding the type of parts used in repairing their damaged vehicle, we are pleased to provide you additional copies of our consumer brochure and test report at no charge. Please use the enclosed fax form for your order.

General Motors and our dealers thank you for your continued support and use of GM collision parts.

Sincerely,

James K. Dalton
General Product Manager

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