

AAIA Aftermarket Part and Service Questionnaire

AAIA is working to ensure that the U.S. Federal Trade Commission (FTC) has a realistic picture of some of the anti-competitive actions taken by franchised new car dealers that are impacting independent repair shops and consumers. The goal of this initiative is to press the FTC to take a more aggressive role in protecting the rights of consumers and the independent repair industry. However, in order to accomplish this goal, we need your help.

AAIA is collecting real life incidences where car companies or their dealers have denied warranty coverage simply due to the use of an aftermarket part or because maintenance such as an oil change was performed outside of the dealership. Attached is a short form which you can use to provide this information. Feel free to distribute this form to others in the aftermarket who you think might be able to provide this type of information.

Please fax the completed form to Aaron Lowe at 301-654-3299 or e-mail to aaron.lowe@aftermarket.org. Please fill out a separate form for each incident. Thank you!

1. In the past twelve months, have you had a vehicle return to your shop that had warranty coverage rejected by a franchised dealer due to the fact that the maintenance for that vehicle was performed by your shop?

Yes _____ No _____

2. If yes, was the problem due to?

_____ Service performed by your shop or _____ Use of a non-original equipment part

3. Did the franchised dealership provide any specific information to the car owner or the repair facility regarding the cause of the problem with the part or service?

Yes _____ No _____

4. If yes, what information was provided: _____

5. Based on your analysis, was there a problem with the non-original equipment part and/or service that justified the refusal by the franchised dealership to provide the repair or warranty coverage?

Yes _____ No _____

6. What do you believe is the cause of the vehicle problem? _____

7. Please provide any details on the incident including:

Year, make and model of car: _____

Part or service in question: _____

8. If applicable brand name of non-original equipment part that was used: _____

How was this issue ultimately resolved? _____

Name _____

Company _____

Address _____

E-mail _____ Phone _____