



# Automotive Right To Repair

## Myth and Fact

### MYTH

Independent repair facilities do not have access to the information they need to diagnose and repair vehicles.

### FACT

For decades, automakers have made all the information and tools necessary to diagnose and repair vehicles available to independent repair shops. This commitment was most recently memorialized in the 2013 Massachusetts Automotive Right to Repair law, which guaranteed independent repair facilities access to the same information and tools needed to diagnose and repair vehicles that are provided to auto dealers, while respecting consumer privacy and maintaining cybersecurity. Representatives from the auto industry and the independent repair industry then came together to craft a national memorandum of understanding (MOU) in which automakers agreed to make available to consumers and to independent repair facilities throughout the country the information and tools necessary to diagnose and repair vehicles. That MOU remains in place today and is working. In fact, the automotive MOU has frequently been cited as a model for other industries to follow when looking to ensure consumer repair options.

### MYTH

A telematics loophole prevents independent repair facilities from accessing information needed to diagnose and repair vehicles.

### FACT

The national MOU specifically requires that automakers make telematics information needed to diagnose and repair a vehicle available to independent repair facilities if such information is provided to auto dealers and is otherwise not available to independent repair facilities. This provision precludes any possibility of automakers using telematics systems to avoid their obligation to provide independent repair facilities with access to the same information needed to diagnose and repair a vehicle that is provided to auto dealers.

### MYTH

Independent repair facilities will not have access to information needed to diagnose and repair electric vehicles.

### FACT

Under the national MOU, automakers must make the tools and information required to diagnose and repair any vehicle available to independent repair shops. Regardless of whether a vehicle is equipped with an internal combustion engine or an electric motor, automakers are committed to the obligations laid out in the national MOU.

### MYTH

Consumer choice is limited in automotive repairs.

### FACT

Competition is alive and well in the automotive repair industry. When seeking to have their vehicle serviced or repaired, consumers have a wide range of options – including a dealer repair facility, a national chain repairer, or an independent repair facility. Independent repair facilities currently perform the vast majority of diagnostic and repair work. In fact, over 70% of out-of-warranty repair work is performed outside of an automaker's authorized dealer network. This competitive marketplace is possible because automakers make available the information and tools needed to diagnose and repair a vehicle.