

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 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. What's more, automaker commitments to consumer choice in repair were reaffirmed in 2023 with an Automotive Repair Data Sharing Agreement (Commitment) signed by the Auto Innovators, the Society of Collision Repair Specialists, and the Automotive Service Association and subsequently endorsed Tesla and Rivian. This new Commitment not only reiterates the tenets of the national MOU, but also includes commitment to work together to address any identified gaps, periodic review to ensure continued relevancy, and cooperation and advocacy in both the federal and state realms.

MYTH:

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

FACT:

Both the 2014 national MOU and the 2023 Automotive Repair Data Sharing Agreement specifically require 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. These provisions preclude 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.

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MYTH:

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

FACT:

Under the 2014 national MOU and reaffirmed in the 2023 Automotive Repair Data Sharing Agreement, 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 providing consumers with a range of repair options.

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.

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