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Independent Auto Repairers, Automakers Strike Major Right-To-Repair Pact

Landmark agreement guarantees consumer choice in automotive repair

Ability to have vehicles serviced in well-equipped shops by well-trained technicians: “anytime, anywhere, anyplace”

Includes thousands of independent auto repair professionals and the manufacturers producing most vehicles sold in U.S.

Applies to all vehicle technologies and powertrains: gas-powered, electric, diesel and fuel cell

Covers access to telematics data required to diagnose and repair vehicles

WASHINGTON, DC – Organizations representing the country’s independent automotive repairers, collision repair experts and leading automakers have inked a landmark agreement on automotive right-to-repair.

The commitment among the [Automotive Service Association](#), the [Society of Collision Repair Specialists](#) and [Alliance for Automotive Innovation](#) affirms a 2014 national agreement on automotive right-to-repair and states unequivocally that “independent repair facilities shall have access to *the same* diagnostic and repair information that auto manufacturers make available to authorized dealer networks.”

In a letter to Congress outlining this major automotive right-to-repair development, the coalition of repairers and automakers wrote: “This commitment was created with our mutual and valued customers in mind: vehicle owners. It affirms that consumers deserve access to safe and proper repairs throughout a vehicle’s lifecycle [and] it is built to last because it anticipates changes in automotive technologies and market evolutions.”

Highlights of the new automotive right-to-repair agreement include:

Access to diagnostic and repair information: Independent repair facilities shall continue to have access to *the same* diagnostic and repair information that auto manufacturers make available to authorized dealer networks. This applies to:

- Telematics data needed to diagnose and repair a vehicle if not otherwise available;
- All vehicle technologies and powertrains, including gasoline, diesel, fuel cell, electric battery, hybrid, and plug-in hybrid electric powertrains.

Education and training: A pledge to work together on education and training programs so mechanical and collision repair facilities are fully aware of exactly where and how to obtain repair information, including:

- Directly through an automaker’s repair website;
- Shared access points like www.OEM1Stop.com;
- Via third-party information providers, software and tools.

Future advancements: As vehicle technologies and the corresponding demands on repairers evolve, the commitment ensures a level playing field and a forum to discuss future repairer needs as they develop.

As state legislatures and Congress consider automotive right-to-repair laws, including the [REPAIR Act](#), the parties noted: “...independent repairers and automakers are not at odds on automotive data access, but rather in lockstep on this fundamental principle: consumers should have choice when it comes to repair options and the ability to have their vehicle serviced in well-equipped shops by well-trained technicians anytime, anywhere, anyplace.”

Automotive right-to-repair already exists:

- 70 percent of post-warranty automotive work today is handled by the independent repair community;

- OEM1Stop.com was created by automakers for repair technicians to find repair and diagnostic information on most vehicles;
- The Federal Trade Commission – the government’s top consumer protection and competition agency – has cited the automotive industry as an example of the repair aftermarket “working well.”

Organization leadership quotes:

Scott Benevidez, Automotive Service Association Board Chairman and owner of Mr. B’s Paint & Body Shop Inc. in Albuquerque, New Mexico said: “ASA has been a steadfast advocate for the right of independent repair shops to vehicle service information since before the 2002 service information agreement it signed with automakers. Since then, the cars Americans rely on have become increasingly sophisticated, and the rate of innovation will only accelerate. The way vehicle issues are diagnosed and repaired evolves in tandem with advancement. ASA is proud to have reached this new agreement with automakers because it ensures ASA members can diagnose and repair their customers’ vehicles without hinderance from telematics nor any other innovation. Most importantly, it maintains a competitive repair market that yields the highest quality safety outcomes at a fair price for drivers.”

Amber Alley, Society of Collision Repair Specialists Chairman and Manager of Barsotti's Body and Fender in San Rafael, California said: “Consumers should absolutely be able to choose quality repairs, performed in accordance with the specific procedures detailed by the vehicle engineers. They should have the right to be able to do so in an independent repair facility that has invested in the training, equipment and skillset development to meet the rigorous demands of sophisticated, modern vehicles. This expectation is achievable, and consumer options for repairs are not limited by automakers; quite the contrary. Consumers should have the right to a proper and safe repair, and this agreement reinforces the commitment that the entire industry will have the ability to train, equip their facilities, and perform repairs as intended by the vehicle engineers.”

John Bozzella, president and CEO, Alliance for Automotive Innovation said: “Automakers support right to repair, and today’s independent auto repair market is working well with lots of competition. Auto repairers across the U.S. have access to the same repair and diagnostic information provided to auto dealers. It’s not just automakers who say this. It’s the Federal Trade Commission. And with today’s agreement, it’s also the thousands of independent auto repairers and small businesses in all 50 states who together with automakers have once again made this fundamental commitment to customers.”

About Automotive Service Association (ASA)

ASA is the largest and oldest national organization committed to protecting the automotive repair industry with ONE VOICE. Our members own and operate automotive mechanical and collision repair facilities responsible for the majority of all, post warranty, repair services in the United States. ASA advocates for the interests of its members and their customers in Washington, D.C. The education, resources, and services ASA provides empowers its members in all 50 states to remain trusted stewards of mobility in their communities. www.ASAShop.org

About the Society of Collision Repair Specialists (SCRS)

Through our direct members and affiliate associations, SCRS proudly represents over 6,000 collision repair businesses and 58,500 specialized professionals who work to repair collision-damaged vehicles. Since 1982, SCRS has served as the largest national trade association solely dedicated to the hardworking collision repair facilities across North America. Since its formation, SCRS has provided repairers with an audible voice, and an extensive grassroots network of industry professionals who strive to better our trade. Additional information about SCRS including other news releases is available at the SCRS website. www.scrs.com

About Alliance for Automotive Innovation

From the manufacturers producing most vehicles sold in the U.S. to autonomous vehicle innovators to equipment suppliers, battery producers and semiconductor makers – Alliance for Automotive Innovation represents the full auto industry, a sector supporting 10 million American jobs and five percent of the economy. Active in Washington, D.C. and all 50 states, the association is committed to a cleaner, safer, and smarter personal transportation future. www.autosinnovate.org

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The Honorable Maria Cantwell
Chairwoman
U.S. Senate Committee on Commerce,
Science, and Transportation
Washington, D.C. 20510

The Honorable Ted Cruz
Ranking Member
U.S. Senate Committee on Commerce,
Science, and Transportation
Washington, D.C. 20510

The Honorable Cathy McMorris Rodgers
Chairwoman
U.S. House Committee on Energy and
Commerce
Washington, D.C. 20515

The Honorable Frank Pallone
Ranking Member
U.S. House Committee on Energy and
Commerce
Washington, D.C. 20515

The Honorable Jim Jordan
Chairman
U.S. House Committee on the Judiciary
Washington, D.C. 20515

The Honorable Jerrold Nadler
Ranking Member
U.S. House Committee on Judiciary
Washington, D.C. 20515

The Honorable Dick Durbin
Chairman
U.S. Senate Committee on the Judiciary
Washington, D.C. 20510

The Honorable Lindsey Graham
Ranking Member
U.S. Senate Committee on the Judiciary
Washington, D.C. 20510

Dear Chairwoman Cantwell, Ranking Member Cruz, Chairwoman McMorris Rodgers, Ranking Member Pallone, Chairman Jordan, Ranking Member Nadler, Chairman Durbin, and Ranking Member Graham:

We write today with an important announcement on a national automotive right-to-repair commitment between representatives of the independent repair community and automobile manufacturers.

The attached commitment – entered into by the [Automotive Service Association](#), the [Society of Collision Repair Specialists](#), and [Alliance for Automotive Innovation](#) – is noteworthy for it represents thousands of auto repair professionals and small businesses in all 50 states as well as the manufacturers producing most vehicles sold in the U.S.

The Federal Trade Commission, the government's top consumer protection and competition agency, has rightfully placed a focus on the repair options available to consumers for all the products they purchase – far beyond just automobiles. They have previously highlighted the automotive repair marketplace as a model for other industries to follow, noting it is “working well.” We agree! Today, 70 percent of post-warranty vehicle repairs today happen outside the dealer network, while automakers' own certified collision networks are comprised of shops that are more than 70 percent non-dealer owned. In other words, competition is alive and well in the auto repair industry.

Our commitment ensures that this competition remains and guarantees consumers a range of service options for their vehicles well into the future, including independent repairers, national service chains, authorized dealers, or undertaking the repair themselves, if technically inclined. It also guarantees the country's small and independent auto repairers continued unrestricted access to the various tools, information, and data needed to repair vehicles.

This commitment was created with our mutual and valued customers in mind: vehicle owners. It affirms that consumers deserve access to safe and proper repairs throughout a vehicle's lifecycle. Finally, it is built to last because it anticipates changes in automotive technologies and market evolutions.

It should reassure you that independent repairers and automakers are not at odds on automotive data access, but rather in lockstep on this fundamental principle: consumers should have choice when it comes to repair options and the ability to have their vehicle serviced in well-equipped shops by well-trained technicians anytime, anywhere, anyplace.

We have attached a copy of our full commitment to this letter, but highlight a few points below:

- **Access to diagnostic and repair information:** We reaffirm the 2014 Memorandum of Understanding and commit that independent repair facilities shall have access to *the same* diagnostic and repair information that auto manufacturers make available to authorized dealer networks. This applies to all vehicle technologies regardless of powertrain, including gasoline, diesel, fuel cell, electric battery, hybrid, and plug-in hybrid electric powertrains. This also applies to telematic data needed to diagnose and repair a vehicle if not otherwise available.
- **Education and training:** We pledge to work together on education and training programs so mechanical and collision repair facilities are aware of their right to this information and know exactly where to find it, whether directly through an automaker's repair website, a shared access point like www.OEM1Stop.com or via third-party information providers, software, and tools.
- **Future Advancements:** Automotive technology continues to advance, with nearly every vehicle now equipped with advanced safety features and increasingly efficient propulsion systems. Repairers meet this challenge every day through investments in training and equipment. As vehicle technologies and obligations on repairers evolve, this

commitment provides an avenue to ensure a level playing field and a forum to discuss future repairer needs as they arise.

Collectively, we recognize the importance of providing a wide range of repair options to meet the needs of our shared customers throughout the lifecycle of a vehicle. This renewed commitment should give policymakers full confidence that repairers and manufacturers are committed to cooperation and allied on this shared goal.

Sincerely,



Julie Massaro
President
Automotive Service Association



Aaron Schulenburg
Executive Director
Society of Collision Repair Specialists



John Bozzella
President and CEO
Alliance for Automotive Innovation

Cc: The Honorable Ann Carlson, Acting Administrator, National Highway Traffic Safety Administration
The Honorable Lina Khan, Chair, Federal Trade Commission
The Honorable Earl L. "Buddy" Carter (R-GA), Vehicle Data Access Caucus
The Honorable Darren Soto (D-FL), Vehicle Data Access Caucus

Enclosure: Appendix 1 – Commitment on Automotive Repair Information Sharing

Appendix 1



Automotive Repair Data Sharing Commitment

This commitment was created with one group of people in mind: vehicle owners. It recognizes and reaffirms the belief that consumers should have access to safe and proper repairs throughout a vehicle's lifecycle.

The parties commit to ensure consumer choice in vehicle repair decisions and support the independent repair community as provided below and as outlined in the existing 2014 Memorandum of Understanding:

Access to diagnostic and repair information – There shall be available for purchase by owners of motor vehicles and by independent repair facilities on fair and reasonable terms the same diagnostic and repair information, including service manuals and technical repair updates, that a manufacturer makes available to its authorized dealers through the manufacturer's internet-based diagnostic and repair information system or other electronically accessible repair information system.

Access to vehicle systems – There shall be available access to vehicle diagnostic systems through (i) a non-proprietary vehicle interface device that complies with the Society of Automotive Engineers standard J2534, commonly referred to as SAE J2534, the International Organization for Standardization standard 22900, commonly referred to as ISO 22900 or any successor to SAE J2534 or ISO 22900 as may be accepted or published by the Society of Automotive Engineers or the International Organization for Standardization; (ii) an onboard diagnostic and repair data system integrated and entirely self-contained within the vehicle, including, but not limited to, diagnostic or service information systems integrated into an onboard display; or (iii) a system that provides direct access to onboard diagnostic and repair data through a non-proprietary vehicle interface, such as ethernet, universal serial bus or digital versatile disc; provided that each manufacturer provides access to the same onboard diagnostic and repair data and functions available to their dealers, including technical updates to such onboard systems, through such non-proprietary interfaces as referenced in this paragraph.

Alternate Fueled Vehicles – Just as is the case for traditional internal combustion vehicles, access to vehicle diagnostic data and to vehicle systems for diagnostic and repair purposes shall be available for purchase by vehicle owners and by independent repair facilities on fair and reasonable terms for alternately fueled vehicles. This commitment applies to all vehicle technologies regardless of powertrain, including gasoline, diesel, fuel cell, electric battery, hybrid, and plug-in hybrid electric powertrains.

Telematics – Telematics systems shall not be used to circumvent the commitments made in this commitment to provide independent repair facilities with access to vehicle diagnostic data. To the extent that specific telematic diagnostic and repair data is needed to complete a repair, and also provided to an automaker’s authorized dealers, the automaker shall make such information available to vehicle owners and independent repair facilities, if it is not otherwise available through a tool or third-party service information provider. This does not apply to any telematics data beyond what is necessary to diagnose and repair a vehicle.

Access to tools – There shall be made available for purchase by owners of motor vehicles and by independent repair facilities diagnostic repair tools incorporating the same functional capabilities that a manufacturer makes available to its authorized dealers.

Fair and Reasonable Terms – There shall be access to diagnostic and repair information and tools on fair and reasonable terms, consistent with U.S. Environmental Protection Agency, California Air Resources Board, and Massachusetts statutory requirements.

Support of Third-Party Tool Manufacturers–Diagnostic and repair information shall be made available to each third-party tool manufacturer and each third-party service information provider with whom a manufacturer has appropriate licensing, contractual, or confidentiality commitment for the sole purpose of building diagnostic tools and third-party service information publications and systems.

Trade secret protections – Nothing in this commitment shall be construed to require a manufacturer to divulge a trade secret.

Education – The parties shall develop a plan to educate both mechanical and collision repair facilities on the avenues by which they can access repair information, including directly through manufacturer repair websites, on www.oem1stop.com, or by accessing third-party tool and data service providers, among others.

Training – The parties shall review existing training options for both mechanical and collision repair facilities and work to ensure repairers have access to the latest training opportunities.

Working Together to Address Any Identified Gaps

As a complement to the existing process for resolving disputes involving the availability of diagnostic and repair information from specific manufacturers established in the 2014 MOU, the parties commit to establish a Vehicle Data Access Panel (VDAP) to identify issues a party may have with respect to the availability of diagnostic data and repair information as pledged in this commitment and collaborate on potential solutions where feasible. The VDAP shall be comprised of representatives from Automotive Service Association, Society of Collision Repair Specialists and Alliance for Automotive Innovation, and shall meet, at a minimum, biannually.

Periodic Review to Ensure Continued Relevancy

In recognition of this industry's dynamic marketplace, the parties commit to review this commitment annually and update, if appropriate. To that end, the parties shall establish a Data Access Working Group to consider any technological advancements that may alter the vehicle repair marketplace. The size and membership of this Working Group shall be established by the parties and can be altered at any time with the commitment of the signing parties.

Cooperation and Advocacy

Federal legislation – The parties commit to working together in support of federal legislation to codify the various provisions of this commitment, ensuring consumer choice in vehicle repair across the country. The parties also commit to working together against any legislation that is in direct conflict with the tenets of this document.

Federal regulations – The parties commit to working together in support of a petition to the Environmental Protection Agency to ensure reparability of electric vehicles by requiring standardized data communication protocols from OBDII-type connectors on all battery electric, plug-in hybrid, hybrid, and fuel cell vehicles model year 2026 and beyond in alignment with California's Advanced Clean Cars II regulation.

State legislation – The parties commit to working together against any legislation that is in conflict with the tenets of this commitment. Engagement on state legislation not in conflict with the tenets of this commitment shall be evaluated on its merits and subject to the commitment of the parties.

Signing Parties

Automotive Service Association (ASA)

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Effective Date

This Commitment is effective immediately upon signed letter transmittal to Chairwoman Cantwell, Ranking Member Cruz, Chairwoman McMorris Rodgers, Ranking Member Pallone, Chairman Jordan, Ranking Member Nadler, Chairman Durbin, and Ranking Member Graham.