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March 8, 2023

To: The Honorable C. T. Wilson
Chair, Economic Matters Committee

From: Karen S. Straughn
Consumer Protection Division

Re: House Bill 1193 – Consumer Protection – Motor Vehicles – Right to Repair (LETTER OF INFORMATION)

The Consumer Protection Division of the Office of the Attorney General submits this letter of information regarding House Bill 1193 introduced by Delegate Kevin B. Hornberger. This bill would require a manufacturer of certain vehicles with telematics to provide the diagnostic information and tools to permit independent automobile repair facilities and owners to repair these types of systems. In addition, the bill would further require the Consumer Protection Division to develop a document to be provided to consumers at time of purchase that explains what telematics are and a provides a consumer's rights with regard to access to telematics diagnostic information and tools.

According to the bill, telematics include remote diagnostics information, automatic airbag deployment and crash notifications, stolen vehicle locations, navigation information, remote door unlock, and transmission of emergency and vehicle location information to public safety answering points. The bill further provides that telematics includes any other service integrating vehicle location technology and wireless communications. While the Consumer Protection Division mediates complaints with respect to automobile repairs, the Division has no specialized knowledge with respect to telematics, other than what appears in the definition section in the bill.

Should this Division be mandated to develop an informational document to be provided to owners of vehicles with telematics, additional staffing would be needed in the form of at least ½ an Outreach Coordinator to research and develop a document that clearly and concisely describes what a telematics system is, as well as an owner's rights relating to the ability to obtain

diagnostic information and tools. These staffing needs may be greater depending on the number of complaints received about these practices.

For these reasons, the Consumer Protection Division respectfully requests that the Economic Matters Committee take the Division's concerns into consideration with respect to House Bill 1193.

cc: The Honorable Kevin B. Hornberger
Members, Economic Matters Committee