



WMDA/CAR Service Station
and Automotive Repair Association

Chair: C.T. Wilson, Vice Chair Brian Crosby, and Members of Economic Matters Committee

RE: HB 843 Consumer Protection – Right to Repair

Position: Favorable

Independent repair facilities are our neighbors, community supporters, and a place to repair or service your vehicle close to home. Their ability to do so depends on being able to access vehicle information from manufacturers. Manufacturers started installing proprietary interfaces to download diagnostic and repair information, with some not available to independent repair facilities.

Depending on manufacture they have also installed wireless communication called Telematics Systems. Telematics sends information from vehicles to a manufacturer or manufactures franchised dealer. Information about vehicle operating systems and vehicle needs are transmitted to a remote point designated by the manufacturer. The consumer has purchased a new vehicle, along with purchase they should be able to determine where information is sent, dealership, independent neighborhood service center, or directly to purchaser. The choice should be up to the consumer.

This information and electronic communications are critical to repairing and servicing today's vehicles, and more so with electric vehicles coming into conversation. Consumers want to use their normal repair facility for maintenance not under warranty and will hesitate to purchase if it cannot be worked on locally by their trusted location.

Consumers save time and money by being able to receive car repair and maintenance close to home (could be a dealership) . While cars still under warranty would naturally go back to dealership for work covered by warranty. Consumer choice creates a level playing field, while saving them time and money.

We Ask for a Favorable Report on HB843

[Session Law - Acts of 2020 Chapter 386](#) Massachusetts law was passed in 2013 and was added to in 2020.

Any questions can be addressed to Kirk McCauley, 301-775-0221 or kmccauley@wmda.net