



### Key Talking Points – Right to Repair

*These talking points are a guideline. You can pick and choose those that resonate with you. Speak from the heart and describe your concern for your business, your employees, and consumers. Your job is to convince your MP that there is a significant problem here that won't solve itself without legislation in place.*

1. Canada's automotive aftermarket industry is a vital part of the Canadian economy. An over \$32B industry, the industry employs nearly 500,000 Canadians who are dedicated to providing quality parts and products as well as vehicle service and repairs to the country's fleet of almost 26 million vehicles.
2. AIA Canada's members are small and medium-sized businesses located in every riding across the country, including right here in our community.
3. Canada's automotive industry is more than manufacturing; the aftermarket should not be an afterthought. Any product or service that a vehicle may need after it is assembled by the Original Equipment Manufacturers is an aftermarket product or service. Simply put, there is no automotive industry without the aftermarket.
4. Vehicle technology continues to advance. As cars get more and more complicated, repairing and maintaining them becomes more and more complicated. For Canadian consumers and independent service and repair shops, the increased reliance on vehicle data has made it harder to make sure some vehicles are operating as efficiently as possible.
5. Vehicles have become computers on wheels:
  - a. The vast majority of new models transmit large amounts of data that is needed to effectively repair cars.
  - b. Traditionally, technicians have accessed diagnostic data by plugging a scan tool into the port of the vehicle's on-board diagnostics (OBD) – the computer system that monitors and reports on the health of the vehicle.
  - c. The greatest challenge that we see now is the vehicle telematics systems that are now installed on new vehicles by auto manufacturers.
  - d. Telematics systems refer to the computer hardware that is embedded in a vehicle that collects, stores and processes data on the health of vehicle systems, including data needed for diagnostic and repair.
  - e. This data is transmitted directly from the vehicle to a backend server where it is under the ownership and control of the automaker.

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- f. Consumers deserve control over that data. Without intervention, automakers will continue to control the terms through which independent auto shops access diagnostic data. Manufacturers should be required to provide access to this data to ensure consumers can choose where they get their vehicle repaired.**
  - 6. Voluntary agreement is not enough:
    - a. The Canadian Automotive Service Information Standard (CASIS) – the current voluntary agreement between automakers and the aftermarket – was not built for a wireless world. It worked well for traditional cars; however, OBD is no longer the only means for information extraction.
    - b. Furthermore, because notable auto manufacturers have refused to join the CASIS agreement, its effectiveness has been undermined.
    - c. For a truly open, fair and competitive Canadian automotive aftermarket to continue to exist, consumers need to be protected by legislation to reflect the new reality of vehicles in Canada and give the aftermarket direct, remote and real-time access to diagnostic data and the vehicle itself
  - 7. Canadians Support Right to Repair Legislation:
    - a. **94% agree** or strongly agree that consumers should have the ability to get their vehicles serviced at any repair or service shop they want.
    - b. **83% agree** or strongly agree that automakers should be required by law to share data with independent auto shops so they can fix their car.
    - c. **3-in-4** would be less likely to buy a new vehicle if it could only be repaired at a company dealership.
- (Source: Abacus Data Survey with 2,000+ respondents, August 2021)*
8. Enacting Right to Repair legislation will:
  - a. Preserve consumer choice
  - b. Maintain access to essential vehicle repair & maintenance
  - c. Support skilled trades workers and protect nearly 500,000 jobs
  - d. Ensure better environmental outcomes
  - e. Keep consumer costs lower
  - f. Allow for fair competition in the repair and service market



**KEY ASK**

**Pass legislation that guarantees Canadians the right to repair their vehicle at the auto repair shop of their choice.**

**The voluntary CASIS agreement is not enough.**

**Canadians deserve the Right to Repair!**