



## ***Guide to meeting with your Member of Parliament***

The following outline is a suggested approach for a meeting with your MP. You can adapt these guidelines to suit your needs.

### ***Before the meeting***

1. Familiarize yourself with the key talking points surrounding the issue of right to repair legislation.
2. Use the [suggested talking points](#) and [key questions and answers](#) to guide the conversation.

### ***During the meeting***

1. Thank the MP for taking time from their busy schedule to meet with you about this important issue.
2. Introduce yourself.
  - Where you live.
  - Your profession and how long you have worked in the field.
  - Give an overview of the auto care sector and its impact on the community.
3. Explain why you are meeting with them. Talk about the auto care industry and the importance of right to repair legislation in protecting the industry.
  - The auto care industry is an important part of the Canadian economy.
  - Canadian consumers rely on independent service and repair shops to maintain their vehicles.
  - Vehicles are becoming more complex, like computers on wheels. Most new vehicles have wireless connections to the internet.
  - Increased reliance on wirelessly collected data has made it harder to make sure some vehicles are running as efficiently as possible. This problem is likely to get worse in the years to come.



- Legislation should require vehicle manufacturers provide access to the data they collect so that the vehicle owners can choose where they get their vehicle repaired.
  - Enacting legislation to preserve the right to repair should be a priority in this mandate. It will benefit competition in the auto care sector, keep costs lower and preserve consumer choice for Canadians. It will also ensure better environmental outcomes in the years ahead.
4. Be prepared to answer questions about how COVID-19 affected you or your business.
  5. Share a short, personal anecdote. MPs can be very receptive to information with a personal touch.
  6. Pay attention to the time allotted to you. MPs appreciate that you understand they have many commitments.
  7. ***Remember your key ask: Ask your MP if they would write a letter to the Hon. François-Philippe Champagne, Minister of Innovation, Science and Industry, in support of our ask.*** AIA Canada will provide a template for them to do so.
  8. At the end of the meeting, briefly summarize the key points you discussed. Remind them that they can contact you or AIA Canada if they have any questions.
  9. You can provide them with a copy of our [right to repair one-pager](#).
  10. Mention that you will give AIA Canada an update of your meeting.
  11. With their permission, take a photo for social media and send a copy of it to AIA Canada.

Here is a sample social media message you can use:

*Thank you <tag your local MP> for meeting with me today to discuss the urgent need for #RightToRepair legislation. Consumers deserve the right to choose where they get their car repaired.*



### ***After the meeting***

1. Fill out [this form](#). AIA Canada uses this information for tracking and follow-up.
2. If your MP asked for additional information, please follow up with AIA Canada.
3. Contact [Alana Baker](#), AIA Canada Senior Director of Government Relations if you have any questions, concerns, or to report good news.

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## ***Key talking points***

These talking points are a guideline. Pick and choose those that resonate with you. Speak from the heart and describe your concern for your business, employees and consumers.

Your job is to convince your MP that there is a significant problem that will not solve itself unless legislation is put in place.

### ***The value of the Canadian auto care sector***

- Canada's auto care industry is a vital part of the Canadian economy, worth over \$32 billion. The auto care sector employs nearly 500,000 Canadians dedicated to providing quality parts and products as well as vehicle service and repairs to the country's fleet of almost 26 million vehicles.
- AIA Canada's members are small and medium-sized businesses located in every riding across the country, including right here in our community.
- Canada's automotive industry is more than vehicle manufacturing; the aftermarket should not be an afterthought. Any product or service that a vehicle may need after assembly by the original equipment manufacturer (OEM) is an aftermarket product or service. Simply put, there is no automotive industry without the aftermarket auto care sector.

### ***The challenge of new vehicle technology***

- Vehicle technology continues to advance. As cars get more complicated, repairing and maintaining them becomes more complicated. For Canadian consumers and independent service and repair shops, the increased reliance on vehicle data makes it harder to ensure some vehicles operate as efficiently as possible.
- Vehicles have become computers on wheels:
  - Most new models transmit large amounts of data needed to effectively repair cars.
  - Traditionally, technicians 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.

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- The greatest challenge is the vehicle telematics systems now installed on new vehicles by auto manufacturers.
  - 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.
- Vehicles transmit this data directly to a backend server under the ownership and control of the automaker.
- **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.

### ***Voluntary agreements are not enough***

- The Canadian Automotive Service Information Standard (CASIS)—the voluntary agreement between automakers and the auto care sector currently in effect—was not built for a wireless world. It worked well for traditional cars. However, OBDs are no longer the only means for information extraction.
- Furthermore, some notable auto manufacturers are not signatories to the CASIS agreement, undermining its effectiveness.
- Finally, there is no legally binding enforcement mechanism in place which means existing signatories are able to ignore the agreement without consequence or fear of penalty.
- For a truly open, fair and competitive Canadian auto care industry to continue to exist, consumers need protection through legislation to reflect the new reality of vehicles in Canada and give the auto care industry direct, remote and real-time access to diagnostic data and the vehicle itself.



### ***Canadians support right to repair legislation***

- 94 per cent agree or strongly agree that consumers should have the ability to get their vehicles serviced at any repair or service shop they want.
- 83 per cent agree or strongly agree that automakers should be required by law to share data with independent auto shops so they can fix their car.
- 77 per cent would be less likely to buy, or would not buy at all, a certain vehicle if it could only be repaired at a company dealership.

*Source: Abacus Data Survey with 2,000+ respondents, August 2021*

### ***What right to repair legislation will give Canadians***

- Preserve consumer choice.
- Maintain access to essential vehicle repair & maintenance.
- Support skilled trades workers and protect nearly 500,000 jobs.
- Ensure better environmental outcomes.
- Keep consumer costs lower.
- Allow for fair competition in the repair and service market.



## ***Key Questions and Answers***

### ***What happened to Bill C-231?***

- Bill C-231, An Act to amend the Competition Act (vehicle repair), is a Private Member's Bill introduced in February 2022 by NDP MP Brian Masse.
- This Bill would amend the Competition Act to authorize the Competition Tribunal, if certain criteria are met, to make an order requiring a vehicle manufacturer to provide an independent vehicle repair provider access to diagnostic and repair information as well as to service parts on the same terms and in the same manner as the manufacturer makes the information and parts available to repair providers who are specifically authorized by the manufacturer to service their vehicles.
- This is a good news Bill specific to the automotive sector which, if passed, would establish much-needed rights for vehicle owners across Canada.
- As MP Masse has had to turn his focus to another piece of legislation, Bill C-231 is currently awaiting another sponsor in order to move through the parliamentary process.
- In parallel, however, Bill C-244—another right to repair bill—is progressing and is currently at report stage in the House of Commons. This is the avenue by which the government will be collecting feedback on the issue of right to repair.

### ***What is Bill C-244?/Would Bill C-244 not solve the problem?***

- Bill C-244, An Act to amend the Copyright Act (diagnosis, maintenance and repair), is a Private Member's Bill that introduced in February 2022 by Liberal MP Wilson Miao.
- This Bill would amend the Copyright Act and allow for those that diagnose, maintain, or repair a product with an embedded computer program to circumvent the technological protection measure of the product.
- The Bill is a step in the right direction. However, it does not go far enough.



- With new vehicles collecting data through vehicle telematics systems and transmitting this data wirelessly from the vehicle to the manufacturers, we need to ensure any right to repair legislation eliminates manufacturers from circumventing the sharing of data through new digital locks, requiring further technology to access vehicle data and creating new barriers to independent repair shops from competitively servicing connected vehicles.
- The best way to achieve this is through parallel amendment to the Competition Act, which would address systemic issues around data ownership and allow our small and medium-sized businesses to truly compete.
- We encourage the government to consider incorporating amendments to Bill C-244 to ensure that manufacturers are not able to circumvent the sharing of data, and further reinforce a manufacturer's requirement to allow access to diagnostic and repair information. AIA Canada would be happy to discuss these proposed amendments in greater detail should a Member of Parliament require any further information.

### ***What are vehicle telematics systems?***

- Traditionally, technicians have accessed diagnostic data by plugging a scan tool into the port of the vehicle's on-board diagnostics—the computer system that monitors and reports on the health of the vehicle.
- The biggest challenge today are the vehicle telematics systems installed on new vehicles by auto manufacturers.
- Telematics systems refer to the computer hardware embedded in a vehicle that collects, stores and processes data on the health of vehicle systems, including data needed for diagnostic and repair. The vehicle directly transmits this data to a backend server where it is under the ownership and control of the automaker.
- Today, telematics systems are found in more than 60% of new vehicles. It's estimated that 95% of new vehicles will feature telematics systems by 2030.
- The Problem: Telematics systems installed in vehicles by automakers will replace on-board diagnostics as the source of vehicle diagnostic data.





Because automakers own the telematics systems that collect, store, process and wirelessly transmit diagnostic data, they are the de facto owners of the data and control access to it. This means automakers have direct, real-time and remote access to diagnostic data, while the auto care industry has to access diagnostic data from automakers on automaker terms, including price, timing and scope.

***Why do you need legislation? Is there not a voluntary agreement in place/does it not solve the problem?***

- No – it does not solve the problem. The Canadian Automotive Service Information Standard (CASIS)—the current voluntary agreement between automakers and the auto care industry—worked well for traditional cars. CASIS addresses competition issues with vehicles that are equipped with on-board diagnostics (OBD-II). Specifically, it requires that automakers share service and repair information needed to service OBD-II equipped vehicles with independent auto shops and their authorized dealerships equally.
- However, CASIS was not built for a wireless world. It does NOT address vehicles with telematics systems, and we know that OBD-II is no longer the only means for information extraction.
- Furthermore, the absence of notable auto manufacturers as signatories to the CASIS agreement undermines its effectiveness. ***Voluntary agreements do not work.***
- For a truly open, fair and competitive Canadian auto care industry to continue to exist, consumers need to be protected by legislation to reflect the new reality of vehicles in Canada and give the auto care industry direct, remote and real-time access to diagnostic data and the vehicle itself.