



## **Guide to meeting with your Member of Parliament (MP)**

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 available below surrounding the issue of right to repair.
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. (\$44 billion annually and supports over 500,000 jobs)
  - Canadian consumers rely on independent service and repair shops to maintain their vehicles.
  - Vehicles are becoming more complex, like computers on wheels.
  - 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. Share a short, personal anecdote. MPs can be very receptive to information with a personal touch.
5. Pay attention to the time allotted to you. MPs appreciate that you understand they have many commitments.
6. 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.
7. You can provide them with a copy of our right to repair one-pager below.
8. 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 vehicle repaired.*

### **After the meeting**

1. Contact our Government Relations team if you have any questions, concerns, or to report good news ([emily.holtby@aiacanada.com](mailto:emily.holtby@aiacanada.com))
2. If your MP asked for additional information, please follow up with AIA Canada.



## BACKGROUNDER: RIGHT TO REPAIR

### Issue description

For Canadian consumers, the increased reliance on wireless diagnostic data is making it difficult for them to have their vehicle serviced at the auto repair shop of their choice.

Repairing modern vehicles requires access to the vehicle's diagnostic data. Without access to this data, independent auto repair shops cannot service a vehicle.

Automakers control diagnostic data. New vehicles wirelessly transmit diagnostic data directly to automakers, allowing them to control all access to it, including which auto repair shops can obtain it and under what terms.

**Increasingly, Canadians have limited choice for auto repair.** Because automakers make accessing diagnostic data increasingly difficult, this leaves owners with only one option: to service their vehicles at the dealership.

The Federal Government has failed to address data-sharing avoidance as it relates to vehicle repair and maintenance. This puts vehicle manufacturers and dealerships at an unfair advantage over essential independent service and repair shops in Canada. And the real loss is felt by Canadians, who are faced with limited choice, higher costs and who risk losing access to essential vehicle service and repairs.

While Canada continues to develop a framework, other jurisdictions have taken action. Quebec, Maine, and Massachusetts have passed right to repair legislation in their respective subnational jurisdictions. At the national level, the U.S.' REPAIR Act, re-introduced in February, 2025, and has bi-partisan support, would "require a motor vehicle manufacturer to provide to a vehicle's owner certain direct, real-time, in-vehicle data generated by the operation of the vehicle that is related to diagnostics, repair, service, wear, and calibration or recalibration of parts and systems of the vehicle." Additionally, the European Union (EU) has recently adopted the Right to Repair Directive (R2RD), which applies to all industries.

It is not acceptable that the federal government has not taken any meaningful action to ensure enforceable data-sharing compliance and modernize Canada's laws to address the rapid advancements in vehicle technology.



### Consequences of inaction

- Limited access to essential vehicle repair and maintenance
- Compromised ability to meet vehicle service and repair demand.
- Higher costs for consumers and increased wait times
- Shops could be forced to shut their doors, putting nearly 500,000 jobs at risk.

### CASIS and the voluntary agreement: Not good enough

The current voluntary agreement between automakers and the auto care sector—the Canadian Automotive Service Information Standard (CASIS)—was not built for a wireless world.

The agreement worked well for traditional cars. This is because historically, technicians were able to access 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.

However, today, OBD is no longer the only means for information extraction and, notably, electric vehicles (EVs) are less likely to have OBD ports. Instead, new vehicles on Canada's roads now have vehicle telematics systems installed, which comprise the computer hardware that is embedded in a vehicle that collects, stores and processes data—including data needed for diagnostic and repair. This data is transmitted directly from the vehicle to a backend server where it is under the ownership and control of the automaker.

Moreover, because some notable auto manufacturers are not required to join the agreement, its effectiveness has been undermined.

## **OUR ASK**

It is time for Canada to follow in the footsteps of other jurisdictions like the EU and Australia and adopt right to repair legislation—inclusive of automotive vehicles—that will ensure Canadians have continued choice for where they have their vehicle serviced, repaired or maintained. The right to repair will allow Canadians to choose from competitive rates for this service and encourages the safe maintenance of vehicles by providing cost-efficient options for repair. At a time when many drivers are balancing housing, food, heating and gas payments, ensuring a competitive aftermarket has arguably never been more important.



### AIA Canada's objective

1. Demonstrate that marketplace distortion is being caused by vehicle manufacturers who are withholding or making it far too difficult to obtain access to essential data, which is needed to effectively service and repair vehicles.
2. Discuss the importance of Canada's auto care industry, its contributions to the economy, jobs, and growth, and the vital role it plays in the transition to electric vehicles.
3. **Illustrate that the right to repair is critical to our industry for:**
  - a. **Affordability:** The right to repair will allow Canadians to choose from competitive rates for this service and encourages the safe maintenance of vehicles by providing cost-efficient options for repair.
  - b. **Accessibility:** Dealerships are not always accessible, even more so in rural and remote locations. This means consumers have to take time off work, find childcare, and find alternative transportation to get their cars serviced.
  - c. **Competition:** Less competition and more concentration hold the economy back. Denying the right to repair raises prices for consumers and commercial vehicle owners and means independent repair shops cannot compete for vehicle owners' business.

### Why should the federal government act?

- Support competition in the vehicle repair and service market, ensuring fairness and a level playing field for independent auto repair shops, the majority of which are small businesses.
- Keep costs lower and preserve consumer choice.
- Allow for reasonable access to repairs, especially in small and remote communities.
- Support skilled-trades workers and protect jobs.
- Ensure better environmental outcomes, as a well-maintained vehicle is a cleaner vehicle.

### Suggested key talking points

- Canada's automotive aftermarket supply and service chain is a \$43.9 billion industry in Canada and plays a vital role in helping to keep the country's fleet of almost 27 million vehicles on the road.



- Canadians want the option and reassurance to know they can go somewhere local to get their vehicles serviced and repaired.
- In turn, we want to continue to be a cornerstone of our community, creating jobs and putting money back into the local economy.
- However, our industry is not immune to change, and technology is changing rapidly. Vehicles are becoming like cellphones, connected wirelessly at all times.
- Every new vehicle sold in Canada generates copious amounts of data on how the vehicle is performing. This data is then transmitted wirelessly to car manufacturers, allowing them to control all access to it, including which auto repair shops can obtain it and under what terms.
- Access to this data is essential. Without access, independent auto repair shops cannot service a vehicle, and leaves consumers without the right to repair their vehicle at the auto repair shop of their choice.
- In the past, if you had engine problems, you made a few calls to some shops, got a couple of quotes, and made a choice on who you would give your business to. That choice might come down to the local shop that has serviced generations of family vehicles, or the garage down the street that could offer the quickest turnaround time.
- As Canadians contend with higher prices due to skyrocketing inflation, they deserve to have a choice on where they get their vehicle serviced or repaired, including the ability to compare prices.
- We remain concerned that without legislation, automakers will continue to control the terms through which independent auto repair shops access necessary data.
- Without intervention, this will mean a risk of shop closures, limiting access for consumers to repair their vehicles where they choose, a compromised ability to meet vehicle repair demand, and higher costs for average consumers just trying to get their vehicle repaired.



- Lawmakers around the world (i.e., Quebec, Massachusetts, Australia and the European Union) have recognized the importance of right to repair legislation, which includes vehicles. Canada is well positioned to follow suit and ensure that we are aligned with other leading jurisdictions when it comes to consumer choice, as we adapt to increasingly connected vehicles on our roads that will need maintenance and repair services.

### Majority of Canadians support right to repair legislation

The Automotive Industries Association of Canada (AIA Canada) released national public opinion polling results which demonstrate that nearly all Canadians agree that car owners should be able to have their vehicle serviced at any repair or service shop they want, and that vehicle manufacturers should be required to share diagnostic data.

### **Key study findings**

- **94 per cent** of Canadians 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** of Canadians agree or strongly agree that automakers should be required by law to share data with independent auto shops so they can fix their car.
- **Over three in four Canadians would either be less likely or would not** purchase a certain vehicle if it could only be serviced at a company dealership.

### Bill C-244: An Act to amend the Copyright Act (diagnosis, maintenance, and repair)

- Bill C-244, which received Royal Assent in November 2025, amended the Copyright Act by allowing for those that diagnose, maintain, or repair a product with an embedded computer program to circumvent the technological protection measure of the product. Viewed as a necessary precursor to any right to repair legislation, Bill C-244 is a step in the right direction. However, it does not go far enough.
- AIA Canada supports the intention and principles behind this bill; however, standalone legislation will be needed at either the federal or various provincial levels to help reinforce a manufacturer's requirement to allow access to diagnostic and repair information, which would address systemic issues around data ownership.



## **In summary**

Canada's auto care industry welcomes competition; however, the industry is being asked to compete on an uneven playing field. The current voluntary agreement between automakers and the aftermarket worked well for traditional cars, but it has not kept pace with advancements in wireless vehicle technology. Furthermore, with no enforcement mechanism in place, the voluntary nature of the agreement means that some automakers are not required to sign on, undermining its effectiveness.

With the fast-paced introduction of new vehicle technology, the preservation and protection of consumer choice and affordable vehicle repair are urgently needed. Consumers deserve the right to repair their vehicle at the auto repair shop of their choice.

**The auto care sector cannot be an afterthought.**



## QUESTIONS AND ANSWERS

### **What is the auto care industry?**

- The auto care industry offers Canadians any product or service a vehicle may need after it rolls off the dealership's lot.
- Its nearly 25,000 independent auto care shops located across Canada ensure every Canadian has reasonable access to auto care.
- The industry:
  - Is vital to Canada's economy; it employs over **500,000** Canadians and contributes **\$43.9 billion** to the economy.
  - Is an essential service which includes manufacturing of replacement parts, distribution networks and service and repair shops, and is responsible for keeping the country's fleet of almost 26.6 million vehicles on the road.
  - Is made up of small businesses. In 2019, there were 48,940 auto care sector businesses; 99 per cent had fewer than 100 workers.

### **What is the auto care industry's concern with regards to the right to repair?**

- Repairing modern vehicles requires access to the vehicle's diagnostic data. Without access to this data, independent auto repair shops cannot service a vehicle.
- Automakers control diagnostic data. New vehicles wirelessly transmit diagnostic data directly to automakers, allowing them to control all access to it, including which auto repair shops can obtain it and under what terms.
- The current voluntary agreement between automakers and the auto care sector was not built for a wireless world and does not include the new technology found in modern vehicles. Furthermore, because notable auto manufacturers are not required to join the agreement, its effectiveness has been undermined.
- **Increasingly, Canadians have no choice for auto repair.** Because automakers will not share diagnostic data, this leaves owners with only one option: to service their vehicles at the dealership.

### **What are you asking of the federal government?**

- It is time for Canada to adopt national, right to repair legislation—inclusive of automotive vehicles—that will ensure Canadians have continued choice for where



they have their vehicle serviced, repaired or maintained. The right to repair will allow Canadians to choose from competitive rates for this service and encourages the safe maintenance of vehicles by providing cost-efficient options for repair. At a time when many drivers are balancing housing, food, heating and gas payments, ensuring a competitive auto care sector has arguably never been more important.

### **Are there any other jurisdictions currently doing this?**

- Right to repair legislation has gained momentum in other jurisdictions around the world. For example:
  - The recently passed Bill 29/Law 21 in **Quebec** makes clear the obligation to require manufacturers to make available the “means of diagnosis or repair” to car owners or their agents (and prohibits manufacturers from withholding information and tools falling within that category).
  - In 2025, the **U.S.** Congress re-introduced federal, bi-partisan auto right to repair legislation (the REPAIR Act). With more than 43 co-sponsors, this comprehensive legislation would ensure that vehicle owners can choose where they get their vehicles serviced and repaired, without obstruction from vehicle manufacturers.
  - In 2022, **Australia** implemented a law that requires vehicle manufacturers to make diagnostic data and information fully accessible to independent workshops.
  - In 2020, the first ever right to repair laws in the **European Union** came into effect that require manufacturers to make parts and repair information for products available to third parties.
  - In 2020, **Massachusetts** voters overwhelmingly (75 per cent) supported a ballot initiative for state legislation that would provide car owners with access to their mechanical data and would permit owners to share that data with the repair shop of their choice.

### **Is the independent auto care sector asking for more than vehicle service and repair data?**

- No. We are not asking for access to personal driver data. We are simply requesting access to vehicle service and repair data to provide vehicle owners with repair options and choice.



**If automakers share vehicle repair information, does it not open the door to cyber security threats?**

- Cyber security should not become a reason to justify limiting serviceability.
- The National Highway Traffic Safety Administration in the US recently released updated cyber security practices for motor vehicles, recommending that the automotive industry provide strong vehicle cyber security protections that do not unduly restrict access by alternative third-party repair services authorized by the vehicle owner.
- Automakers want to control access to repair information through a closed system, while the auto care industry wants repair information to be accessible through an interoperable, standardized, open system.
- Among information technology (IT) experts, there is the opinion that the multi-layered architecture of interoperable open systems might offer better protection against cyber security attacks than closed systems.
- Cyber security risks can be managed throughout the vehicle's lifecycle through collaboration between automakers and the aftermarket and industry and regulatory expertise.