

# Car Care Corner

## Bill Will Help Motorists Avoid Wrenching Experience

(NAPSA)—A new bill will help many car owners avoid a wrenching experience when they bring their cars into their favorite repair shop.

Here's how it stands now: A recent survey of more than 1,000 independent repair shop owners, service managers and service technicians reveals that \$5.8 billion in service and parts sales is being lost annually because they are unable to readily access the necessary repair information and tools from car manufacturers to properly diagnose and repair vehicles, according to the Automotive Aftermarket Industry Association (AAIA). The survey, conducted by Opinion Research Corporation, directly contradicts recent statements made by the Consumers Union through Consumer Reports that the service information issue has been solved.

The survey also found that independent repair shops lose additional sales when forced to turn away 1.2 million consumers each year because they do not have the information and tools to diagnose and repair their customers' vehicles. Also, 70 percent of survey respondents revealed that they have no confidence that vehicle manufacturers will always provide them with the necessary tools and information in the future, according to AAIA.

"Without a doubt, this independent survey demonstrates the extensive problems being encountered by independent repair shops that cannot obtain the tools and information they need to be competitive with new-car dealers," said Kathleen Schmatz, AAIA President and CEO. "Too many consumers are being inconvenienced by being forced to take



**A GOOD FIX FOR MOTORISTS who need car repairs is a law that makes car companies provide tools and information to auto repair shops.**

their vehicle to a dealership after being turned away by their first-choice local repair shop.

"This comprehensive look at the repair issue further shows that while car companies claim the problem is solved, the reality does not support their assertions. Passage of the Motor Vehicle Owners Right to Repair Act of 2005 (HR 2048) is the only way to provide a strong message for now and into the future that all information and tools must be made readily available to the independent aftermarket," said Schmatz. "Without the equitable access to repair information outlined in the Right to Repair Act, more and more repair shops will be forced to turn away customers and consumers will have no choice but to go to the car dealer to get their cars serviced."

The Right to Repair Act would require the car companies to make the same service information and tool capabilities available to independents that they provide their franchised dealer networks. For more information about the Right to Repair Act, visit [www.RightToRepair.org](http://www.RightToRepair.org).