



January 24, 2024

Members of Congress,

Our organizations represent the companies at the forefront of innovations that will shape the future of transportation and mobility, as well as independent repairers that are integral to maintaining the vehicle fleet, both now and in the future. We recognize that technological innovation across the auto industry can sometimes be a source of confusion for constituents, particularly as it relates to their ability to repair their vehicles at a location of their choice. The auto industry takes our commitment to independent repair seriously and that is why we're pleased to serve as a resource if you learn of constituent concerns related to questions about vehicle maintenance and repair.

When it comes to a consumer's right to choose where their vehicle is repaired, the automotive sector continues to be the model of consumer choice. Consumers have a wide range of options on where to seek service or repair: these include working on the vehicle themselves or choosing to take it to a dealer or manufacturer repair facility, insurance company direct repair network, OEM certified independent collision center, Multi Shop Operator (MSO), or a local, family-owned repair business.

Without question, competition is alive and well in the automotive repair industry because all the information necessary to diagnose and repair a vehicle is readily available today. This is supported by the Federal Trade Commission's<sup>1</sup> (FTC) report noting that the automotive sector has been a leader in self-regulation to ensure consumer repair choice. It is also why independent repair facilities currently perform the vast majority of automotive diagnostic and repair work. In fact, over 75 percent of out-of-warranty repair work is performed outside of an automaker's authorized network. This is the very definition of consumer choice.

At the same time, the global auto industry is undergoing a generational transformation as rapid innovation and new technologies reshape personal transportation. It is understandable, therefore, that businesses and consumers may not fully understand how this evolution of the industry will affect their continued ability to repair vehicles or have their vehicles repaired.

Throughout this transition, the auto industry remains steadfast in its existing commitments to consumer choice in vehicle repair. To that end, last summer, our organizations announced a [new partnership](#), which reaffirmed commitments to consumer choice in automotive repair and highlighted the benefits of collaboration between independent repairers and the manufacturing community. In keeping with the spirit of that agreement, we want to be a resource to you and your staff on this important topic. Should you ever hear from a constituent experiencing a challenge with repairing a vehicle at a location of his or her choice, we encourage you to contact us at [repairinfo@autosinnovate.org](mailto:repairinfo@autosinnovate.org). Repair information is available and we are happy to direct you to these existing resources.

At this time of tremendous innovation, automakers, owner-operated repair shops, and collision repair specialists remain committed to providing consumers with a diverse and competitive market for automotive repair. We look forward to working with you to continue to ensure that your constituents have access to the safe and secure repairs of their choice, both now and in the future.

Sincerely,



Julie Massaro  
President  
Automotive Service Association



Aaron Schulenburg  
Executive Director  
Society of Collision Repair Specialists



John Bozzella  
President and CEO  
Alliance for Automotive Innovation