



FREQUENTLY ASKED QUESTIONS

What is the Right to Repair?

The right to repair refers to your right to choose who repairs the products that you own. This includes cell phones, computers, washing machines and televisions. It also includes your car.

Is my car collecting and transmitting data?

Yes.

You probably know that many of the devices we use every day collect our data and transmit it wirelessly to the manufacturer. The same is true for newer model cars.

They collect data and send it wirelessly to the auto manufacturer. The technical term for this is **telematics** (i.e., car data).

What kind of data?

The data collected can help make the driving experience safer and more convenient. The data also makes repair of your car possible.

It includes information on:

- your driving behavior, such as steering, acceleration and braking;
- important repair and maintenance data;
- your GPS location;
- vehicle health, including fuel use, emissions and engine hours;
- and more.

FREQUENTLY ASKED QUESTIONS

Do I own my car data? Who does?

No.

Only your auto **manufacturer** has direct access to your car data. They control what is collected, where it's sent, who sees it and how it's used. They have the ability to share it with third parties, including advertisers, without your consent or knowledge.

Whether you own, lease or rent your car, you don't control the data you produce as you drive, and you can't choose who does — or does not — get to see that data.

How does this affect me?

It could cost you your right to repair your vehicle at the service facility of your choice.

If auto manufacturers control your data, they get to choose which service facilities can see it. That could leave you with fewer places to choose from when your car needs repair. You could be stuck with a more expensive option or have to take your car to an inconvenient location.

How much data does a modern vehicle collect?

Today's modern vehicles collect as much as **25GB of data per hour**, according to McKinsey.¹

By 2022, approximately **70% – 95% of new cars** in Canada will be equipped with wireless technology that collects and reports extensive vehicle information.²

Do “non-modern vehicles” collect data?

Any car with sensors, including older model vehicles, that track car temperature, position, speed and/or distance, can collect and transmit data.

What can be done to protect my right to repair my car?

The aftermarket industry is pursuing legislative efforts at the provincial and federal level that would ensure Canadian consumers continue to have the right to repair their vehicle.

How can I support Right to Repair?

Let the candidates in your riding know that you want to keep your right to repair your vehicle. Take action by sending a letter prepared for you using our **online system** that matches you to your candidates and sends your letter directly to them.

CAR DATA

You probably know your phone, computer and other devices are constantly collecting your data. Did you know your car does this, too?

Most new cars collect data and send it wirelessly to the auto manufacturer. Your car gathers information on:

- how you drive, including things like steering, acceleration and braking
- when it needs repair and maintenance and what it needs done
- your GPS location
- vehicle health, including fuel use, emissions and engine hours
- and more.

By 2022, approximately

70% - 95% of new cars in Canada will be equipped with wireless technology that collects and reports extensive vehicle information.²

Yet today, nearly

7 in 10 Canadians are unaware of who owns vehicle information.³

Why You Should Care

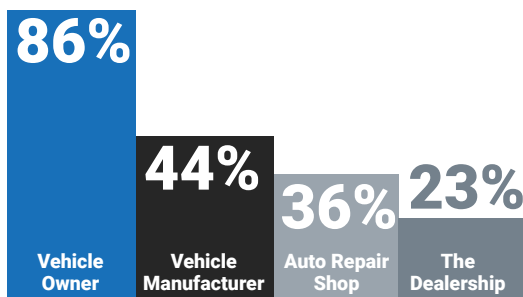
For now, independent auto shops can access your vehicle's onboard computer to get data to help with repair. However, because of advanced technologies, car data is now transmitted wirelessly directly to auto manufacturers and is under their control. This can deny you your right to repair your car.

It also means greater inconvenience, greater cost and fewer repair options.

Who Should Have Direct Access and Control?

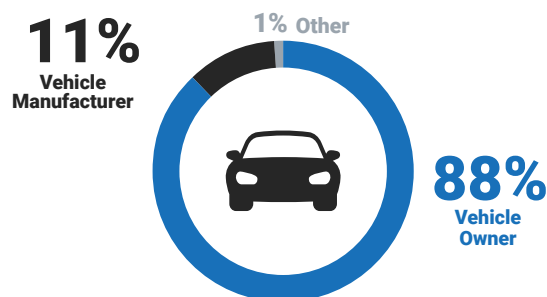
Regardless of what they know or expect about car data, the vast majority of consumers believe car owners should have direct access to their car data and control over who has access to it.

86% of consumers believe vehicle owners should have direct access to their vehicle data.



Who consumers believe should have access to their vehicle data

Nearly 9-in-10 consumers think vehicle owners should be able to control who has direct access to their vehicle's data.



Who consumers believe should control their vehicle data