



## SETTING THE RECORD STRAIGHT: **FACT** vs. **FICTION** on “RIGHT TO REPAIR”

U.S. equipment manufacturers and equipment dealers work every day to deliver the safest and most productive, innovative and environmentally friendly machinery to their customers. Manufacturers and dealers make considerable investments in developing cutting-edge technology within machinery and training authorized technicians to correctly analyze and address service issues. Safe and efficient operation of machinery is of the utmost importance to manufacturers and dealers for the safety and well-being of their customers.

**FICTION:** *Consumers and independent repair shops lack access to service manuals that would allow them to fix equipment.*



**FACT:** **Consumers and repair shops CAN easily access service manuals.** Manufacturers make service manuals available for sale, and provide industry tips, guidelines and best practices – some of them for free. However, access to these manuals doesn't guarantee that an individual has the skill set necessary to repair complex equipment.

**FICTION:** *Equipment owners should be able to modify their equipment however they see fit, and OEMs and Authorized Dealers prevent them from doing so.*



**FACT:** **Manufacturers and dealers routinely partner with consumers to perform basic maintenance and repairs,** often for free. Consumers aren't prohibited from repairing their own equipment, but they are prohibited by law from altering their equipment in a way that circumvents federal safety and emissions standards. Unauthorized repairs could jeopardize warranties and lead to possible civil or criminal penalties. Manufacturers want to ensure that a piece of machinery can perform all of its functions as intended, and **authorized dealers are trained to ensure equipment both meets that intended function and complies with mandatory safety and emissions requirements.**

**FICTION:** “Right to Repair” laws will create more “local” jobs.



**FACT:** Authorized dealers are local businesses who make significant investments in their communities, support the local tax base and provide high paying jobs with competitive benefits.

**FICTION:** Equipment dealerships are basically the same as car dealerships, which have agreed to “Right to Repair” legislation.



**FACT:** The marketplace for industrial equipment is very different from the consumer vehicle industry. Modern heavy equipment is often more sophisticated than passenger vehicles. Unlike automobiles, these machines often function as “factories on wheels,” featuring a number of control and operating systems that must be able to perform mission-critical jobs under varying conditions. Only highly-trained technicians at authorized dealers have the skills and experience necessary to perform complex repairs that both meet safety and emissions standards and preserve job performance requirements of your production machines.

## KEY FACTS:



Most equipment dealers invest thousands of dollars in training technicians on the latest industry innovations, as well as the changing requirements related to safety and emissions. Dealers also invest heavily in equipping their service departments with the latest tools and software, parts and supplies.



Almost all service information regarding parts, services and best practices for equipment is available to consumers – often for free. Manufacturers and dealers only maintain control of proprietary diagnostic information and software, which authorized technicians are uniquely trained to interpret.

Manufacturers, dealers and their customers can arrive upon commonsense solutions to provide service information in a reasonable manner without costly and counterproductive intervention by state or federal lawmakers. Government intervention will raise costs for consumers and put manufacturing and dealer technician jobs at risk.



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