

**HOUSE . . . . . No. 254**

**The Commonwealth of Massachusetts**

PRESENTED BY:

***Paul McMurtry***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act providing complete repair and diagnostic information to motor vehicle owners and automotive businesses in the repair of motor vehicles.

PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Paul McMurtry</i>	<i>11th Norfolk</i>
<i>James J. O'Day</i>	<i>14th Worcester</i>
<i>Cleon H. Turner</i>	<i>1st Barnstable</i>
<i>Sal N. DiDomenico</i>	<i>Middlesex and Suffolk</i>
<i>Stephen L. DiNatale</i>	<i>3rd Worcester</i>
<i>Christine E. Canavan</i>	<i>10th Plymouth</i>
<i>Katherine M. Clark</i>	<i>Fifth Middlesex</i>
<i>Mark J. Cusack</i>	<i>5th Norfolk</i>
<i>Elizabeth A. Poirier</i>	<i>14th Bristol</i>
<i>Chris Walsh</i>	<i>6th Middlesex</i>
<i>Michael F. Rush</i>	<i>Norfolk and Suffolk</i>
<i>Michael J. Finn</i>	<i>6th Hampden</i>
<i>Brian R. Mannel</i>	<i>2nd Barnstable</i>
<i>Marjorie C. Decker</i>	<i>25th Middlesex</i>
<i>William N. Brownsberger</i>	<i>Second Suffolk and Middlesex</i>
<i>Kay Khan</i>	<i>11th Middlesex</i>

**HOUSE . . . . . No. 254**

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By Mr. McMurtry of Dedham, a petition (accompanied by bill, House, No. 254) of Paul McMurtry and others relative to providing complete repair and diagnostic information to motor vehicle owners and automotive businesses in the repair of motor vehicles. Consumer Protection and Professional Licensure.

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**The Commonwealth of Massachusetts**

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**In the Year Two Thousand Thirteen**  
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An Act providing complete repair and diagnostic information to motor vehicle owners and automotive businesses in the repair of motor vehicles.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           The General Laws are hereby amended by inserting after chapter 93I the following  
2 chapter:-

3           CHAPTER 93J

4           Section (1) As used in this chapter, the following words shall, unless the context clearly  
5 indicates a different meaning, have the following meanings:

6           “Dealer”, any person or business who, in the ordinary course of its business, is engaged  
7 in the business of selling or leasing new motor vehicles to consumers or other end users pursuant  
8 to a franchise agreement and who has obtained a class 1 license pursuant to the provisions of  
9 section 58 and 59 of chapter 140 and is engaged in the diagnosis, service, maintenance or repair  
10 of motor vehicles or motor vehicle engines pursuant to said franchise agreement.

11           “Franchise agreement”, an oral or written arrangement for a definite or indefinite period  
12 in which a manufacturer or distributor grants to a motor vehicle dealer a license to use a trade  
13 name, service mark or related characteristic and in which there is a community of interest in the  
14 marketing of new motor vehicles or services related thereto at wholesale, retail, leasing or  
15 otherwise.

16 “Fair and Reasonable Terms”. In determining whether a price is on “fair and reasonable  
17 terms,” consideration may be given to relevant factors, including, but not limited to, the  
18 following:

19 (i) The net cost to the manufacturer franchised dealerships for similar information  
20 obtained from manufacturers, less any discounts, rebates, or other incentive programs.

21 (ii) The cost to the manufacturer for preparing and distributing the information, excluding  
22 any research and development costs incurred in designing and implementing, upgrading or  
23 altering the onboard computer and its software or any other vehicle part or component.  
24 Amortized capital costs for the preparation and distribution of the information may be included.

25 (iii) The price charged by other manufacturers for similar information.

26 (iv) The price charged by manufacturers for similar information prior to the launch of  
27 manufacturer web sites.

28 (v) The ability of aftermarket technicians or shops to afford the information.

29 (vi) The means by which the information is distributed.

30 (vii) The extent to which the information is used, which includes the number of users,  
31 and frequency, duration, and volume of use.

32 (viii) Inflation.

33 "Immobilizer system", an electronic device designed for the sole purpose of preventing  
34 the theft of a motor vehicle by preventing the motor vehicle in which it is installed from starting  
35 without the correct activation or authorization code.

36 “Independent repair facility”, a person or business operating in the commonwealth that is  
37 not affiliated with a manufacturer or manufacturer’s authorized dealer of motor vehicles, which  
38 is engaged in the diagnosis, service, maintenance or repair of motor vehicles or motor vehicle  
39 engines; provided, however, that, for the purposes of this chapter, a dealer, notwithstanding its  
40 affiliation with any manufacturer, shall be considered an independent repair facility for purposes  
41 of those instances when said dealer engages in the diagnosis, service, maintenance or repair of  
42 motor vehicles or motor vehicle engines that are not affiliated with the dealer’s franchise  
43 manufacturer.

44 "Manufacturer", any person or business engaged in the business of manufacturing or  
45 assembling new motor vehicles.

46 "Motor vehicle", a vehicle, originally manufactured for distribution and sale in the United  
47 States, driven or drawn by mechanical power and manufactured primarily for use on public  
48 streets, roads and highways, but excluding: (i) a vehicle that may be operated only on a rail line;

49 (ii) a recreational vehicle or auto home equipped for habitation; (iii) an ambulance; (iv) a bus,  
50 motor coach or trackless trolley designed for the carriage of persons for hire or for school-related  
51 purposes; (v) vehicles used exclusively for the building, repair and maintenance of highways or  
52 designed primarily for use elsewhere than on the traveled part of ways; (vi) any vehicle with a  
53 gross vehicle weight rating of more than 10,000 pounds; (vii) any vehicle excluded from the  
54 definition of "motor vehicle" in chapter 90; and (viii) a motorcycle, as defined in section 1 of  
55 chapter 90.

56 "Owner", a person or business who owns or leases a motor vehicle registered in the  
57 commonwealth.

58 "Trade secret", anything, tangible or intangible or electronically stored or kept, which  
59 constitutes, represents, evidences or records intellectual property including secret or  
60 confidentially held designs, processes, procedures, formulas, inventions, or improvements, or  
61 secret or confidentially held scientific, technical, merchandising, production, financial, business  
62 or management information, or anything within the definition of 18 U.S.C. § 1839(3).

63 Section (2)(a) Except as provided in subsection (2)(e), for Model Year 2002 motor  
64 vehicles and thereafter, a manufacturer of motor vehicles sold in the commonwealth shall make  
65 available for purchase by owners of motor vehicles manufactured by such manufacturer and by  
66 independent repair facilities the same diagnostic and repair information, including repair  
67 technical updates, that such manufacturer makes available to its dealers through the  
68 manufacturer's internet-based diagnostic and repair information system or other electronically  
69 accessible manufacturer's repair information system. All content in any such manufacturer's  
70 repair information system shall be made available to owners and to independent repair facilities  
71 in the same form and manner and to the same extent as is made available to dealers utilizing such  
72 diagnostic and repair information system. Each manufacturer shall provide access to such  
73 manufacturer's diagnostic and repair information system for purchase by owners and independent  
74 repair facilities on a daily, monthly and yearly subscription basis and upon fair and reasonable  
75 terms.

76 (2)(b) Any manufacturer that sells any diagnostic, service, or repair information to any  
77 independent repair facility or other third party provider in a format that is standardized with other  
78 manufacturers, and on terms and conditions more favorable than the manner and the terms and  
79 conditions pursuant to which the dealer obtains the same diagnostic, service or repair  
80 information, shall be prohibited from requiring any dealer to continue purchasing diagnostic,  
81 service, or repair information in a proprietary format, unless such proprietary format includes  
82 diagnostic, service, repair or dealership operations information or functionality that is not  
83 available in such standardized format.

84 (2)(c)(i) For Model Year 2002 motor vehicles and thereafter, each manufacturer of motor  
85 vehicles sold in the commonwealth shall make available for purchase by owners and independent

86 repair facilities all diagnostic repair tools incorporating the same diagnostic, repair and wireless  
87 capabilities that such manufacturer makes available to its dealers. Such tools shall incorporate  
88 the same functional repair capabilities that such manufacturer makes available to dealers. Each  
89 manufacturer shall offer such tools for sale to owners and to independent repair facilities upon  
90 fair and reasonable terms.

91 (2)(c)(ii) Any diagnostic tool or information necessary to diagnose, service or repair a  
92 motor vehicle that a manufacturer sells to any independent repair facility in a manner and on  
93 terms and conditions more favorable than the manner and the terms and conditions pursuant to  
94 which the dealer obtains the same diagnostic tool or information necessary to diagnose, service  
95 or repair a motor vehicle, shall also be offered to the dealer in the same manner and on the same  
96 terms and conditions as provided to such independent repair facility.

97 Any manufacturer that sells to any independent repair facility any diagnostic tool  
98 necessary to diagnose, service or repair a motor vehicle and such diagnostic tool communicates  
99 with the vehicle using the same non-proprietary interface used by other manufacturers, the  
100 manufacturer delivering such a diagnostic tool shall be prohibited from requiring any dealer from  
101 continuing to purchase that manufacturer's proprietary tool and interface unless such proprietary  
102 interface has a capability not available in the non-proprietary interface.

103 (2)(c)(iii) Each manufacturer shall provide diagnostic repair information to each  
104 aftermarket scan tool company and each third party service information provider with whom the  
105 manufacturer has appropriate licensing, contractual or confidentiality agreements for the sole  
106 purpose of building aftermarket diagnostic tools and third party service information publications  
107 and systems. Once a manufacturer makes such information available pursuant to this section, the  
108 manufacturer will have fully satisfied its obligations under this section and thereafter not be  
109 responsible for the content and functionality of aftermarket diagnostic tools or service  
110 information systems.

111 (2)(d)(i) Commencing in Model Year 2018, except as provided in subsection (2)(e),  
112 manufacturers of motor vehicles sold in the commonwealth shall provide access to their onboard  
113 diagnostic and repair information system, as required under this section, using an off-the-shelf  
114 personal computer with sufficient memory, processor speed, connectivity and other capabilities  
115 as specified by the vehicle manufacturer and: (i) a non-proprietary vehicle interface device that  
116 complies with the Society of Automotive Engineers SAE J2534, the International Standards  
117 Organizations ISO 22900 or any successor to SAE J2534 or ISO 22900 as may be accepted or  
118 published by the Society of Automotive Engineers or the International Standards Organizations;  
119 or, (ii) an on-board diagnostic and repair information system integrated and entirely self-  
120 contained within the vehicle including, but not limited to, service information systems integrated  
121 into an onboard display, or (iii) a system that provides direct access to on-board diagnostic and  
122 repair information through a non-proprietary vehicle interface such as Ethernet, Universal Serial  
123 Bus or Digital Versatile Disc. Each manufacturer shall provide access to the same on-board

124 diagnostic and repair information available to their dealers, including technical updates to such  
125 on-board systems, through such non-proprietary interfaces as referenced in this paragraph.

126 Nothing in this Chapter shall be construed to require a dealer to use the non-proprietary  
127 vehicle interface (i.e., SAE J2534 or ISO 22900 vehicle interface device) specified in this  
128 subsection, nor shall this Chapter be construed to prohibit a manufacturer from developing a  
129 proprietary vehicle diagnostic and reprogramming device, provided that (i) the manufacturer also  
130 complies with Section 2(d)(i), and (ii) the manufacturer also makes this device available to  
131 independent repair facilities upon fair and reasonable terms, and otherwise complies with Section  
132 2(a).

133 (2)(d)(ii) No manufacturer shall be prohibited from making proprietary tools available to  
134 dealers if such tools are for a specific specialized diagnostic or repair procedure developed for  
135 the sole purpose of a customer service campaign meeting the requirements set out in 49 CFR  
136 579.5, or performance of a specific technical service bulletin or recall after the vehicle was  
137 produced, and where original vehicle design was not originally intended for direct interface  
138 through the non-proprietary interface set out in (2)(d)(i). Provision of such proprietary tools  
139 under this paragraph shall not constitute a violation of this chapter even if such tools provide  
140 functions not available through the interface set forth in (2)(d)(i), provided such proprietary tools  
141 are also available to the aftermarket upon fair and reasonable terms. Nothing in this subsection  
142 (2)(d)(ii) authorizes manufacturers to exclusively develop proprietary tools, without a non-  
143 proprietary equivalent as set forth in (2)(d)(i), for diagnostic or repair procedures that fall outside  
144 the provisions of (2)(d)(ii) or to otherwise operate in a manner inconsistent with the requirements  
145 of (2)(d)(i).

146 (2)(e) Manufacturers of motor vehicles sold in the commonwealth may exclude  
147 diagnostic, service and repair information necessary to reset an immobilizer system or security-  
148 related electronic modules from information provided to owners and independent repair  
149 facilities. If excluded under this paragraph, the information necessary to reset an immobilizer  
150 system or security-related electronic modules shall be obtained by owners and independent repair  
151 facilities through the secure data release model system as currently used by the National  
152 Automotive Service Task Force or other known, reliable and accepted systems.

153 (2)(f) Any telematics diagnostic or repair information provided to dealers, necessary to  
154 diagnose and repair a customer's vehicle, shall also be made available to an independent repair  
155 facility via the tools specified in 2(c)(i) and 2(d)(i) above, provided however, nothing in this  
156 chapter shall apply to vehicle telematics not otherwise expressly set forth herein. Nothing in this  
157 chapter shall be construed to abrogate a telematics services or other contract that exists between  
158 a manufacturer or service provider, a motor vehicle owner, and/or a dealer. Nothing in this  
159 chapter shall require a manufacturer or a dealer to disclose to any person the identity of existing  
160 customers or customer lists.

161 Section (3) Nothing in this chapter shall be construed to require a manufacturer to divulge  
162 a trade secret.

163 Section (4) Notwithstanding any general or special law or any rule or regulation to the  
164 contrary, no provision in this chapter shall be read, interpreted or construed to abrogate, interfere  
165 with, contradict or alter the terms of any provision of chapter 93B or the terms of any franchise  
166 agreement executed and in force between a dealer and a manufacturer including, but not limited  
167 to, the performance or provision of warranty or recall repair work by a dealer on behalf of a  
168 manufacturer pursuant to such franchise agreement; provided, however, that any provision in  
169 such a franchise agreement that purports to waive, avoid, restrict or limit a manufacturer's  
170 compliance with this chapter shall be void and unenforceable.

171 Section (5) Nothing in this chapter shall be construed to require manufacturers or dealers  
172 to provide an owner or independent repair facility access to non-diagnostic and repair  
173 information provided by a manufacturer to a dealer, or by a dealer to a manufacturer pursuant to  
174 the terms of a franchise agreement.

175 Section (6)(a) In addition to any other remedies that may be available under law, a  
176 violation of this chapter shall be deemed to be an unfair method of competition and an unfair or  
177 deceptive act or practice in the conduct of trade or commerce in violation of section 2 of chapter  
178 93A.

179 Section (6)(b) An independent repair facility or owner who believes that a manufacturer  
180 has failed to provide information or a tool required by this chapter must notify the manufacturer  
181 in writing through the National Automotive Service Task Force (NASTF) Service Information  
182 Request process or its successor organization or process, and give the manufacturer thirty (30)  
183 days from the time the manufacturer receives the complaint to cure the failure. If the  
184 manufacturer cures said complaint within the cure period, damages shall be limited to actual  
185 damages in any subsequent 93A litigation.

186 Section (6)(c) If the manufacturer fails to respond to the notice provided pursuant to  
187 (6)(b), or if an independent repair facility or owner is not satisfied with the manufacturer's cure,  
188 the independent repair facility or owner may file a complaint in the superior court, or if  
189 applicable in the federal district court for the district of Massachusetts. Such complaint shall  
190 include, but not be limited to the following: (i) written information confirming that the  
191 complainant has visited the relevant manufacturer website and attempted to effect a proper repair  
192 utilizing information provided on such website, including communication with customer  
193 assistance via the manufacturer's toll-free call-in assistance, if made available by such  
194 manufacturer; (ii) written information confirming that the complainant has obtained and utilized  
195 the relevant manufacturer's scan or diagnostic tool necessary for such repair; and (iii) evidence  
196 of manufacturer notification as set out in (6)(b).