

**SENATE . . . . . No. 166****The Commonwealth of Massachusetts**

PRESENTED BY:

*Michael D. Brady*

*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 relative to Digital Right to Repair Act.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	
<i>Michael D. Brady</i>	<i>Second Plymouth and Bristol</i>	
<i>Paul R. Feeney</i>	<i>Bristol and Norfolk</i>	<i>2/2/2021</i>
<i>Joanne M. Comerford</i>	<i>Hampshire, Franklin and Worcester</i>	<i>2/2/2021</i>
<i>Steven Ultrino</i>	<i>33rd Middlesex</i>	<i>2/2/2021</i>
<i>Mike Connolly</i>	<i>26th Middlesex</i>	<i>2/2/2021</i>
<i>Jack Patrick Lewis</i>	<i>7th Middlesex</i>	<i>2/2/2021</i>
<i>Angelo J. Pappolo, Jr.</i>	<i>12th Hampden</i>	<i>2/4/2021</i>
<i>Carmine Lawrence Gentile</i>	<i>13th Middlesex</i>	<i>2/4/2021</i>
<i>Thomas M. Stanley</i>	<i>9th Middlesex</i>	<i>2/5/2021</i>
<i>Adam J. Scanlon</i>	<i>14th Bristol</i>	<i>2/8/2021</i>
<i>Kay Khan</i>	<i>11th Middlesex</i>	<i>2/9/2021</i>
<i>Bradley H. Jones, Jr.</i>	<i>20th Middlesex</i>	<i>2/18/2021</i>
<i>John H. Rogers</i>	<i>12th Norfolk</i>	<i>2/26/2021</i>
<i>Angelo L. D'Emilia</i>	<i>8th Plymouth</i>	<i>2/26/2021</i>
<i>Walter F. Timilty</i>	<i>Norfolk, Bristol and Plymouth</i>	<i>3/5/2021</i>
<i>Patrick M. O'Connor</i>	<i>Plymouth and Norfolk</i>	<i>3/10/2021</i>
<i>Sal N. DiDomenico</i>	<i>Middlesex and Suffolk</i>	<i>3/31/2021</i>
<i>Christopher Hendricks</i>	<i>11th Bristol</i>	<i>4/5/2021</i>

<i>Steven G. Xiarhos</i>	<i>5th Barnstable</i>	<i>4/6/2021</i>
<i>Jason M. Lewis</i>	<i>Fifth Middlesex</i>	<i>4/7/2021</i>
<i>Adam G. Hinds</i>	<i>Berkshire, Hampshire, Franklin and Hampden</i>	<i>4/26/2021</i>
<i>Julian Cyr</i>	<i>Cape and Islands</i>	<i>5/10/2021</i>
<i>Joan B. Lovely</i>	<i>Second Essex</i>	<i>9/17/2021</i>
<i>James B. Eldridge</i>	<i>Middlesex and Worcester</i>	<i>10/28/2021</i>
<i>Lydia Edwards</i>	<i>First Suffolk and Middlesex</i>	<i>1/30/2022</i>

# SENATE . . . . . No. 166

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By Mr. Brady, a petition (accompanied by bill, Senate, No. 166) of Michael D. Brady, Paul R. Feeney, Joanne M. Comerford, Steven Ultrino and other members of the General Court for legislation relative to digital right to repair. Consumer Protection and Professional Licensure.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE SENATE, NO. 107 OF 2019-2020.]

## The Commonwealth of Massachusetts

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In the One Hundred and Ninety-Second General Court  
(2021-2022)

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An Act relative to Digital Right to Repair Act.

*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 93K the following

2       chapter:-

3       Chapter 93L

4       DIGITAL ELECTRONIC PRODUCT REPAIR

5       Section 1. As used in this chapter, the following terms shall, unless the context clearly  
6       requires otherwise, have the following meanings:-

7       "Authorized repair provider", an oral or written arrangement for a definite or indefinite  
8       period in which a manufacturer or distributor transfers to a separate business organization or

9 individual license to use a trade name, service mark, or relative characteristic for the purposes of  
10 offering repair services under the name of the manufacturer.

11 "Digital electronic product", a part or machine containing a microprocessor originally  
12 manufactured for distribution and sale in the United States.

13 "Documentation", manuals, schematic diagrams, reporting output, or service code  
14 descriptions provided to the authorized repair provider for the purposes of effecting repair.

15 "Embedded software", programmable instructions provided on firmware delivered with  
16 the digital electronic product for the purposes of product operation, including all relevant patches  
17 and fixes made by the manufacturer for this purpose, including, but not limited to, synonyms  
18 "basic internal operating system," "internal operating system," "machine code," "assembly code,"  
19 "root code" and "microcode."

20 "Fair and reasonable terms", in determining whether a price is on fair and reasonable  
21 terms consideration may be given to relevant factors, including, but not limited to:

22 (1) the net cost to the authorized repair provider for similar parts obtained from  
23 manufacturers, less any discounts, rebates, or other incentive programs;

24 (2) the cost to the manufacturer for preparing and distributing the parts or product  
25 excluding any research and development costs incurred in designing and implementing,  
26 upgrading or altering the product, but including amortized capital costs for the preparation and  
27 distribution of the parts; and

28 (3) the price charged by other manufacturers for similar parts or products.

29        "Independent repair provider", a person or business operating in the commonwealth that  
30    is not affiliated with a manufacturer or a manufacturer's authorized dealer of a digital electronic  
31    product, which is engaged in the diagnosis, service, maintenance, or repair of a digital electronic  
32    product. A manufacturer's authorized dealer shall be considered an independent repair provider  
33    for the purposes of those instances when the dealer engages in the diagnosis, service,  
34    maintenance, or repair of a digital electronic product that is not affiliated with the manufacturer.

35        "Manufacturer", a person or business who, in the ordinary course of its business, is  
36    engaged in the business of selling or leasing new digital electronic products to consumers or  
37    other end users, and is engaged in the diagnosis, service, maintenance, or repair of that product.

38        "Motor vehicle", means any vehicle that is designed for transporting persons or property  
39    on a street or highway and that is certified by the manufacturer under all applicable federal safety  
40    and emissions standards and requirements for distribution and sale in the United States, but  
41    excluding (i) a motorcycle; or (ii) a recreational vehicle or an auto home equipped for habitation.  
42        "Owner", a person or business who lawfully acquires a digital electronic product purchased or  
43    used in the commonwealth.

44        "Remote diagnostics", a remote data transfer function between a digital electronic  
45    product and a provider of repair services including for purposes of remote diagnostics, settings  
46    controls, or location identification.

47        "Service parts", replacement parts, either new or used, made available by the  
48    manufacturer to the authorized repair provider for the purposes of effecting repair.

49        "Trade secret", anything tangible or intangible or electronically stored or kept which  
50    constitutes, represents, evidences, or records intellectual property including secret or

51 confidentially held designs, processes, procedures, formulas, inventions or improvements, or  
52 secrets of confidentially held scientific, technical, merchandising, production, financial, business  
53 or management information, or anything within the definition in 18 U.S.C. 1839(3).

54 Section 2. Manufacturers of digital electronic products sold on or after December 31,  
55 2012 in the commonwealth shall:

56 (1) make available to independent repair facilities or owners of products manufactured by  
57 the manufacturer the same diagnostic and repair information, including repair technical updates,  
58 diagnostic software, service access passwords, updates and corrections to firmware, and related  
59 documentation, free of charge and in the same manner the manufacturer makes available to its  
60 authorized repair providers; and

61 (2) make available for purchase by the product owner, or the authorized agent of the  
62 owner, such service parts, inclusive of any updates to the firmware of the parts, for purchase  
63 upon fair and reasonable terms.

64 Section 3. Manufacturers that sell any diagnostic, service, or repair information to any  
65 independent repair provider or any other third-party provider in a format that is standardized with  
66 other manufacturers, and on terms and conditions more favorable than the manner and the terms  
67 and conditions pursuant to which an authorized repair provider obtains the same diagnostic,  
68 service, or repair information, shall be prohibited from requiring any authorized repair provider  
69 to continue purchasing diagnostic, service, or repair information in a proprietary format, unless  
70 such proprietary format includes diagnostic, service, repair, or dealership operations information  
71 or functionality that is not available in such standardized format.

72           Section 4. Manufacturers of digital electronic products sold or used in the commonwealth  
73       shall make available for purchase by owners and independent repair facilities all diagnostic  
74       repair tools, incorporating the same diagnostic repair and remote diagnostic capabilities that such  
75       manufacturer makes available to its own repair or engineering staff or any authorized repair  
76       providers, upon fair and reasonable terms.

77           Section 5. Manufacturers that provide repair information to aftermarket tool, diagnostics,  
78       or third-party service information publications and systems shall have fully satisfied its  
79       obligations under this chapter and thereafter shall not be responsible for the content and  
80       functionality of aftermarket diagnostic tools or service information systems.

81           Section 6. Manufacturers of digital electronic products sold or used in the commonwealth  
82       for the purposes of providing security-related functions may not exclude diagnostic, service, and  
83       repair information necessary to reset a security-related electronic function from information  
84       provided to owners and independent repair facilities.

85           Section 7. Nothing in this chapter shall be construed to require a manufacturer to divulge  
86       a trade secret.

87           Section 8. Nothing in this chapter requires manufacturers or authorized repair providers  
88       to provide an owner or independent repair provider access to non-diagnostic and non-repair  
89       information provided by a manufacturer to an authorized repair provider pursuant to the terms of  
90       an authorizing agreement.

91           Section 9. (a) An independent repair provider or owner who believes that a manufacturer  
92       has failed to provide information, including documentation, updates to firmware, safety and  
93       security corrections, diagnostics, documentation, or a tool required by this chapter shall notify

94 the manufacturer in writing and give the manufacturer 30 days from the time the manufacturer  
95 receives the complaint to cure the failure. If the manufacturer cures such a complaint within the  
96 cure period, damages shall be limited to actual damages in any subsequent litigation.

97 (b) If the manufacturer fails to respond to the notice provided pursuant to subsection (a),  
98 or if an independent repair facility or owner is not satisfied with the manufacturer's cure, the  
99 independent repair facility or owner may file a complaint in district court. The complaint shall  
100 include the following:

101 (1) written information confirming that the complainant has attempted to acquire and use,  
102 through the then available standard support function provided by the manufacturer all relevant  
103 diagnostics, tools, service parts, documentation, and updates to embedded software, including  
104 communication with customer assistance via the manufacturer's then standard process, if made  
105 available by the manufacturer; and

106 (2) evidence of manufacturer notification as required by subsection (a).

107 Section 10. In addition to any other remedies that may be available, a violation of this  
108 chapter shall be deemed to be an unfair method of competition and an unfair or deceptive act or  
109 practice in the conduct of trade or commerce in violation of section 2 of chapter 93A.

110 Section 11. Nothing in this chapter shall apply to a motor vehicle.

111 Section 12. Nothing in this chapter shall apply to a device approved by the United States  
112 Food and Drug Administration.