

High Beams

Shining the LIGHT on HR 2048

The Motor Vehicle Owners' Right to Repair Act

Automakers lock independent repair businesses out of timely repair information to work on vehicles, locking consumers out of the ownership of their own cars. They claim that all the information is available.

It's time to set the record straight!

High Beams will be published on a regular basis to shine the light on the truth and spotlight information car companies want to keep in the dark.

Carmakers claim that all automotive repair information is available.

NOT TRUE!

Michael Stanton of the Alliance of Automobile Manufacturers claimed, "All our manufacturers have made the commitment and are supplying the exact same repair information to the independent technicians that we supply to the dealers now." **CBS Evening News, January 21, 2005**

But real people... with real cars... have real repair problems!

Here's one real example: Customer: 2000 Nissan Maxima. Complaint: Stalls at traffic lights. Independent shop diagnosis: Both Faulty Idle Control Valve and Engine's computer must be replaced.

Both can be purchased from Nissan. Nissan's website SAYS they will also sell you the tool and the needed software. Yes, Nissan will sell you the tool, yes Nissan will sell the software, but it DOES NOT include the software needed to START THE CAR, once the repair is done! So you can buy the parts, buy the tools (most of them), but you cannot complete the job.

Nissan is aware of this problem and says this: It is "Nissan's policy not to provide the NATS card and PIN codes to anyone other than Nissan and Infiniti franchised dealers." **Rich Burns, Nissan North America, Inc., Senior Manager, Product Service Support**

How BIG is the problem?

In June 2000 Nissan sold 67,701 Nissan vehicles. Multiply that number by 12 and potentially over 812,000 cars could not be repaired. To make it worse, this continues to multiply itself, as this affects all Nissans, not just in the 2000 model year, but also 2001, 2002, 2003, 2004, 2005, 2006, and potentially 2007 and beyond. And this does not include Infiniti vehicle sales which compound the impact. This problem affects almost all Nissan and Infiniti vehicles not just the Maxima used in this example.

But, most important, what if it was YOUR DAUGHTER whose car was stalling out in busy intersections?



Published by the Right to Repair Coalition

www.RightToRepair.org