

THE TARRANCE GROUP

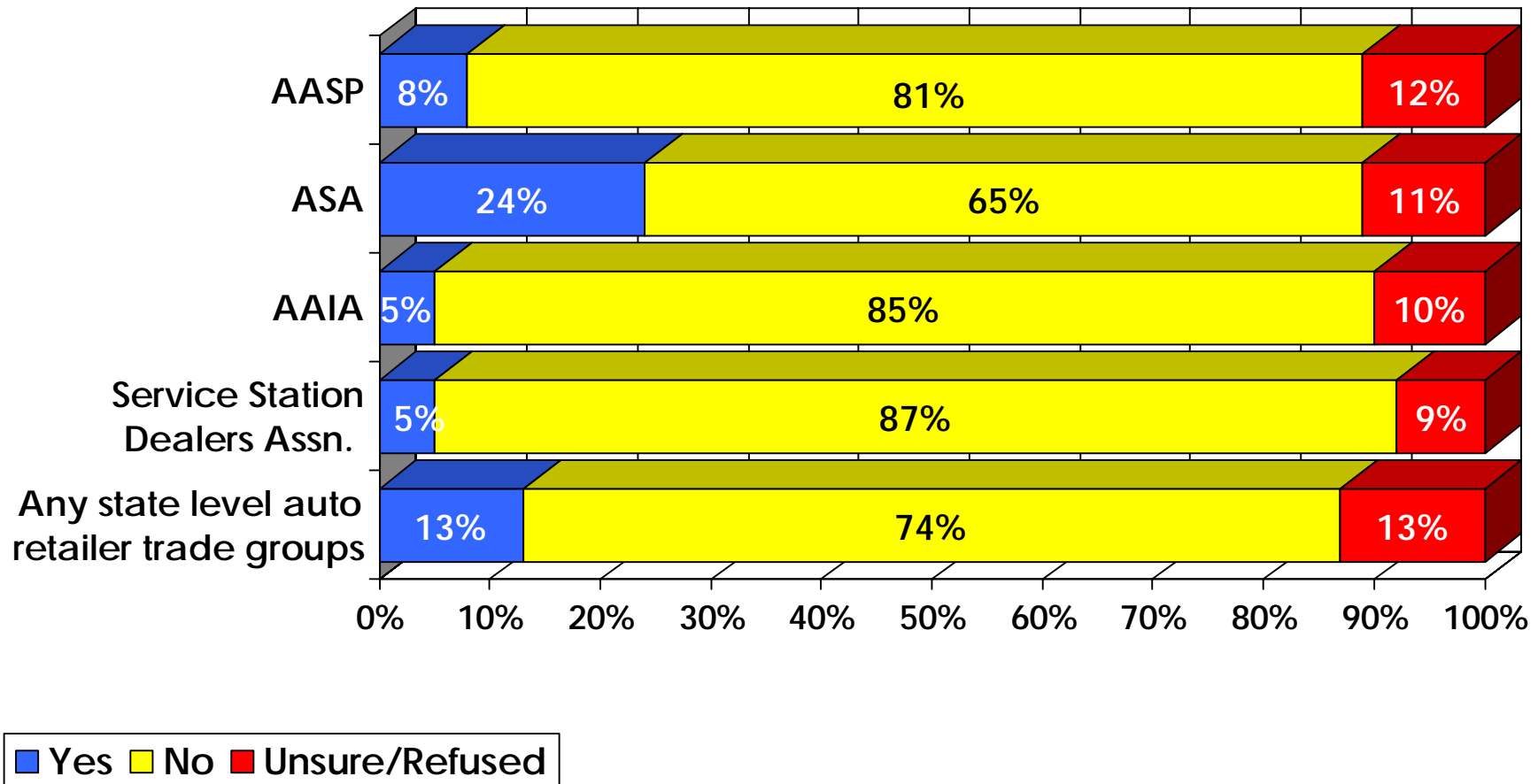
Lake Research Partners

June 27- July 6, 2006 / N = 800 Auto Aftermarket Retail Decision Makers/ \pm 3.5% M.O.E.

**A National Survey of
Auto Aftermarket Retail Decision Makers for
the Automotive Aftermarket Coalition**

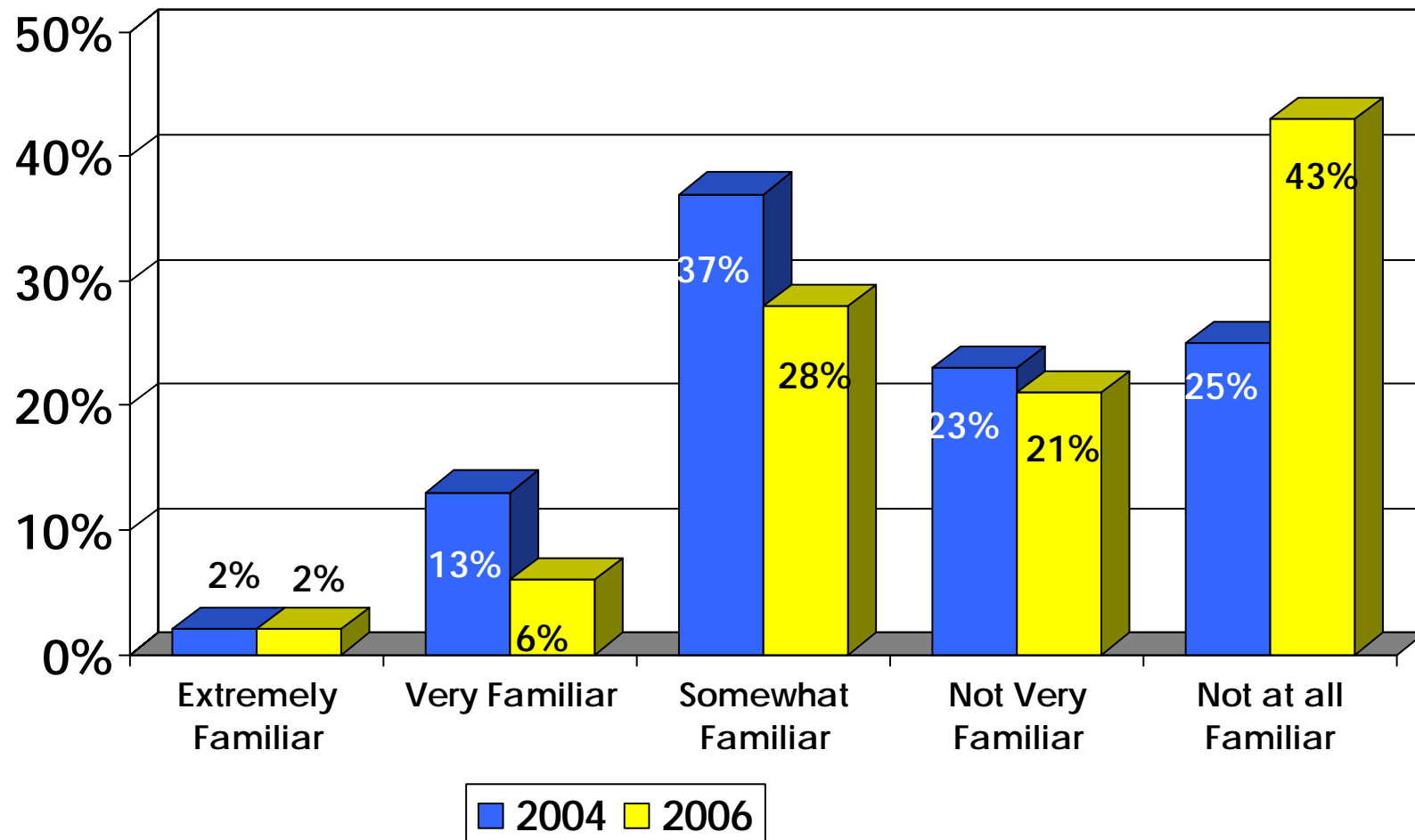
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For each one, please tell me whether or not your business belongs to this organization.



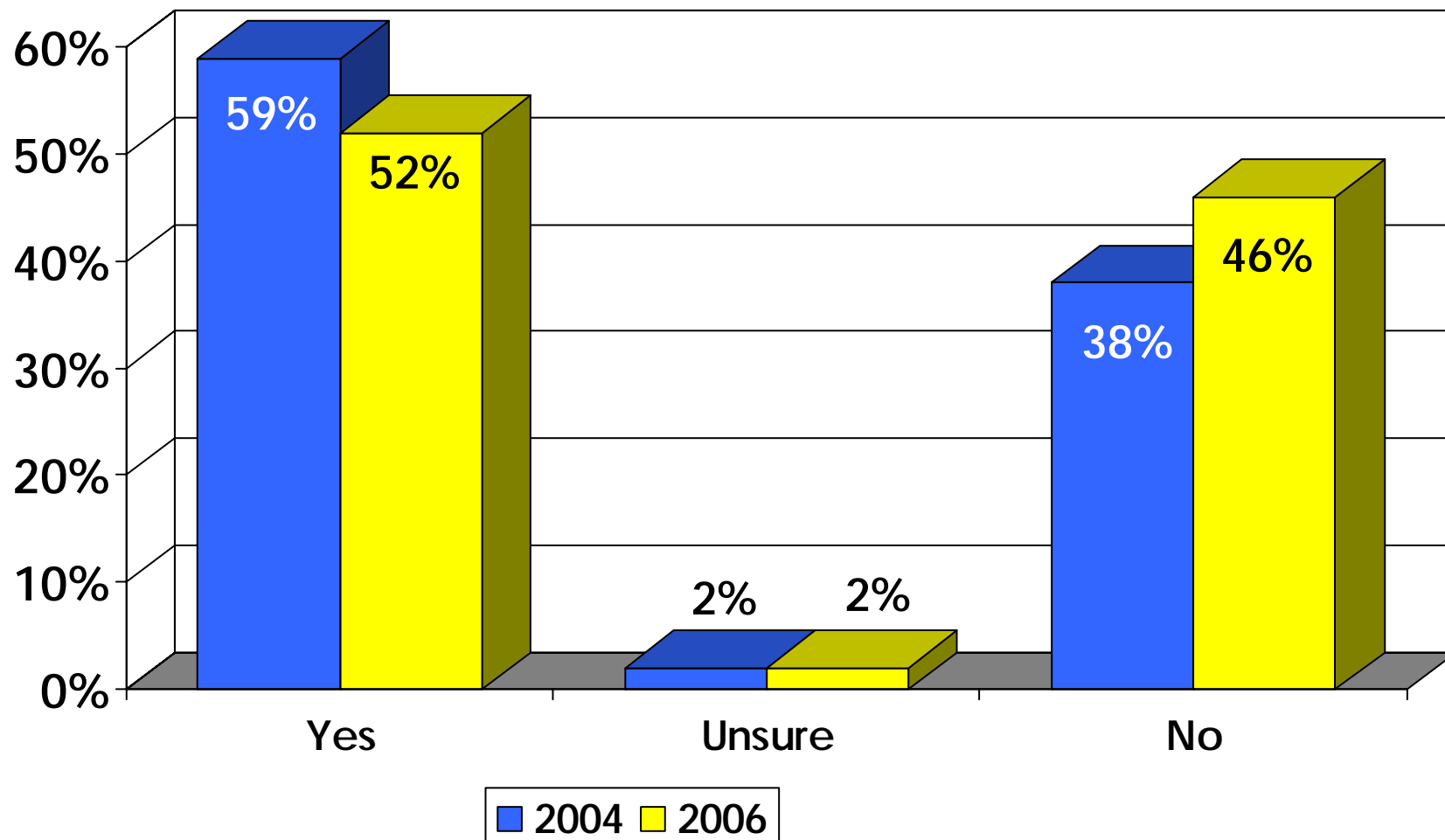
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As you may already know, legislation called The Motor Vehicle Owners' Right to Repair Act has been introduced in the United States House of Representatives this year. How familiar would you say you are with this legislation?



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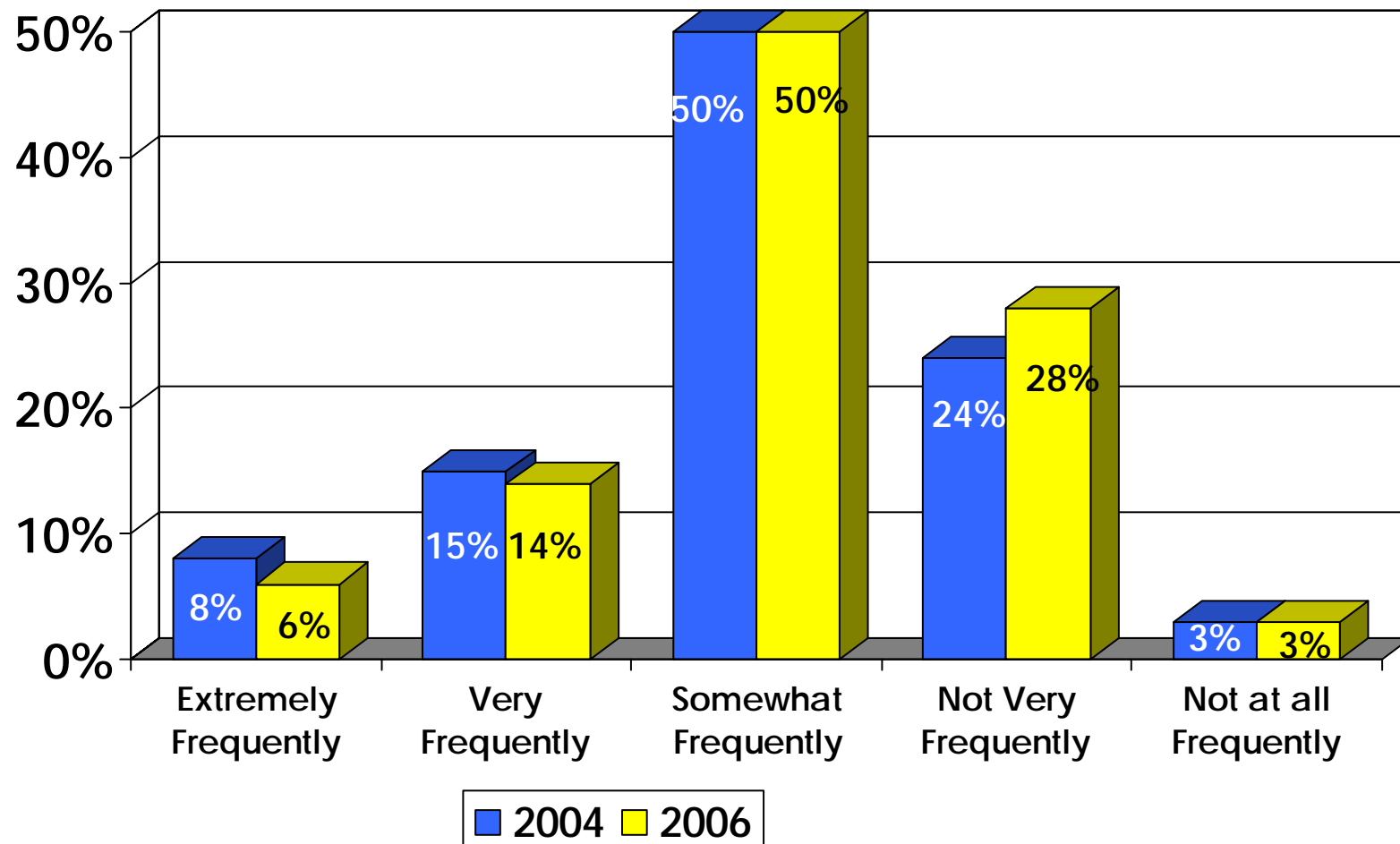
Many independent automotive service and repair businesses have had difficulty obtaining accurate and timely repair information and tools from the automobile manufacturers, especially on newer cars. Has your business ever experienced problems in getting access to the repair information or tools necessary to service and repair vehicles?



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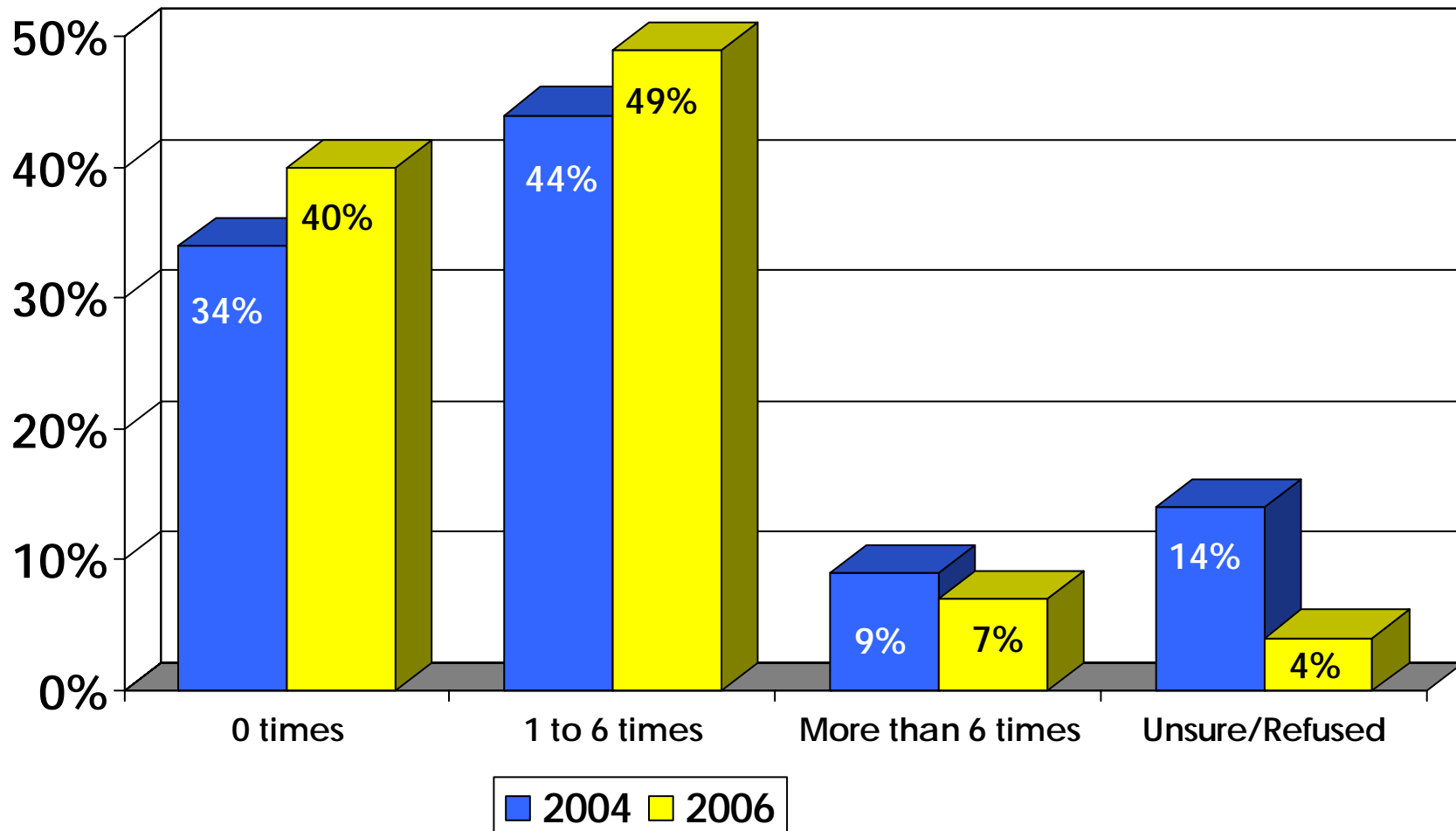
How often does your business experience problems in getting access to this repair information?

(Among the 52% who have had this problem)



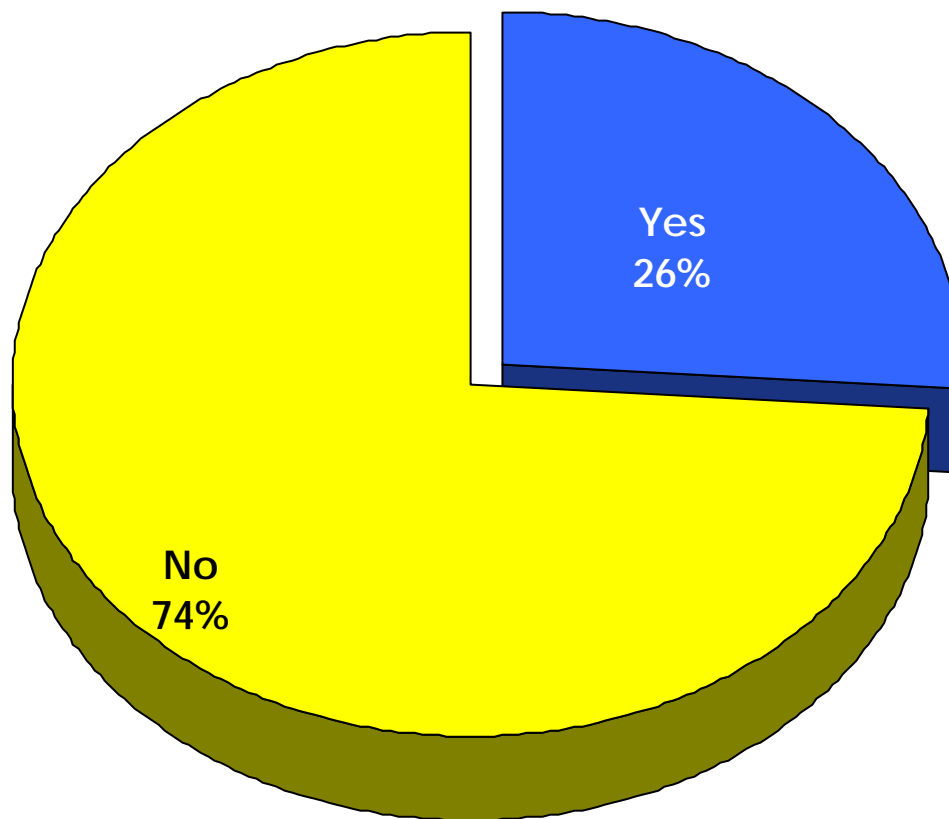
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How many times per month have you been forced to send a vehicle to a franchised dealer for repairs that you cannot do because of the lack of information and tools from the manufacturer?



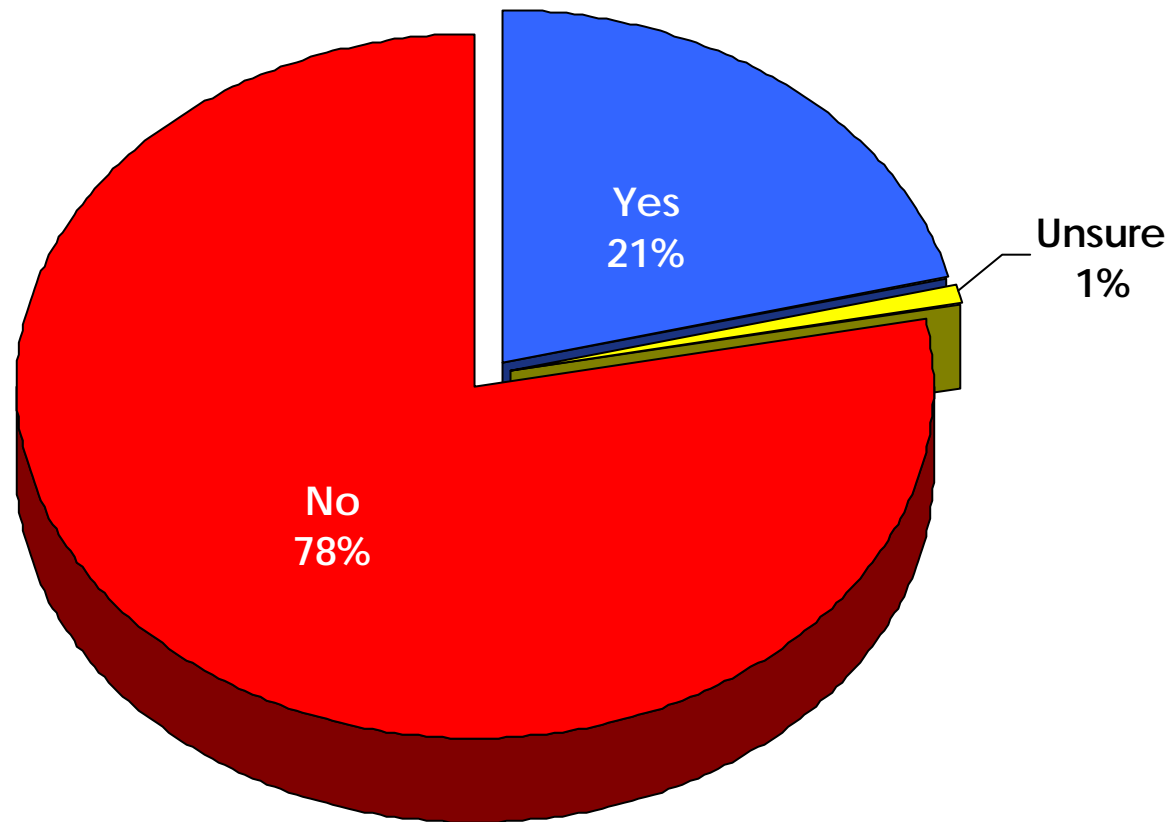
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Are you aware that you could file a complaint with the Federal Trade Commission in this situation?



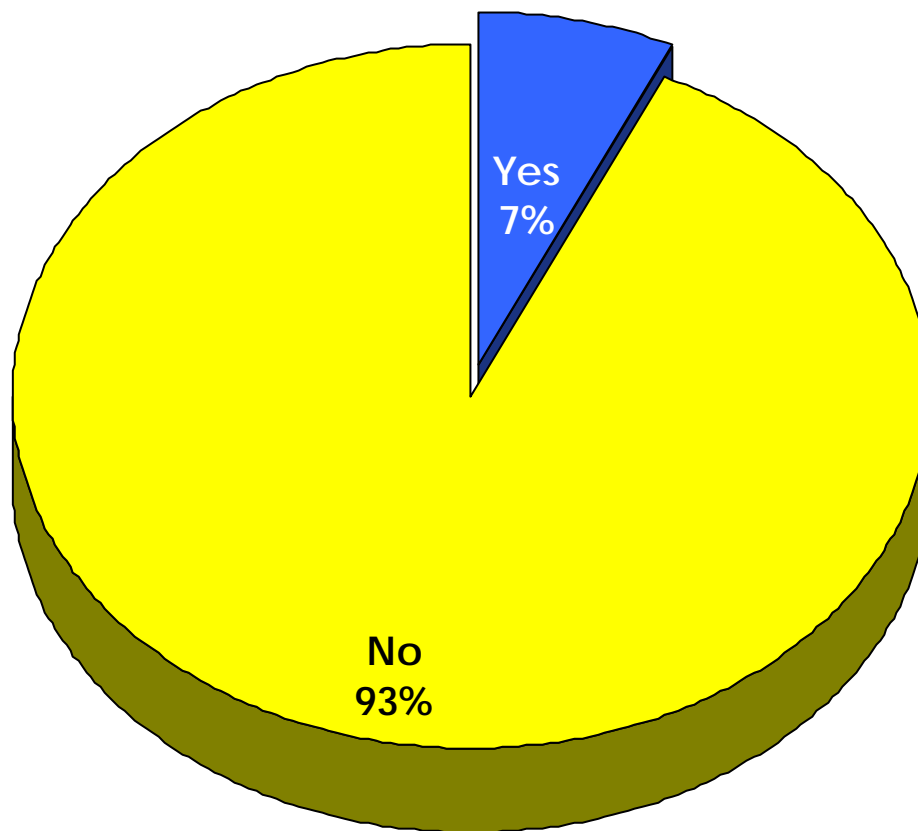
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Are you aware that there is a website available from the National Automotive Service Task Force or NASTF, run in cooperation with vehicle manufacturers, designed to provide information about repair work on their vehicles?



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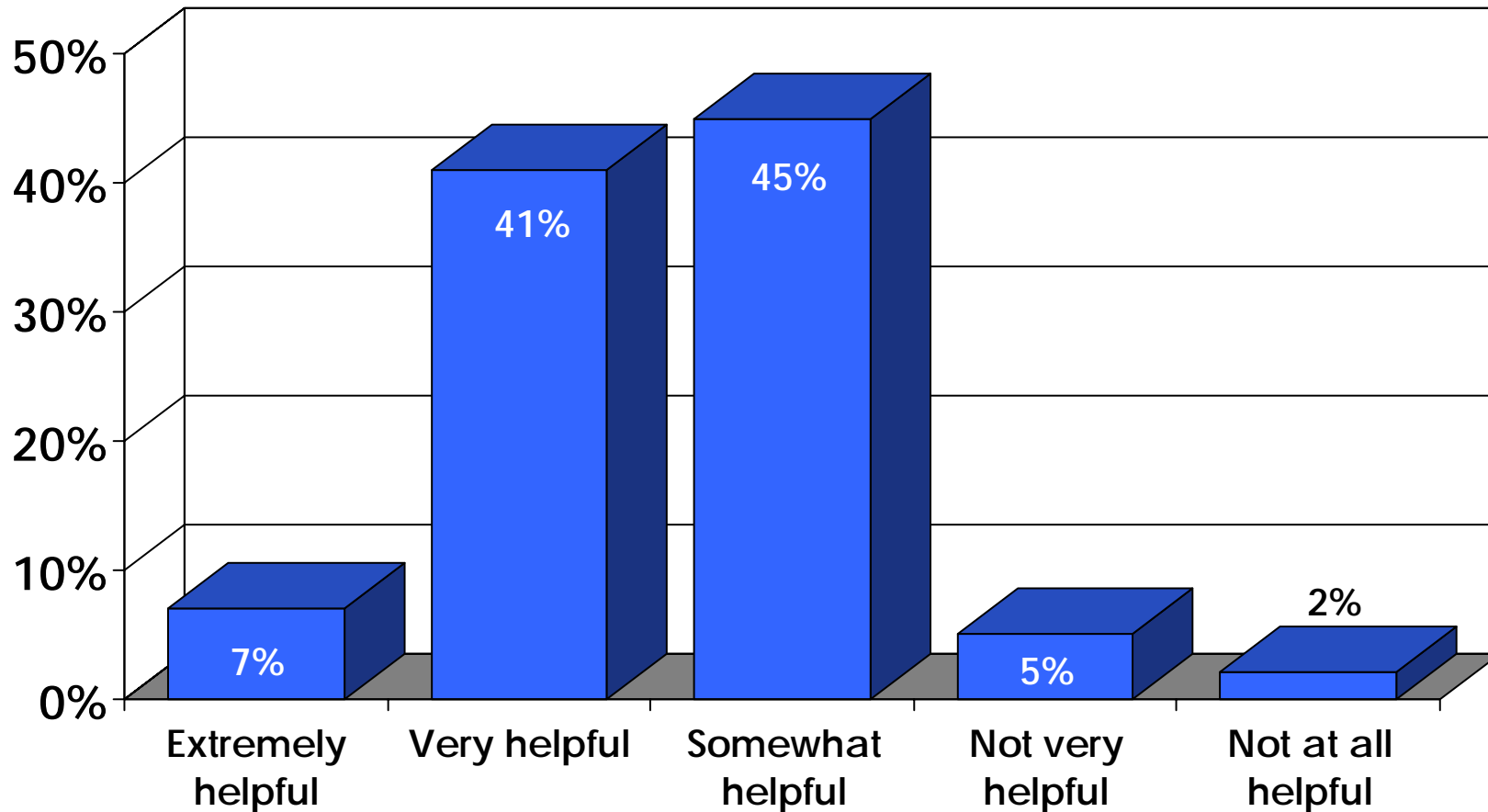
Have you ever used the NASTF website?



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How helpful would you say this website was?

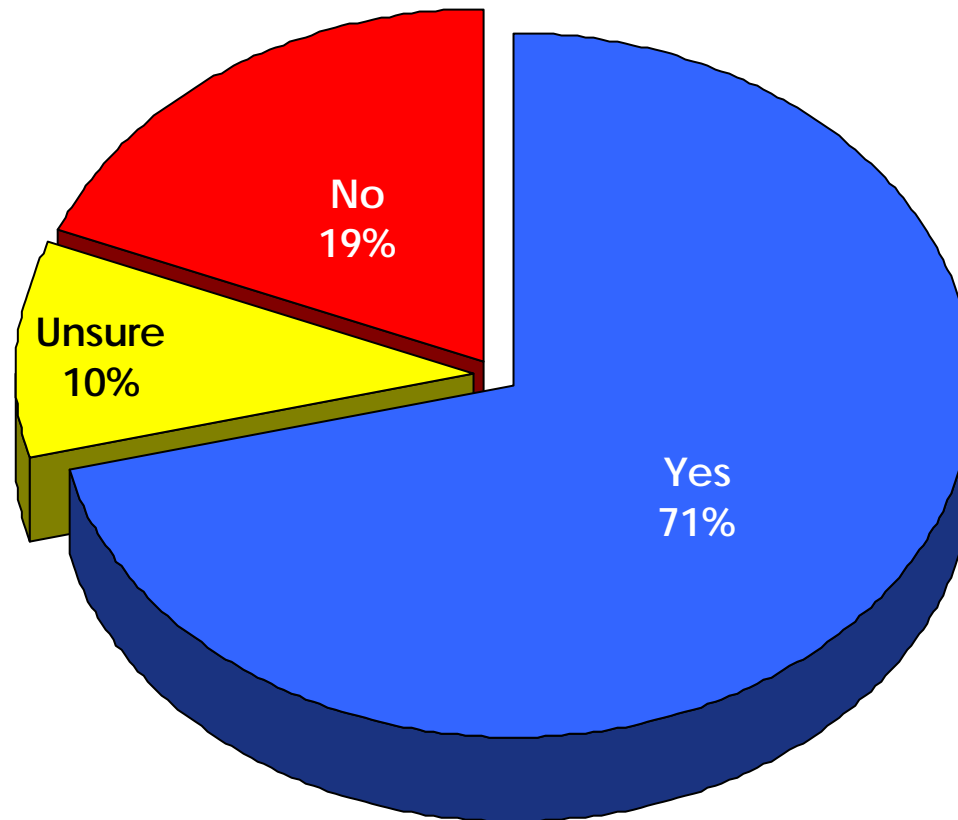
(Among the 7% who have used this website)



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Did the website have the information you needed to complete the repairs?

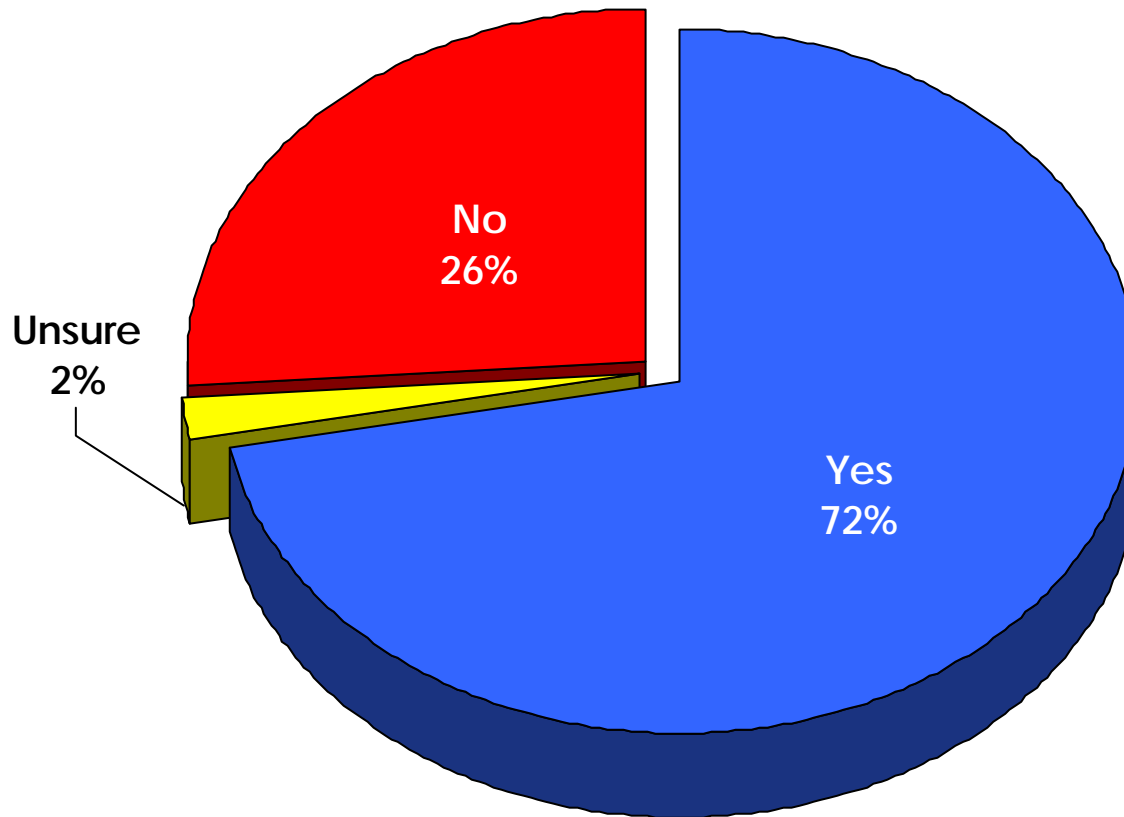
(Among the 7% who have used this website)



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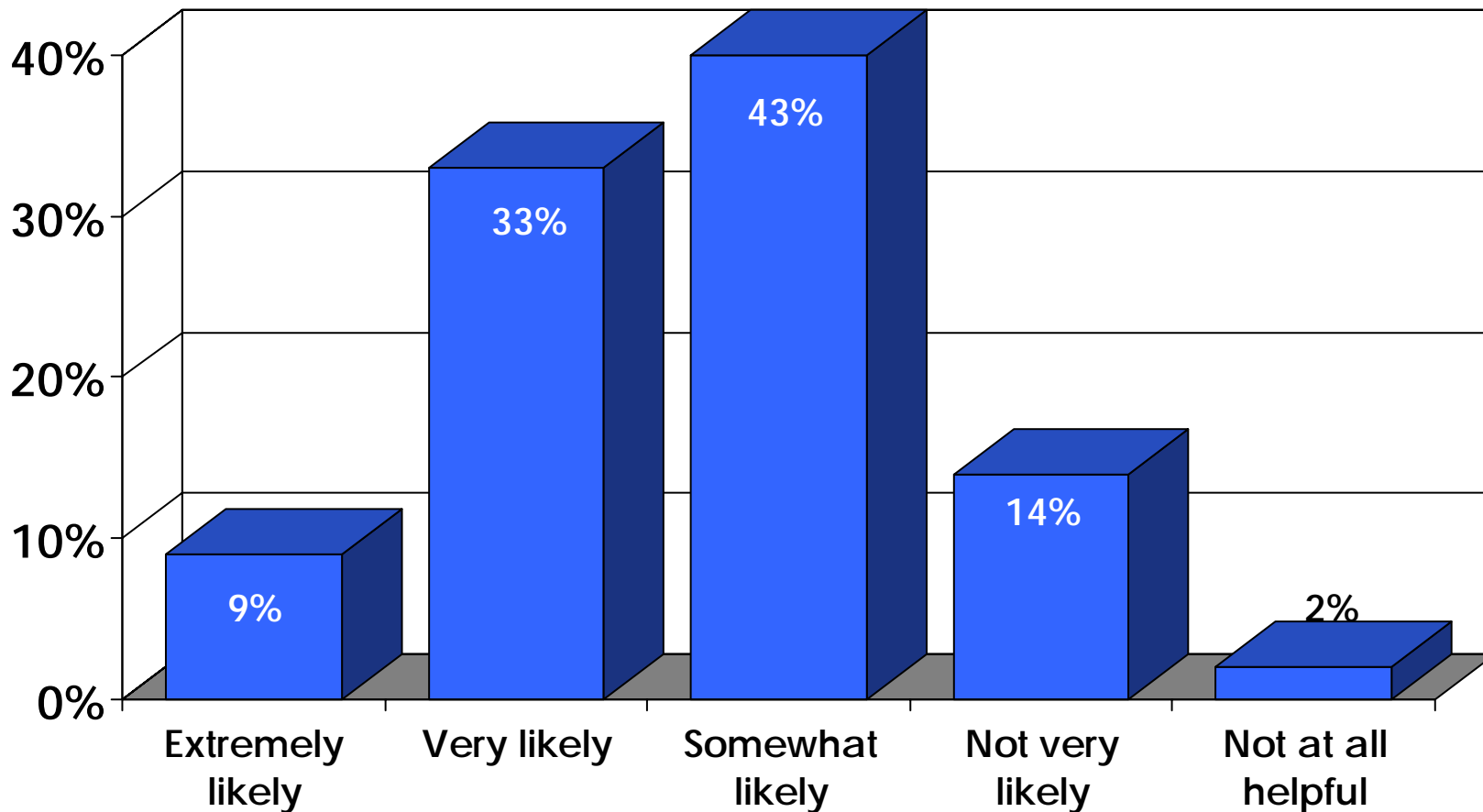
And, would you say that after using the website you were able to complete the repairs on the normal schedule for your shop?

(Among the 7% who have used this website)



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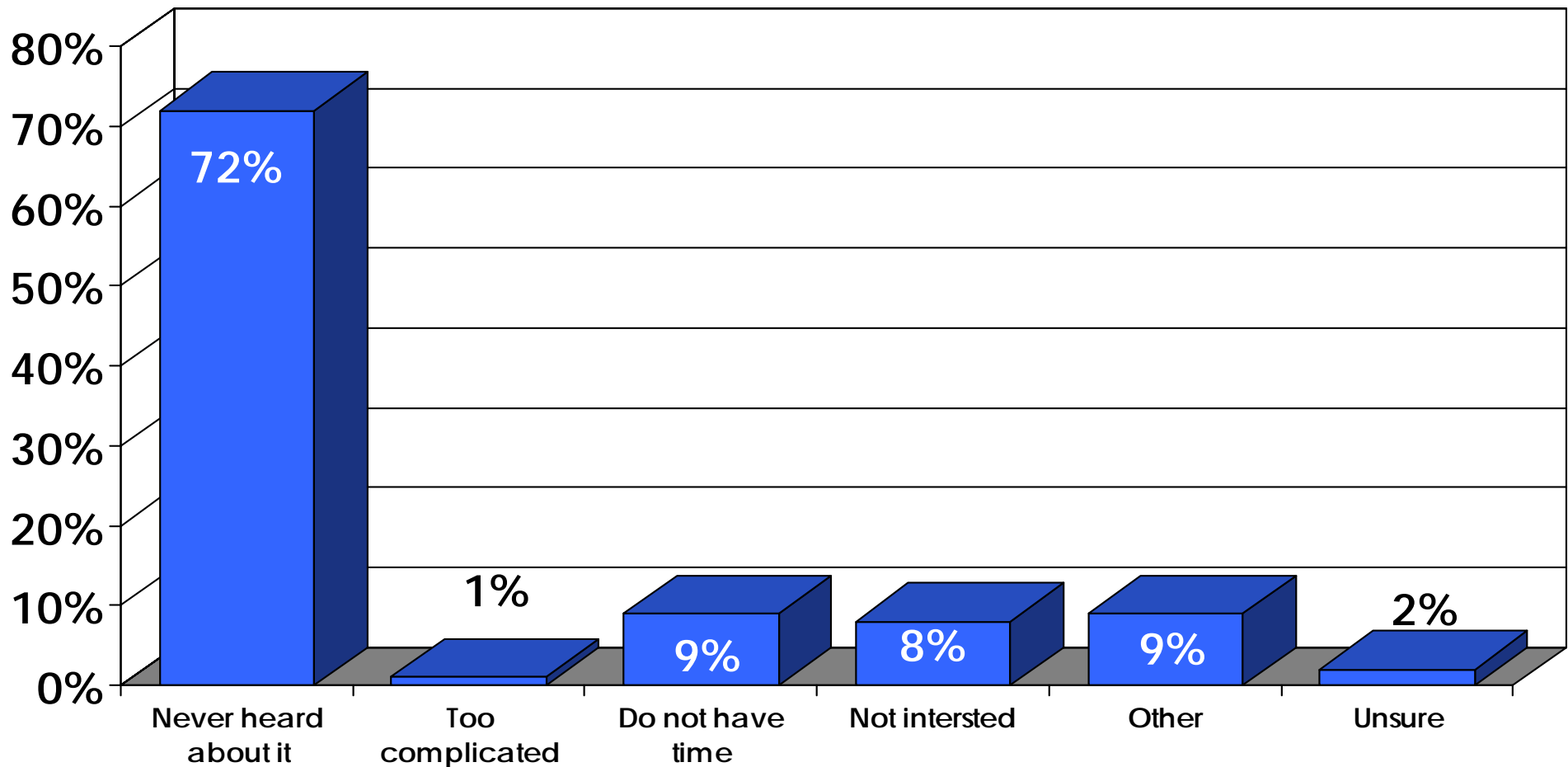
And, how likely are you to use the site in the future?
(Among the 7% who have used this website)



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And, why have you never used the NASTF website?

(Among the 93% who have never used this website)



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Which of these statements indicates something you have done or would do if you were faced with a repair job that you could not do because of lack of information or tools from the manufacturer?

I would send the repair to the dealer and continue working on other repairs jobs in my shop.

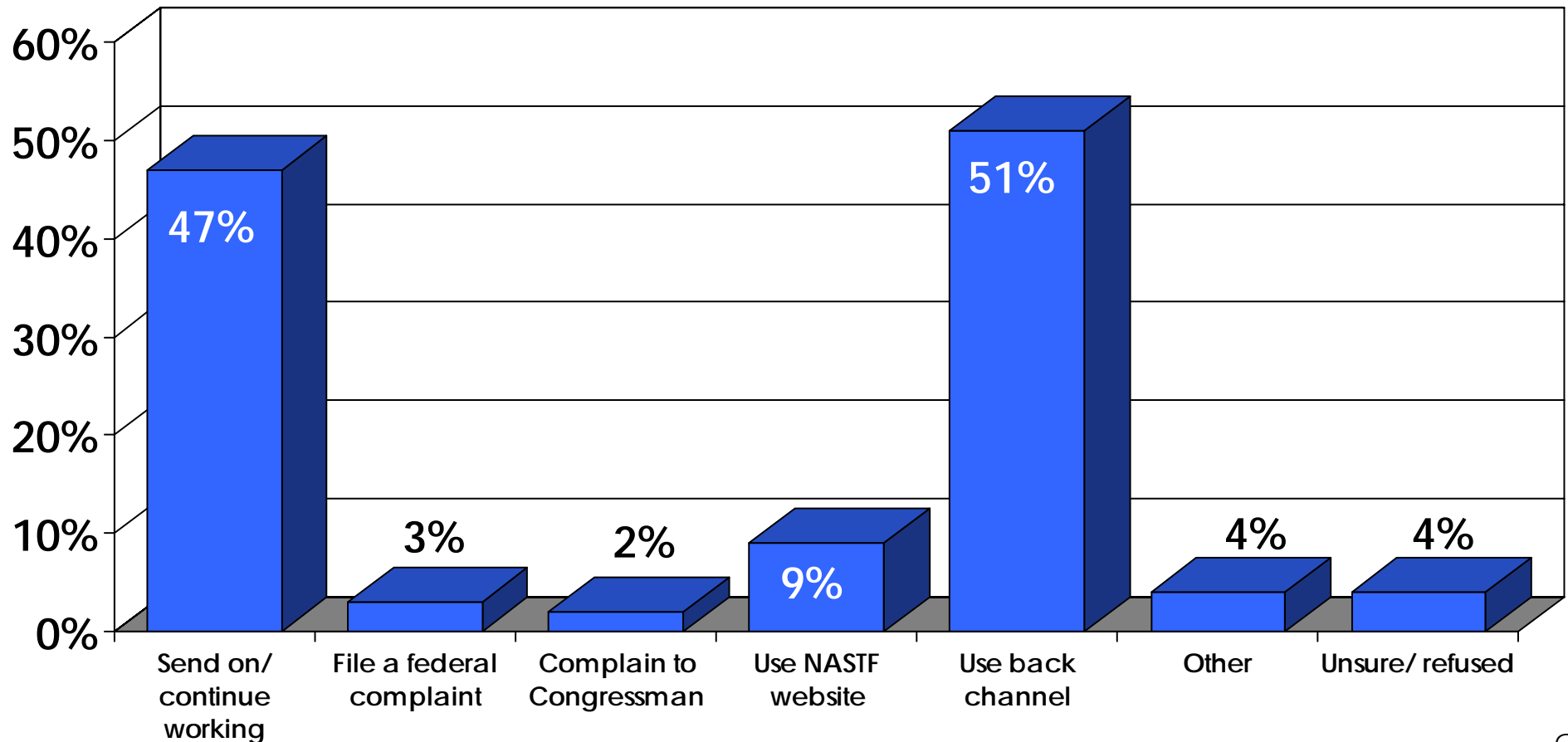
I would file a complaint with the Federal Trade Commission.

I would complain to my Member of Congress.

I would use the NASTF website.

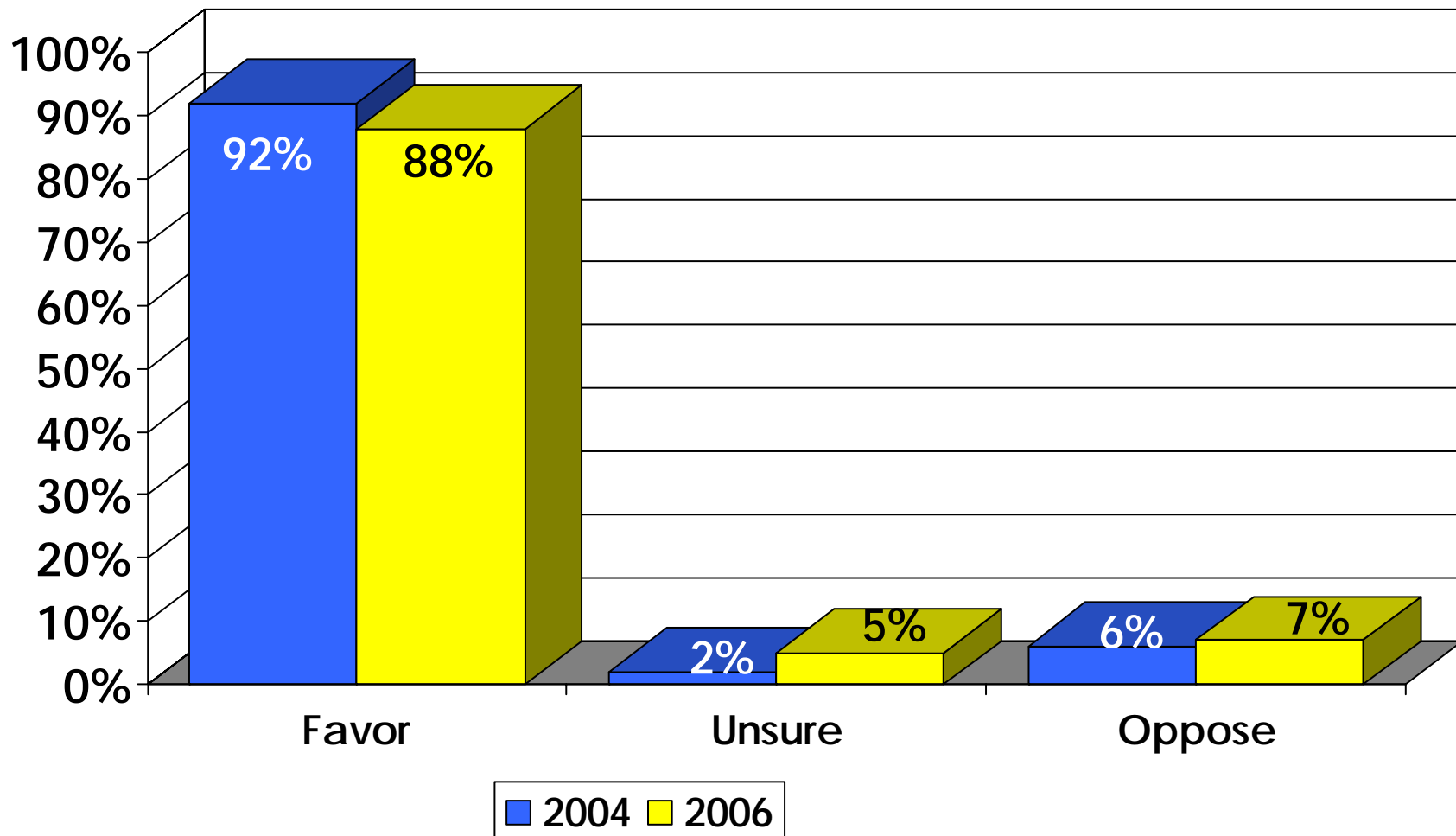
I would use a back channel to get the information from a car dealer with whom I have a working relationship

Multiple responses were allowed



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Would you favor or oppose passage of The Motor Vehicles Right to Repair Act?



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Would you be more or less likely to vote for a candidate for Congress if you knew that he or she was in favor of the Motor Vehicle Owner's Right to Repair Act?

