



# Consumer Right to Repair in the US

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# US Consumers Lack Sufficient Repair Options

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**83%**

say repairability  
is “very  
important”...

...when purchasing a  
new vehicle, and 60%  
say the same for large  
appliance purchases

**57%**

say there are  
not enough  
repair provider  
options...

...for vehicles,  
appliances, and/or  
electronics

**53%**

have replaced a  
product sooner  
than they  
wanted to...

...due to being unable  
to find a repair  
professional (includes  
24% large appliance,  
18% vehicle)

# Repair or Replace? More Americans Opt to Replace



Among US adults, **35% replaced** a broken large appliance in the five years prior to the survey

Just **18% repaired** a broken large appliance in that timeframe

Reasons for not repairing:

- 50% repair cost **too expensive**
- 27% planning to/ wanted to replace
- 22% getting repair **too inconvenient**

# Majority Support Right to Repair Legislation

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**DO YOU BELIEVE THAT  
MANUFACTURERS SHOULD  
BE REQUIRED TO MAKE  
AVAILABLE THE BASIC  
DIAGNOSTIC INFORMATION,  
TOOLS, AND REPLACEMENT  
PARTS NEEDED TO MAKE  
REPAIRS TO THEIR  
PRODUCTS?**

**84%**

Total yes, to either independent  
repair professionals (77%) and/or  
product owners (75%)

**65%**

Total yes, and at same  
price/terms as authorized  
dealers

# Basic Consumer Rights are Necessary

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- **If you buy something, you should be able to fix it yourself or choose who fixes it for you**
- **Repairs should not cost the same as replacement**
- **You should not be forced to pay to replace an item due to poor manufacturing quality**
- **Planned obsolescence must be phased out and companies held to a higher standard for their manufactured products and accountable if they are poor quality**



# Goals of Right to Repair Legislation in the States

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- **Make parts and tools available:** Individuals and repair shops should have access to the parts and tools—including diagnostic tools—necessary to repair their products.
- **Make repair information available:** Knowing how to perform repairs is equally essential. Individuals and repair shops should have access to manuals, schematics, how-tos, and software to bring down limitations on repair.
- **Allow unlocking and customization:** An owner should be able to adapt and modify their products and install custom software.
- **Design “repair-friendly” products:** Manufacturers of products should design their devices and equipment so they can be easily repaired and modified.

# Right to Repair Legislation in the States

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## **Agricultural Right to Repair Bills**

Allows owners and independent technicians of farming equipment to access diagnostic tools, software documents, and repair manuals.

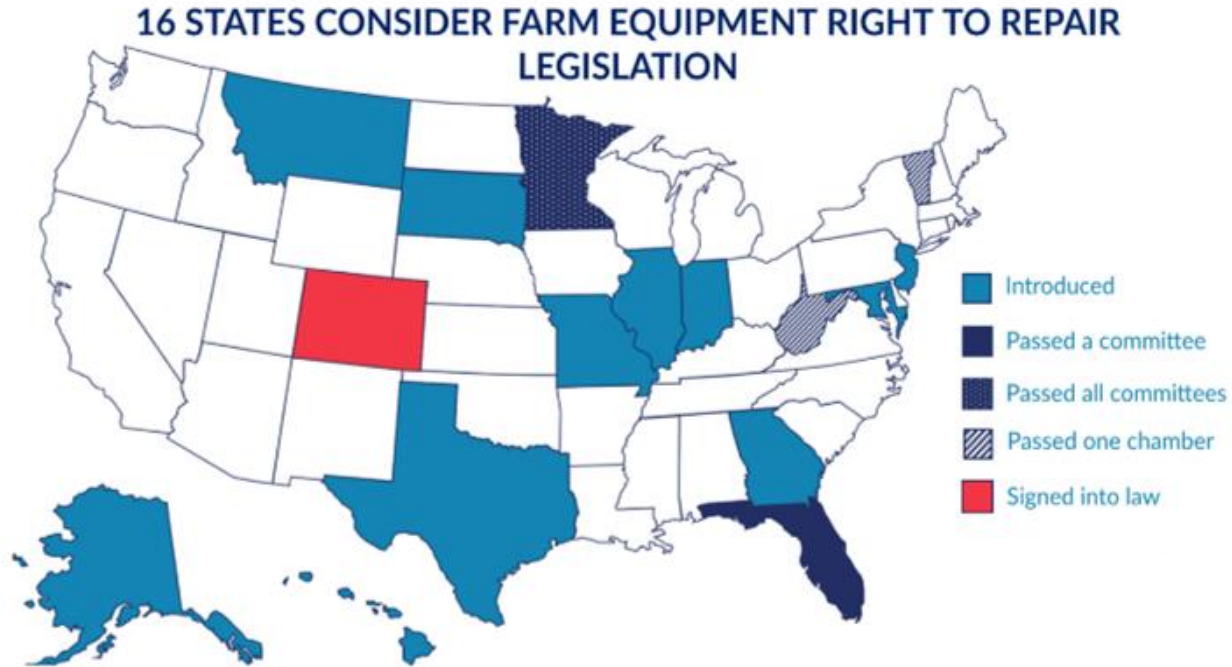
## **Wheelchair Right to Repair Bills**

Allows wheelchair owners and independent repair shops to access parts, tools and documentation to diagnose, maintain and repair their devices.

## **Digital Right to Repair**

Instructs original equipment manufacturers (OEMs) of consumer electronics to provide parts, tools, manuals, and other information to consumers and independent repair shops for the repair of their own devices.

# Agricultural Right to Repair Legislation



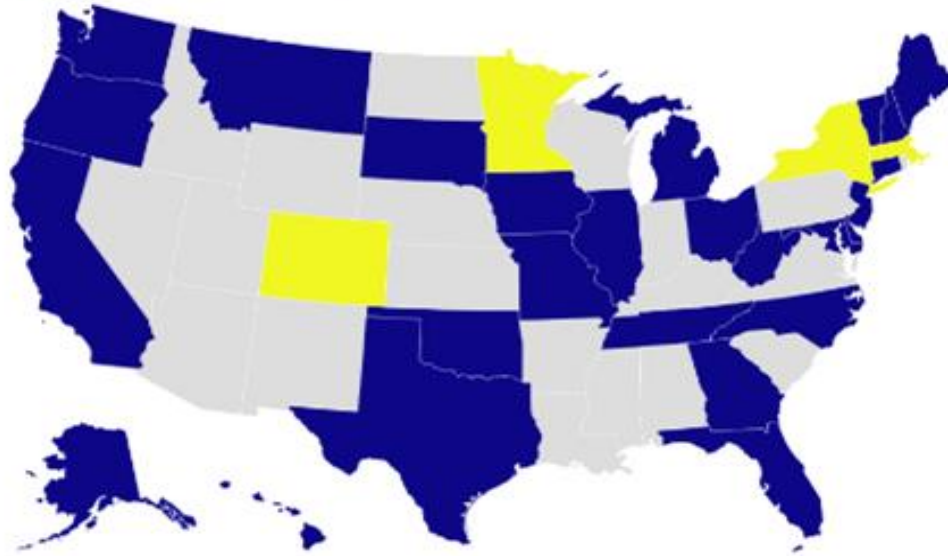


# Right to Repair Legislation Landscape

## State victories for Right to Repair legislation

The scope of the legislation varies by state, encompassing a range of equipment including consumer electronics, farm equipment, and powered wheelchairs

■ Right to Repair legislation passed ■ State introduced legislation in 2023



Map: inside.com • Source: U.S. PIRG • Created with Datawrapper

**Questions???**