



MYTH vs FACT

AUTOMOTIVE REPAIR IN CANADA

Myth: Independent auto repair shops do not have access to the data required to service a vehicle

Fact: Diagnostic and repair information, vehicle software updates, and tools, for all vehicle types, including gas, electric, and diesel, are available to any service provider in Canada.

Access to this information is guaranteed under the Canadian Automotive Service Information Standard (CASIS), an agreement between the automotive aftermarket and automakers signed in 2010. The agreement gives the automotive aftermarket access to repair and service information at a level equivalent to that of their independent authorized dealers.

Myth: Independent shops require access to more data than what is guaranteed under the CASIS

Fact: CASIS offers access to everything needed to service all vehicle types, including technical repair information to maintain vehicle system integrity and safety, as well as regulatory compliance.

New proposals by the aftermarket industry go beyond information required for repairs and risks broadening access to and the tampering of vehicle core software systems. These proposals invite a series of unintended consequences including increasing the risk of vehicle theft, compromising vehicle safety, and creating cybersecurity and environmental issues.



Myth: Canadian consumers cannot choose where they have their vehicle serviced

Fact: Consumers can have their vehicle repaired wherever they choose across Canada. The CASIS agreement ensures that both independent repair shops and authorized dealers have equivalent access to diagnostic and repair information to safely repair vehicles. There are over 24,000 auto care enterprises¹ across Canada and over 3,400 new light vehicle dealerships².

Myth: Electric vehicles (EVs) require access to data that is controlled by automakers and limits where Canadians service their vehicles

Fact: Diagnostic and repair information for EVs is guaranteed under CASIS. Automakers make the tools and information required to diagnose and repair any vehicle available to independent repair shops regardless of whether a vehicle is equipped with an internal combustion engine or an electric motor.

Myth: There is a lack of competition in the auto repair industry with negative consequences for consumers

Fact: Independent repair facilities are responsible for the vast majority of vehicles repairs across Canada. After vehicles exit their warranty period, independent repair shops perform 70% of repair. This is possible because automakers make available the information and tools needed to diagnose and repair a vehicle through the CASIS agreement.

The automotive repair industry is highly competitive in Canada, providing Canadians with numerous repair options. A recent DesRosiers Automotive Aftermarket Update Report³ noted that “the aftermarket saw significant success in 2023 with more growth expected in 2024.”

¹ Automotive Industries Association.

² Canadian Automobile Dealers Association.

³ “Aftermarket Update”, DesRosiers Automotive Consultants, February 2024.