

Canadian Automotive Service Information Standard Enhancing Consumer Choice

Background and Key Information

Background:

- Almost 50% of Canadian automakers currently voluntarily provide service and repair information to independent repair shops without a legislated requirement
- Today over 65% of all vehicle service and repair is through independent repair shops
- In response to the Industry Minister Clement's request for a voluntary solution, Canada's automotive OEMs worked cooperatively with independent vehicle repair shops to develop a voluntary solution to provide access to emissions and non-emissions-related service information, diagnostic tools, and training information needed to service Canadian's vehicles
- Prior to the Minister's request, a voluntary agreement was not thought possible due to legal concerns under Canada's *Competition Act*
- The auto industry cemented its intent to create a voluntary agreement by the end of September 2009 with the Minister of Industry and Members of Parliament in a Letter of Intent signed May 1, 2009

Industry's Commitment:

- The National Automotive Trades Association (NATA) representing Canada's service and repair industry partnered with the Association of International Automobile Manufacturers (AIAMC) and the Canadian Vehicle Manufacturers' Association (CVMA) representing the automotive OEMs operating in Canada to develop the voluntary agreement
- Automakers operating in Canada today have committed to CASIS, and provisions have been established to cover any new entrants in the future
- All Canadian vehicle service and repair businesses will have access to the information provided under CASIS regardless of association or affiliation
- CASIS mirrors a similar voluntary agreement in the United States which has the support of automakers, independent repair shops as well as the U.S. Congress
- CASIS will be flexible enough to quickly address changing vehicle technology and market circumstances, in a manner not possible under legislation

CASIS Availability:

- CASIS creates a level playing field where automotive OEMs will provide service and repair information on a consistent basis in Canada
- By May 2010 at the latest CASIS will be fully implemented in Canada by all automotive OEMs
- The service and repair information made available under CASIS will be available to all local and independent repair shops across Canada, regardless of their association or affiliation
- CASIS will enhance consumer choice for automotive service and repair across Canada

Legislation Not Necessary:

- Given the commitment from industry and the scope of the voluntary agreement, legislation is not necessary to ensure that all manufacturers offer the requested information. Canada's auto industry has a history of pragmatism in meeting regulatory objectives on a variety of policy objectives, including safety and the environment through voluntary initiatives