

**HOUSE . . . . . No. 218**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

***Claire D. Cronin***

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to the digital right to repair.

PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Claire D. Cronin</i>	<i>11th Plymouth</i>
<i>Colleen M. Garry</i>	<i>36th Middlesex</i>
<i>Louis L. Kafka</i>	<i>8th Norfolk</i>
<i>Lori A. Ehrlich</i>	<i>8th Essex</i>
<i>Susan Williams Gifford</i>	<i>2nd Plymouth</i>
<i>Brian M. Ashe</i>	<i>2nd Hampden</i>
<i>Carolyn C. Dykema</i>	<i>8th Middlesex</i>
<i>Danielle W. Gregoire</i>	<i>4th Middlesex</i>
<i>Steven S. Howitt</i>	<i>4th Bristol</i>
<i>Angelo J. Puppolo, Jr.</i>	<i>12th Hampden</i>
<i>Ruth B. Balsler</i>	<i>12th Middlesex</i>
<i>Mike Connolly</i>	<i>26th Middlesex</i>
<i>David Allen Robertson</i>	<i>19th Middlesex</i>
<i>Jack Patrick Lewis</i>	<i>7th Middlesex</i>
<i>Shawn Dooley</i>	<i>9th Norfolk</i>
<i>Tram T. Nguyen</i>	<i>18th Essex</i>
<i>Paul F. Tucker</i>	<i>7th Essex</i>
<i>David Paul Linsky</i>	<i>5th Middlesex</i>

<i>Steven Ultrino</i>	<i>33rd Middlesex</i>
<i>John J. Mahoney</i>	<i>13th Worcester</i>
<i>Jeffrey N. Roy</i>	<i>10th Norfolk</i>
<i>Natalie M. Blais</i>	<i>1st Franklin</i>
<i>David M. Rogers</i>	<i>24th Middlesex</i>
<i>Daniel J. Hunt</i>	<i>13th Suffolk</i>
<i>Kay Khan</i>	<i>11th Middlesex</i>
<i>Denise Provost</i>	<i>27th Middlesex</i>
<i>Patricia A. Haddad</i>	<i>5th Bristol</i>
<i>Thomas M. Stanley</i>	<i>9th Middlesex</i>
<i>Adrian C. Madaro</i>	<i>1st Suffolk</i>
<i>Jonathan Hecht</i>	<i>29th Middlesex</i>
<i>William N. Brownsberger</i>	<i>Second Suffolk and Middlesex</i>
<i>Gerard J. Cassidy</i>	<i>9th Plymouth</i>
<i>Joseph W. McGonagle, Jr.</i>	<i>28th Middlesex</i>
<i>Bradley H. Jones, Jr.</i>	<i>20th Middlesex</i>
<i>Carole A. Fiola</i>	<i>6th Bristol</i>
<i>Kenneth I. Gordon</i>	<i>21st Middlesex</i>
<i>David M. Nangle</i>	<i>17th Middlesex</i>
<i>Sarah K. Peake</i>	<i>4th Barnstable</i>
<i>Jay D. Livingstone</i>	<i>8th Suffolk</i>
<i>Bruce E. Tarr</i>	<i>First Essex and Middlesex</i>
<i>Kate Hogan</i>	<i>3rd Middlesex</i>
<i>Edward F. Coppinger</i>	<i>10th Suffolk</i>
<i>Antonio F. D. Cabral</i>	<i>13th Bristol</i>
<i>Paul McMurtry</i>	<i>11th Norfolk</i>
<i>Natalie M. Higgins</i>	<i>4th Worcester</i>
<i>Sal N. DiDomenico</i>	<i>Middlesex and Suffolk</i>
<i>Patricia D. Jehlen</i>	<i>Second Middlesex</i>
<i>Dylan A. Fernandes</i>	<i>Barnstable, Dukes and Nantucket</i>
<i>Carmine Lawrence Gentile</i>	<i>13th Middlesex</i>
<i>Shaunna L. O'Connell</i>	<i>3rd Bristol</i>
<i>Lindsay N. Sabadosa</i>	<i>1st Hampshire</i>
<i>Mindy Domb</i>	<i>3rd Hampshire</i>
<i>Elizabeth A. Poirier</i>	<i>14th Bristol</i>
<i>Alice Hanlon Peisch</i>	<i>14th Norfolk</i>
<i>Daniel M. Donahue</i>	<i>16th Worcester</i>
<i>Sean Garballey</i>	<i>23rd Middlesex</i>
<i>John C. Velis</i>	<i>4th Hampden</i>

<i>Daniel Cahill</i>	<i>10th Essex</i>
<i>William C. Galvin</i>	<i>6th Norfolk</i>
<i>Brendan P. Crighton</i>	<i>Third Essex</i>
<i>Marjorie C. Decker</i>	<i>25th Middlesex</i>
<i>Tami L. Gouveia</i>	<i>14th Middlesex</i>
<i>Joan B. Lovely</i>	<i>Second Essex</i>
<i>Jerald A. Parisella</i>	<i>6th Essex</i>
<i>John J. Lawn, Jr.</i>	<i>10th Middlesex</i>
<i>Angelo L. D'Emilia</i>	<i>8th Plymouth</i>
<i>Jon Santiago</i>	<i>9th Suffolk</i>
<i>Bruce J. Ayers</i>	<i>1st Norfolk</i>
<i>Michael D. Brady</i>	<i>Second Plymouth and Bristol</i>
<i>Mark J. Cusack</i>	<i>5th Norfolk</i>
<i>Julian Cyr</i>	<i>Cape and Islands</i>
<i>Brian W. Murray</i>	<i>10th Worcester</i>
<i>Carlos Gonzalez</i>	<i>10th Hampden</i>
<i>Jennifer E. Benson</i>	<i>37th Middlesex</i>
<i>James Arciero</i>	<i>2nd Middlesex</i>
<i>John H. Rogers</i>	<i>12th Norfolk</i>

**HOUSE . . . . . No. 218**

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By Ms. Cronin of Easton, a petition (accompanied by bill, House, No. 218) of Claire D. Cronin and others for legislation to establish fair and reasonable terms for providing diagnostic, service or repair information and services for digital electronic products . Consumer Protection and Professional Licensure.

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**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninety-First General Court  
(2019-2020)**  
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An Act relative to the digital right to repair.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           The General Laws are hereby amended by inserting after chapter 93K the following  
2 chapter:-

3           Chapter 93L

4           DIGITAL ELECTRONIC PRODUCT REPAIR

5           Section 1. As used in this chapter, the following terms shall, unless the context clearly  
6 requires otherwise, have the following meanings:-

7           "Authorized repair provider", an oral or written arrangement for a definite or indefinite  
8 period in which a manufacturer or distributor transfers to a separate business organization or  
9 individual license to use a trade name, service mark, or relative characteristic for the purposes of  
10 offering repair services under the name of the manufacturer.

11 "Digital electronic product", a part or machine containing a microprocessor originally  
12 manufactured for distribution and sale in the United States.

13 "Documentation", manuals, schematic diagrams, reporting output, or service code  
14 descriptions provided to the authorized repair provider for the purposes of effecting repair.

15 "Embedded software", programmable instructions provided on firmware delivered with  
16 the digital electronic product for the purposes of product operation, including all relevant patches  
17 and fixes made by the manufacturer for this purpose, including, but not limited to, synonyms  
18 "basic internal operating system," "internal operating system," "machine code," "assembly code,"  
19 "root code" and "microcode."

20 "Fair and reasonable terms", in determining whether a price is on fair and reasonable  
21 terms consideration may be given to relevant factors, including, but not limited to:

22 (1) the net cost to the authorized repair provider for similar parts obtained from  
23 manufacturers, less any discounts, rebates, or other incentive programs;

24 (2) the cost to the manufacturer for preparing and distributing the parts or product  
25 excluding any research and development costs incurred in designing and implementing,  
26 upgrading or altering the product, but including amortized capital costs for the preparation and  
27 distribution of the parts; and

28 (3) the price charged by other manufacturers for similar parts or products.

29 "Independent repair provider", a person or business operating in the commonwealth that  
30 is not affiliated with a manufacturer or a manufacturer's authorized dealer of a digital electronic  
31 product, which is engaged in the diagnosis, service, maintenance, or repair of a digital electronic

32 product. A manufacturer's authorized dealer shall be considered an independent repair provider  
33 for the purposes of those instances when the dealer engages in the diagnosis, service,  
34 maintenance, or repair of a digital electronic product that is not affiliated with the manufacturer.

35 "Manufacturer", a person or business who, in the ordinary course of its business, is  
36 engaged in the business of selling or leasing new digital electronic products to consumers or  
37 other end users, and is engaged in the diagnosis, service, maintenance, or repair of that product.

38 "Motor vehicle", means any vehicle that is designed for transporting persons or property  
39 on a street or highway and that is certified by the manufacturer under all applicable federal safety  
40 and emissions standards and requirements for distribution and sale in the United States, but  
41 excluding (i) a motorcycle; or (ii) a recreational vehicle or an auto home equipped for  
42 habitation. "Owner", a person or business who lawfully acquires a digital electronic product  
43 purchased or used in the commonwealth.

44 "Remote diagnostics", a remote data transfer function between a digital electronic  
45 product and a provider of repair services including for purposes of remote diagnostics, settings  
46 controls, or location identification.

47 "Service parts", replacement parts, either new or used, made available by the  
48 manufacturer to the authorized repair provider for the purposes of effecting repair.

49 "Trade secret", anything tangible or intangible or electronically stored or kept which  
50 constitutes, represents, evidences, or records intellectual property including secret or  
51 confidentially held designs, processes, procedures, formulas, inventions or improvements, or  
52 secrets of confidentially held scientific, technical, merchandising, production, financial, business  
53 or management information, or anything within the definition in 18 U.S.C. 1839(3).

54           Section 2. Manufacturers of digital electronic products sold on or after December 31,  
55 2012 in the commonwealth shall:

56           (1) make available to independent repair facilities or owners of products manufactured by  
57 the manufacturer the same diagnostic and repair information, including repair technical updates,  
58 diagnostic software, service access passwords, updates and corrections to firmware, and related  
59 documentation, free of charge and in the same manner the manufacturer makes available to its  
60 authorized repair providers; and

61           (2) make available for purchase by the product owner, or the authorized agent of the  
62 owner, such service parts, inclusive of any updates to the firmware of the parts, for purchase  
63 upon fair and reasonable terms.

64           Section 3. Manufacturers that sell any diagnostic, service, or repair information to any  
65 independent repair provider or any other third-party provider in a format that is standardized with  
66 other manufacturers, and on terms and conditions more favorable than the manner and the terms  
67 and conditions pursuant to which an authorized repair provider obtains the same diagnostic,  
68 service, or repair information, shall be prohibited from requiring any authorized repair provider  
69 to continue purchasing diagnostic, service, or repair information in a proprietary format, unless  
70 such proprietary format includes diagnostic, service, repair, or dealership operations information  
71 or functionality that is not available in such standardized format.

72           Section 4. Manufacturers of digital electronic products sold or used in the commonwealth  
73 shall make available for purchase by owners and independent repair facilities all diagnostic  
74 repair tools, incorporating the same diagnostic repair and remote diagnostic capabilities that such

75 manufacturer makes available to its own repair or engineering staff or any authorized repair  
76 providers, upon fair and reasonable terms.

77 Section 5. Manufacturers that provide repair information to aftermarket tool, diagnostics,  
78 or third-party service information publications and systems shall have fully satisfied its  
79 obligations under this chapter and thereafter shall not be responsible for the content and  
80 functionality of aftermarket diagnostic tools or service information systems.

81 Section 6. Manufacturers of digital electronic products sold or used in the commonwealth  
82 for the purposes of providing security-related functions may not exclude diagnostic, service, and  
83 repair information necessary to reset a security-related electronic function from information  
84 provided to owners and independent repair facilities.

85 Section 7. Nothing in this chapter shall be construed to require a manufacturer to divulge  
86 a trade secret.

87 Section 8. Nothing in this chapter requires manufacturers or authorized repair providers  
88 to provide an owner or independent repair provider access to non-diagnostic and non-repair  
89 information provided by a manufacturer to an authorized repair provider pursuant to the terms of  
90 an authorizing agreement.

91 Section 9. (a) An independent repair provider or owner who believes that a manufacturer  
92 has failed to provide information, including documentation, updates to firmware, safety and  
93 security corrections, diagnostics, documentation, or a tool required by this chapter shall notify  
94 the manufacturer in writing and give the manufacturer 30 days from the time the manufacturer  
95 receives the complaint to cure the failure. If the manufacturer cures such a complaint within the  
96 cure period, damages shall be limited to actual damages in any subsequent litigation.



97 (b) If the manufacturer fails to respond to the notice provided pursuant to subsection (a),  
98 or if an independent repair facility or owner is not satisfied with the manufacturer's cure, the  
99 independent repair facility or owner may file a complaint in district court. The complaint shall  
100 include the following:

101 (1) written information confirming that the complainant has attempted to acquire and use,  
102 through the then available standard support function provided by the manufacturer all relevant  
103 diagnostics, tools, service parts, documentation, and updates to embedded software, including  
104 communication with customer assistance via the manufacturer's then standard process, if made  
105 available by the manufacturer; and

106 (2) evidence of manufacturer notification as required by subsection (a).

107 Section 10. In addition to any other remedies that may be available, a violation of this  
108 chapter shall be deemed to be an unfair method of competition and an unfair or deceptive act or  
109 practice in the conduct of trade or commerce in violation of section 2 of chapter 93A.

110 Section 11. Nothing in this chapter shall apply to a motor vehicle.

111 Section 12. Nothing in this chapter shall apply to a device approved by the United States  
112 Food and Drug Administration.