



Australian Government
The Treasury



Competition
Review

Review of the Motor Vehicle Service and Repair Information Sharing Scheme

Discussion paper

June 2025



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Consultation process

Request for feedback and comments

This discussion paper examines the operation of the Motor Vehicle Service and Repair Information Sharing Scheme (the scheme) which came into effect on 1 July 2022. The scheme was informed by previous studies, including the [ACCC's New car retailing industry market study](#), published 14 December 2017, and the [Productivity Commission's Right to Repair Inquiry report](#), published 1 December 2021.

In developing the scheme, Treasury consulted on [draft legislation and explanatory material for the Competition and Consumer Amendment \(Motor Vehicle Service and Repair Information Sharing Scheme\) Bill 2021](#) from 18 December 2020 to 31 January 2021. Treasury further consulted on the [proposed Competition and Consumer \(Motor Vehicle Service and Repair Information Sharing Scheme\) Rules 2021](#) from 2 September 2021 to 24 September 2021.

For each of the sections contained in this discussion paper, stakeholders are invited to address specific questions and put forward any other views or evidence that might assist Treasury to understand and analyse the issues that have been identified. Stakeholders are not required to answer every question and are encouraged to answer only those questions which are relevant to them.

In responding to this discussion paper, we invite stakeholders to cross-reference other submissions which may have been made to previous processes or related topics where appropriate.

The Review will be informed by stakeholder roundtable discussions. Stakeholders wishing to participate as part of these discussions either in addition to, or instead of, making a written submission, should express interest by e-mail at: CompetitionTaskforce@treasury.gov.au, by 9 July 2025.

Email	CompetitionTaskforce@treasury.gov.au
Mail	Director Right to Repair Review Unit Competition Taskforce Division The Treasury Langton Crescent PARKES ACT 2600
Enquiries & Support	Enquiries and requests for support participating in this consultation process can be directed to CompetitionTaskforce@treasury.gov.au
Phone	02 6263 4722

The consultation process is open until 4 August 2025.



Publication of submissions

All submissions to the consultation process will be published, unless authors have indicated they would like all or part of their submission to remain confidential. Specifically, all information (including name and address details) contained in submissions will be made available to the public on the Treasury website, unless it is indicated that you would like all, or part of your submission to remain confidential. Automatically generated confidentiality statements in emails do not suffice for this purpose. Stakeholders who would like part of their submission to remain confidential should provide this information marked as such in a separate document.

A request made under the *Freedom of Information Act 1982* for a submission marked 'confidential' to be made available will be determined in accordance with that Act.

Executive summary

The Motor Vehicle Service and Repair Information Sharing Scheme (the scheme) was established on 1 July 2022. The scheme, contained in Part IVE of the *Competition and Consumer Act 2010* (Cth), supports competition in the market for motor vehicle service and repair.

The scheme mandates that all service and repair information that car manufacturers share with their dealership networks must also be made available to all independent repairers and registered training organisations (RTOs), such as TAFEs, at a price not exceeding its fair market value. The scheme also imposes information sharing obligations on certain third-party data providers.

The Commonwealth has committed to a review of the scheme under Australia's revitalised National Competition Policy (NCP). NCP is a shared vision amongst the Commonwealth, states and territories to build a more cohesive, vibrant and globally competitive economy, and the first tranche of reforms for revitalising NCP focuses on cost of living and regulatory burdens.¹ The Review of the Motor Vehicle Service and Repair Information Sharing Scheme (the Review) forms part of this initial tranche. For many households, maintaining a motor vehicle is a significant cost of living consideration. Including the Review as part of NCP agenda reflects the Commonwealth's commitment to realising the nation-wide benefits of greater competition in the market for motor vehicle repairs and the evidence-based expansion of right to repair policy in Australia.

The Review will examine the extent to which the scheme has achieved its legislated objectives, consider whether the design of the scheme remains appropriate, and assess the economic impact of the scheme and its impact on stakeholders.

In this paper, stakeholder views are sought on:

- How effectively the scheme is operating in facilitating the provision of information from data providers to Australian repairers and scheme RTOs
- The appropriateness of protections applying to safety and security information, and whether any barriers exist to accessing those types of information
- The impact the scheme has had on stakeholders, including independent repairers, scheme RTOs, dealers and preferred repairers, and consumers of motor vehicle service and repair services
- Whether the dispute resolution mechanisms available under the scheme are adequate and effective.

The Review will complement other policy work underway in relation to Australia's consumer protection and competition framework, including on the regulation of automated vehicles. Insights from the Review will inform work across Government to develop broader right to repair reforms.

Feedback is sought from a broad cross-section of interested stakeholders. Should you require support engaging in this consultation process, please contact CompetitionTaskforce@treasury.gov.au.

1 The Hon Dr Jim Chalmers & The Hon Rita Saffioti MLA, '*National agreement to revitalise competition – for consumers, businesses and our economy*', Australian Government Treasury, 29 November 2024, accessed 8 May 2025.

Introduction

The motor vehicle repair sector is critical in keeping Australians moving. More than 90 per cent of Australian households have at least one vehicle² and there are approximately 15.7 million passenger vehicles on Australian roads.³

More than 137,000 people are employed in connection with motor vehicle repair and the sector generated an estimated aggregate revenue of \$27.5 billion in FY2024-25.⁴ The majority of the sector's revenue by value is generated through general repair and maintenance activities, followed by body, paint and interior repairs. The sector consists of dealer-associated and manufacturer-authorised repairers, large chains and franchised businesses, as well as small independent repairers.

Advancements in technology in motor vehicles are changing the nature of servicing and repair. The increased integration of advanced in-vehicle technologies, digitisation and electrification mean that access to information, alongside technician skill and expertise, is critical to enable vehicle servicing and repairs, particularly as the uptake of hybrid and electric vehicles (EVs) continues to rise.

As motor vehicles become increasingly technologically advanced, the information required to undertake service and repair activities has increased. As a result, a genuinely competitive market for motor vehicle services and repair relies on all repairers having fair access to the information they require to safely carry out tasks on their customers' vehicles.

In 2017, the Australian Competition and Consumer Commission's (ACCC) *New Car Retailing Industry Market Study*⁵ found that a lack of access to service and repair information was causing delays and detriment to consumers. The market study also found that independent repairers were not given fair access to the information they needed to do their job safely and effectively. To address these challenges, and following extensive public consultation, the Motor Vehicle Service and Repair Information Sharing Scheme (the scheme) was established on 1 July 2022.

The scheme, contained in Part IVE of the *Competition and Consumer Act 2010* (Cth), supports competition in the market for motor vehicle service and repair. The scheme establishes a fair playing field between Australian repairers by mandating access, on fair and reasonable commercial terms, to information used to diagnose, repair, service, modify or dismantle vehicles to which it applies. Information must be made available in the same form for all repairers and scheme RTOs or, if not practicable, in an electronic form that is reasonably accessible. This allows independent repairers to access and use information to service and repair vehicles in the same method as authorised repairers. The scheme is Australia's first 'right to repair' law and benefits consumers both through increased choice and lower prices.

Generally, the information required to be provided under the scheme ('scheme information') is information prepared by or for vehicle manufacturers (or related entities) for use in diagnosing faults, servicing or repairing vehicles covered by the scheme.

2 Australian Bureau of Statistics (ABS), [Transport: Census 2021](#), ABS website, accessed 13 May 2025.

3 Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRCA), [Road Vehicles Australia January 2024: Bureau of Infrastructure and Transport Research Economics Statistical Report](#), DITRCA, Australian Government, 2024, accessed 5 May 2025.

4 Joshua Campbell, *Motor Vehicle Engine and Parts Repair and Maintenance in Australia* (S9419), IBISWorld, unpublished; *Motor Vehicle Body, Paint and Interior Repair in Australia* (S9412), *Motor Vehicle Electrical Services* (S9411).

5 Australian Competition and Consumer Commission (ACCC), [New Car Retailing Industry - Market Study](#), ACCC, Australian Government, 2017.

The scheme applies to passenger vehicles and light goods vehicles manufactured on or after 1 January 2002 ('scheme vehicles') and captures the majority of vehicles on Australian roads. The scheme does not apply to 2 or 3 wheeled vehicles, farm, construction or heavy vehicles, motor homes or buses.⁶

Objectives of the Motor Vehicle Service and Repair Information Sharing Scheme

The objectives of the scheme⁷ are to:

- a) promote competition between Australian repairers of passenger and light goods motor vehicles and establish a fair playing field by mandating access, on fair and reasonable commercial terms, to information used to diagnose, repair, service, modify or dismantle scheme vehicles
- b) enable consumers to have scheme vehicles diagnosed, repaired, serviced, modified or dismantled safely and effectively by an Australian repairer of their choice
- c) encourage the provision of accessible and affordable information about scheme vehicles to Australian repairers, and to registered training organisations (for training purposes)
- d) protect safety and security information about scheme vehicles to ensure the safety and security of consumers, information users and the general public, and
- e) provide for the resolution of disputes about the application of the scheme.

The scheme is administered by the ACCC with the day-to-day operation of the scheme overseen by the Scheme Adviser, the Australian Automotive Service and Repair Authority (AASRA). AASRA is a joint industry-led body appointed by the Australian Government on the 24 February 2022.⁸ The functions of the Scheme Adviser include facilitating dispute resolution, sharing information about the scheme and reporting to the ACCC and the Minister about the operation of the scheme.

The current review

The scheme was introduced to promote competition in the Australian automotive repair sector and to facilitate consumer choice. While there is general consensus that the scheme is working well, some stakeholders have raised concerns with certain aspects of its implementation and argued that more could be achieved. Accordingly, the Review will consider whether the design of the scheme remains appropriate to realise its legislated objectives. The Review will assess the economic impact of the scheme and its impact on stakeholders, including manufacturers, dealers, independent repairers, scheme RTOs and consumers. The Review will also assist in understanding how right to repair reforms may be applied in other sectors of the economy.

The Review will examine how the scheme operates across the vehicles it currently covers. The capability of agencies, including the ACCC and Scheme Adviser, to perform functions under or in connection with the scheme, as well as the appointment arrangements for the Scheme Adviser, are beyond the scope of the Review. Findings of the Review will be published on the Treasury website.

⁶ *Competition and Consumer Act 2010* s 57BA ('CCA').

⁷ CCA s 57AA.

⁸ *Competition and Consumer (Motor Vehicle Service and Repair Information Scheme Adviser) Appointment 2022*.

Information provision

The scheme governs a range of matters necessary to promote competition between Australian repairers. These requirements include prescribing the information that must be made available by data providers to Australian repairers and scheme RTOs, the form in which that information is provided, requirements for accessing the information and the maximum price which can be charged.

Scheme information

Ensuring that the information captured by the scheme reflects what is required to diagnose, repair, service, modify or dismantle scheme vehicles is critical in driving competition between Australian repairers. Over time the information necessary to effectively work on modern vehicles will change with developments in vehicle technology.

Scope of information

The definition of scheme information is broad and captures a range of information that an Australian repairer needs to diagnose, repair, service, modify or dismantle scheme vehicles. This includes:

- manuals, technical service bulletins, wiring diagrams, technical specifications for components and lubricants and testing procedures (including in relation to environmental performance)
- information and codes for computerised systems (such as information that may appear on a scheme vehicle's on-board display after being plugged into a computer system)
- information about a voluntary or mandatory recalled component of a vehicle and information needed to rectify the issue, and
- software updates, for example where necessary after replacement parts are installed to ensure the vehicle's electronic systems recognise and accept the new part.

However, the scheme does not require that all information which may be used in diagnosing faults, servicing or repairing vehicles be made available to all Australian repairers and scheme RTOs. Specifically, scheme information does not include:

- trade secrets
- intellectual property of a person
- source code version of a program
- auto generated data created by the vehicle
- global positioning system data
- information used to develop solutions to emerging or unexpected faults
- a commercially sensitive agreement between a data provider and another person, and
- information connected to a vehicle's automated driving system.

In addition, the scheme excludes information that manufacturers utilise as training material in training their own repairers, as well as information kept in electronic or hard copy logbooks.⁹

Some stakeholders have suggested that the current scope and cost of scheme information, and the means by which that information is made available, may represent barriers to achieving the scheme objectives. In particular, it has been suggested that consideration be given to broadening the definition of scheme information to capture additional information, including telematics and electronic logbooks. Some stakeholders have also suggested that the scheme be extended beyond the supply of information and apply to parts associated with diagnosing and repairing vehicles.

Telematics

There is no universally accepted definition of telematics; however, telematics is commonly understood to refer to the transmission of data from a remote source to a control centre.

The use of telematics allows a vehicle to store and wirelessly transmit information regarding the vehicle's engine performance over time, including, for example, recording information on shutting down, powering up or idling, as well as any malfunctions. This may assist a repairer to understand how certain issues have occurred and enable them to diagnose malfunctions faster. The use of telematics may be particularly helpful in identifying upcoming or preventative maintenance, by highlighting abnormalities in vehicle functioning or patterns in driver behaviour that may contribute to premature wear and tear on components of the vehicle. However, this information may also be gathered by a repairer without the use of telematics at the time of servicing or repair.

At the time the scheme was legislated, industry views on the scope and utility of telematics in diagnosing faults, servicing, repairing, modifying or dismantling vehicles varied. It was also noted that the collection of, and access to, vehicle information may raise privacy concerns where that information relates to the driver or to driving habits.

Currently, the scheme does not apply to data automatically generated and transmitted by a scheme vehicle while it is being driven, whether that is information regarding driver or vehicle performance.¹⁰ Telematics in the motor vehicle industry continues to be an emerging technology with growing use cases, including in use for collision repairers.¹¹ Telematics is also being utilised as a new method for vehicle diagnostics. With the technological developments in vehicles since the introduction of the scheme, Treasury seeks stakeholder views as to the extent to which access to telematics is necessary to effectively work on scheme vehicles.

Logbooks

Access to electronic logbooks is not mandated under the scheme. Electronic logbooks are an electronic form of the physical logbook provided with the purchase of a vehicle. These are generally created by vehicle manufacturers to provide consumers a recommended scheduled servicing plan for their vehicle and can be used to 'log' work done on their vehicle. Logbooks can assist repairers in understanding what work has already been conducted on a vehicle if those logbooks are kept up to date. Logbooks can also be used by repairers to log their own work on the vehicle.

Industry stakeholders have expressed differing views on whether information pertaining to logbooks is required for repairers to be able to complete work to diagnose and repair a vehicle. Access to

9 This information generally includes tasks, a service schedule and record of their completion for a particular vehicle.

10 CCA s 57BD(2)(d).

11 Capricorn, *Are telematics set to revolutionise the collision repair industry?*, Capricorn website, 2024, accessed 8 May 2025.

information kept in logbooks which relates to the driver or to driving habits or behaviours has also been raised as carrying potential privacy concerns.

There may be little value in including logbooks as scheme information where they record only a list of commercial transactions and work completed between a vehicle owner, dealer and manufacturer. However, benefits may accrue to all parties through streamlined service and repair activities where repairers are able to quickly and accurately understand what work has been conducted on a vehicle.

Parts

Parts can be an essential component of repairing and servicing a vehicle and an inability to access parts, or information associated with the parts, may limit a repairer's ability to repair a customer's vehicle.

Parts supplied by both vehicle and aftermarket manufacturers are not included under the scheme. Information about parts, such as dimensions and any relevant warnings, is generally provided at the time of purchase of the part. Information necessary for fitting, installing or calibrating replacement parts is, however, considered scheme information and must be made available.¹²

The ACCC's 2017 market study did not identify widespread barriers to accessing parts; however, the ACCC observed that some manufacturers may limit access to specific parts on security grounds. The ACCC at that time recommended:

- original equipment manufacturer (OEM) parts and accessories should be generally available to independent repairers on commercially fair and reasonable terms, and
- car manufacturers develop policies which clearly outline any parts subject to restricted access on security related grounds, and that these policies should be publicly available.¹³

The ACCC also observed that there may be benefits to industry developing a standard definition and detailed clarification system for 'security related' parts to provide certainty to parts customers.

Since the ACCC market study, some stakeholders have expressed concern that the scheme's exclusion of parts may be a barrier to the effective functioning of the scheme. Given the passage of time since the ACCC's market study, Treasury seeks to understand the extent to which barriers to accessing parts is impacting Australian repairers.

Automated driving systems

The scheme excludes information relating to any 'automated driving systems'. Under the scheme, an automated driving system is a system which is rated as Level 3 or greater under the Surface Vehicle Information Report J3016 published by The Society of Automotive Engineers (SAE) International.¹⁴

In practice, a SAE Level 3 or higher system is one where the individual in "the driving seat" is not actively driving the vehicle when automated features are engaged. Vehicles with these capabilities are not currently commercially available in Australia, however trials are underway in Australia and this technology has been deployed in other countries, including the United States.

Vehicles with a lower level of automated driving features (SAE Level 1 and Level 2), such as lane-keeping assistance and autonomous emergency braking, are already commercially available in Australia. While these features assist with driving, a licensed human driver remains in control of the

12 *Competition And Consumer Amendment (Motor Vehicle Service and Repair Information Sharing Scheme) Bill 2021, Explanatory Memorandum*, s 1.22.

13 Australian Competition and Consumer Commission (ACCC), *New Car Retailing Industry - Market Study*, ACCC, Australian Government, 2017.

14 CCA s 57BD.

vehicle at all times.¹⁵ Information relating to these types of features is captured as scheme information.

Infrastructure and transport ministers, through the Infrastructure and Transport Ministers' Meeting, have agreed on a national approach to regulating vehicles equipped with automated driving systems. The Department of Infrastructure, Transport, Regional Development, Communications, Sports and the Arts (DITRDCSA) is working with the National Transport Commission and state and territory governments to implement this national approach.¹⁶

There are specific risks associated with working on automated driving systems, owing to their complexity and the importance of their effective functioning. As there are currently no vehicles with automated driving systems on Australian public roads, Australian repairers or scheme RTOs would not typically request information relating to those systems. Any future developments in relation to the application of the scheme to automated driving systems will be consistent with the Australian Government's proposed Automated Vehicle Safety Law.

Questions:

1. Does the scheme apply appropriately to the information needed for:
 - 1.1 Australian repairers to diagnose faults, service, repair modify or dismantle scheme vehicles, and
 - 1.2 Scheme RTOs to provide training for diagnosing faults with, servicing, repairing, modifying or dismantling scheme vehicles?
2. What impact, if any, does the scope of information presently included in, and excluded from, the operation of the scheme have on the ability of repairers and scheme RTOs to conduct repairs and training?

Information access and scheme offers

The scheme outlines the requirements for the time period of supply, the price and form of scheme information, and the terms and conditions of the supply of that information.

Access to information

Access to scheme information must be provided to all Australian repairers and scheme RTOs, subject to relevant requirements discussed in the following section and within timeframes prescribed by the scheme. The definition of Australian repairer is broad and includes specialist repairers such as auto electricians, transmission, brake, suspension and windscreen technicians, as well as vehicle body or smash repairers.¹⁷ Scheme RTOs are RTOs that provide courses providing training in diagnosing faults with, servicing, repairing, modifying or dismantling scheme vehicles.¹⁸

Data providers may provide scheme information subject to reasonable terms and conditions. These terms and conditions cannot prevent, restrict or limit access to the use of the scheme information for

15 The Department of Infrastructure, Transport, Regional Development, Communications, Sports and the Arts (DITRDCSA), [Automated vehicles](#), DITRSCA website, n.d., accessed 8 May 2025.

16 Ibid.

17 CCA s 57BB.

18 CCA s 57BC.

the purposes for which it is supplied. The scheme also expressly prohibits certain terms and conditions, including:

- a term or condition requiring an Australian repairer or scheme RTO to acquire additional products or services from the data provider or another person
- a term or condition allowing an increase in the price after the information has been supplied, and
- a term or condition prohibited by the Scheme Rules.

Access to scheme information must be provided according to timeframes as outlined in Table 1:

Table 1: Timeframes to supply scheme information¹⁹

Timeframe	Requirements
<i>Immediately after payment or offer time</i>	information has been supplied to any repairer or RTO previously in that form or information is readily accessible by the data provider and can be provided in the form requested
<i>2 business day after relevant information has been provided</i>	a repairer requests scheme information that contains safety and security information from a data provider and that data provider has not previously determined whether the individual is a fit and proper person to access that type of information
<i>5 business days after payment or offer time or by agreed upon time</i>	a data provider has not previously supplied the requested scheme information to any repairer and the requested scheme information is not readily accessible

The scheme does not mandate access to scheme information for vehicle owners or members of the public, nor for third-party information providers, tool and part manufacturers. However, data providers who are obligated to share scheme information with Australian repairers and scheme RTOs under the scheme may choose to make scheme information available to these parties outside the operation of the scheme. For example, basic service and repair information relevant to vehicle owners and members of the public is typically supplied in the owner's manual or available directly from the manufacturer. This does not attract obligations associated with the scheme.

Other parties in the service and repair market, such as data aggregators and tool and part manufacturers, are able to negotiate access to service and repair information on commercial terms outside of the scheme. These parties do not typically use this information to directly undertake vehicle service or repair, but rather to add value to their own products and increase the ease and accessibility of use of information for repairers and/or consumers.

¹⁹ CCA 57CB3(b).

Data aggregators

Data aggregators are a type of third-party information provider and play an important role in the repair market by facilitating the transfer of information. These independent suppliers assist dealerships and repairers by sourcing, compiling and standardising technical information across multiple brands, making information ‘useable’ before redistributing it to repairers. Data aggregators may also add costing and scheduling information which may not be provided by a manufacturer. Many different types of repairers benefit from these services, as well as consumers, automobile clubs and associations, and manufacturers.

Examples of data aggregators operating in Australia

The AASRA website currently lists two data aggregators:

Solera Vehicle Repair (trading as ‘Autodata’) provide ‘diagnostic software’, which standardises information from 46,000 vehicle models, as well as additional information such as repair times and cost estimates for workshop scheduling.²⁰

Haynes Pro provides a technical information database that supplies OEM automotive data for passenger cars, light commercial vehicles, and trucks covering over 80 vehicle brands. The database contains information on repair procedures, labour times, wiring diagrams, and diagnostic fault codes, and is accessible in a range of languages.²¹

Third-party information providers supplying information which falls within the definition of scheme information are treated the same as vehicle manufacturers and are subject to obligations under the scheme.²² As third-party information providers do not typically repair vehicles they are generally not classified as an Australian repairer and therefore not entitled to access information as a repairer under the scheme.

Some stakeholders have raised concerns that third-party information providers, including data aggregators, are treated the same as manufacturers under the scheme. It has been suggested this approach may be limiting third-party information providers’ ability to access and deploy information. For example, third-party information providers may face challenges in meeting their obligation to separate safety and security information from other information where that information is acquired from a manufacturer in a packaged form. Treasury is aware of instances where data aggregators have chosen to withdraw information in an apparent response to the current regulatory settings.

Questions:

3. Are the obligations placed on data providers under the scheme appropriate? Are data providers consistently providing Australian repairers and scheme RTOs access to scheme information in accordance with their obligations?
4. Should rights and obligations placed on data providers vary by type of data provider? If so, what distinct rights and obligations may support access to scheme information while ensuring competitive neutrality between data providers?

20 Autodata, [Comprehensive Vehicle Data Solutions - Autodata Group AU](#), Autodata website, accessed 12 May 2025.

21 Workshop data Car|Truck, [Haynes Pro AU – Australia](#), HaynesPro website, accessed 12 May 2025.

22 CCA s 57BE.

Scheme offers

Scheme information must be made available at a price that does not exceed ‘fair market value’. Fair market value is a recognised concept in both Australian law and international contexts and is often described as the price a willing buyer would pay a willing seller in a transaction on the open market. The scheme provides that a range of factors are relevant to determining fair market value, including:

- the price charged to other Australian repairers and scheme RTOs,
- the terms on which information is offered,
- anticipated demand by Australian repairers and scheme RTOs,
- the reasonable recovery of costs,
- prices for information in overseas markets, and
- any amount payable to a third-party with a proprietary interest.

‘Fair market value’ aims to allow for data providers to recover costs and have a reasonable profit margin, while ensuring that prices do not become a substantial barrier to accessing scheme information. An objective of the Review is to ensure that information needed to repair vehicles and teach necessary skills is accessible and available on fair and reasonable commercial terms.

Scheme information must be made available for varying periods (daily, monthly and yearly). This approach provides repairers with the flexibility to access scheme information for a time period which reflects their business needs. For example, a repairer in regional Australia who works on a wide range of vehicles may work on vehicles from a particular EV manufacturer on only a few occasions in any given year. In this case, that repairer may choose to access information in relation to that EV manufacturer’s vehicles on a daily basis as the need arises rather than investing in longer ongoing access. Some data providers have extended beyond the legislative requirement to also provide hourly, weekly or 3-month (quarterly) access options.

Information made available by data providers to repairers under the scheme is considered a ‘scheme offer’. The scheme offer must be accessible free of charge and published on the internet in English. Data providers must also provide a copy of their scheme offer, in writing, to the Scheme Adviser and notify the Scheme Adviser of any changes to the scheme offer as soon as possible. These requirements are intended to increase transparency of pricing of information and of associated terms and conditions for Australian repairers and scheme RTOs. Data providers must ensure that scheme offers are available and kept up to date.

Case study: Honda Australia²³

On 16 September 2024, the ACCC reported that Honda had paid a penalty of \$18,780 after the ACCC issued an infringement notice for an alleged breach of scheme information sharing requirements.

The ACCC alleged that, from 1 July 2022 to 6 May 2024, Honda had offered access to software captured under the definition of scheme information for a yearly period only, and not also by day and month as required under the scheme. This was the first enforcement action under the scheme, and the ACCC continues to closely monitor compliance.

23 ACCC, [Honda pays penalty for alleged breach of car service and repair information sharing scheme](#) [media release], ACCC, 16 September 2024, accessed 5 May 2025.

Australian repairers and scheme RTOs can utilise the Scheme Adviser (AASRA) website to understand the information made available by data providers and to access scheme information. AASRA publishes information on scheme offers from all data providers, allowing for repairers to obtain pricing for a single brand and to make comparisons between brands.

Data providers are not required to publish scheme offers in Australian dollars (AUD), and currently scheme offers are published in a number of currencies. Table 2 provides prices (excluding GST) for access to service information from the top 10 registered passenger vehicle brands in Australia as of January 2024.²⁴ Pricing between data providers may vary due to a wide range of factors, however, prices must not exceed the fair market value of the information.

Table 2: Service information access fee for top 10 manufacturer brands²⁵

Data provider	Daily	Monthly	Yearly
<i>Toyota</i>	<i>\$21AUD</i>	<i>\$220AUD</i>	<i>\$2,200AUD</i>
<i>Mazda</i>	<i>\$19.95AUD</i>	<i>\$199AUD</i>	<i>\$1,999AUD</i>
<i>Hyundai</i>	<i>\$18.50AUD</i>	<i>\$200AUD</i>	<i>\$2,000AUD</i>
<i>GM Holden</i>	<i>\$28AUD</i>	<i>\$206AUD</i>	<i>\$1,642AUD</i>
<i>Ford</i>	<i>\$21.95USD</i>	<i>\$324.95USD</i>	<i>\$2,699.95USD</i>
<i>Mitsubishi</i>	<i>\$35AUD</i>	<i>\$490AUD</i>	<i>\$5,106AUD</i>
<i>Nissan</i>	<i>\$49.95AUD</i>	<i>\$495AUD</i>	<i>\$2,995AUD</i>
<i>Subaru</i>	<i>\$35AUD</i>	<i>\$249AUD</i>	<i>\$1,949AUD</i>
<i>Honda</i>	<i>\$20AUD</i>	<i>\$390AUD</i>	<i>\$3,380AUD</i>
<i>Kia</i>	<i>\$25AUD</i>	<i>\$275AUD</i>	<i>\$2,500AUD</i>

The scheme seeks to establish a level playing field by standardising access to scheme information for repairers and scheme RTOs, with a preference for information being provided in an electronic form. However, to utilise scheme information, repairers often require manufacturer-specific diagnostic tools to retrieve and display data from a vehicle. While tools themselves are not included in the definition of scheme information, if the information captured by the scheme is only supplied via a tool, subscription, or website this must be made available to repairers and scheme RTOs. Some manufacturers have opted to publish the pricing of any required tools on the AASRA and/or data provider websites alongside costs associated with scheme information.

Some stakeholders have flagged that the cost of accessing manufacturer-specific tools, in addition to the cost of accessing scheme information, can be a substantial burden for independent repairers. In this context, several stakeholders have called for reforms requiring manufacturers to make information available in a standardised format. The adoption of a universal standard for vehicle diagnostics (such as SAE J2534 or ISO 22900-2) may facilitate the use of non-proprietary generic tools at a lower cost.

Approaches to mandating the use of standard protocols in this context differ across jurisdictions. For example, in the European Union, Regulation 2018/858²⁶ requires that reprogramming control units must be conducted in accordance with one of three identified standards. In the United States,

²⁴ DITRCA, (n 3).

²⁵ AASRA, [Automaker Information Links](#), AASRA website, 2025, accessed 26 June 2025.

²⁶ 2018, *Regulation (EU) 2018/858 of The European Parliament and of the Council*, ANNEX X, Requirements 6, s 6.4, <https://eur-lex.europa.eu/eli/reg/2018/858/oj/eng> accessed 14 May 2025.

Environmental Protection Agency Regulations²⁷ require that emissions-related diagnostic and repair information must be made available by either the SAE J2534 or TMC RP 1210B protocols.

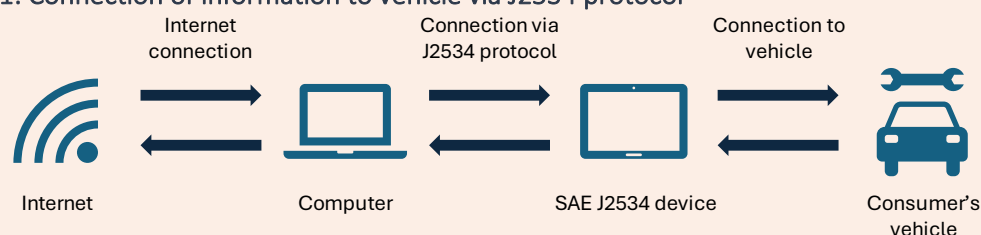
SAE recommended Practice for Pass-Thru Vehicle Programming (J2534)

SAE J2534²⁸ is a standard developed by the Society of Automotive Engineers for vehicle diagnostic tools, enabling them to communicate with the vehicle's on-board diagnostic system.

SAE J2534 provides an interface for diagnostic devices to perform a variety of functions, including diagnostics, software updates, and emissions testing. SAE J2534 devices ('pass-thru devices') facilitate access to a standardised set of information and tools, rather than requiring the use of propriety diagnostic equipment. Figure 1 demonstrates how access to a consumer vehicle operates for a user of a SAE J2534 pass-thru device.

When a vehicle does not use the SAE J2534 protocol, a repairer may require brand-specific tools to diagnose and repair a vehicle. Even where the standard protocol is used, a manufacturer may also restrict the use of SAE J2534 diagnostic tools by locking those tools and software to their vehicles and systems. That is, the independent repairer may require a SAE J2534 pass-thru device for each manufacturer, even if the devices utilise the same standard protocol. Locking devices to specific vehicle or use of non-standard protocols, may increase costs for repairers.

Figure 1: Connection of information to vehicle via J2534 protocol



Questions

5. Is scheme information made available by data providers subject to reasonable terms?
6. Do the requirements concerning timeframes for the provision of scheme information remain appropriate?
7. Is the pricing of scheme information transparent and does it reflect fair market price?
8. In addition to the price of scheme information, what other costs, if any, impact the operation of the scheme or compliance with it?
9. If cost is a barrier to the effective operation of the scheme, how may this be addressed? Where possible, quantify the anticipated financial benefits which may arise from identified approaches.

27 1997, *Environmental Protection Agency (USA), Subpart A § 86.010-38 Maintenance instructions*, (13), <https://www.ecfr.gov/current/title-40/chapter-I/subchapter-C/part-86/subpart-A/section-86.010-38>, accessed 14 May 2025.

28 SAE International, *Recommended Practice for Pass-Thru Vehicle Programming, On-Board Diagnostics for Light and Medium Duty Vehicles Subscription*, SAE website, 2022, accessed 8 May 2025.

Information protection

To protect the safety and security of vehicle owners, the general public and individuals working for an Australian repairer or scheme RTO, the scheme restricts access to safety and security information about a vehicle.

Safety Information²⁹

Safety information is information relating to:

- the hydrogen system, broadly understood to mean a system having one or more hydrogen fuel containers fitted to the vehicle,
- the electric propulsion system, broadly understood to mean a system powered by one or more electric motors or traction motors, or
- the high voltage system, which includes a system that has a hazardous voltage of greater than 60 V and less than 1,500 V direct current (DC) or greater than 30 V and less than 1,000 V alternating current (AC).

Systems connected to the systems outlined above.

Security Information³⁰

Security information is information relating to the security of the vehicle, where that information is:

- Unique to the vehicle, and/or
- Only able to be used for a limited period of time

Security information includes information relating to the locking and immobilising of the vehicle e.g. a code used to cut a key that fits a particular vehicle.

The proportion of scheme information classified as safety or security information varies by vehicle. For example, EVs utilise batteries and electric motors which form systems captured by the definition of safety information. As a result, much of the scheme information about an EV is likely to fall under the definition of safety information. However, the distinction between safety information and other scheme information may not always be clear. For example, some stakeholders have expressed uncertainty about the concept of ‘connected systems’ in determining the scope of safety information, and concerns have been raised that data providers may apply broad interpretations to impose access requirements at odds with intent of the scheme.

To access safety and security information under the scheme, Australian repairers and scheme RTOs must satisfy a ‘fit and proper person’ test. The requirements of the test differ for safety information and security information.

In relation to safety information, data providers must only provide access if an individual can demonstrate that they have successfully completed appropriate training in safely working on the relevant systems. To retain flexibility, the scheme does not specify a particular training course that an individual must have undertaken. As technology employed in scheme vehicles continues to develop

29 *Competition and Consumer (Motor Vehicle Service and Repair Information Sharing Scheme) Rules 2021* Explanatory statement, p7.

30 Ibid.

and training courses are updated, it may be necessary to amend these requirements to ensure repairers are appropriately trained to safely work on these systems.

Some stakeholders have expressed concerns that there is not adequate availability of appropriate training courses that would allow repairers to meet the criteria to access safety information. This has created reported instances of repairers being unable to demonstrate that they have satisfied the fit and proper person test.

To establish that an individual is a fit and proper person to access security information, an assessment is made having regard to matters including:

- information about the person's relationship with the repairer or RTO,
- their qualifications for using the information requested,
- a criminal records check,
- a declaration confirming that they are authorised by the owner of the scheme vehicle to access the information and specifying the vehicle identification number for that vehicle.

The key criteria for access to security information is that the individual must not have a criminal record of vehicle-related offences, or other relevant or serious criminal convictions.

Questions:

10. Do the existing definitions of safety and security information remain appropriate? If not, why?
11. Does the scheme appropriately balance access to scheme information for Australian repairers and scheme RTOs with the protection of safety and security information? If not, how might this balance be realised?
12. Does the availability or accessibility of training impact the operation of the scheme? If so, how?

Separation of safety and security information

A consequence of the scheme applying different requirements for Australian repairers and scheme RTOs to access safety and security information is that data providers must separate this information from other scheme information, if it is reasonably practicable to do so.³¹ If this is not possible, the data provider must not supply the information to the repairer or scheme RTO unless the requirements to access safety and/or security information are met. That is, the more stringent requirements for access that apply to safety and/or security information would apply to any information that cannot be reasonably separated. Practical barriers to separation are most likely to arise where information is tightly interwoven.

Information which may be impractical to separate may include:

- Wiring diagrams in which safety information is closely interwoven with other scheme information;
- or

³¹ CCA s 57DA.

- in an electronic repair manual, information about the high voltage system not confined to a discrete part/chapter of that manual.

Some stakeholders have expressed concerns regarding the requirement to separate safety and security information. A number of stakeholders have noted that separation of information is not possible in some instances and, as a result, data providers are required to apply the higher access standards to unseparated information in order to meet their obligations under the scheme. Where Australian repairers and scheme RTOs face challenges in accessing the necessary training to demonstrate compliance with the relevant fit and proper person requirements, challenges in separating safety and security information from other scheme information may limit access to scheme information generally.

Treasury welcomes views on issues related to accessing scheme information where it is unable to be separated from safety or security information, or where limitations are placed on access to information in a way that does not accord with the requirements or intent of the scheme.

Questions

13. Do practical difficulties exist in separating safety and/or security information from other scheme information? If so, what are these difficulties?
14. How might the challenges, if any, presented by the separation of safety and/or security information from other scheme information be addressed?

Competition and consumer impacts

The scheme is intended to improve access by Australian repairers and scheme RTOs to scheme information, increasing competition and improving outcomes for consumers. In addition, the scheme encourages value-add within the Australian automotive repair sector by facilitating the growth of the local repair market and encouraging the development of local technical expertise and innovation.

Aftermarket services represent an important contributor to manufacturer and dealer gross profit.³² As Australia does not manufacture vehicles domestically, it is critical that competition enhancing policy interventions are appropriately calibrated to realise the benefits of competition while ensuring the Australian market remains attractive for manufacturers and supports consumer choice.

As the benefits of competition accrue in various ways between and within markets, Treasury seeks stakeholder views on the commercial impact the scheme has had for relevant stakeholders and their customers since commencement.

Independent repairers

Independent motor vehicle repairers play an important role in providing accessible, affordable and competitive servicing and repair options for Australian consumers. Many independent repairers are small businesses operating as sole proprietors, partnerships or family-run businesses servicing vehicles in their local area. While a small number of large chain and franchise-based businesses operate national networks of independent service centres, these entities control a relatively small share of the overall national service and repair market.³³

Access to accurate and up-to-date service and repair information is critical for independent repairers to diagnose faults, perform repairs, and maintain vehicles in line with manufacturer specifications. As independent repairers are not affiliated with or a part of a manufacturer's business network, accessing information about vehicles can be challenging. Historically, these businesses have relied on a variety of formal and informal channels to source the information they need. A key objective of the scheme is to promote competition for independent repairers by providing a freer flow of the information needed to diagnose, repair, service, modify or dismantle scheme vehicles.

Questions

15. Has the scheme impacted independent repairers' ability to competitively diagnose, repair, service, modify or dismantle scheme vehicles? If possible, quantify this impact and/or provide illustrative examples.
16. What barriers remain in enabling independent repairers to compete effectively in the market for vehicle repair, service, modification or dismantling? If possible, quantify the impact and/or provide illustrative examples of these barriers and indicate how they may be addressed.
17. Has the scheme impacted outcomes for independent repairers' customers? If possible, quantify this impact and/or provide illustrative examples.

32 ACCC, *New Car Retailing Industry - Market Study*, 2017 p 6.

33 ACCC, (n 5); Misaki Ilishi, *Automotive Industry in Australia*, IBISWorld, unpublished, accessed 13 May 2025.

Registered Training Organisations

The provision of training for the motor vehicle service and repair industry is important in enabling sector growth and competitiveness, and in supporting individuals to secure employment within the sector. Beyond their primary responsibilities of providing quality training and assessment services, RTOs also have a role in compliance, innovation, and workforce development.

Under the scheme, data providers are required to make scheme information available to both Australian repairers and scheme RTOs. Scheme RTOs include any training organisation listed on the [National Register](#).³⁴ To access scheme information, a RTO must provide, or seek to provide, a course in Australia providing training in diagnosing faults with, servicing, repairing, modifying or dismantling scheme vehicles.

Scheme RTOs may also be data providers under the scheme or may partner closely with a data provider. For example, in 2021, Toyota Australia opened a national training facility in Sydney offering a tailored apprenticeship program.³⁵ Such arrangements are compatible with the design of the scheme, noting that any entity which provides scheme information must comply with the obligations under the scheme. Monitoring of industry training, including the development of these types of structures, will continue to ensure they support a competitive training market.

By providing scheme RTOs access to scheme information, the scheme supports the delivery of training for individuals in the repair industry that keeps pace with developments in modern vehicle technologies. However, developing courses which respond to technological advancements is an investment against uncertain demand, increasing the importance of close dialogue between industry participants and training providers. Treasury seeks to understand the impact of the scheme on students and scheme RTOs.

Questions

18. Has access to service and repair information under the scheme supported delivery of effective and relevant training courses? If possible, quantify this impact and/or provide illustrative examples.
19. What barriers remain for scheme RTOs in delivering effective and relevant training courses? If possible, quantify the impact and/or provide illustrative examples of these barriers and indicate how they may be addressed.
20. How has the scheme impacted outcomes for students?

Dealers and preferred repairers

Dealers and preferred repairers are active in the supply of new vehicles and aftermarket services, such as car servicing, repair, and supplying tools and parts. Dealerships often operate directly as, or have close business ties to, a service and repair centre. These centres typically aim to service their manufacturer's vehicles within the geographical area, as defined in their dealership agreement with

³⁴ CCA subsection 4(1) *Interpretation*.

³⁵ Toyota Australia, '[Toyota Opens New World-Class Training Centre](#)', *Toyota*, 23 March 2021, accessed 13 May 2025.

the manufacturer. The ACCC's 2017 New Car Retailing Study found that aftermarket services contribute to 49 percent of gross profit for dealers.³⁶

If a dealer supplies information for scheme vehicles to one or more Australian repairers or scheme RTOs, the dealer would also be considered a data provider under the scheme. While such arrangements were reported to exist prior to the introduction of the scheme, it is unclear whether dealers continue to play this role in the market.

A large share of repair and servicing work performed by dealers is undertaken on vehicles that are still covered by the manufacturer's warranty. For instance, a survey conducted for the ACCC in 2017 reported that 86 percent of new car buyers took their new car to the dealership where they purchased it, or to another dealership within the same network, for routine servicing.³⁷ This reflects the structure of the new car retailing industry, wherein dealers often act as intermediaries between consumers and manufacturers, particularly in relation to warranty claims and general maintenance.

The scheme has been implemented with the aim to allow for easier access to the same information for independent repairers, without disadvantaging authorised dealers and preferred repairers. Nevertheless, it is expected that some dealerships may retain several advantages over their independent counterparts, namely that:

- dealers may be more likely to benefit from 'economies of scale',
- dealers may retain strong consumer loyalty, particularly on new vehicle purchases,³⁸
- access to factory-level training for dealer staff,
- brand recognition associated with operating under the banner of a recognised vehicle brand, and
- consumer uncertainty if using independent repairs affects their warranty.

Questions

21. What has been the commercial impact of the scheme for dealers and preferred repairers? If possible, quantify this impact and/or provide illustrative examples.
22. Has the scheme affected the dealer or preferred repairer business models or approaches to aftersales servicing?
23. What impact, if any, has the scheme had for customers of dealers and preferred repairers? If possible, quantify this impact and/or provide illustrative examples.

Consumers

The scheme aims to enable consumers to have scheme vehicles diagnosed, repaired, serviced, modified or dismantled by a repairer of their choice. The scheme does not encourage consumers to utilise the services of specific Australian repairers, but instead seeks to facilitate consumer choice of repairer, according to whatever factors are most important to them.³⁹

36 ACCC, *New Car Retailing Industry*, ACCC, Australian Government, 2017.

37 Colmar Brunton, *Consumer experiences of buying, servicing and repairing new cars*, report to the ACCC, p. 46.

38 ACCC (n 36) 39.

39 Colmar Brunton (n 37) 65.

In many cases, consumers may be unaware of the information needed to carry out service and repair work and the potential limitations on the ability of an independent repairer to complete such work.⁴⁰ As a result, if the scheme is operating effectively, it is likely that most consumers would not be aware of its operation. By contrast, if the scheme is not operating as intended, this may manifest in independent repairers being unable to provide consumers with the services sought and referring consumers to a dealer or authorised repairer, even where the consumer would prefer to engage an independent repairer.

The operation of the scheme, and its impact on consumers, is unlikely to be uniform across Australia. Consumers in regional and rural areas may have differing experiences in the repair sector from those consumers in metropolitan areas. The lower population density in rural and regional communities may reduce the viability of competition from independent repairers to authorised repairers, limiting consumer choice. Treasury seeks views in relation to the impact of the scheme in rural and regional Australia and notes the material impact that improved competition in the market for vehicle service and repair can have in regional communities.

The experience of consumers may also differ depending on the type of vehicle owned. Manufacturers frequently offer incentives to consumers of new vehicles for ongoing servicing through dealer networks. These incentives may include capped-price servicing arrangements or extended warranties⁴¹, prepaid servicing⁴², and other incentives such as complementary roadside assistance⁴³ or complementary loan vehicles⁴⁴. Similarly structured incentives may also be offered by used car dealers, including used car warranties. As a result, new car owners are less likely to access independent repairs and so are less likely directly benefit from the scheme. However, the scheme is expected to benefit all consumers of scheme vehicles indirectly as greater competition in the market for repairs places downward pressure on prices. The possible impact of the scheme on the repair of non-scheme vehicles, such as motorbikes, is less clear.

Questions

24. How has the scheme impacted consumers' ability to choose their preferred repairer and experience in the repair of scheme vehicles? If possible, quantify this impact and/or provide illustrative examples.
25. What barriers, if any, remain in enabling consumers to exercise choice amongst Australian repairers? How might these barriers be addressed?
26. What impact, if any, has the scheme had on Australian repairers' business offerings and pricing? If possible, quantify this impact and/or provide illustrative examples.

40 Ibid.

41 Productivity Commission (PC), *Right to Repair Inquiry Report*, PC, Australian Government, 2021, accessed 13 May 2025.

42 Nissan Australia, [Pre-paid Maintenance Plan](#), Nissan website, 2025, accessed 13 May 2025.

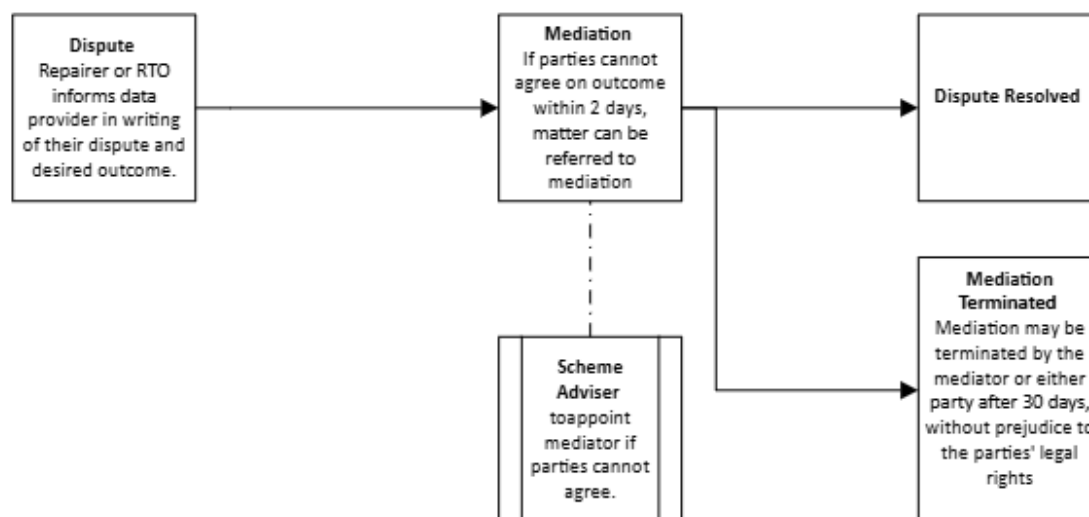
43 Hyundai Australia, [Hyundai Pre-paid Servicing](#), Hyundai website, 2025, accessed 13 May 2025.

44 Ford Australia, [Do Dealerships Offer Loan Cars?](#), Ford website, 2025, accessed 13 May 2025.

Dispute resolution

The scheme includes a structured dispute resolution process to help resolve disagreements that may arise. This process is facilitated by the Scheme Adviser, and is outlined in Figure 2.⁴⁵ The Scheme Adviser is the first point of contact for nominated mediators or technical experts for the purposes of dispute resolution and receives reports on mediation outcomes.⁴⁶ The Scheme Adviser also collects data on scheme offers (including pricing and terms and conditions) and reports to the ACCC and Minister on systemic issues or trends.⁴⁷ This function helps monitor the overall effectiveness of the scheme and highlight potential issues.

Figure 2: Dispute resolution process under the scheme



The ACCC has broad enforcement responsibility but does not mediate individual disputes. Repairers can approach the Scheme Adviser for assistance or notify the ACCC of potential breaches of the scheme. The ACCC may then take enforcement action at its discretion.

In the first three years of the scheme's operation, the formal dispute resolution framework has required limited use. According to AASRA's annual reports:

- In 2022-2023, there was one mediation request between a workshop and a manufacturer, with the mediation request ultimately not proceeding.⁴⁸
- In 2023-2024, no mediation requests were reported.⁴⁹

It is unclear whether the limited use of the dispute resolution framework reflects an overall lack of disputes occurring within the scheme, that issues are generally resolved informally, or that stakeholders are unaware of, or otherwise deterred from using, the formal process. Additionally, while the scheme expressly provides a mechanism for dispute resolution, disputes in connection with


⁴⁵ CCA s 57EA; Explanatory memorandum, MVIS Bill (Cth).

⁴⁶ ACCC, [Motor vehicle service and repair information sharing scheme: guidance for data providers](#), ACCC, Australian Government, 2022.

⁴⁷ AASRA, [About the Australian Automotive Service and Repair Authority \(AASRA\)](#), AASRA website, 2025, accessed 13 May 2025.

⁴⁸ AASRA, *Annual Report 2022-2023*.

⁴⁹ AASRA, *Annual Report 2023-2024*.



the scheme may be framed by reference to other statutory or contractual rights and obligations, obscuring the overall level of disputation occurring under or in connection with the scheme.

Questions

27. Describe the nature and outcomes of any disputes experienced in connection with the scheme? How, if at all, were these disputes resolved?
28. Is the scheme's dispute resolution framework effective in facilitating the resolution of disputes in relation to the operation of the scheme? What, if anything, might be done to increase the effectiveness of this framework?
29. Are the Scheme Adviser's functions in connection with dispute resolution, including those relating to reporting, appropriate in supporting the resolution of disputes?

Other issues

This discussion paper seeks stakeholder views on several high-level features of the scheme, as well as issues raised by stakeholders, as outlined in Table 3:

Table 3: Discussion paper issues - overview

Issue	Description
<i>Scheme information</i>	Whether information covered by the scheme remains adequate for Australian repairers to diagnose, repair, service and modify scheme vehicles.
<i>Access to information</i>	The arrangements for accessing information under the scheme and opportunities for improvements.
<i>Data aggregators</i>	The scheme's application to data aggregators and other third-party information providers.
<i>Scheme offers</i>	The terms on which scheme information is made available, including price.
<i>Safety and security information</i>	The scope of, and access to, safety and security information, including the availability of relevant training courses.
<i>Separation of safety and security information</i>	The separation of safety and security information from other scheme information, as required under the scheme.
<i>Stakeholder impacts</i>	The impact of the scheme on independent repairers, RTOs, dealers and preferred repairers, and consumers.
<i>Dispute resolution framework</i>	Functioning of the scheme's dispute resolution framework.

The areas of focus emphasised in this paper are intended as a starting point for discussion. Treasury welcomes views from interested stakeholders on other matters relating to the scheme.

Australia is not the only country that has developed a right to repair for motor vehicles or considering right to repair laws more broadly. While Australia's regulatory environment and international obligations influence our own laws, many of the issues under consideration as part of the Review are similar to those being examined in other jurisdictions. In this context, submissions reflecting on the effectiveness of other international approaches are welcomed.

Questions

30. Are there international developments in relation to motor vehicle right to repair to which Australia should have particular regard when considering the application of the scheme?
31. What other issues not raised in this discussion paper relating to the scheme should be considered as part of the Review?

Discussion questions

Information provision

1. Does the scheme apply appropriately to the information needed for:
 - 1.1 Australian repairers to diagnose faults, service, repair modify or dismantle scheme vehicles, and
 - 1.2 Scheme RTOs to provide training for diagnosing faults with, servicing, repairing, modifying or dismantling scheme vehicles?
2. What impact, if any, does the scope of information presently included in, and excluded from, the operation of the scheme have on the ability of repairers and scheme RTOs to conduct repairs and training?
3. Are the obligations placed on data providers under the scheme appropriate? Are data providers consistently providing Australian Repairers and scheme RTOs access to scheme information in accordance with their obligations?
4. Should rights and obligations placed on data providers vary by type of data provider? If so, what distinct rights and obligations may support access to scheme information while ensuring competitive neutrality between data providers?
5. Is scheme information made available by data providers subject to reasonable terms?
6. Do the requirements concerning timeframes for the provision of scheme information remain appropriate?
7. Is the pricing of scheme information transparent and does it reflect fair market price?
8. In addition to the price of scheme information, what other costs, if any, impact the operation of the scheme or compliance with it?
9. If cost is a barrier to the effective operation of the scheme, how may this be addressed? Where possible, quantify the anticipated financial benefits which may arise from identified approaches.

Information protection

10. Do the existing definitions of safety and security information remain appropriate? If not, why?
11. Does the scheme appropriately balance access to scheme information for Australian repairers and scheme RTOs with the protection of safety and security information? If not, how might this balance be realised?
12. Does the availability or accessibility of training impact the operation of the scheme? If so, how?
13. Do practical difficulties exist in separating safety and/or security information from other scheme information? If so, what are these difficulties?
14. How might the challenges, if any, presented by the separation of safety and/or security information from other scheme information be addressed?

Competition and consumer impacts

15. Has the scheme impacted independent repairers' ability to competitively diagnose, repair, service, modify or dismantle scheme vehicles? If possible, quantify this impact and/or provide illustrative examples.
16. What barriers remain in enabling independent repairers to compete effectively in the market for vehicle repair, service, modification or dismantling? If possible, quantify the impact and/or provide illustrative examples of these barriers and indicate how they may be addressed.
17. Has the scheme impacted outcomes for independent repairers' customers? If possible, quantify this impact and/or provide illustrative examples.
18. Has access to service and repair information under the scheme supported delivery of effective and relevant training courses? If possible, quantify this impact and/or provide illustrative examples.
19. What barriers remain for scheme RTOs in delivering effective and relevant training courses? If possible, quantify the impact and/or provide illustrative examples of these barriers and indicate how they may be addressed.
20. How has the scheme impacted outcomes for students?
21. What has been the commercial impact of the scheme for dealers and preferred repairers? If possible, quantify this impact and/or provide illustrative examples.
22. Has the scheme affected the dealer or preferred repairer business models or approaches to aftersales servicing?
23. What impact, if any, has the scheme had for customers of dealers and preferred repairers? If possible, quantify this impact and/or provide illustrative examples.
24. How has the scheme impacted consumers' ability to choose their preferred repairer and experience in the repair of scheme vehicles? If possible, quantify this impact and/or provide illustrative examples.
25. What barriers, if any, remain in enabling consumers to exercise choice amongst Australian repairers? How might these barriers be addressed?
26. What impact, if any, has the scheme had on Australian repairers' business offerings and pricing? If possible, quantify this impact and/or provide illustrative examples.

Dispute resolution

27. Describe the nature and outcomes of any disputes experienced in connection with the scheme? How, if at all, were these disputes resolved?
28. Is the scheme's dispute resolution framework effective in facilitating the resolution of disputes in relation to the operation of the scheme? What, if anything, might be done to increase the effectiveness of this framework?
29. Are the Scheme Adviser's functions in connection with dispute resolution, including those relating to reporting, appropriate in supporting the resolution of disputes?

Other issues

30. Are there international developments in relation to motor vehicle right to repair to which Australia should have particular regard when considering the application of the scheme?
31. What other issues not raised in this discussion paper relating to the scheme should be considered as part of the Review?

Glossary

Term	Definition
<i>Data Provider</i>	An entity who runs a business that, to any extent, provides scheme information to any repairer or scheme RTO in Australia This could include car manufacturers, owners or licensees of intellectual property, third-party providers such as data aggregators and dealerships or workshops affiliated with a car manufacturer.
<i>EV</i>	Electric Vehicle. This includes hybrids, plug-in hybrid vehicles, and electric vehicles which have high-voltage systems as defined under the scheme.
<i>ICE</i>	Internal Combustion Engine vehicles. Generally, gasoline and diesel vehicles, using a spark-ignited or compression ignited system.
<i>Repairer</i>	A person to the extent they are carrying on, or actively seeking to carry on a business of diagnosing faults with, servicing, repairing, modifying or dismantling motor vehicles in Australia.
<i>RTO</i>	A registered training organisation (as defined in the National Vocational Education and Training Regulator Act 2011) that provides, or seeks to provide, a course in Australia providing training in diagnosing faults with, servicing, repairing, modifying or dismantling scheme vehicles.
<i>Safety information</i>	Information relating to a hydrogen, high voltage, hybrid, electronic propulsion or other system installed in a scheme vehicle prescribed by the scheme rules.
<i>Scheme vehicle</i>	A passenger vehicle (other than an omnibus) or a light goods vehicle within the meaning of a vehicle standard made under the Road Vehicle Standards Act 2018, as supplied to market, that was manufactured on or after 1 January 2002 or a later date prescribed by the scheme rules.
<i>Scheme information</i>	Information about passenger vehicles or light good vehicles supplied in Australia from 2022 (a scheme vehicle) for use in conducting diagnostic, servicing or repair activities on, or training relating to, those vehicles.
<i>Security information</i>	Information relating to a scheme vehicle's mechanical and electrical security system installed in a scheme vehicle or another system prescribed by the scheme rules.