

**HOUSE OF REPRESENTATIVES  
COMPILATION OF PUBLIC COMMENTS**

Submitted to the Committee on Trade, Workforce & Economic Development  
For HB 2963

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Hearing Date: April 15, 2025 10:30 AM - or upon final adjourn./recess or bill referral if permission granted

Todd Bone, Mr.  
SIA - Service Industry Association  
Frisco, TX

Letter of Support for Right to Repair Legislation, HB 2963

The Service Industry Association is the leading trade association representing businesses engaged in supporting, maintaining, and repairing high-technology equipment for business, industry, and government. Our over 400 members collectively employ roughly 300,000 service professionals in North America, Europe, and Asia/Pacific.

Nearly every data center or cloud hosting facility in the Western world uses independent repair services provided by our members either directly or as agents of other repair providers, including OEMs. The same OEMs that hire our members to do their skilled work then actively disparage their work when in competition.

We urge you to expand the scope of HB 2963 to restore the option of competition to equipment owners of all kinds - from individual consumers to the largest cloud hosts. Our members already provide excellent service to compete in a free market, and we welcome the opportunity to offer more options to Texas businesses. We believe that competition makes all businesses sharper and more attentive to their customers and drives innovation at every level. We urge you to pass this essential legislation on behalf of equipment owners everywhere.

Sincerely,  
Todd A. Bone  
Legislative Committee Chairman, SIA (Service Industry Association)  
1640 Chambord Avenue  
Frisco, Texas 75034

Sudie Moran Sartor, Mrs  
Texans for Toll-free Highways  
San Antonio, TX

This is one of the Republican Party of Texas Legislative Priority bills under #8 Ending Overreach & RPT Platform Plank #199. Right to repair ensures that we are able to hire independent professionals to repair our vehicles rather than being forced to pay astronomical prices to manufacturers or dealers to repair.

The Texas Legislature has a unique opportunity to craft policy that reflects the needs of Texans—whether they are farmers struggling with tractor software restrictions, small business owners fighting for fair competition, or everyday consumers burdened by costly repairs. By enacting a right to repair law, Texas can ensure that its residents have the freedom to maintain and repair their property without undue interference and restrictions,

David Nash  
Self  
Harper, TX  
For HB 2963

Julie Croy  
self  
China Spring, TX  
support

Claudette Hardy  
Self  
Spring, TX  
Texas should have already done

Eric Riddle  
Self  
Perryton, TX

I support this bill, as my personal experience and having worked on cars for the majority of my life guides me to make this request. My experience with a 2018 Ford product is that when the software 'aged out' one of the key components in the infotainment hardware quit functioning properly. The manufacture did not offer a solution for repair, and attempted to 'sell me a new car'. I found an outside source for software and am savy enough to install it myself fixing the problem. The software did cause an expenditure but not on the scale of a new vehicle. Had this law been in effect at the time of expiration of the software two years ago, the manufacture would have been responsible for updating with the necessary programing to keep the vehicle 100% operational. Thank you for helping place this law on the books in Texas.

Debbie Wolgemuth, Ms  
Self, Accounting  
Waco, TX  
SUPPORT

Beverly Gatlin  
Self  
Italy, TX  
I support this Bill.

Carolyn McClugage  
Self/Precinct Chair 263/Leander  
Leander, TX

Please support HB 2963

James Ransdell, Mr  
Self  
Seguin, TX

I am writing to express my strong support for HB 2963, Representative Capriglione's Right to Repair bill. This legislation is crucial for safeguarding our fundamental freedom of movement and ensuring fair access to vehicle maintenance.

The automotive industry is undergoing a significant shift, with manufacturers increasingly focusing on selling software and services rather than solely hardware. This transition has concerning implications for vehicle owners. We are witnessing a trend towards planned obsolescence in vehicles, mirroring practices in the computer and smartphone industries, where manufacturers cease support for replacement parts, effectively forcing consumers to purchase new vehicles prematurely.

Considering the substantial investment involved in purchasing a vehicle – often tens of thousands of dollars – the prospect of being unable to repair it due to restricted access to parts and software is deeply troubling. This situation grants undue control to either corporations or potentially the government, allowing them to dictate the lifespan and usability of our personal property.

The Right to Repair ensures that vehicle owners retain the ability to choose independent repair professionals for their maintenance needs. This fosters competition in the repair market, preventing manufacturers and dealerships from monopolizing services and charging exorbitant prices. By empowering consumers with the right to repair, HB 2963 promotes affordability, extends the lifespan of our vehicles, and supports local, independent businesses.

I urge you to support HB 2963 and protect the rights of vehicle owners in Texas. This bill is a vital step towards ensuring fair access to vehicle maintenance and preserving our freedom of movement.

Thank you for your time and consideration of this important matter.

Matthew Rakoczy  
Self  
Keller, TX

It is of vital importance that the State of Texas protect the rights of its citizens against manipulative trade practices like the planned obsolescence of durable goods. HB 2963 is a solid step in the right direction.

Susan De La Paz  
self/retired  
Boerne, TX

I support our Right to Repair our vehicles

SUDIE SARTOR, MRS  
TEXANS FOR TOLL-FREE HIGHWAYS, TREASURER  
SAN ANTONIO, TX

WE SUPPORT: Right to Repair addresses a critical component of our ability to maintain freedom of movement. Auto makers now wish to sell you software, not hardware. Manufacturers are designing vehicles with planned obsolescence, like your computer or iPhone, where they just won't support the replacements parts which forces you to buy a new car. Except now you've paid tens of thousands for the vehicle, and either a corporation or the government can stop you from using it. Right to repair ensures that we are able to hire independent professionals to repair our vehicles rather than being forced to pay astronomical prices to manufacturers or dealers to repair.

“[T]he Texas Legislature has a unique opportunity to craft policy that reflects the needs of Texans—whether they are farmers struggling with tractor software restrictions, small business owners fighting for fair competition, or everyday consumers burdened by costly repairs. By enacting a right to repair law, Texas can ensure that its residents have the freedom to maintain and repair their property without undue interference and restrictions,”

— Grayson Gee, Texas Public Policy Foundation

William Woodward  
Self  
Schertz, TX

I would like you to support HB 2963

Michael Belsick  
Fredericksburg Tea Party  
Fredericksburg, TX

FOR HB 2963

Julie Avary  
Citizen  
Colleyville, TX

Right to repair in our right for our own vehicles, farm equipment etc!! END FEDERAL OVERREACH!!

Cristian Banu  
Self - ramp agent  
Cedar Creek, TX

I support this bill.

Maria t Ramirez  
southeast contracting services  
Brownsville, TX

I support this initiative, it will help our industry and most important our community

Kimberly Thomson  
Self/personal care attendant  
McKinney, TX

I support this bill.

Vaughndale Brawner, Ms

V's Sales

Garland, TX

This bill is a poorly crafted, anti-competitive measure that does nothing to improve consumer protection. How can this protect consumers when you are proposing to exempt homebuilders from having a license, when buying a home is one of the largest purchases a consumer would ever make in their life? While it is important to have an appropriate knowledge of roofing when re-roofing, ensuring the roof is done correctly, should also be done at the time the structure is initially built. Exempting new construction while targeting repair work is nonsensical - a leaky roof damages a home whether it's six months or twenty years old. You propose for a general contractor to sit on the board overseeing this license, when they themselves are not required to have a license? This is the height of hypocrisy and creates dangerous accountability gaps. The arbitrary 10-year experience requirement is an outrageous barrier to entry designed to protect established contractors at the expense of skilled workers trying to enter the field. As a roofing company owner, if I die, how can I pass down my legacy to my children if they themselves do not have 10 years of experience? As old timers age out of this business, how are we to entice and attract young entrepreneurial minded ones to the roofing business? To require 10 years of experience is absolutely discriminatory, over-reaching, and excessive. Electricians are not even required to have 10 years of experience to obtain a license and I would say their job is much more involved, serious, and complicated when compared to roofing. This bill is also redundant and states pieces that have already been passed into law (see HB 1183 about how roofers cannot act as a public adjuster). This bill does not require a roofer to have insurance and worker's compensation insurance which would be absurd to leave out and again, how would this protect consumers by not requiring this? Government entities are exempt from this rule which means they can perform their own roof work without having to put out for bids, who is to ensure their work is done correctly? This isn't about quality - it's about creating artificial scarcity in the market. If lawmakers truly cared about consumer protection, they would apply licensing requirements equally across all sectors and create reasonable thresholds with apprenticeship pathways. This bill is a blatant attempt to rig the roofing industry in favor of established contractors while creating artificial barriers to competition—all under the false guise of consumer protection. I demand this bill be rejected in its current form.

Thomas Marburger, Mr

Self

Brenham, TX

The right to repair is essential to owning any property.

Mark Wilson, Retiree

Retirement

Abilene, TX

All for it!

Donna Pizarro  
Service Express  
McKinney, TX

For decades consumers of digital equipment hereto after referred to as 'consumers', have been forced into an original equipment manufacturer('OEM') mandated schedule of equipment refresh. The period between refresh cycles has decreased from every several years to an average of every 18 - 24 months. Often consumers have not been able to complete their depreciation of their new equipment purchase when they are urged to refresh and are forced to increase their IT budget spending to do so. At the same time, OEMs have also decreased the average life cycle of the earlier generations they have sold by no longer offering maintenance support for past generations of equipment. These consumers whose firms vary across multiple industries are caught in the middle of the shorter refresh cycles and a shorter period of OEM support for the previous generations. Many of their industries are suffering due to the changing business environment including technological advances, supply changes, cyber-security, inflation, the post-covid recovery period, increased data storage and globalization. Many of these consumers who cannot afford technology refresh solutions offered by the OEM and need to extend the life of their existing systems are forced to source hardware repair services from a third party. This would necessitate the availability of hardware replacement parts, ability to order replacement ship group tools from the OEM for certain systems that require them for repair, and an OEM provided copy of physical backup firmware matching the level last loaded onto the system by the OEM. During the OEM warranty period, which varies generally between 1 to 4 years, the OEM updates firmware with new levels they have designed to fix bugs discovered during the early stages of the product life cycle or to address many of the rising cyber security threats. Today most OEMs now update the firmware from the cloud leaving the physical backup copy that had shipped with the new equipment obsolete and unusable if a repair requires a code re-load. Once the system has been updated, the OEM should provide the customer with a replacement copy of the updated code they just installed onto the system since they are entitled to a physical copy of code for backup purposes. The most critical situation encountered during a repair is a system down with a fix involving a code re-load only to find that the physical copy of code has not been updated to match the level installed onto the system by the OEM. Many OEMs are not approachable to replacing the copy of code with the valid level. Many of these situations are not recoverable and occur in various industries including hospitals, insurance companies, financial institutions and manufacturing. These situations can be resolved with a right to repair bill including provisions for consumer or contracted third party maintenance provider access to OEM firmware authorized by the OEM for the system serial #, ship group tools, manuals and parts.