



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

June 2025 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. June results are based on interviews conducted from June 6-13, 2025. This document includes the following sections of the omnibus survey for this month: Right to Repair, insurance incidence, lawnmowers, infotainment systems, auto products, wireless router incidence, and bulk purchases.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total NORC collected 2,016 interviews, 1,881 by web mode and 135 by phone mode, 1,912 in English and 104 in Spanish. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

Key demographic characteristics (after weighting is applied) of this sample are presented below:

51% female; median age of 47 years old; 60% white, non-Hispanic; 37% 4-year college graduates; and 61% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/-2.66 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS

The June omnibus contained eight blocks of questions, one for each topic listed above. Respondents saw the blocks in a random order, except that the auto products block immediately followed the infotainment systems block.

The questions presented below were shown to respondents in this order within sections unless otherwise noted. Where appropriate, question wording, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time. Not every item was asked on every recent omnibus survey, and where minor revisions to the wording of an item or response choices were made, they are noted below. Note these changes may impact comparability of results.

Prepared by CR Survey Research Department, June 2025

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Survey Notes for Monthly Trends

June 2024 results are based on interviews conducted from June 7-18, 2024 with a nationally representative sample of 2,032 US adults.

January 2023 results are based on interviews conducted from January 7-17, 2023 with a nationally representative sample of 2,088 US adults.

RIGHT TO REPAIR

RTR1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Some states have what is known as a right to repair law. This type of law requires manufacturers to make available the tools and information required to fix their products. That way, consumers can take their broken product to an independent repair shop, or fix it themselves, instead of needing to use the manufacturer's repair service.

As far as you know, does your state have a right to repair law?

	June 2025	June 2024
	%	%
Yes	12	15
No	12	11
Unsure	76	74
Base: All respondents	2,014	2,032

INSURANCE INCIDENCE

INSURANCE1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. RANDOMIZE RESPONSE OPTIONS, HOLDING "NONE OF THESE" AND "UNSURE" AT END. "NONE OF THESE" AND "UNSURE" WERE EXCLUSIVE.]

Which, if any, of the following types of insurance do you or someone in your household currently have?

Select all that apply.

	Total
	%
Personal property insurance for valuable items like jewelry, art, cameras, etc.	30
Renters insurance	17
Fire insurance	13
Flood insurance	9
Motorcycle insurance	5
E-bike insurance	1
None of these	38
Unsure	9
Base: All respondents	2,016

INSURANCE2. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Have you been covered by travel insurance for any trip in the past 24 months, whether you bought it yourself or someone else bought it for you?

	Total
	%
Yes	22
No	72
Unsure	6
Base: All respondents	2,014

LAWNMOWERS

LAWN1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Does your home have a yard--that is, an outdoor green space, such as a lawn--that you are responsible for maintaining?	
	Total
	%
Yes	76
No	24
Base: All respondents	2,016

LAWN2. [SHOW IF LAWN1 = "YES." RANDOMIZE GRID ITEMS, HOLDING "OTHER" AT END. SHOW TEXT BOX IF THE "OTHER" GRID ITEM = "I OR SOMEONE ELSE IN MY HOUSEHOLD DOES THIS" OR "SOMEONE NOT PART OF MY HOUSEHOLD IS PAID TO DO THIS."]

Who, if anyone, does most of the work maintaining your yard in each of the following ways?		
Weeding	June 2025	January 2023
	%	%
No one--we do not do this	10	11
I or someone else in my household does this	78	73
Someone not part of my household is <u>paid</u> to do this	12	16
Base: Respondents who have a yard	1,508	1,585
Planting	June 2025	January 2023
	%	%
No one--we do not do this	15	16
I or someone else in my household does this	78	73
Someone not part of my household is <u>paid</u> to do this	7	11
Base: Respondents who have a yard	1,511	1,590
Watering	June 2025	January 2023
	%	%
No one--we do not do this	19	22
I or someone else in my household does this	77	72
Someone not part of my household is <u>paid</u> to do this	4	6
Base: Respondents who have a yard	1,517	1,591

LAWN2. [CONTINUED.]

<i>Raking, spreading soil or wood chips, and other general tidying</i>	June 2025	January 2023
	%	%
No one--we do not do this	14	13
I or someone else in my household does this	76	71
Someone not part of my household is <u>paid</u> to do this	11	16
Base: Respondents who have a yard	1,513	1,589
<i>Mowing</i>	June 2025	January 2023
	%	%
No one--we do not do this	6	6
I or someone else in my household does this	74	70
Someone not part of my household is <u>paid</u> to do this	20	24
Base: Respondents who have a yard	1,515	1,590
<i>Pruning</i>	June 2025	January 2023
	%	%
No one--we do not do this	14	17
I or someone else in my household does this	74	69
Someone not part of my household is <u>paid</u> to do this	12	14
Base: Respondents who have a yard	1,513	1,589
<i>Fertilizing</i>	June 2025	January 2023
	%	%
No one--we do not do this	28	28
I or someone else in my household does this	57	54
Someone not part of my household is <u>paid</u> to do this	15	18
Base: Respondents who have a yard	1,513	1,585
<i>Other, please specify</i>	June 2025	January 2023
	%	%
No one--we do not do this	78	85
I or someone else in my household does this	19	12
Someone not part of my household is <u>paid</u> to do this	3	4
Base: Respondents who have a yard	971	1,599

LAWN3. [SHOW IF LAWN1 = "YES." RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY. "NO" WAS EXCLUSIVE.]

Have you purchased, or planned to purchase, a lawnmower in the <u>past 24 months</u> ?	
<i>Select <u>all</u> that apply.</i>	
	Total
	%
Yes, purchased	21
Yes, planned to but haven't actually purchased yet	12
No	67
Base: Respondents who have a yard	
	1,528

LAWN4. [SHOW IF LAWN3 = "YES, PURCHASED."]

Where did you buy that lawnmower?	
	Total
	%
Traditional walk-in store	56
Online retailer	15
Online classifieds website like eBay, Craigslist, or Facebook Marketplace	13
Garage or yard sale	9
Goodwill or other consignment or thrift store	1
Warehouse club like Sam's Club or Costco	4
Don't recall	3
Base: Respondents who have purchased a lawnmower in the past 24 months	
	324

LAWN5. [SHOW IF LAWN3 = "YES, PURCHASED" OR "YES, PLANNED TO BUT HAVEN'T ACTUALLY PURCHASED YET." RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "QUALITY," "DURABILITY," AND "RELIABILITY" AND RANDOMIZING WITHIN, AND HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE. RESPONDENTS COULD SELECT UP TO THREE RESPONSES.]

Which, if any, of the following are most important to you when buying a lawnmower?	
<i>Select up to three.</i>	
	Total
	%
Price	49
Reliability, that is, works as expected every time I use it	33
Durability, that is, withstands wear and tear	31
Quality, that is, functions well	30
Power source (battery, gas, or corded electric)	24
Type, like a push mower vs. riding mower	20
Ease of use	18
Brand	13
Safety features, like ones that shut off the mower if it tips over or stop the blade when I let go of the handle	12
Made in the U.S.A.	8
Eco-friendliness/sustainability	7
Return policy or trial period	5
Compatibility with other products I own	3
Other, please specify	1
None of these	2
Base: Respondents who have purchased a lawnmower in the past 24 months, or who planned to but haven't yet purchased	495

LAWN6. [SHOW IF LAWN3 = "YES, PURCHASED" OR "YES, PLANNED TO BUT HAVEN'T ACTUALLY PURCHASED YET." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE. RESPONDENTS COULD SELECT UP TO THREE RESPONSES.]

When you think about sustainability in buying a lawnmower, what are the three most important aspects of sustainability to you?

Select up to three.

	Total
	%
Good quality products that last a long time	56
Products that need very little maintenance or repairs	44
Cost savings	39
Energy efficiency	26
Made in the U.S.A.	18
Safety concerns, like protecting users' safety or workers' safety	15
Reducing pollution	13
Reducing waste, or keeping items out of the landfill	10
Health concerns, like reducing the production of harmful chemicals or emissions	9
Protecting natural resources	9
Reducing climate change	8
Other, please specify	1
None of these--sustainability is not important to me	3
Base: Respondents who have purchased a lawnmower in the past 24 months, or who planned to but haven't yet purchased	495

INFOTAINMENT SYSTEMS

INFOTAIN1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Do you currently own or lease a personal vehicle that you drive at least sometimes?

By "vehicle," we mean a car, truck, or SUV. We do not mean motorcycles, scooters, or boats. "Personal vehicle" means your own vehicle, not one owned by your workplace.

	Total
	%
Yes	86
No	14
Base: All respondents	2,016

INFOTAIN2. [SHOW IF INFOTAIN1 = "YES." RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

<p>Does your vehicle have an infotainment system, that is, a built-in screen you can use for things like navigation, music or news, or climate control?</p> <p><i>This may or may not be a touchscreen.</i></p>	
	Total
	%
Yes	68
No	30
Unsure	2
Base: Respondents who own or lease a personal vehicle that they drive at least sometimes	
	1,735

INFOTAIN3. [SHOW IF INFOTAIN1 = "YES." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE" AT END. "NONE" WAS EXCLUSIVE. "MY VEHICLE'S BUILT-IN NAVIGATION SYSTEM" AND "A PHONE INTERFACE LIKE APPLE CARPLAY OR ANDROID AUTO" WERE ONLY SHOWN IF INFOTAIN2 = "YES."]

<p>Which, if any, of the following <u>navigation</u> tools do you use when you're driving, even if only occasionally?</p> <p><i>Select <u>all</u> that apply.</i></p>	
	Total
	%
A smartphone on its own, or connected to the car's audio system, but not connected to a built-in screen	62
A phone interface like Apple CarPlay or Android Auto (used on the vehicle's built-in screen)	38
My vehicle's built-in navigation system (on the vehicle's built-in screen)	30
A standalone GPS device (not built into the vehicle)	13
Other, please specify	2
None: I don't use any navigation tools when driving (other than paper maps or written directions)	5
Base: Respondents who own or lease a personal vehicle that they drive at least sometimes	
	1,736

INFOTAIN4. [SHOW IF INFOTAIN2 = "YES." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

Which of the following functions do you ever do with your vehicle's infotainment system?

Select all that apply.

	Total
	%
Play music, radio, or podcasts	83
Skip songs, change stations, or adjust the volume	70
Get directions or set a destination	63
Call someone or redial a recent number	61
Control the temperature or climate settings	50
Check vehicle status, like fuel level or tire pressure	48
Send or reply to a text message	37
Control vehicle functions like windows, sunroof, or seat heaters	31
Ask about traffic or estimated arrival time	24
Other, please specify	1
None of these	2
Base: Respondents whose vehicle has an infotainment system	1,183

INFOTAIN5. [SHOW IF INFOTAIN2 = "YES." RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Do you ever use voice controls with your infotainment system--that is, speak your commands aloud to control the system or other vehicle functions?

	Total
	%
Yes	54
No	46
Base: Respondents whose vehicle has an infotainment system	1,181

INFOTAIN6. [SHOW IF INFOTAIN4 = ANY SELECTION OTHER THAN "NONE OF THESE" AND INFOTAIN5 = "YES." SHOW EACH RESPONSE OPTION IF THE CORRESPONDING SELECTION WAS MADE IN INFOTAIN4, AND SHOW IN SAME ORDER AS INFOTAIN4. IF INFOTAIN4 = "OTHER," PIPE IN THE WRITTEN RESPONSE FROM INFOTAIN4.]

Which of the following functions do you use <u>voice control</u> to do with your vehicle's infotainment system?	
<i>Select <u>all</u> that apply.</i>	
	Total
	%
Call someone or redial a recent number	87
Send or reply to a text message	81
Get directions or set a destination	56
Play music, radio, or podcasts	44
Ask about traffic or estimated arrival time	40
Skip songs, change stations, or adjust the volume	31
Control vehicle functions like windows, sunroof, or seat heaters	22
Control the temperature or climate settings	16
Check vehicle status, like fuel level or tire pressure	16
[TEXTBOX RESPONSE FROM INFOTAIN4]	42
Base: Respondents who use their infotainment system for each function, and who ever use voice control	
	622

INFOTAIN7. [SHOW IF INFOTAIN5 = "NO." RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "I AM NOT SURE MY VEHICLE HAS VOICE COMMANDS" AND "MY VEHICLE HAS VOICE COMMANDS AS AN OPTION, BUT I AM NOT SURE HOW TO USE THEM," IN THAT ORDER. IF BOTH OF THOSE RESPONSE OPTIONS ARE SELECTED, PROMPT THAT ONLY ONE OF THEM CAN BE SELECTED. HOLD "I JUST PREFER TO USE MANUAL CONTROLS" AND "OTHER" AT END.]

You said that you do not ever use voice controls with your infotainment system. Which, if any, of the following are reasons you do not?	
<i>Select <u>all</u> that apply.</i>	
	Total
	%
I just prefer to use manual controls	44
I am not sure my vehicle has voice commands as an option	32
It distracts me from driving	19
My vehicle has voice commands as an option, but I am not sure how to use them	17
The system doesn't understand what I say	16
There are often technical issues, like a poor connection or lag	11
It is affected by background noise or disrupts conversation	10
Other, please specify	3
Base: Respondents who do not use voice control with their infotainment system	
	554

AUTO PRODUCTS

AUTO1. [SHOW IF INFOTAIN1 = "YES." RANDOMIZE RESPONSE OPTIONS AND KEEP TOGETHER "COMPARE PRODUCTS AND CHOOSE THE ONE WITH THE LOWEST PRICE" AND "COMPARE PRODUCTS AND CHOOSE THE ONE THAT PERFORMS BEST," AND RANDOMIZE WITHIN. HOLD "I HAVE NEVER HAD TO REPLACE A VEHICLE'S TIRES" AT END.]

When you replace your vehicle's tires, how do you typically choose which new tires to buy?	
	Total
	%
I compare products and choose the one that performs best	29
I rely on my mechanic's or shop's recommendations	20
I replace them with the same type that was already on the vehicle	18
I compare products and choose the one with the lowest price	17
I replace them with the type my vehicle's manufacturer recommends	12
I have never had to replace a vehicle's tires	4
Base: Respondents who own or lease a personal vehicle that they drive at least sometimes	
	1,722

AUTO2. [SHOW IF INFOTAIN1 = "YES." RANDOMIZE RESPONSE OPTIONS IN THE SAME ORDER AS AUTO1. HOLD "I HAVE NEVER HAD TO REPLACE A VEHICLE'S BATTERY" AT END.]

When you replace your car battery, how do you typically choose which new battery to buy?	
	Total
	%
I compare products and choose the one that performs best	23
I rely on my mechanic's or shop's recommendations	20
I replace it with the same type that was already on the vehicle	17
I replace it with the type my vehicle's manufacturer recommends	15
I compare products and choose the one with the lowest price	15
I have never had to replace a vehicle's battery	6
No response	3
Base: Respondents who own or lease a personal vehicle that they drive at least sometimes	
	1,736

AUTO3. [SHOW IF INFOTAIN1 = "YES." RANDOMIZE RESPONSE OPTIONS IN THE SAME ORDER AS AUTO1. HOLD "I HAVE NEVER HAD TO REPLACE A VEHICLE'S WIPER BLADES" AT END.]

When you replace your vehicle's wiper blades, how do you typically choose which new wiper blades to buy?	
	Total
	%
I compare products and choose the ones that perform best	32
I compare products and choose the ones with the lowest price	19
I replace them with the same type that was already on the vehicle	16
I rely on my mechanic's or shop's recommendations	15
I replace them with the type my vehicle's manufacturer recommends	14
I have never had to replace a vehicle's wiper blades	5
Base: Respondents who own or lease a personal vehicle that they drive at least sometimes	1,712

WIRELESS ROUTER INCIDENCE

ROUTER_INTRO.

This set of questions is about wireless routers. A wireless router is a device in your home that creates a Wi-Fi signal so you can connect to the internet wirelessly on devices like phones, laptops, and smart TVs. Sometimes it's built into the same box as your modem, or it might be a separate box with antennas.

ROUTER1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Have you purchased, or considered purchasing, a wireless router or Wi-Fi extender in the past 24 months?	
<i>Please answer only for <u>purchases</u>, not renting from your internet provider.</i>	
A standard router	Total
	%
Purchased	34
Considered but have not yet purchased	13
Have not purchased or considered purchasing	53
Base: All respondents	2,009

ROUTER1. [CONTINUED.]

<i>A mesh router system that uses multiple devices to spread Wi-Fi throughout the home</i>	Total
	%
Purchased	18
Considered but have not yet purchased	16
Have not purchased or considered purchasing	67
Base: All respondents	2,002
<i>A Wi-Fi extender, a device that extends the Wi-Fi signal to a specific location</i>	Total
	%
Purchased	20
Considered but have not yet purchased	17
Have not purchased or considered purchasing	63
Base: All respondents	2,003

ROUTER2. [SHOW IF RESPONDENT INDICATED IN ROUTER1 THAT THEY HAD PURCHASED A STANDARD ROUTER OR A MESH ROUTER SYSTEM.]

You said that you have purchased a wireless router. Did you purchase it directly from your internet service provider?	
	Total
	%
Yes	48
No	45
Don't recall	7
Base: Respondents who purchased a standard router or a mesh router system in the past 24 months	802

BULK PURCHASES

BULK1. [RESPONDENTS WERE PROMPTED ONCE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Do you belong to any membership-based retailers like Sam's Club, Costco, or BJ's Wholesale?	
	Total
	%
Yes	62
No	36
Unsure	2
Base: All respondents	2,015

BULK_INFO. [SHOW IF BULK1 = "YES."]

The next few questions ask about different kinds of items you might buy regularly at a membership-based retailer. By "regularly," we mean they are one of your usual sources for these items.

BULK2. [SHOW IF BULK1 = "YES." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

Which, if any, of the following types of household supplies do you regularly buy in bulk, such as buying more than one or buying in large sizes, from a membership-based retailer like Sam's Club, Costco, or BJ's Wholesale?

Select all that apply.

	Total
	%
Toilet paper	81
Paper towels	75
Garbage bags	65
Laundry detergent	62
Cleaning products, like all-purpose cleaner, glass cleaner, or dishwashing liquid	50
Paper plates, or paper or plastic cups	42
Aluminum foil, plastic wrap, other wraps, or food storage baggies	41
Napkins	31
Other household products, please specify	5
None of these	5
Base: Respondents who belong to a membership-based retailer	1,269

BULK3. [SHOW IF BULK1 = "YES." RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "SHAMPOO OR CONDITIONER," "BODY WASH OR SOAP," AND "OTHER SKIN CARE OR HAIR CARE PRODUCTS" IN THAT ORDER, AND HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

Which, if any, of the following types of personal care products do you regularly buy in bulk, such as buying more than one or buying in large sizes, from a membership-based retailer like Sam's Club, Costco, or BJ's Wholesale?

Select all that apply.

	Total
	%
Body wash or soap	41
Dental care products, like toothpaste or floss	40
Vitamins and supplements, including protein powder	40
Medicines, like Tylenol, Advil, Benadryl, etc.	38
Shampoo or conditioner	36
Baby wipes	20
Shaving needs	19
Menstrual care products	15
Other skin care or hair care products	12
Baby diapers	10
Contact lenses and solution	10
Baby formula	3
Other personal care products, please specify	3
None of these	15
Base: Respondents who belong to a membership-based retailer	1,269

BULK4. [SHOW IF BULK1 = "YES." RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE OF THESE" AT END. "NONE OF THESE" WAS EXCLUSIVE.]

Which, if any, of the following types of foods do you regularly buy in bulk, such as buying more than one or buying in large sizes, from a membership-based retailer like Sam's Club, Costco, or BJ's Wholesale?

Select all that apply.

	Total
	%
Meat and seafood	52
Cooking oil like olive oil or canola oil	44
Coffee or tea	43
Dairy products like milk and eggs	41
Canned goods like beans, vegetables, or tomato sauce	36
Cereal	32
Bread	31
Rice or pasta	31
Children's snacks	28
Sugar	25
Wine, beer, or other alcoholic beverages	23
Flour	17
Other grocery items, please specify	11
None of these	7
Base: Respondents who belong to a membership-based retailer	1,269

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