



Right to Repair:

A Nationally Representative Multi-Mode Survey

2021 Results

Overview of Methodology

Consumer Reports fielded this Right to Repair Survey to understand consumer behavior when it comes to repairing or replacing products in their home if they break or stop working, including vehicles, appliances, and electronics. The survey also asks about the types of repair shop choices available to consumers, and beliefs regarding repairability and access to replacement parts. These results are based on interviews conducted from November 11 – December 6, 2021.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered in English and Spanish, both online and by phone. In total NORC collected 2,075 interviews, 1,949 by web mode and 126 by phone mode, 2,025 in English and 50 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.

The margin of error for results based on the total sample is +/-2.82 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 questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Prepared by CR Survey Research Department, January 2022

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RR_INTRO1. [INTRO TEXT SHOWN TO RESPONDENTS.]

This survey is about products in your home and your typical habits when something breaks or stops working.

RR1. [RANDOMIZE ITEMS, KEEPING SMALL APPLIANCE/LARGE APPLIANCE TOGETHER. ROTATE SCALE DIRECTION.]

Consider the following hypothetical scenario with products in each of the categories listed below:	
You bought this product within the past two years and have never had any problems with it before, but it just stopped working well enough to use.	
What would you do?	
	Total
	%
Vehicle (such as a car or truck)	
Definitely try to get the product repaired	75
Probably try to get the product repaired	17
Probably replace the product	2
Definitely replace the product	5
Base: All respondents	2,064
Large home appliance (such as a dishwasher or clothes dryer)	
Definitely try to get the product repaired	47
Probably try to get the product repaired	33
Probably replace the product	10
Definitely replace the product	11
Base: All respondents	2,065
Small home appliance (such as a blender, coffee maker, or toaster)	
Definitely try to get the product repaired	4
Probably try to get the product repaired	10
Probably replace the product	46
Definitely replace the product	40
Base: All respondents	2,066
Portable electronic device (such as a smartphone or tablet)	
Definitely try to get the product repaired	19
Probably try to get the product repaired	30
Probably replace the product	29
Definitely replace the product	23
Base: All respondents	2,061
Home entertainment electronics (such as a television or speakers)	
Definitely try to get the product repaired	14
Probably try to get the product repaired	25
Probably replace the product	37
Definitely replace the product	23
Base: All respondents	2,070

RR2. [RANDOMIZE ITEMS. 'OTHER' AND 'NONE OF THESE' ALWAYS SHOWN LAST IN THAT ORDER; 'NONE OF THESE' WAS EXCLUSIVE. RESPONDENTS LIMITED TO UP TO THREE SELECTIONS.]

The following are factors people might consider when choosing if they will get a product they own that is no longer working repaired or if they will replace it.

Which, if any, of these are **most** important to you when deciding to repair or replace something you own?

Select **up to three**.

	Total
	%
Costs to repair or replace the product	86
Age of the product	64
History of problems with the product	37
Availability of competent repair professionals	27
Availability of desirable replacement products on the market	24
Safety (e.g., concerns a product could cause harm even after being repaired)	24
Environmental impacts (e.g., waste associated with disposal of products)	10
Other	2
None of these	1
Base: All respondents	2,075

RR_INTRO2. [INTRO TEXT SHOWN TO RESPONDENTS.]

When a consumer wants to get a product they own repaired, there are some options for who to call or where they can take it to get it repaired, or they can try to repair it themselves.

In the section that follows, we will refer to "authorized" or "certified" repair locations that are recommended by the manufacturer. Authorized repair locations include the manufacturer themselves, certain shops that have an agreement with the manufacturer, and in some cases, the store where you purchased the item.

There may be other businesses in your local area that perform repairs on the same types of products, but have not been recognized by a manufacturer. In this survey, we will call those repair shops "independent."

[THE FOLLOWING FOUR SECTIONS— VEHICLES, SMALL HOME APPLIANCES, LARGE HOME APPLIANCES, AND SMARTPHONES— WERE PRESENTED IN A RANDOM ORDER. SMALL AND LARGE HOME APPLIANCE SECTIONS WERE KEPT TOGETHER, BUT COULD BE SHOWN IN EITHER ORDER]

VEHICLES

V1. [PROMPT IF LEFT UNANSWERED.]

In the past <u>five years</u> , have you had a car or truck you owned/leased <u>break down</u> such that it was not drivable?	
	Total
	%
Yes	39
No	55
Not applicable - I haven't owned/leased a car or truck in the past five years	6
Base: All respondents	2,073

V2. [SHOW IF V1 = YES. RESPONSE OPTIONS SHOWN IN THIS ORDER: REPAIRED; TRIED TO REPAIR BUT REPLACED; REPLACED; NOTHING.]

Which of the following best describes what you did when your vehicle broke down such that it was not drivable?	
<i>If you had more than one car or truck break down such that it was not drivable, or a vehicle broke down on more than one occasion in the past five years, please think about the <u>most recent</u> time this happened.</i>	
	Total
	%
Got the vehicle repaired	70
Tried to get the vehicle repaired, but ended up replacing it	19
Replaced the vehicle	9
Nothing	2
Base: Respondents who had a vehicle break down in the past five years.	787

V3. [SHOW IF V1 = YES. 'UNSURE' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Was this vehicle covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it broke down such that it was not drivable?	
	Total
	%
Yes, a manufacturer's warranty	8
Yes, an extended warranty or other service contract/protection plan	5
Yes, both a manufacturer's warranty and another type of coverage	4
No, none of these types of coverage	82
Base: Respondents who had a vehicle break down in the past five years.	765

V4. [SHOW IF V2 = 'REPAIRED' OR 'TRIED TO GET REPAIRED.' QUESTION STEM SHOWN AS "GOT..." OR "TRIED TO GET..." BASED ON RESPONSE TO V2. RANDOMIZE ITEMS, KEEPING BOTH 'CAR DEALERSHIP' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIRED IT MYSELF' ITEM SHOWN AS 'REPAIRED IT MYSELF' OR 'TRIED TO REPAIR IT MYSELF' BASED ON RESPONSE TO V2, AND ALWAYS SHOWN AT END OF LIST, FOLLOWED BY EXCLUSIVE OPTION 'NOWHERE' IF V2= 'TRIED TO REPAIR.']

You mentioned that you [got the vehicle repaired / tried to get the vehicle repaired] when it broke down such that it was not drivable.	
To which, if any, of the following places did you take it to have it repaired?	
Select <u>all that apply</u> .	
	Total
	%
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the brand of vehicle)	44
I repaired it myself, or had it repaired by a friend or family member	30
A car dealership that sells new vehicles of this brand	22
A local repair shop that is "authorized" or "certified" by the brand of vehicle	22
A chain repair shop such as Mavis Tire or Jiffy Lube	8
A car dealership that does not sell new vehicles of this brand	4
Nowhere	0
Base: Respondents who got or tried to get a vehicle repaired when it broke down in the past five years.	690

V5. [SHOW IF V2 = '...ENDED UP REPLACING,' 'REPLACED,' OR 'NOTHING.' RANDOMIZE ITEMS. BOTH 'COULDN'T FIND A REPAIR PROFESSIONAL' ITEMS KEPT TOGETHER. THREE 'THE REPAIR PROFESSIONAL I TRIED...' ITEMS KEPT TOGETHER, AND WERE SHOWN AS 'THE REPAIR PROFESSIONAL I HAD IN MIND...' IF V2 = 'NOTHING' OR V4 = 'NOWHERE.' 'OTHER' AND 'NO PARTICULAR REASON' ALWAYS SHOWN LAST IN THAT ORDER. 'NO PARTICULAR REASON' WAS EXCLUSIVE.]

Which, if any, of the following are reasons why you did NOT get this vehicle repaired?

Select all that apply.

	Total
	%
Cost to repair was too expensive	76
I was planning/wanted to replace it anyway	20
The repair professional I tried recommended replacing it instead	14
Getting it repaired was too inconvenient	11
The repair professional I tried couldn't fix it	10
I didn't have confidence that a repair professional could fix it	10
The parts to repair it were not available	6
It would have taken too long to get it fixed	5
Warranty or insurance covered a replacement	4
I couldn't find an "authorized" repair professional to fix it	2
I couldn't find any repair professional to fix it	2
The repair professional I tried told me I had to go to an "authorized" shop	1
Repair professionals are located too far away	1
Other	11
No particular reason	1
Base: Respondents who did not get a vehicle repaired when it broke down in the past five years.	236

V6. [RANDOMIZE ITEMS AND KEEP SAME ORDER IN SA6, LA6, AND S6. BOTH 'QUALITY' ITEMS KEPT TOGETHER. RANDOMLY FLIP IF 'DEALERSHIP OR AUTHORIZED' OR 'INDEPENDENT' SHOWN FIRST, KEEPING 'ABOUT THE SAME' IN THE MIDDLE. 'NOT APPLICABLE— I HAVE NOT HAD A VEHICLE REPAIRED AT BOTH' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Please think about the times you have ever had a vehicle repaired at the dealership or other "authorized" repair shop compared to times you have had a vehicle repaired at a repair location that was "independent" from the manufacturer.

In general, with which type of repair location would you say your experience on each of the following attributes was better?

	Total
	%
Repair costs	
Dealership or other authorized location	15
About the same	22
Independent repair location	63
Base: Respondents who have ever had a vehicle repaired at both an authorized location and an independent location.	1,668
Quality of workmanship	
Dealership or other authorized location	27
About the same	48
Independent repair location	25
Base: Respondents who have ever had a vehicle repaired at both an authorized location and an independent location.	1,676
Quality of parts	
Dealership or other authorized location	35
About the same	49
Independent repair location	16
Base: Respondents who have ever had a vehicle repaired at both an authorized location and an independent location.	1,677
Convenience	
Dealership or other authorized location	25
About the same	35
Independent repair location	40
Base: Respondents who have ever had a vehicle repaired at both an authorized location and an independent location.	1,679
Professionalism and courtesy of staff	
Dealership or other authorized location	26
About the same	49
Independent repair location	24
Base: Respondents who have ever had a vehicle repaired at both an authorized location and an independent location.	1,676

V7A. [RANDOMIZE ITEMS, KEEPING BOTH 'CAR DEALERSHIP' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' ITEM ALWAYS SHOWN LAST.]

In general, if you owned a car or truck that broke down such that it was not drivable, to which, if any, of the following would you consider taking it to have it repaired?

Select all that apply.

	Total
	%
A local repair shop that is "authorized" or "certified" by the brand of vehicle	60
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the brand of vehicle)	53
A car dealership that sells new vehicles of this brand	45
I would repair it myself, or have it repaired by a friend or family member	31
A chain repair shop such as Mavis Tire or Jiffy Lube	20
A car dealership that does not sell new vehicles of this brand	8
Base: All respondents	2,075

V7B. [RANDOMIZE ITEMS, KEEPING BOTH 'CAR DEALERSHIP' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' ITEM ALWAYS SHOWN LAST.]

Now, if you owned a car or truck that was due for routine, scheduled maintenance, such as a tune-up, oil change, or tire rotation, to which, if any, of the following would you consider taking it to have this work done?

Select all that apply.

	Total
	%
A local repair shop that is "authorized" or "certified" by the brand of vehicle	48
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the brand of vehicle)	45
A car dealership that sells new vehicles of this brand	41
A chain repair shop such as Mavis Tire or Jiffy Lube	37
I would do it myself, or have it done by a friend or family member	32
A car dealership that does not sell new vehicles of this brand	9
Base: All respondents	2,075

V8.

Have you <u>ever</u> replaced a broken vehicle sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?	
	Total
	%
Yes, I have done this	18
No, I have never done this	69
Not applicable - I've never had a vehicle that broke or was in need of repairs	8
Not applicable - I've never owned/leased a vehicle	6
Base: All respondents	2,066

SMALL HOME APPLIANCES

SA1. [PROMPT IF LEFT UNANSWERED.]

In the past <u>five years</u> , have you had a small home appliance (such as a blender, coffee maker, or toaster) you owned <u>stop working</u> well enough to use?	
	Total
	%
Yes	62
No	35
Not applicable - I haven't owned a small home appliance in the past five years	3
Base: All respondents	2,073

SA2. [SHOW IF SA1 = YES. RESPONSE OPTIONS SHOWN IN THIS ORDER: REPAIRED; TRIED TO REPAIR BUT REPLACED; REPLACED; NOTHING.]

Which of the following best describes what you did when your small home appliance stopped working well enough to use?

If you had more than one small home appliance stop working well enough to use, or a small home appliance broke on more than one occasion in the past five years, please think about the most recent time this happened.

		Total
		%
Replaced the appliance		85
Tried to get the appliance repaired, but ended up replacing it		8
Got the appliance repaired		3
Nothing		3
Base: Respondents who had a small appliance stop working in the past five years.		1,278

SA3. [SHOW IF SA1 = YES. 'UNSURE' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Was this appliance covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it stopped working well enough to use?

		Total
		%
Yes, a manufacturer's warranty		9
Yes, an extended warranty or other service contract/protection plan		2
Yes, both a manufacturer's warranty and another type of coverage		4
No, none of these types of coverage		86
Base: Respondents who had a small appliance stop working in the past five years.		1,141

SA4. [SHOW IF SA2 = 'REPAIRED' OR 'TRIED TO GET REPAIRED.' QUESTION STEM SHOWN AS "GOT..." OR "TRIED TO GET..." BASED ON RESPONSE TO SA2. RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIRED IT MYSELF' ITEM SHOWN AS 'REPAIRED IT MYSELF' OR 'TRIED TO REPAIR IT MYSELF' BASED ON RESPONSE TO SA2, AND ALWAYS SHOWN AT END OF LIST, FOLLOWED BY EXCLUSIVE OPTION 'NOWHERE' IF SA2= 'TRIED TO REPAIR.']

You mentioned that you [got the appliance repaired / tried to get the appliance repaired] when it stopped working well enough to use.

To which, if any, of the following places did you take it to have it repaired?

Select all that apply.

	Total
	%
I repaired it myself, or had it repaired by a friend or family member	52
The store where I purchased it	24
The manufacturer	21
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the appliance manufacturer)	21
A local repair shop that is "authorized" or "certified" by the appliance manufacturer	17
A chain retailer other than the store where I purchased it	4
Nowhere	1
Base: Respondents who got or tried to get a small appliance repaired when it stopped working in the past five years.	173

SA5. [SHOW IF SA2 = '... ENDED UP REPLACING,' 'REPLACED,' OR 'NOTHING.' RANDOMIZE ITEMS. BOTH 'COULDN'T FIND A REPAIR PROFESSIONAL' ITEMS KEPT TOGETHER. THREE 'THE REPAIR PROFESSIONAL I TRIED...' ITEMS KEPT TOGETHER, AND WERE SHOWN AS 'THE REPAIR PROFESSIONAL I HAD IN MIND...' IF SA2 = 'NOTHING' OR SA4 = 'NOWHERE.' 'OTHER' AND 'NO PARTICULAR REASON' ALWAYS SHOWN LAST IN THAT ORDER. 'NO PARTICULAR REASON' WAS EXCLUSIVE.]

Which, if any, of the following are reasons why you did NOT get this appliance repaired?

Select all that apply.

	Total
	%
Cost to repair was too expensive	44
I think of items like this as disposable if/when they break	39
Getting it repaired was too inconvenient	32
I was planning/wanted to replace it anyway	22
It would have taken too long to get it fixed	17
I couldn't find any repair professional to fix it	8
The parts to repair it were not available	8
I didn't have confidence that a repair professional could fix it	6
I couldn't find an "authorized" repair professional to fix it	6
Warranty or insurance covered a replacement	5
The repair professional I tried recommended replacing it instead	5
Repair professionals are located too far away	4
The repair professional I tried couldn't fix it	3
The repair professional I tried told me I had to go to an "authorized" shop	2
Other	10
No particular reason	4
Base: Respondents who did not get a small appliance repaired when it stopped working in the past five years.	1,233

SA6. [RANDOMIZE ITEMS AND KEEP SAME ORDER IN VA6, LA6, AND S6. BOTH 'QUALITY' ITEMS KEPT TOGETHER. RANDOMLY FLIP IF 'MANUFACTURER OR AUTHORIZED' OR 'INDEPENDENT' SHOWN FIRST, KEEPING 'ABOUT THE SAME' IN THE MIDDLE. 'NOT APPLICABLE— I HAVE NOT HAD A SMALL HOME APPLIANCE REPAIRED AT BOTH' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Please think about the times you have ever had a small home appliance repaired by the manufacturer or other "authorized" repair shop compared to times you have had a small home appliance repaired by a repair location that was "independent" from the manufacturer.

In general, with which type of repair location would you say your experience on each of the following attributes was better?

		Total
		%
Repair costs		
Manufacturer or other authorized location		15
About the same		43
Independent repair location		42
Base: Respondents who have ever had a small appliance repaired at both an authorized location and an independent location.		816
Quality of workmanship		
Manufacturer or other authorized location		23
About the same		58
Independent repair location		20
Base: Respondents who have ever had a small appliance repaired at both an authorized location and an independent location.		821
Quality of parts		
Manufacturer or other authorized location		29
About the same		56
Independent repair location		15
Base: Respondents who have ever had a small appliance repaired at both an authorized location and an independent location.		819
Convenience		
Manufacturer or other authorized location		18
About the same		47
Independent repair location		35
Base: Respondents who have ever had a small appliance repaired at both an authorized location and an independent location.		824
Professionalism and courtesy of staff		
Manufacturer or other authorized location		20
About the same		58
Independent repair location		23
Base: Respondents who have ever had a small appliance repaired at both an authorized location and an independent location.		818

SA7. [RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' AND 'WOULD NOT CONSIDER REPAIRING' ITEMS ALWAYS SHOWN LAST IN THAT ORDER. 'WOULD NOT CONSIDER REPAIRING' WAS EXCLUSIVE.]

In general, if you owned a small home appliance that stopped working well enough to use, to which, if any, of the following would you consider taking it to have it repaired?

Select all that apply.

	Total
	%
A local repair shop that is "authorized" or "certified" by the appliance manufacturer	32
The store where I purchased it	30
The manufacturer	27
I would repair it myself, or have it repaired by a friend or family member	25
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the appliance manufacturer)	24
A chain retailer other than the store where I purchased it	9
I would not consider having a small home appliance repaired	33
Base: All respondents	2,075

SA8.

Have you ever replaced a broken small home appliance sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?

	Total
	%
Yes, I have done this	33
No, I have never done this	50
Not applicable - I've never had a small home appliance that broke or was in need of repairs	12
Not applicable - I've never owned a small home appliance	4
Base: All respondents	2,065

LARGE HOME APPLIANCES

LA1. [PROMPT IF LEFT UNANSWERED.]

In the past <u>five years</u> , have you had a large home appliance (such as a dishwasher or clothes dryer) you owned <u>stop working well enough to use</u> ?	
	Total
	%
Yes	55
No	39
Not applicable - I haven't owned a large home appliance in the past five years	7
Base: All respondents	2,073

LA2. [SHOW IF LA1 = YES. RESPONSE OPTIONS SHOWN IN THIS ORDER: REPAIRED; TRIED TO REPAIR BUT REPLACED; REPLACED; NOTHING.]

Which of the following best describes what you did when your large home appliance stopped working well enough to use?	
<i>If you had more than one large home appliance stop working well enough to use, or a large home appliance broke on more than one occasion in the past five years, please think about the <u>most recent</u> time this happened.</i>	
	Total
	%
Replaced the appliance	38
Got the appliance repaired	33
Tried to get the appliance repaired, but ended up replacing it	26
Nothing	3
Base: Respondents who had a large appliance stop working in the past five years.	1,076

LA3. [SHOW IF LA1 = YES. 'UNSURE' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Was this appliance covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it stopped working well enough to use?	
	Total
	%
Yes, a manufacturer's warranty	9
Yes, an extended warranty or other service contract/protection plan	6
Yes, both a manufacturer's warranty and another type of coverage	4
No, none of these types of coverage	81
Base: Respondents who had a large appliance stop working in the past five years.	1,023

LA4. [SHOW IF LA2 = 'REPAIRED' OR 'TRIED TO GET REPAIRED.' QUESTION STEM SHOWN AS "GOT..." OR "TRIED TO GET..." BASED ON RESPONSE TO LA2. RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIRED IT MYSELF' ITEM SHOWN AS 'REPAIRED IT MYSELF' OR 'TRIED TO REPAIR IT MYSELF' BASED ON RESPONSE TO LA2, AND ALWAYS SHOWN AT END OF LIST, FOLLOWED BY EXCLUSIVE OPTION 'NOWHERE' IF LA2= 'TRIED TO REPAIR.']

You mentioned that you [got the appliance repaired / tried to get the appliance repaired] when it stopped working well enough to use.	
Which, if any, of the following places did you use to have it repaired?	
Select <i>all that apply</i> .	
	Total
	%
I repaired it myself, or had it repaired by a friend or family member	39
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the appliance manufacturer)	30
A local repair shop that is "authorized" or "certified" by the appliance manufacturer	29
The store where I purchased it	13
The manufacturer	9
A chain retailer other than the store where I purchased it	5
Nowhere	1
Base: Respondents who got or tried to get a large appliance repaired when it stopped working in the past five years.	668

LA5. [SHOW IF LA2 = '... ENDED UP REPLACING,' 'REPLACED,' OR 'NOTHING.' RANDOMIZE ITEMS. BOTH 'COULDN'T FIND A REPAIR PROFESSIONAL' ITEMS KEPT TOGETHER. THREE 'THE REPAIR PROFESSIONAL I TRIED...' ITEMS KEPT TOGETHER, AND WERE SHOWN AS 'THE REPAIR PROFESSIONAL I HAD IN MIND...' IF LA2 = 'NOTHING' OR LA4 = 'NOWHERE.' 'OTHER' AND 'NO PARTICULAR REASON' ALWAYS SHOWN LAST IN THAT ORDER. 'NO PARTICULAR REASON' WAS EXCLUSIVE.]

Which, if any, of the following are reasons why you did NOT get this appliance repaired?

Select all that apply.

	Total
	%
Cost to repair was too expensive	50
I was planning/wanted to replace it anyway	27
Getting it repaired was too inconvenient	22
The repair professional I tried recommended replacing it instead	16
The parts to repair it were not available	13
It would have taken too long to get it fixed	12
The repair professional I tried couldn't fix it	11
I didn't have confidence that a repair professional could fix it	7
Warranty or insurance covered a replacement	6
I couldn't find an "authorized" repair professional to fix it	5
I couldn't find any repair professional to fix it	5
Repair professionals are located too far away	3
The repair professional I tried told me I had to go to an "authorized" shop	1
Other	13
No particular reason	3
Base: Respondents who did not get a large appliance repaired when it stopped working in the past five years.	694

LA6. [RANDOMIZE ITEMS AND KEEP SAME ORDER IN V6, SA6, AND S6. BOTH 'QUALITY' ITEMS KEPT TOGETHER. RANDOMLY FLIP IF 'MANUFACTURER OR AUTHORIZED' OR 'INDEPENDENT' SHOWN FIRST, KEEPING 'ABOUT THE SAME' IN THE MIDDLE. 'NOT APPLICABLE— I HAVE NOT HAD A LARGE HOME APPLIANCE REPAIRED AT BOTH' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Please think about the times you have ever had a large home appliance repaired by the manufacturer or other "authorized" repair shop compared to times you have had a large home appliance repaired by a repair location that was "independent" from the manufacturer.

In general, with which type of repair location would you say your experience on each of the following attributes was better?

	Total
	%
Repair costs	
Manufacturer or other authorized location	18
About the same	40
Independent repair location	42
Base: Respondents who have ever had a large appliance repaired at both an authorized location and an independent location.	1,172
Quality of workmanship	
Manufacturer or other authorized location	25
About the same	53
Independent repair location	22
Base: Respondents who have ever had a large appliance repaired at both an authorized location and an independent location.	1,163
Quality of parts	
Manufacturer or other authorized location	31
About the same	54
Independent repair location	15
Base: Respondents who have ever had a large appliance repaired at both an authorized location and an independent location.	1,168
Convenience	
Manufacturer or other authorized location	18
About the same	43
Independent repair location	39
Base: Respondents who have ever had a large appliance repaired at both an authorized location and an independent location.	1,171
Professionalism and courtesy of staff	
Manufacturer or other authorized location	21
About the same	56
Independent repair location	23
Base: Respondents who have ever had a large appliance repaired at both an authorized location and an independent location.	1,176

LA7. [RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' ITEM ALWAYS SHOWN LAST.]

In general, if you owned a large home appliance that stopped working well enough to use, which, if any, of the following would you consider using to have it repaired?

Select all that apply.

	Total
	%
A local repair shop that is "authorized" or "certified" by the appliance manufacturer	59
The manufacturer	46
The store where I purchased it	43
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the appliance manufacturer)	43
I would repair it myself, or have it repaired by a friend or family member	31
A chain retailer other than the store where I purchased it	16
Base: All respondents	2,075

LA8.

Have you ever replaced a broken large home appliance sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?

	Total
	%
Yes, I have done this	24
No, I have never done this	57
Not applicable - I've never had a large home appliance that broke or was in need of repairs	13
Not applicable - I've never owned a large home appliance	6
Base: All respondents	2,065

SMARTPHONES

S1. [PROMPT IF LEFT UNANSWERED.]

<p>In the past <u>five years</u>, have you had a smartphone you owned <u>stop working</u> well enough to use?</p> <p>Please do not include cracked or broken screens if the smartphone was otherwise working.</p>	
	Total
	%
Yes	44
No	52
Not applicable - I haven't owned a smartphone in the past five years	4
Base: All respondents	2,065

S2. [SHOW IF S1 = YES. RESPONSE OPTIONS SHOWN IN THIS ORDER: REPAIRED; TRIED TO REPAIR BUT REPLACED; REPLACED; NOTHING.]

<p>Which of the following best describes what you did when your smartphone stopped working well enough to use?</p> <p>If you had more than one smartphone stop working well enough to use, or a smartphone broke on more than one occasion in the past five years, please think about the <u>most recent</u> time this happened.</p>	
	Total
	%
Replaced the smartphone	57
Tried to get the smartphone repaired, but ended up replacing it	25
Got the smartphone repaired	16
Nothing	2
Base: Respondents who had a smartphone stop working in the past five years.	876

S3. [SHOW IF S1 = YES. 'UNSURE' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Was this smartphone covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it stopped working well enough to use?	
	Total
	%
Yes, a manufacturer's warranty	11
Yes, an extended warranty or other service contract/protection plan	20
Yes, both a manufacturer's warranty and another type of coverage	6
No, none of these types of coverage	64
Base: Respondents who had a smartphone stop working in the past five years.	835

S4. [SHOW IF S2 = 'REPAIRED' OR 'TRIED TO GET REPAIRED.' QUESTION STEM SHOWN AS "GOT..." OR "TRIED TO GET..." BASED ON RESPONSE TO S2. RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIRED IT MYSELF' ITEM SHOWN AS 'REPAIRED IT MYSELF' OR 'TRIED TO REPAIR IT MYSELF' BASED ON RESPONSE TO S2, AND ALWAYS SHOWN AT END OF LIST, FOLLOWED BY EXCLUSIVE OPTION 'NOWHERE' IF S2= 'TRIED TO REPAIR.']

You mentioned that you [got the smartphone repaired / tried to get the smartphone repaired] when it stopped working well enough to use.	
To which, if any, of the following places did you take it to have it repaired?	
Select <i>all that apply</i>.	
	Total
	%
The store where I purchased it	33
The manufacturer	23
A local repair shop that is "authorized" or "certified" by the smartphone manufacturer	23
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the smartphone manufacturer)	21
A repair service like Best Buy's Geek Squad or uBreakiFix	19
I repaired it myself, or had it repaired by a friend or family member	12
A chain retailer other than the store where I purchased it	10
Nowhere	2
Base: Respondents who got or tried to get a smartphone repaired when it stopped working in the past five years.	344

S5. [SHOW IF S2 = '...ENDED UP REPLACING,' 'REPLACED,' OR 'NOTHING.' RANDOMIZE ITEMS. BOTH 'COULDN'T FIND A REPAIR PROFESSIONAL' ITEMS KEPT TOGETHER. THREE 'THE REPAIR PROFESSIONAL I TRIED...' ITEMS KEPT TOGETHER, AND WERE SHOWN AS 'THE REPAIR PROFESSIONAL I HAD IN MIND...' IF S2 = 'NOTHING' OR S4 = 'NOWHERE.' 'OTHER' AND 'NO PARTICULAR REASON' ALWAYS SHOWN LAST IN THAT ORDER. 'NO PARTICULAR REASON' WAS EXCLUSIVE.]

Which, if any, of the following are reasons why you did NOT get this smartphone repaired?

Select all that apply.

	Total
	%
Cost to repair was too expensive	41
I was planning/wanted to replace it anyway	34
Getting it repaired was too inconvenient	17
Warranty or insurance covered a replacement	15
The repair professional I tried couldn't fix it	13
The repair professional I tried recommended replacing it instead	13
It would have taken too long to get it fixed	13
I didn't have confidence that a repair professional could fix it	10
The parts to repair it were not available	7
I couldn't find any repair professional to fix it	7
Repair professionals are located too far away	5
I couldn't find an "authorized" repair professional to fix it	4
The repair professional I tried told me I had to go to an "authorized" shop	3
Other	9
No particular reason	4
Base: Respondents who did not get a smartphone repaired when it stopped working in the past five years.	745

S6. [RANDOMIZE ITEMS AND KEEP SAME ORDER IN V6, SA6, AND LA6. BOTH 'QUALITY' ITEMS KEPT TOGETHER. RANDOMLY FLIP IF 'MANUFACTURER OR AUTHORIZED' OR 'INDEPENDENT' SHOWN FIRST, KEEPING 'ABOUT THE SAME' IN THE MIDDLE. 'NOT APPLICABLE— I HAVE NOT HAD A SMARTPHONE REPAIRED AT BOTH' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST, BUT EXCLUDED FOR REPORTING PURPOSES.]

Please think about the times you have ever had a smartphone repaired by the manufacturer or other "authorized" repair shop compared to times you have had a smartphone repaired by a repair location that was "independent" from the manufacturer.

In general, with which type of repair location would you say your experience on each of the following attributes was better?

	Total
	%
Repair costs	
Manufacturer or other authorized location	33
About the same	33
Independent repair location	33
Base: Respondents who have ever had a smartphone repaired at both an authorized location and an independent location.	923
Quality of workmanship	
Manufacturer or other authorized location	41
About the same	43
Independent repair location	16
Base: Respondents who have ever had a smartphone repaired at both an authorized location and an independent location.	931
Quality of parts	
Manufacturer or other authorized location	47
About the same	41
Independent repair location	12
Base: Respondents who have ever had a smartphone repaired at both an authorized location and an independent location.	937
Convenience	
Manufacturer or other authorized location	34
About the same	35
Independent repair location	31
Base: Respondents who have ever had a smartphone repaired at both an authorized location and an independent location.	940
Professionalism and courtesy of staff	
Manufacturer or other authorized location	37
About the same	46
Independent repair location	17
Base: Respondents who have ever had a smartphone repaired at both an authorized location and an independent location.	943

S7A. [RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' ITEM ALWAYS SHOWN LAST.]

In general, if you owned a smartphone that stopped working well enough to use, to which, if any, of the following would you consider taking it to have it repaired?

Select all that apply.

	Total
	%
The store where I purchased it	51
A local repair shop that is "authorized" or "certified" by the smartphone manufacturer	48
The manufacturer	48
A repair service like Best Buy's Geek Squad or uBreakiFix	37
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the smartphone manufacturer)	25
I would repair it myself, or have it repaired by a friend or family member	13
A chain retailer other than the store where I purchased it	11
Base: All respondents	2,075

S7B. [RANDOMIZE ITEMS, KEEPING 'MANUFACTURER' AND 'STORE WHERE PURCHASED' ITEMS TOGETHER AND BOTH 'LOCAL REPAIR SHOP' ITEMS TOGETHER. 'REPAIR IT MYSELF' AND 'WOULD NOT CONSIDER REPAIRING' ITEMS ALWAYS SHOWN LAST IN THAT ORDER. 'WOULD NOT CONSIDER REPAIRING' WAS EXCLUSIVE.]

Now, if you owned a smartphone that had a cracked or broken screen, to which, if any, of the following would you consider taking it to have it repaired?

Select all that apply.

	Total
	%
A local repair shop that is "authorized" or "certified" by the smartphone manufacturer	46
A repair service like Best Buy's Geek Squad or uBreakiFix	39
The store where I purchased it	38
The manufacturer	34
A local repair shop that is "independent" (i.e., not "authorized" or "certified" by the smartphone manufacturer)	32
A chain retailer other than the store where I purchased it	13
I would repair it myself, or have it repaired by a friend or family member	13
I would not consider having a cracked or broken smartphone screen repaired	10
Base: All respondents	2,075

S8.

Have you ever replaced a broken smartphone sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?

	Total
	%
Yes, I have done this	22
No, I have never done this	54
Not applicable - I've never had a smartphone that broke or was in need of repairs	19
Not applicable - I've never owned a smartphone	6
Base: All respondents	2,062

ADVANTAGES AND DISADVANTAGES

RR3_4_INTRO. [INTRO TEXT SHOWN TO RESPONDENTS. 'AUTHORIZED' AND 'INDEPENDENT' VERBIAGE ROTATED IN TEXT TO MATCH ORDER OF RR3 AND RR4.]

The next two questions provide a list of reasons why a consumer might choose a particular repair location. We are interested if, in your own opinion, you think each item listed *is an advantage* or *is not an advantage* of using certain types of shops. We will ask you to respond about both "authorized" shops and about "independent" shops.

[RR3 AND RR4 PRESENTED IN A RANDOM ORDER.]

RR3. [RANDOMIZE ITEMS. 'OTHER' AND 'DO NOT SEE ADVANTAGES' ITEMS ALWAYS SHOWN LAST IN THAT ORDER. 'DO NOT SEE ADVANTAGES' WAS EXCLUSIVE.]

In general, which, if any, of the following do you believe to be advantages of having the products you own repaired by the manufacturer, or through a shop that is "authorized" or "certified" by the manufacturer?

Select *all that apply*.

	Total
	%
Ability to do warranty repairs	65
Training and experience of repair professionals	60
Access to replacement parts	59
Good reviews or ratings	36
Reasonably priced	30
Positive past experiences	30
Convenient locations	28
Timeliness of repairs	28
Convenient hours	21
Other	1
I do not see any advantages of having products repaired by the manufacturer or authorized repair location	6
Base: All respondents	2,075

RR4. [RANDOMIZE ITEMS. 'OTHER' AND 'DO NOT SEE ADVANTAGES' ITEMS ALWAYS SHOWN LAST IN THAT ORDER. 'DO NOT SEE ADVANTAGES' WAS EXCLUSIVE.]

In general, which, if any, of the following do you believe to be advantages of having the products you own repaired by an "independent" repair location (that is, one that is not "authorized" or "certified" by the manufacturer)?

Select *all that apply*.

	Total
	%
Reasonably priced	68
Convenient locations	53
Support local businesses	53
Positive past experiences	44
Good reviews or ratings	43
Ability to choose which shop I go to	41
Timeliness of repairs	38
Convenient hours	37
Training and experience of repair professionals	26
Access to replacement parts	22
Other	1
I do not see any advantages of having products repaired by an independent repair location	8
Base: All respondents	2,075

RR5. [RANDOMIZE ITEMS. 'OTHER' AND 'NONE OF THE ABOVE' ITEMS ALWAYS SHOWN LAST IN THAT ORDER. 'NONE OF THE ABOVE' WAS EXCLUSIVE.]

Which, if any, of the following perceptions might prevent you from having a product you own repaired by an "independent" repair location (that is, one that is not "authorized" or "certified" by the manufacturer)?

Select *all that apply*.

	Total
	%
I think it could void my manufacturer's warranty	47
They may not have access to genuine parts	40
I have to go to the manufacturer or an authorized repair shop because the product is covered by a warranty or protection plan	40
They may not be as familiar with the brand or as experienced fixing the product	40
I'm worried if they repair it incorrectly it could be a safety hazard	26
They could break it or make the problem worse	25
I'm suspicious of lower priced repairs (i.e., you get what you pay for)	22
They might take longer to fix it	21
Privacy or security concerns	13
The manufacturer or authorized repair shops are the only ones I know about in my area	10
Other	1
None of the above	12
Base: All respondents	2,075

REGULATION AND CHOICE

RR6. [RANDOMIZE ITEMS, KEEPING 'LARGE' AND 'SMALL' APPLIANCE ITEMS TOGETHER.]

For products in each of the following categories, do you believe that consumers have <i>enough choices</i> when it comes to picking where they will get something repaired?	
	Total
	%
Vehicles (such as a car or truck)	
Yes	73
Maybe	15
No	7
Unsure	5
Base: All respondents	2,062
Large home appliances (such as a dishwasher or clothes dryer)	
Yes	43
Maybe	27
No	20
Unsure	10
Base: All respondents	2,065
Small home appliances (such as a blender, coffee maker, or toaster)	
Yes	20
Maybe	19
No	45
Unsure	15
Base: All respondents	2,066
Portable electronic devices (such as a smartphone or tablet)	
Yes	47
Maybe	22
No	21
Unsure	9
Base: All respondents	2,066
Home entertainment electronics (such as a television or speakers)	
Yes	28
Maybe	29
No	31
Unsure	12
Base: All respondents	2,066

RR7. [RANDOMIZE ITEMS, KEEPING 'LARGE' AND 'SMALL' APPLIANCE ITEMS TOGETHER. 'UNSURE' AND 'NOT APPLICABLE— I DON'T PLAN TO PURCHASE A PRODUCT IN THIS CATEGORY' INCLUDED ON SURVEY AND ALWAYS SHOWN LAST IN THAT ORDER, BUT EXCLUDED FOR REPORTING PURPOSES.]

How important to you is repairability (that is, how easy the product is to repair or get repaired) when it comes to the next product you purchase in each of the following categories?	
	Total
	%
Vehicles (such as a car or truck)	
Very important	83
Somewhat important	13
Not very important	3
Not important at all	1
Base: Respondents who plan to purchase a product in this category	1,936
Large home appliances (such as a dishwasher or clothes dryer)	
Very important	60
Somewhat important	31
Not very important	7
Not important at all	3
Base: Respondents who plan to purchase a product in this category	1,925
Small home appliances (such as a blender, coffee maker, or toaster)	
Very important	13
Somewhat important	21
Not very important	41
Not important at all	26
Base: Respondents who plan to purchase a product in this category	1,932
Portable electronic devices (such as a smartphone or tablet)	
Very important	38
Somewhat important	39
Not very important	17
Not important at all	7
Base: Respondents who plan to purchase a product in this category	1,917
Home entertainment electronics (such as a television or speakers)	
Very important	28
Somewhat important	41
Not very important	22
Not important at all	8
Base: Respondents who plan to purchase a product in this category	1,908

[RR8A AND RR8B PRESENTED IN A RANDOM ORDER.]

RR8A. [RANDOMLY FLIP ORDER OF 'SAME TERMS/PRICE' AND 'WHATEVER TERMS/PRICE.' 'NO' AND 'UNSURE' ALWAYS SHOWN LAST IN THAT ORDER.]

Do you believe that manufacturers <i>should be required</i> to make available to <u>independent repair professionals</u> the basic diagnostic information, tools, and replacement parts needed to make repairs to their products?	
	Total
	%
ANY "Yes"	77
Yes, available on the <i>same terms</i> and at the <i>same price</i> charged to authorized repair shops	54
Yes, available on whatever terms/price the manufacturer decides	23
No, they should not be required to make this available to independent repair professionals	9
Unsure	14
Base: All respondents	2,044

RR8B. [RANDOMLY FLIP ORDER OF 'SAME TERMS/PRICE' AND 'WHATEVER TERMS/PRICE.' 'NO' AND 'UNSURE' ALWAYS SHOWN LAST IN THAT ORDER.]

Do you believe that manufacturers <i>should be required</i> to make available to <u>people who own their products</u> the basic diagnostic information, tools, and replacement parts needed to make repairs to their products?	
	Total
	%
ANY "Yes"	75
Yes, available on the <i>same terms</i> and at the <i>same price</i> charged to authorized repair shops	54
Yes, available on whatever terms/price the manufacturer decides	21
No, they should not be required to make this available to people who own their products	10
Unsure	15
Base: All respondents	2,034

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