

**STATEMENT**

**Of**

**MR. KEVIN DIVITO**

**PRESIDENT  
MOBILE AUTO SOLUTIONS, LLC**

**BEFORE THE**

**JOINT COMMITTEE ON CONSUMER PROTECTION AND PROFESSIONAL  
LICENSURE  
BOSTON, MASSACHUSETTS**

**JANUARY 13, 2020**

Good afternoon Mr. Chairmen and members of the committee. My name is Kevin DiVito. I am the President of Mobile Auto Solutions, LLC (MAS). I first began my career in the automotive industry as a technician at Mercedes Benz. After spending a few years working for Mercedes, I moved back home to work at an independent repair shop in Chicago, IL. While working at the shop, I noticed that our shop technicians were encountering diagnostic challenges caused by servicing all makes and models with one size fits all tooling and information. With the intention of bringing dealer capabilities to independent repair shops, I established Mobile Auto Solutions, LLC in 2009.

As a leading figure in the business today, Mobile Auto Solutions provides an array of direct vehicle support solutions to the automotive industry. If a repair shop does not have the training or tooling to complete a repair, we are a mobile service that will go to a repair shop and program, diagnose, or repair any electrical problem. Specifically, the services that we offer are automotive module programming, electrical diagnostic services, wire harness repairs, and calibration of semi-autonomous systems. Not every shop invests in topline tools. We use dealer diagnostic equipment and current software for each and every manufacturer that we currently service, which includes domestic, European, and Asian manufacturers.

For the purpose of today's hearing, I would like to talk to you about our electrical diagnostic service and the importance of providing all independent repair shops with the vehicle data needed in order to properly and efficiently repair their customers' vehicle. As a technician, I understand first-hand the process in obtaining the correct vehicle data in order to repair a vehicle. With our OE diagnostic systems, we can complete all computerized diagnostic services, which involves checking each applicable component of your vehicle to ensure that everything is operating as it was designed to.

Many leading industry businesses across the U.S. are based on repair data being widely available. You must be willing to invest the time in yourself and your business in order to keep up with rapidly changing automotive technology. We are able to service current model year vehicles with identical equipment to the dealer. We are able to program new vehicle modules and keys, view dealer level service information, and calibrate semi-autonomous vehicles with OE tools and procedures. There is one growing OE gap and that is with Tesla. Tesla does not currently offer a way for the aftermarket to scan and program their vehicles. This leaves groups working to find work arounds. Given that all of Tesla's vehicles are semi-autonomous, this poses a safety risk to the drivers and the occupants of the vehicles sharing the road with those vehicles.

When we have a rare issue with data that is unavailable, we first contact the OE. In most cases they are receptive and research the issue. Often times the gaps we find in information end up impacting both the dealer and independent shop. Although an inconvenience, these issues are typically resolved in a reasonable amount of time. When that doesn't work, we have also worked with the National Automotive Service Task Force (NASTF) to help get issues resolved. NASTF is the first line of recourse in the Massachusetts Right to Repair law. If somehow NASTF cannot resolve the issue, a repairer can file a consumer complaint under Chapter 93A.

The auto industry has become an industry of specialization. We are specialists. For those shops that are not able to invest in the training and tooling to stay current, we will continue to offer expert support services to our customers and evolve with the ever-changing technology as we have for over 10 years.