

HB 3384 -- PRODUCT REPAIR REQUIREMENTS

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This bill specifies that owners of products purchased or used in Missouri and independent repair providers will have the right to access the same diagnostic and repair information that manufacturers supply to authorized repair providers. Product owners will also have the right to purchase service parts documentation, and tools from manufacturers in the same manner and time as those parts are given to authorized repair providers. A "product" is any farm machinery.

Product owners and independent repair facilities will have the right to purchase all diagnostic repair tools from manufacturers on fair and reasonable terms. For equipment with electronic security lock or other security-related function, the manufacturer must make available to owners and independent repair providers, on fair and reasonable terms, any special documentation, tools, and parts needed to disable the lock or function and to reset it when disabled in the course of diagnosis, maintenance, or repair of the equipment. Upon purchase or acquisition, an owner has the right to receive disclosure of any modification made by the previous owners.

Products sold for security-related purposes must not be programmed to exclude diagnostic, service, or repair methods to reset a security-related electronic function. Manufacturers are not legally responsible for the content and functionality of such diagnostic repair tools so long as the manufacturers comply with the provisions of the bill. The bill does not require the divulgence of a trade secret.

However, no manufacturer will be required to provide repair information or service parts to a product owner if the product is still covered by a repair or replacement warranty.

An independent repair provider who believes that a manufacturer has failed to provide information must notify the manufacturer and give it 30 days to cure the complaint. If the complaint is cured within the 30 days, damages are limited to actual damages in any subsequent litigation.

The bill also specifies a complaint provision for consumers and independent repair providers for violations of the bill. Violations will be punishable by a \$10,000 fine per violation. The Attorney General is required to enforce its provisions.

This bill is similar to HB 2257 (2026).