



To: The Honorable Kelly Merrick, Chair, Senate Committee on Community and Regional Affairs

CC: Senator Dunbar

From: Steven Nickel, Director of Repair Strategy, Google

Date: March 24, 2025

Re: Letter of Support for SB 111, Consumer Electronics Right to Repair Legislation in Alaska

Dear Chair Hughes,

I am writing to express Google's strong support for SB 111, Alaska's Right to Repair legislation for consumer electronics. Google believes that users should have more control over repair—including access to the same documentation, parts, and tools that original equipment manufacturer (OEM) repair channels have. We strongly support initiatives that provide users with greater choice over the repair of their devices, that protect user safety and privacy, and that provide manufacturers with flexibility to drive innovation and to meet users' evolving needs.

Common sense Right to Repair legislation, like SB 111, increases consumer choice in repair options, lowers repair costs, supports small businesses and local repairers, and helps to protect the environment by extending the lifespan of devices and reducing electronic waste.

We were pleased to see language amending the original legislation to prohibit the most serious abuses of parts pairing. Parts pairing is the practice of manufacturers individually serializing replacement parts and using software to prevent a device from functioning properly if a non-OEM approved part or process is used in a repair. At times, this practice can create unnecessary barriers for consumers and independent repair shops, driving up repair costs and making it difficult for small businesses to compete. Google has made a very intentional choice to not use parts pairing in our Pixel devices and believes that legislation limiting this practice, including SB 111, is an important step.

Google is committed to making repair more accessible. We have partnered with iFixit to provide genuine Pixel parts, tools, and repair guides to the public and have redesigned our repair manuals and offer an on-device Diagnostic App. We believe these efforts align with the goals of your legislation to empower consumers and support a robust repair ecosystem.

Alaska has a significant opportunity to lead the way in promoting consumer rights and environmental sustainability by passing strong right to repair legislation, along with other pioneers, including Oregon and Colorado, which passed similar legislation into law with bipartisan support last year.

We commend your efforts on this important issue and offer our support as you move forward.

Respectfully,

Steven Nickel

Director of Repair Strategy, Google

snickel@google.com



16 March 2026

RE: SB111, The Digital Right to Repair Act

To the Alaskan Senate Labor & Commerce Committee:

I'm Liz Chamberlain, Director of Sustainability for iFixit, writing in strong support of SB111.

iFixit is a repair company with over 130,000 step-by-step guides for everything from toasters to tractors. We sell parts and tools for consumer electronics, and we work with independent repair shops and manufacturers to get original parts into customers' hands. In 2025, more than 36,000 Alaskans used iFixit to fix something, including about 1 in 10 Juneau residents.

Through that work, we see the same barriers again and again: missing spare parts, restricted manuals, unavailable tools, and software locks that block repairs. Even where companies claim to support repair, owners and independent shops are still too often blocked from the materials and access they need.

One reason this bill matters is that it addresses parts pairing, when a manufacturer uses software to reject or limit a replacement part unless the company authorizes it. In practice, that can mean a working part will not function fully, or a device throws persistent warnings even after a proper repair. That undermines repair even when parts and manuals are technically available. Oregon, Colorado, and Washington have all now enacted laws addressing parts pairing directly, which is important progress. But additional states still matter. Broad adoption helps keep manufacturers' feet to the fire and makes it harder for them to treat repair rights as something they only honor in a few jurisdictions.

It also matters that SB111 reaches farm equipment. Agricultural Right to Repair only works if manufacturers provide the practical access the law promises on paper. In a hearing last month in Iowa, John Deere demonstrated that its Customer Service ADVISOR tool still falls short of dealer-level Service ADVISOR, including by omitting important service bulletins announcing recalls. That is the problem: partial access is not real repair freedom. In Alaska, where distance and downtime can be especially punishing, clarity matters.

Repair is good for consumers, small businesses, and the environment. Extending the life of electronics reduces waste, raw material demand, and the burden of manufacturing new products before they are truly needed. SB111 would help Alaskans keep the products they own in service longer.

iFixit strongly supports SB111. We believe it is a practical, balanced bill that would give Alaskans and Alaska repair businesses fairer access to the parts, tools, documentation, and functionality they need.

Thank you for your time and consideration.

A handwritten signature in black ink, appearing to read 'Liz Chamberlain'.

Dr. Elizabeth Chamberlain
Director of Sustainability
iFixit



Consumer Reports supports Alaska Senate Bill 111.

Right to repair is an incredibly important issue for consumers. Without consumer and independent repair shop access to parts, tools, software and info, manufacturers can require that consumers use their own repair shops or ones they authorize — and then increase the prices consumers pay to get things repaired there, incent consumers to pay for expensive service contracts such as Apple Care or prevent repair from occurring (so that consumers are forced to buy a whole new product.)

This is something consumers care deeply about as we've found in a nationally representative survey conducted in the summer of 2024. We asked consumers about their experiences repairing smartphones, appliances and vehicles, and discovered that 82% of consumers believe manufacturers should be required to make the basic diagnostic information, tools, and replacement parts needed to make repairs to their products available to independent repair professionals.¹

It's clear Americans all have to deal with broken devices and appliances. Roughly six in 10 Americans (58%) who have had a large appliance break in the last five years say they have replaced it because it broke. Of those, 26% tried to repair it but could not.² Two out of three Americans (68%) had a small home appliance such as a toaster oven, blender or coffee maker stop working well enough to use in the past five years, but most of those people (87%) decided to replace the appliance. Only 14% tried to repair their broken small appliance but ended up replacing it, while 72% simply bit the bullet and replaced the item.³

The survey also found that when consumers were deciding on whether or not they should repair a product, seven in 10 consumers focused on the cost of the repair, while roughly four in ten (43%) looked at whether they can repair the product themselves.⁴ It's

¹ Consumer Reports. "Right to Repair Survey: A Nationally Representative Multi-Mode Survey. Produced June-July 2024.

https://article.images.consumerreports.org/image/upload/v1723220409/prod/content/dam/surveys/Consumer_Reports_Right_to_Repair_June_July_2024.pdf

² *Id.*

³ *Id.*

⁴ *Id.*

clear that keeping repair costs reasonable is essential for ensuring that consumers try to repair products rather than replace them, which is why access to independent repair shops and ensuring those shops can access parts at the same costs and terms that manufacturers provide to licensed or their own repair shops is essential.

Finding someone to fix those devices can be difficult, especially in rural areas. When consumers were unable to repair a device or appliance, 12% said it was because the repair shop was inconvenient or too far away⁵. Alaska's spread out and rural populations deserve access to independent repair.

Consumer Reports is happy to see that Alaska SB 111 will address the less visible, but equally harmful practice of parts pairing. Parts pairing refers to the many ways manufacturers can use software to prevent access to repair or confuse the consumer about a third-party repair's efficacy. As consumers increasingly purchase products with a software component and those products are connected to the internet, a lack of clarity around repair rules can mean that these devices exist in a gray area where even after a consumer purchases a product, the manufacturer retains control and ownership of it.

Consumer Reports is deeply concerned about manufacturers using this path to cause consumers harm today and in the future.

At Consumer Reports we have supported legislative efforts to protect a consumer's right to repair their own products because doing so reduces waste, saves consumers money and offers consumers more choice when it comes to maintaining their expensive gadgets and appliances. With software becoming an essential element in today's products, Consumer Reports supports laws that prevent software from becoming a tool to enforce manufacturers' monopolies on the repair process.

We urge members of the Alaska House of Representatives to support Senate Bill 111.

⁵ *ibid.*