

# Consumer Reports Accessibility Conformance Report

## WCAG and 508 Edition

(Based on VPAT® Version 2.5Rev)

### Name of Product/Version:

Consumer Reports website ([ConsumerReports.org](https://www.consumerreports.org))

### Report Date:

May 21, 2025

### Product Description:

ConsumerReports.org is the website of Consumer Reports, a nonprofit organization that provides unbiased product reviews, ratings, and buying guides based on independent testing. It helps consumers make informed decisions on products. Much of the content requires a paid subscription.

### Contact Information:

Yana Bulva  
VP, Chief Experience Officer - Digital  
Email: [yana.bulva@consumer.org](mailto:yana.bulva@consumer.org)

### Notes:

The evaluation of [ConsumerReports.org](https://www.consumerreports.org) and this subsequent report were conducted independently by the design and development agency [Infinum](https://www.infinum.com).

### Evaluation Methods Used:

60 web page templates, covering the majority of the website's design were selected for evaluation. For each template, at least 2 pages were evaluated. The pages were evaluated with the following methods:

- Manual testing
  - Screenreaders
    - Mac on Chrome with Voiceover
    - Mac on Safari with Voiceover
    - PC on Chrome with JAWS

- PC on Firefox with NVDA
- PC on Edge with Jaws
- Android phone on Chrome with Talkback
- iPhone on Safari with Voiceover
- Keyboard-only use on Chrome
- Automated Testing
  - [Axe DevTools Chrome Extension](#)
  - [HeadingsMap Chrome Extension](#)

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA ( No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes ) Level AA (Yes) Level AAA ( No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA ( No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	No

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.1.1 Non-text Content</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Images use alternative text throughout. However, often icons are used that have unhelpful default alt text or would be better hidden from the screenreader as they are redundant with the copy.
<a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No audio-only and video-only content was found
<a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Some videos include captions while others do not.
<a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Some videos appear with text and images over audio, but no audio description is available to describe what is happening. Often the surrounding text will provide context.
<a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Most elements used in design have a structure that both visually and programmatically define their relationship, but there are some areas where this is missing, such as visual tables that are not coded as such.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Some headings are not in the correct order, or are used for visual styling rather than programmatic sequence
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	There are some instances of icons and ratings being used without labels, making the graphics ambiguous in meaning. In other places, these graphics do have labels.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	In a few locations, link text is hard to distinguish from surrounding text due to relying solely on color.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.4.2 Audio Control</u></a> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When video with audio plays automatically, there is a mechanism to pause it, and the audio is muted by default.
<p><a href="#"><u>2.1.1 Keyboard</u></a> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Much of the site is keyboard accessible, however there are important interactions throughout the site such as adding and removing elements from comparison
<p><a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)  Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most overlays allow a user to close them by pressing escape or navigating to the close button, but some popups such as the “become a member” or “donate” popups are not easy to close via keyboard alone and can obstruct viewing.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)  Revised Section 508 – Does not apply</p>	Not applicable	Character key shortcuts are not used
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	There are no time dependent interactions in this product.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Autoplaying videos on the homepage do have a pause button, however there are several videos on <a href="https://www.consumerreports.org/babies/">https://www.consumerreports.org/babies/</a> that play automatically without the ability to pause.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Product does not contain flashing elements
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There is a “skip to main content” button available to skip the navigation for keyboard and screen reader users
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Pages are accurately titled



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Much of the product follows the correct focus order. However, there are instances of some elements that do not shift programmatic focus when visible focus is moved, such as overlays or on page jump links.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Links are appropriately labeled or described by their surrounding content
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)  Revised Section 508 – Does not apply</p>	Supports	Interactions that require path based gestures, such as swiping, have an alternative. An example of this is a slideshow on mobile that can be accessed via swiping or by tapping arrow icons.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)  Revised Section 508 – Does not apply</p>	Supports	Pointer events use native functionality and work as intended

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Supports	Labels have the appropriate name programmatically connected
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2) Revised Section 508 – Does not apply</p>	Not applicable	Motion actuation is not a feature of this product
<p><a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Almost all pages have the lang attribute, a few do not.
<p><a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Context does not automatically update on focus of an element

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.2 On Input</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	Mostly supported, though there are a few instances where input fields automatically submit and refresh the page on input.
<b><u>3.2.6 Consistent Help</u></b> (Level A 2.2 only) Revised Section 508 – Does not apply	Supports	A support section can be found in the footer of every page
<b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Forms have appropriate and well written error identification when applicable
<b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions and labels are clear throughout forms and inputs
<b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only) Revised Section 508 – Does not apply		

Criteria	Conformance Level	Remarks and Explanations
<b>4.1.1 Parsing</b> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does not support	Through the product there are instances of elements that don’t programmatically match their visual form. For example many checkboxes, tables, and dropdowns look and function like these elements but their underlying roles and values do not align. This can create issues for screen reader users who can’t rely on the visual cues. Consumer Reports is actively working to remediate this issue.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	No live media is featured on the product.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	See 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Supports	It is possible to view content in both portrait and landscape orientation on mobile devices.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Partially supports	Forms could better utilize the “auto complete” attribute for ease of data entry
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	Consumer Reports uses a ratings scale of icons in various colors to help give product recommendations. One of their rating color combinations does not meet contrast requirements. Consumer Reports is aware of this issue and actively working within brand guidelines to update it.
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	Some areas of the site have meta data that restricts the maximum scalability of the viewport
<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not include images of text
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Supports	Text and content reflow on viewport scaling without the need for scrolling
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Supports	Non text content has sufficient contrast.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2) Revised Section 508 – Does not apply	Partially Supports	Most text styles can be updated to include more spacing without the loss of functionality. The “ratings” value for products can become obscured with increased text spacing
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Partially supports	In a few instances there are elements that appear on focus remain open and can block content underneath

Criteria	Conformance Level	Remarks and Explanations
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Breadcrumbs, a consistent main navigation, and a footer of key links, make it possible to navigate the site in multiple ways.
<b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Some visual headings are not headings programmatically making navigation and orientation by headings more difficult
<b><u>2.4.7 Focus Visible</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	Most interactive elements receive visible focus but some do not, which can make it difficult for keyboard users to see what they are focused on
<b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only) Revised Section 508 – Does not apply	Partially supports	There are some instances of focus moving behind an overlay and becoming obscured
<b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	Interactions that require dragging movements such as swiping, have an alternative. An example of this is a slideshow on mobile that can be accessed via swiping or by tapping arrow icons.
<b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	All elements meet the minimum target size requirements
<b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Elements in another language that require the lang attribute were not found
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Navigation is consistent across pages, a main navigation and footer are present throughout

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Elements have a consistent style across pages making it easy to learn and identify their functionality.
<b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	There are some areas where error suggestion could be better - such as when a user has not filled out all fields to look up a product and the option to search is disabled, it is not clear immediately that they need to fill in all fields.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The system checks for errors before submitting payment information
<b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	It is possible to use password managers or copy and paste to assist in authentication
<b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Partially supports	Status messages could be better used for overlay announcements and filter updates

### Table 3: Success Criteria, Level AAA

Notes: Section removed because this ACR does not cover Level AAA

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	While most content is accessible with screen readers, there are areas with unlabeled icons, improperly structured tables, and inaccessible pop-ups that hinder full navigation without vision.
302.2 With Limited Vision	Partially Supports	Inconsistent heading structures and insufficient link contrast in some areas reduce usability for users with limited vision. These issues make it harder to visually scan and distinguish interactive elements, especially when using screen magnifiers or customized display settings.
302.3 Without Perception of Color	Partially Supports	Some links rely solely on color for distinction, which can make them indistinguishable for users with color blindness.
302.4 Without Hearing	Partially Supports	Some videos provide captions, while others do not. Audio descriptions are not widely available, limiting comprehension for users who are deaf or hard of hearing.
302.5 With Limited Hearing	Partially Supports	Captions are inconsistently available across video content, which may prevent users with limited hearing from understanding auditory information. Audio descriptions are also limited, reducing access to non-verbal cues.
302.6 Without Speech	Supports	The website does not require voice input for any functionality. All interactions can be completed via keyboard, mouse, or touch interfaces.
302.7 With Limited Manipulation	Partially Supports	While many interactive features can be accessed via keyboard, key functionality such as popups and filters lack consistent keyboard support. This creates barriers for users who cannot use a mouse or perform precise interactions.



Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	The website does not require drag-and-drop, long presses, or complex gestures for navigation or interaction. All essential functionality is accessible through simple clicks, taps, or keyboard input.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The website does not use complex terminology or undefined abbreviations. Content is written in an easy to understand format with visuals for assistance.

## Chapter 4: [Hardware](#)

Notes: Section removed as hardware does not apply to this product

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	Some features (video autoplay control) respect user settings, but lack of consistent keyboard and screen reader compatibility in popups and filters may inhibit full user control over accessibility features.
502.2.2 No Disruption of Accessibility Features	Partially Supports	Some overlays may disrupt screen reader navigation or block keyboard users from regaining focus, particularly when escape key support is missing or inconsistent
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Several UI components lack proper exposure of role, name, and value to assistive technologies. Examples include misused roles (slider), dropdowns without combobox roles, and tables not marked up semantically. These issues limit the usability of screen readers.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Partially Supports	Dynamic updates to filters, modals, and dropdowns do not always communicate changes in state or content to assistive technologies. This limits usability for users who rely on screen readers to recognize updates during interaction.
502.3.3 Row, Column, and Headers	Partially Supports	Some visually formatted tables (Reliability History Table) are not marked up with semantic table structure. This prevents screen readers from conveying row + column context and header associations.
502.3.4 Values	Partially Supports	Several interactive components (dropdowns + sliders) fail to expose current or selected values properly to assistive technologies. This affects how users with screen readers perceive selection and state changes.
502.3.5 Modification of Values	Partially Supports	Value changes made through dropdowns and filters are not consistently communicated to assistive technologies. The lack of aria roles and live feedback results in poor user awareness of successful interactions.
502.3.6 Label Relationships	Partially Supports	Some controls lack programmatic label associations (icons + ratings). This makes it difficult for screen reader users to understand the purpose of these inputs.
502.3.7 Hierarchical Relationships	Partially Supports	Pages contain visual hierarchies but inconsistent semantic markup prevents assistive technologies from conveying these structures accurately. This limits users' ability to navigate and understand content organization.
502.3.8 Text	Partially Supports	While most text content is accessible, some icons and widgets lack meaningful text alternatives. Use of non-informative alt text and improperly labeled graphics limit programmatic access to textual information.
502.3.9 Modification of Text	Supports	No issues were reported regarding user modification of text fields. Standard input components appear to support text entry and editing without interfering with assistive technology use.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially Supports	Several interactive components do not expose correct ARIA roles, preventing assistive technologies from accurately listing available user actions. Misuse of roles and lack of semantic structure in dropdowns hinder the user's understanding of what interactions are possible.
502.3.11 Actions on Objects	Partially Supports	Some components such as filters, checkboxes, and dropdowns do not consistently support action via assistive technology. Incomplete keyboard focus and incorrect ARIA roles make it difficult for users to activate or operate these objects reliably.
502.3.12 Focus Cursor	Partially Supports	In several areas of the site, particularly overlays, filters, and comparison tools, focus is not consistently managed or exposed to assistive technologies. This prevents users from reliably tracking and moving the focus cursor, which impairs navigation and usability.
502.3.13 Modification of Focus Cursor	Partially Supports	Users cannot consistently move focus between interactive elements, particularly in modals, filters, and dynamic sections. This restricts the ability of assistive technology users to control focus and navigate the site effectively.
502.3.14 Event Notification	Partially Supports	Dynamic content changes, such as modal openings and filter updates, are not consistently announced to assistive technologies. Without aria live or correct status roles, users may not be informed of important updates or changes in state.
502.4 Platform Accessibility Features	Supports	Tested across multiple devices and operating systems using built-in assistive technologies, with no reported conflicts.
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The site itself does not appear to offer user managed accessibility preferences such as font scaling and contrast adjustment. It does respect browser-level defaults, there are no built-in tools for customizing user experience.
503.3 Alternative User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Partially Supports	Caption toggle controls are present in the media player and allow users to enable or disable captions when they are available. However, not all videos include captions.
503.4.2 Audio Description Controls	Does not Support	Audio descriptions are not available for most video content, and there are no user-facing controls to enable this feature.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	Does not include information on accessibility features or assistive technology usage
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in an electronic format so this not applicable
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Does Not Support	There is no indication that customer support services are trained to provide information about the website's accessibility features or its compatibility with assistive technologies.
603.3 Accommodation of Communication Needs	Does Not Support	While general support channels (chat and email) are available, there is no indication that they are accessible to users with speech, hearing, or cognitive impairments. There are no known accommodations such as relay services, trained agents, or assistive communication methods.

## **Legal Disclaimer**

The information provided in this Accessibility Conformance Report (ACR) is intended solely to describe the degree of conformance of the Consumer Reports Website with the accessibility standards outlined in the Web Content Accessibility Guidelines (WCAG) 2.2 and Section 508 of the Rehabilitation Act, based on the VPAT® Version 2.5Rev format.

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