

## MPI Parts Business Rules

The MPI Parts Business Rules apply to all Manitoba Public Insurance (MPI) light vehicle physical damage claims, including all estimates created and updated by MPI staff and repair shops. This document outlines the criteria and rules for parts usage, and the responsibilities of MPI, repair shops and parts suppliers.

MPI is committed to the use of alternate parts to reduce claim costs (except where prohibited within this document). Whenever possible, alternate part types and pricing will be identified using part sourcing software integrated with Mitchell Estimating (Mitchell Alternate Parts Program and Car-Part Pro). Manual validation of part pricing and availability may be necessary when part sourcing software is not available, applicable, or omissions are identified. Refer to the [Estimating Standards](#) for correct procedures and application.

Updates to rules and standards are posted to the MPI Partners website ([mpipartners.ca](http://mpipartners.ca)).

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## 1. Parts Program Criteria

### 1.1. Part Type Definitions

| Type  | Definition   |
|---|--|
| Original Equipment (OE or NW)                             | New parts from a manufacturer or designated retailer   |
| Aftermarket (AM)  | New non-OE parts of like, kind, and quality to OE  |
| Recycled (LK)   | Used OE parts salvaged from retired vehicles   |
| Remanufactured (RM)                                       | Used OE parts rebuilt to original product specification  |
| OEM Discount (OEMD)<br>(does not refer to line discounts) | New parts from the manufacturer sourced through alternate supply channels. Includes OE Surplus (OS), “blems” and “take offs” |
| National Auto Glass Specifications (NAGS)                 | Aftermarket glass  |

**Note:** AM, LK, RM, OS, and NAGS all meet the MPI definition of “alternate parts”.

### 1.2. Terminology

| Term                                      | Definition   |
|---|--|
| Mitchell Collision Estimating Guide (CEG) | Mitchell’s parts and labour database. Replacement parts and labour items are selected from CEG in order to build the estimate.   |
| Mitchell Alternate Parts Program (MAPP)   | Automated part sourcing software built into Mitchell Estimating. MAPP automates the search for certain aftermarket and remanufactured parts then adds them to the estimate.          |
| Long Expansion                            | Custom list of estimate lines found within Mitchell Estimating. The Long Expansion line items contain many of the required items and negotiated allowances not found in CEG.         |
| Car Part Pro                              | Recycled part sourcing software that provides an integration between Mitchell Estimating and participating supplier inventory.   |
| Published Price                           | A price listed in CEG (OE), MAPP (AM/RM) or Car-Part Pro (LK) using the MPI workflow and configuration.  |
| Unpublished Price                         | A part without price listing in the applicable software application such as CEG, MAPP or Car-Part Pro. These prices will be identified as manual entries within Mitchell Estimating. |

|  |   |
|--|---|
| Market Price                                 | Price to repair shop as offered or readily available in the marketplace, prior to markup applied for resale. Sometimes referred to as cost, shop cost, or trade-discounted. |
| Markup                                       | The allowable percentage a part can be increased from market price for resale on an MPI claim.  |
| Manufacturer's Suggested Retail Price (MSRP) | Price set by the product's manufacturer, typically the full, non-sale price to a consumer. Sometimes referred to as retail or suggested price.                              |
| Invoice                                      | A list of goods/services issued by the supplier to the repair shop.   |
| Supplier                                     | A person or organization that provides products or services to the repair shop.   |

## 1.3. Criteria

Vehicles with 20,000 km or greater qualify for alternate parts usage on MPI claims.

All vehicles qualify for NAGS glass, regardless of mileage.

All vehicles qualify for RM/LK powertrain and drivetrain parts regardless of mileage. [See 2.3.1 Quality](#) for additional information.

See [2.2 Prohibited Alternate Parts](#) for specific part exclusions.

## 2. Parts Business Rules

### 2.1. Maximum Pricing by Part Type

All parts and pricing are subject to audit validation.

- MPI requires lowest cost part selection.
  - See ES Estimate Part Selection and ES Parts Autonomy for details.
- Assemblies are subject to the same pricing as described in each part type category and lowest cost part selection. However only components required for the repair should be compared to the price of an assembly.

#### 2.1.1. Original Equipment

MPI will pay for OE parts at MSRP as listed by the manufacturer.

| Maximum Price | Criteria   |
|---------------|--|
| MSRP          | CEG Published Price<br>CEG Unpublished Price <ul style="list-style-type: none"> <li>• Manual price entry required</li> </ul> |

## 2.1.2. Aftermarket

MPI will pay AM parts at the MAPP published price or as listed below.

| Maximum Price  | Criteria  |
|--|---|
| OE less 26% or as populated to estimate                  | MAPP Included Part (see 4. Part Category)<br>Manual entries only permitted when <ul style="list-style-type: none"> <li>Available part is missing from MAPP, shop has located and is installing on vehicle. Shop assumes responsibility for quality and warranty.</li> </ul> |
| OE less \$1  | Non-MAPP Parts (see 4. Part Category) <ul style="list-style-type: none"> <li>Manual price entry required</li> </ul>   |
| Market Price plus 25% markup, not to exceed OEM less \$1 | Non-MAPP Parts (see 4. Part Category) <ul style="list-style-type: none"> <li>Applies to shop's without Parts Autonomy privileges</li> <li>Manual price entry required</li> </ul>  |
| Market Price plus 25% markup, not to exceed MSRP         | Accessories & Special Order Items   |
| Market Price plus 20%, not to exceed MSRP                | Tires   |

## 2.1.3. Remanufactured

MPI will pay RM parts at the MAPP published price or as listed below.

| Maximum Price  | Criteria   |
|--|--|
| OE less 26% or as populated to estimate                  | MAPP Included Parts (see 4. Part Category)   |
| OE less \$1  | Non-MAPP Parts (see 4. Part Category) <ul style="list-style-type: none"> <li>Manual price entry required</li> </ul>  |
| Market Price plus 25% markup, not to exceed OEM less \$1 | Non-MAPP Parts (see 4. Part Category) <ul style="list-style-type: none"> <li>Applies to shop's without Parts Autonomy privileges</li> <li>Manual price entry required</li> </ul> |
| OE less 30%  | Wheels (see the <a href="#">Wheels</a> Estimating Standard)  |

## 2.1.4. Recycled

MPI will pay LK parts at the Car-Part Pro published price or as listed below

| Maximum Price | Criteria  |
|---------------|---|
| OE less \$1   | <p>Car-Part Pro Published Price (includes MPI approved configuration for markup)</p> <p>Car-Part Pro Unpublished Price (no inventory listed)</p> <ul style="list-style-type: none"> <li>Manual price entry required. See <a href="#">Self-Supplied Recycled Part</a> job aid prior to adding a manual entry.</li> </ul> |

## 2.1.5. OEM Discount (does not refer to line discounts)

MPI will pay OEMD parts at the Car-Part Pro published price or as listed below.

| Maximum Price | Criteria  |
|---------------|---|
| OE less \$1   | <p>Car-Part Pro Published Price (includes MPI approved configuration for markup if applicable to part)</p> <p>Car-Part Pro Unpublished Price (no inventory listed)</p> <ul style="list-style-type: none"> <li>Manual price entry required. See Self-Supplied Recycled Part job aid prior to adding a manual entry.</li> </ul> |

## 2.1.6. NAGS

| Maximum Price | Criteria  |
|---------------|---|
| OE less \$1   | <p>NAGS Published Price</p> <ul style="list-style-type: none"> <li>After applicable discount</li> </ul> |

Refer to [NAGS Glass Discount](#) for the current discount.

## 2.2. Prohibited Alternate Parts

The following items are not permitted for use on MPI claims using the listed part types.

| Parts  | Part Type                                    |
|--|--|
| Supplemental restraint system (SRS) components                   | AM or RM or LK                               |
| Welded or bonded structural parts                                | AM   |
| Rebars, impact absorbers and structural bumper mounting brackets | RM or AM if non-CAPA or non-Diamond Standard |

### 2.2.1. Optional Recycled Parts

The following parts are not prohibited; however, they are typically not sourced as recycled by MPI or repair shops.

In discussion with their repair shop, customers may choose to use these recycled parts in order to save betterment charges, or in cases of backordered or obsolete parts to expedite the repairs. If sourced, all selections must adhere to the MPI Parts Business Rules 2.3 Part Standards.

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Idler arms</li> <li>• Steering links</li> <li>• Struts</li> <li>• Batteries</li> <li>• Emergency brake cables</li> <li>• All bearings</li> <li>• ABS modulating valves</li> <li>• Brake master cylinders</li> <li>• Individual tie rod ends</li> <li>• Ball joints</li> </ul> | <ul style="list-style-type: none"> <li>• Anti-lock brake system components</li> <li>• Rack and pinion steering assemblies</li> <li>• Hubs with non-serviceable bearings</li> <li>• Rotors</li> <li>• Drums</li> <li>• Wheel cylinders</li> <li>• Calipers</li> <li>• Tires</li> <li>• Windshields</li> <li>• Glass</li> </ul> |
|--|---|

## 2.3. Part Standards

### 2.3.1. Quality

Alternate parts supplied for use on MPI claims must be like, kind, and quality to the OE part being replaced in fit, form, and finish.

|   |  |
|---|--|
| Recycled – minimum quality standard   | Grade ‘B’ – ARA Parts Grading Guidelines                         |
| Recycled –with higher than minimum quality standard requirement <ul style="list-style-type: none"> <li>• Undercarriage</li> <li>• Steering Components</li> <li>• Electrical Charging Systems</li> <li>• Exhaust Systems</li> <li>• Glass (sold as a component)</li> </ul> | Grade ‘A’ – ARA Parts Grading Guidelines                         |
| Recycled –donor vehicle for all parts (except powertrain / drivetrain)  | Same model year or newer as the claimants vehicle                |
| Recycled – donor vehicle for powertrain & drivetrain  | Equal or lesser mileage as the claimants vehicle                 |
| Recycled – donor vehicle VIN  | Must be identifiable on invoice for each part                    |
| Recycled & Reman  | Must be of OE origin   |
| Aftermarket – Invoice   | Part number & certification (if applicable) must be identifiable |

### 2.3.2. Warranty

|                   |  |
|-------------------|--|
| All Parts         | Suppliers must provide a warranty equal to the remaining original manufacturer’s parts and labour warranty (if currently in effect), <b>or</b> a minimum one year parts and labour warranty, <b>whichever is greater.</b> <ul style="list-style-type: none"> <li>• Sheet Metal – includes an anti-perforation warranty</li> <li>• Plastics – includes guarantee against discoloration, weathering, and cracking</li> </ul>   |
| Mechanical        | Suppliers must provide a warranty equal to the remaining original manufacturer’s parts and labour warranty (if currently in effect) for years and mileage (parts and labour) <b>or</b> a minimum one year parts and labour warranty at 20,000 km per year, <b>whichever is greater.</b> <ul style="list-style-type: none"> <li>• Undercarriage and electrical charging system components - labour warranty requirement is 90 days or 20,000 km, whichever comes first</li> </ul>   |
| Extended Warranty | Suppliers must be notified as soon as possible by the repair shops once the shop has confirmed the insured’s vehicle has additional or extended warranty coverage that needs to be considered. Documentation is required. <ul style="list-style-type: none"> <li>• The supplier may choose to accept the additional warranty obligation.</li> <li>• The new warranty terms must be noted on the supplier’s invoice to the repair shop.</li> <li>• The supplier may need to adjust pricing for additional warranty costs and is permitted to do so in this circumstance.</li> <li>• The shop is responsible for updating the estimate with the additional cost must added to the total part cost. MPI approval required before proceeding.</li> </ul> |



|                 |  |
|-----------------|--|
| Warranty Claims | <p>Repair shops must make warranty claims directly with supplier.</p> <ul style="list-style-type: none"> <li>If the supplier cannot provide a replacement part, the supplier will reimburse the original cost of the part to the repair shop. Labour warranty to replace the part applies.</li> <li>The insured will incur no costs.</li> </ul>  |
| Considerations  | <p>Warranty coverage applies to the owner of the vehicle at the time of repair. The warranty begins on the date the insured signs the certification of repairs (Final Repair Account Signature Sheet) and ends once the warranty period is up, or when the vehicle is sold.</p> <ul style="list-style-type: none"> <li>Labour rates and incidentals, such as courtesy/rental cars, towing, repair shop suppliers, lodging, or similar for warranty is a matter between the supplier and repair shop.</li> <li>MPI accredited labour rates (and policies) are not intended to represent appropriate values for these circumstances.</li> <li>Modifications to replacement parts or related systems will void alternate part supplier warranties, including labour.</li> <li>Poor workmanship and/or faulty installation is repair shop responsibility and will not be covered.</li> </ul> |

## 2.4. Additional Costs

Parts Autonomy allows the repair shop to make part type selections—regardless of lowest cost pricing—as best suits each individual shop’s business needs. However, any additional costs incurred are the responsibility of the repair shop. See details below:

### 2.4.1. Restocking and Non-Returnable Parts

MPI will only consider compensation in circumstances outside the repair shop’s control, such as the vehicle becoming a total loss due to a second loss. Invoices with an itemized list of parts and charges are required for payment.

|                |   |
|----------------|---|
| Restocking     | If approved, MPI will pay a maximum of 20% restocking fee of the repair shop’s original cost of the part. This rate is inclusive of any labour, shipping, administration or similar fees. |
| Non-Returnable | If approved, MPI will pay the original cost invoiced to the shop.   |

Suppliers must not charge restocking fees for a minimum of 30 days or on parts that did not meet quality requirements.

Suppliers and repair shops must work together to ensure part orders are correct, required, and eligible for the repair prior to ordering / shipping.

### 2.4.2. Shipping/Freight and Delivery

Part pricing must be all inclusive to MPI, therefore suppliers must deliver or prepay shipping/freight. Suppliers need to provide estimated delivery times as accurately as possible and notify the repair shop of any delays promptly. Repair shops are responsible for any rush, expedited, or supplier-of-choice delivery costs. MPI will not consider reimbursement for shipping unless prior approval has been obtained in accordance with the [Shipping / Freight Charges](#) Estimating Standard.

### 2.4.3. Core Charges

A supplier may apply a core charge to the repair shop's invoice when applicable. This charge is reimbursed to the repair shop once the core has been returned. It is the repair shop's responsibility to ensure the core is returned.

MPI will only consider reimbursing repair shops for core charges when the core is missing, stolen as part of the loss, or the supplier deems a returned part unusable due to the condition resulting from the loss. The repair shop is required to provide all documentation from the supplier such as:

- Invoices clearly listing charges
- Photos and explanations / policy from the supplier

## 3. Partner Responsibilities

### 3.1. Supplier Responsibilities

Suppliers must:

- Ensure all staff are familiar with and adhere to the MPI Parts Business Rules.
- Submit timely and accurate product data to Mitchell, Car-Part Pro, and MPI, as required. **Note:** MAPP files must be provided to MPI prior to sending to Mitchell.
- Ensure that parts sold for use on MPI claims are not prohibited.
- Accept responsibility of all MPI parts business rules when providing a part for an MPI claim or choosing to price match with another supplier or part type on an MPI claim.
- In a reasonable manner, resolve any complaints from repair shops concerning fit, finish, and quality including additional labour required to strip/modify a part to meet the repair requirements.
- Provide accurate and detailed invoices that include all required pricing information, dates, part numbers, certifications, and VINs (as required).
- Clearly communicate estimated part delivery times and delays to repair shops or MPI when requested.

### 3.2. Repair Shop Responsibilities

Repair shops must:

- Ensure all staff are familiar with and adhere to the MPI Parts Business Rules and Estimating Standards.
- Ensure part number and pricing accuracy by vehicle application prior to ordering.
- Confirm repair requirements and required approvals have been obtained prior to ordering parts or beginning repairs.
- Follow the MPI-required part sourcing workflows.
- Make reasonable efforts (i.e. mirror match) to use alternate parts and source from suppliers available in the marketplace.
- Provide a Final Repair Account (FRA) which accurately lists all work completed and correctly indicates actual part type usage.
- Communicate and schedule repairs according to part availability.
- Supply invoices to MPI for parts as required by the Estimating Standards.
- For price matched parts (supplier to supplier or part type to part type):
  - Identify price matched parts (do not change the part type on the estimate).
- Ensure all sourced parts comply with the MPI parts business rules
- Adhere to the [Issues Resolution](#) and Parts/Supplier Issues Form (as applicable) processes, as documented on the MPI Partners website ([mpipartners.ca](http://mpipartners.ca)).

### 3.3. MPI Responsibilities

MPI must:

- Ensure all staff are familiar with and adhere to the MPI Parts Business Rules and Estimating Standards.
- Communicate any changes to the MPI Parts Business Rules to repair shops and suppliers.
- Offer support to repair shops when sourcing alternate parts as required.

## 4. Parts Categories and References

| 1. Accessories and Special Order Parts  |   |
|---|---|
| <p><b>Non-MAPP parts</b></p> <p><b>Long Expansion estimate entry</b></p>  |   |
| <ul style="list-style-type: none"> <li>• Bug deflectors</li> <li>• Body kits</li> <li>• Custom bumpers</li> <li>• Tonneau Covers</li> <li>• Spoilers</li> </ul> | <ul style="list-style-type: none"> <li>• Aftermarket hitches</li> <li>• Grille insert/screen</li> <li>• Wheel Opening Flares</li> <li>• Custom lamps</li> <li>• Custom wheels and wheel covers</li> <li>• Or similar/related items</li> </ul> |
| 2. Cooling/HVAC   |   |
| <p><b>MAPP parts (some exceptions)</b></p> <p><b>CEG estimate entry</b></p>   |   |
| <ul style="list-style-type: none"> <li>• A/C condensers</li> <li>• Radiators</li> <li>• Trans oil cooler</li> </ul>   | <ul style="list-style-type: none"> <li>• Intercoolers</li> <li>• Fans and fan assemblies</li> <li>• Or similar/related items</li> </ul>   |
| 3. Crash Parts  |   |
| <p><b>MAPP parts</b></p> <p><b>CEG estimate entry</b></p>   |   |
| <ul style="list-style-type: none"> <li>• Bumper covers / facebars / step bars</li> <li>• Lamps</li> <li>• Grilles</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Trim</li> <li>• Sheet metal</li> <li>• Mirrors</li> <li>• Or similar/related items</li> </ul>  |
| 4. Electrical Charging  |   |
| <p><b>Non-MAPP parts</b></p> <p><b>CEG estimate entry</b></p>   |   |
| <ul style="list-style-type: none"> <li>• Alternators</li> <li>• Starters</li> </ul>   | <ul style="list-style-type: none"> <li>• Electric motors</li> <li>• Hybrid systems</li> <li>• Or similar/related items</li> </ul>   |

| 5. Exhaust   |   |
|--|---|
| Non-MAPP parts<br>CEG estimate entry (some exceptions)   |   |
| <ul style="list-style-type: none"> <li>• Mufflers</li> <li>• Pipes</li> <li>• Catalytic convertors</li> </ul>  | <ul style="list-style-type: none"> <li>• Diesel Exhaust Filter</li> <li>• Or similar/related items</li> </ul>   |
| 6. Glass   |   |
| Non-MAPP parts<br>CEG estimate entry   |   |
| <ul style="list-style-type: none"> <li>• Windshield</li> <li>• Door glass</li> <li>• Back glass</li> </ul>   | <ul style="list-style-type: none"> <li>• Quarter glass</li> <li>• Vent glass</li> <li>• Liftgate glass</li> <li>• Or similar/related items</li> </ul>   |
| 7. Powertrain and Drivetrain   |   |
| Non-MAPP parts<br>Long Expansion estimate entry (some exceptions)  |   |
| <ul style="list-style-type: none"> <li>• Engines</li> <li>• Transmissions</li> <li>• Driveshaft</li> <li>• Axle shaft</li> <li>• Axle Housing</li> </ul> | <ul style="list-style-type: none"> <li>• Turbocharger</li> <li>• Transfer case</li> <li>• CV Joint / Axle</li> <li>• Differentials (front / rear) or 'carrier'</li> <li>• Or similar/related items</li> </ul> |
| 8. Steering  |   |
| Non-MAPP parts<br>CEG estimate entry   |   |
| <ul style="list-style-type: none"> <li>• Steering gear assemblies</li> <li>• Steering column</li> </ul>  | <ul style="list-style-type: none"> <li>• Steering shaft</li> <li>• Or similar/related items</li> </ul>  |
| 9. Supplemental Restraint System (SRS)   |   |
| Non-MAPP parts<br>CEG estimate entry   |   |
| <ul style="list-style-type: none"> <li>• Airbags</li> <li>• Airbag Modules</li> <li>• Impact Sensors</li> </ul>  | <ul style="list-style-type: none"> <li>• SRS Module (control unit)</li> <li>• Equipment directly related to airbags and seat belts</li> <li>• Seat Belts</li> </ul>   |

| 10. Advanced Driver Assistance  |  |
|---|--|
| Non-MAPP parts (some exceptions)  |  |
| CEG estimate entry  |  |
| <ul style="list-style-type: none"> <li>Forward recognition cameras</li> <li>Millimeter wave radar sensor</li> <li>Front and rear ultra-sonic sensors</li> </ul>   | <ul style="list-style-type: none"> <li>Blind spot sensors</li> <li>Panoramic television cameras. (front, rear, and sides)</li> <li>Or similar/related items</li> </ul>   |
| 11. Tires   |  |
| Non-MAPP parts  |  |
| Long Expansion estimate entry   |  |
| <ul style="list-style-type: none"> <li>Summer</li> <li>Winter</li> </ul>  | <ul style="list-style-type: none"> <li>All season</li> <li>Spare (space saver)</li> </ul>  |
| 12. Undercarriage   |  |
| Non-MAPP Parts  |  |
| CEG estimate entry (some exceptions)  |  |
| <ul style="list-style-type: none"> <li>Struts</li> <li>Springs</li> <li>Control arms</li> <li>Tie rods</li> <li>Ball joints</li> <li>Hubs</li> <li>Rotors</li> <li>Fuel tanks</li> <li>Calipers</li> <li>Batteries</li> </ul> | <ul style="list-style-type: none"> <li>Knuckles</li> <li>A/C pipes/hoses</li> <li>Gaskets</li> <li>Belts</li> <li>Electrical Connectors/sockets</li> <li>Pigtails</li> <li>Heat shields</li> <li>Exhaust manifolds, clamps, hangers, etc.</li> <li>Or similar/related items</li> </ul> |
| 13. Wheels  |  |
| Non-MAPP parts  |  |
| CEG estimate entry  |  |
| <ul style="list-style-type: none"> <li>Steel</li> <li>Aluminum</li> </ul>   | <ul style="list-style-type: none"> <li>Wheel Covers, discs and caps</li> </ul>   |