



Glass Consultation Committee Minutes

December 2, 2024

10:00 a.m. to 11:00 a.m.

Committee Attendance

- Vern Sisson, Industry
- Robert Ferreira, MPI
- Sandra Lawless, MPI
- Pierre Debreuil, Industry
- Rob Boyce, ATA
- Gord Froese, MPI
- Denis Cloutier, ATA
- JM Champagne, Industry
- Lynsey Beer, MMDA

Regrets:

- Waldemar Koos, MPI

Introductions and a high overview of the meetings

- The Committee governance link was provided in the meeting invitation for everyone to review before the meeting.
- The committee will book the next meeting at the end of this one.
- Meetings will be scheduled every three months. If needed, other meetings can be scheduled in between.
- Meeting minutes should be available within two to three weeks after the meeting.
- The agenda will be sent out before the next meeting. If you would like anything added please reach out to Robert or Sandra.
- Round table will occur at the end of each meeting where members are able to bring forward items.

Updates to Prior Actions

Shop emails to Glass Audit Unit (GAU) – Templated requests.

- To reduce the back-and-forth emails, we have completed templates that shops can use to ensure their requests include all required information to speed up approvals.
- The templates will be sent to the Glass Committee members to review and provide feedback.
- MPI is trying to prioritize urgent requests to phone calls and other requests to be sent via email.
- Feedback was that fillable PDF forms be considered as an option to submit requests. Fillable in Mitchell Cloud Glass (MCG) would be ideal.



- MPI had been looking into this option prior to the option of entering the note in MCG and clicking the button to send an email. MPI will investigate this.
- MPI is creating a brochure to answer common claimant questions and provide to shops, as well as a virtual copy found on the MPI public site and MPI Partners site.
 - In progress with external communications.
 - Once MPI gets a draft of what it looks like we will send it out to the glass committee for feedback.
 - MPI will send out the topics in the brochure to the committee members to start.
 - Both QR code and physical brochures are requested by the industry.

Discussion Topics

- ADAS Calibration
 - Information has been shared with the Program & Accreditation and Technical and Parts committees.
 - The industry brought forward that they are seeing more and more issues to get past gateway modules for 2024+ vehicles. For example, Volkswagen is a \$50 US fee, Stellantis is a yearly subscription, Volvo is a three day access.
 - Fees range from \$30-\$120 USD
 - Robert (MPI) to work with Pierre (industry) to create a database for all members to capture the extra fees for getting past gateways with newer models of vehicles to quantify this.
- Releasing LVAA consultation wrap up survey tomorrow (Dec 3)
 - Will be sent to all light vehicle and glass accredited shops.
 - MPI is looking at combining labour rates into one rate and material rates into one as previously shared with the last Glass Committee.
- MPI is working on getting more claims through MCG and less manual glass claims with updates to the systems. No ETA as we continue to work with Mitchell and our own IT resources.

Round Table

- ATA asked if there was any interest in a government certification for glass technicians.
 - Red River College (RRC) is creating a program for collision estimators right now and they might be interested in doing something for glass as well.
 - Currently for new glass accredited shops, MPI validates experience, and when possible, observes a number of installations during shop visits, but MPI would be interested in looking at options to support a qualified workforce.
 - Industry mentioned that more training and a certification may result in the repair shops needing to pay that technician a higher wage/salary and this may be difficult for shops with the current MPI rates.



- Glass claims that have PD damage
 - Process was discussed to obtain an understanding of the challenges with these claims and MPI is currently looking at options to improve efficiency with this process.
 - Robert (MPI) requested that claim number examples discussed to be sent to him to review. MPI can also share a draft of the standard with enhancement opportunities.
- Question was asked why MPI has shops collect deductibles as there are other carriers that do not have the shops complete this. Industry to provide some examples of other carriers who do not have this in place so MPI can see what process they use, and any other information regarding costs for the shops to do this.
- Question was asked if the claimant can have their spouse or partners sign off on signature sheet? MPI will look at the glass authorization sheet as there is a check box on the physical damage (PD) certification form to ensure that all the same options and wording are in place. MPI will review the standard and see if any updates are needed.
- No labour hours for a part in Mitchell
 - Roof of vehicle – It was asked why a glass shop can't take the Mitchell Cloud Estimating (MCE) hours at the body rate to calculate total labour costs followed by dividing that cost by the glass rate to come up with an inflated labour hour. MPI explained that compensation is based on published labour times which supports the time it takes to complete the operation, and using a formula will not be approved.
 - The differences between labour times in MCE and MCG was discussed where MPI explained that National Auto Glass Specifications (NAGS) has clean up time built in at approximately 0.5 hours per replacement where NAGS labour is always used for Original Equipment Manufacturer (OEM) glass when selected in MCG. MCE labour time for OEM glass is on average 0.5 hours less as glass cleanup is added as a separate line entry.
- Glass clean-up time was discussed and explained if there is excessive clean up time due to the shop needing to Remove and Install (R&I) interior components to clean the glass out of them, shops are to provide photos and provide an additional amount of time they are requesting to the GAU mailbox so it can be reviewed for additional labour.
 - MPI will look at the glass standard with glass clean up in it and circulate to the glass committee members for feedback.
- Accredited Repair (AR) is contacting glass shops for questions or concerns, reminders and staffing profiles being updated.

Action Items

MPI

- Email the glass committee the updated job aid “Shop emails to GAU – Templated requests.” for feedback on the templates.
- Robert (MPI) to work with Pierre (industry) to create a database for all members to capture the extra fees for getting past gateways with newer models of vehicles when calibrating.
- MPI will send out the topics in the brochure to the committee members.
- MPI will send out a copy of the [Glass Claims with Physical Damage](#) glass standard for feedback from the glass committee.



- MPI will look into whether the claimant can have their spouse or partners sign off on the signature sheet. MPI will look at the glass authorization sheet as there is a check box on the PD one and ensure that all the same options and wording are in place. MPI will review the standard and see if any updates are needed.
- MPI will look at the glass standard with glass clean up in it and circulate to the glass committee members for feedback.

Industry

- Claim number examples discussed around PD parts to be sent to Robert to review.
- Industry to provide costs for vehicle makes that shops are seeing when trying to calibrate the vehicle and are unable to due to not being able to get past the gateway module.
- ATA to provide names of other crowns and explanation on process where shops don't collect deductibles and information around service charges with credit card machines.

Next Meeting

March 10, 2025 - 10-12 in training room C

Please forward any topics to Sandra or Robert that you would like to see on the next Agenda.

Meeting adjourned at 11:00 am

Glass Committee

Dec 2, 2024



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Agenda

- Introductions
- Updates to Prior Actions
 1. Shop emails to GAU – Templated requests
 2. Creating a brochure to answer common claimant questions and provide to shops, as well as a virtual copy found on the MPI public site and MPI Partners site.
- New Items
 1. ADAS Calibration – trade new information
 2. Releasing LVAA consultation wrap up survey
 3. Round Table



Updates to Prior Actions

- Updates to Prior Actions
 1. Shop emails to GAU – Templated requests
 - ▶ To reduce back and forth emails we have completed templates that shops can use to ensure their requests include all required information to speed up approvals.
 - ▶ Will be sent to the Glass Committee members to review and provide feedback
 2. Creating a brochure to answer common claimant questions and provide to shops, as well as a virtual copy found on the MPI public site and MPI Partners site.
 - ▶ In progress



Process for Contacting the Glass Audit Unit – Email Templates

Email/Note Subject Line	Method of Contact	Email/Notes template to MPI
Add item to MCG - Claim # XXXXXXXX	Email/Add Shop Note	<p>Please add the following line/part to the claim:</p> <ul style="list-style-type: none"> • Claim number • Part number • Part description • Requested pricing <p>* Upload supplier invoice to MCG</p>
Zero priced glass - Claim # XXXXXXXX	Email/Add Shop Note	<p>Could you please add pricing for the following zero priced glass in MCG:</p> <ul style="list-style-type: none"> • Claim Number • Glass Part Number <p>* Upload supplier invoice to MCG</p>
Glass not in MCG - Claim # XXXXXXXX	Email/Add Shop Note	<p>Could you please add the following glass part to the claim, as we are unable to locate it in MCG:</p> <ul style="list-style-type: none"> • Claim Number • Glass Part Number • Glass part type (OEM, NAGS or Recycled) <p>* Upload supplier invoice to MCG</p>



New Items

- New Items
 1. ADAS Calibration
 - ▶ Information has been shared with the Program & Accreditation and Technical and Parts committees.
 - ▶ Trade would like to bring forward new information to discuss.
 2. Releasing LVAA consultation wrap up survey
 - ▶ Will be sent to all light vehicle and glass accredited shops



Question & Round Table

