

Notice to all Accredited Repair Shops, Glass Repair Facilities, and Rental Vehicle Providers

# Delays Affecting Loss of Use

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When repair facilities identify a repair delay, they must identify the reason for the additional Loss of Use (LOU) days, and ensure the reason is supported prior to requesting more days from their rental provider. To support accountability, reduce LOU costs, and prevent recovery on claims after audit, MPI will ensure that rental requests and billing are supported and align with the LOU standards.

MPI will take a more proactive approach to validate the rental duration and required rental days upon receiving a shop's supporting documentation for the unique delay. Not providing a detailed reason for the delay will result in additional follow up with the rental provider or repair facility, and may result in denial.

Note the following best practices:

- Provide supporting information when driveable claims turn into non-driveables, which would relate to safety concerns approved by MPI.
- Provide supporting information for delays of integral parts by noting the part, and ensure all attempts to complete temporary or partial repairs are completed. Contact [accreditedrepair@mpi.mb.ca](mailto:accreditedrepair@mpi.mb.ca) as noted on the [Temporary Repairs and Repair Delays](#) policy page.
- Driveable claims that result in a total loss should be returned to customers when safe to do so, as opposed to placing the customer in a rental.
- Rental requests will not be approved for part delays related to Parts Autonomy decisions when cost-effective parts are readily available.
- Withholding requests for additional rental days until end of repair may result in denial.



A [Loss of Use Delays job aid](#) is available to clarify the process for reporting delays that affect LOU, and outlines undue causes for delays.

Section 7.7 (c) of the [Light Vehicle Accreditation Agreement](#) states that MPI may recover additional LOU costs resulting from undue repair delays caused by the repair shop.