



# Glass Repair First - Timeline

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Following our previous communications on [Glass Repair First](#) (June 26, 2025) and [Glass Repair First - Update](#) (July 31, 2025), MPI is providing updates to these milestones to allow shops to build comfort with this new process and allow time to transition. MPI will be piloting a “post-payment process” as well as a “pre-approval process” simultaneously to validate the repair vs replace decisions on windshield claims.

## Key Dates and Milestones

- **August 20, 2025**

MPI has published updates to the Glass Standards and Procedures at the links below.

- [Best Practices for Glass Claims](#)
- [Windshield Repairs](#)
- [Windshield Replacement](#)
- [Digital Images Standard](#)
- [Repair First Policy](#)
- [Glass Repair Evaluator](#) (attached in Partners email)
  - MPI has provided a tool that shops can print on either a transparency or laminated white paper. MPI will look into providing shops with an acrylic evaluator to use once the pilot is completed.

- **August 25, 2025**

All shops will be required to upload photos of all glass damage **prior to submitting the claim for payment**. Customers do not need to travel to repair shops for photos and can wait for the repair appointment. These photos will support post-payment audits. Pre-approval for replacements is still not required.

MPI will begin piloting the Repair First Pre-Approval Process with select repair shops requiring photos to be uploaded when claims are assigned to a shop and prior to repairs. This pilot will run until the end of September.

- **September 18, 2025**

All accredited Glass shops will begin receiving a monthly glass report summarizing their glass claim counts broken down by replacements and repairs.

- **October to November**

MPI will complete an industry assessment period using post-payment audit to gain insights and provide feedback to all accredited glass shops, tracking compliance to photo uploads and repair versus replace decisions. No recoveries will be processed. These two pilots will allow MPI to decide on the best approach going forward.

More information with specific dates will be shared as it becomes available, including a Glass Repair First Frequently Asked Questions page.

Any questions or concerns coming from repair shops or customers can be directed to [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca).