



Notice to all Accredited Glass Shops

# Glass Repair First - Update

Date published: July 31, 2025

Following our previous communication on [Glass Repair First](#) (June 26, 2025), MPI is providing further clarification on the upcoming timeline and expectations. These milestones are to allow shops to build comfort with this new process and allow time to transition.

## Key Dates and Milestones

- **August 1, 2025**  
Repair shops are not required to contact MPI for windshield replacement pre-approval. While photo submissions are not mandatory, they remain a best practice.
- **August 20, 2025**  
MPI will release updates to the Glass Standards and Procedures. At this stage, shops will be required to upload photos of all glass damage when the vehicle is in for repairs and not required in advance. These photos will support post-payment audits. Pre-approval for replacements is still not required.
- **August 25, 2025**  
MPI will begin piloting the Repair First Pre-Approval Process with selected repair shops. This pilot will run through the end of September. During this period, MPI will also audit and provide feedback to all accredited shops in preparation for the full implementation.
- **September 18, 2025**  
All accredited Glass shops will receive a glass report each month summarizing their glass claim counts.
- **October to November**  
All glass accredited shops will have received audit results tracking compliance to photo uploads and repair vs. replace decisions as feedback post-payment.

## Support and Resources for Repair Shops

To ensure a smooth transition and reduce concerns, MPI will provide updated tools and guidance, including:

- A Glass Repair Evaluator Tool
- A guide on key questions to ask customers to help avoid unnecessary in-person inspections
- Updated Standards and Procedures documentation

More detailed information and confirmed dates will be shared in the coming months. If you have any questions regarding this notice, please contact [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca).