

Notice to all Accredited Glass Shops

Glass Repair First

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As of November 2025, glass claims opened in Mitchell for windshield damage will default to 'Repair'. Shops will be able to request replacement, if necessary, supported with photos, but will be required to obtain MPI approval prior to all windshield replacements.

This change is expected to help manage rising parts, labour, and technology costs, minimize the intrusive nature of replacement, and ensure vehicles are repaired in a cost-effective manner while complying with the requirements of proper repair. Although this may be seen as a change for customers and repair shops, MPI has always made the repair/replace decision across all claim types, maintaining both proper and cost-effective repairs.

Benefits of repairing over replacements

- Reduce environmental waste in landfills and glass recycling concerns.
- Reduce customer financial impacts by avoiding deductibles where applicable.
- Reduce the cost to customers for replacement of ADAS components when not related to their insurable loss.
- Reduce delays in labour, curing times, and ADAS recalibrations.

MPI will be increasing customer awareness on chip repairs on our public website and social media ads in the coming months.

Timeline for key milestones

August 2025 Updates to standards, job aids, and policies to allow time to transition.	<ul style="list-style-type: none">• Mandatory images on all glass claims showing damage.• Increase Chip Repair allowances to \$100 for initial two chips.• Crack repairs become eligible for repair or replacement if under 12 inches.• Discontinue recovery of failed chip repairs from replacement cost for eligible repairs.
September 2025 Monthly Glass Shop Reports.	<ul style="list-style-type: none">• Monthly Glass Shop Reports shared with each accredited glass shop to show claim counts.

November 2025 Mitchell Cloud Glass controls.	<ul style="list-style-type: none">• System requirement to obtain approval from Glass Audit on replacements prior to commencing repairs. Failing to obtain pre-approval on replacement windshields will result in no payment.
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More information with specific dates will be shared over the coming months. If you have any questions about this notice, please contact GAU@mpi.mb.ca.