

Notice to all Direct Repair Shops

# Loss of Use Delays

**Date published:** February 21, 2020

After identifying a delay, repair shops should identify the cause of the additional LOU days and ensure the reason is supported prior to contacting their rental provider. To support a culture of accountability, reduce LOU costs, and prevent recovery on claims following audit, MPI will ensure that rental requests and billing are supported and align with the LOU standards.

Going forward, MPI will take a more proactive approach to validate the rental duration and required rental days upon receiving the shop's supporting documentation for the undue delay.

A new [Loss of Use Delays](#) job aid is available that clarifies the process for reporting delays that affect loss of use, and outlines undue causes for delays. MPI may recover additional rental costs resulting from undue delays. Section 7.7 (c) of the Light Vehicle Accreditation Agreement states that undue delays in repair for which the repair shop is responsible may result in MPI recovering additional loss of use (LOU) costs.

Prior to the recovery process, a shop relationship advisor may review the claim to ensure the shop followed the correct process to avoid undue delays. Shops may contact their shop relationship advisor at [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca) to review any discrepancies.