



Notice to all Accredited Repair and Glass Shops

2024 Repair Industry Town Hall

Date published: June 7, 2024

The 2021 Light Vehicle Accreditation Agreement (LVAA) is centered on meaningful consultation between the repair industry, its associations, and MPI. As part of this commitment, MPI hosted a repair industry Town Hall meeting on May 1, 2024. This town hall meeting was the first of several opportunities over the coming months to discuss the current 2021 LVAA and compensation schedule, the consultation framework, and share any other feedback that you may have directly with MPI.

In this session, Ryan Mandell, Director, Claims Performance at Mitchell International provided a repair industry overview from his perspective.

More town hall sessions will be announced over the coming months to collect input regarding the upcoming 2025 LVAA.

Repair Industry Town Hall

May 1, 2024

2:00 to 4:00 pm

Winnipeg



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Agenda

1. Welcome and introductions MPI
2. Remarks from ATA & MMDA
3. Presentation from Ryan Mandell
4. Updates from MPI
5. Discussion and input regarding the upcoming 2025 LVAA
6. Questions
7. Closing remarks



Which team will bring home the Stanley cup?



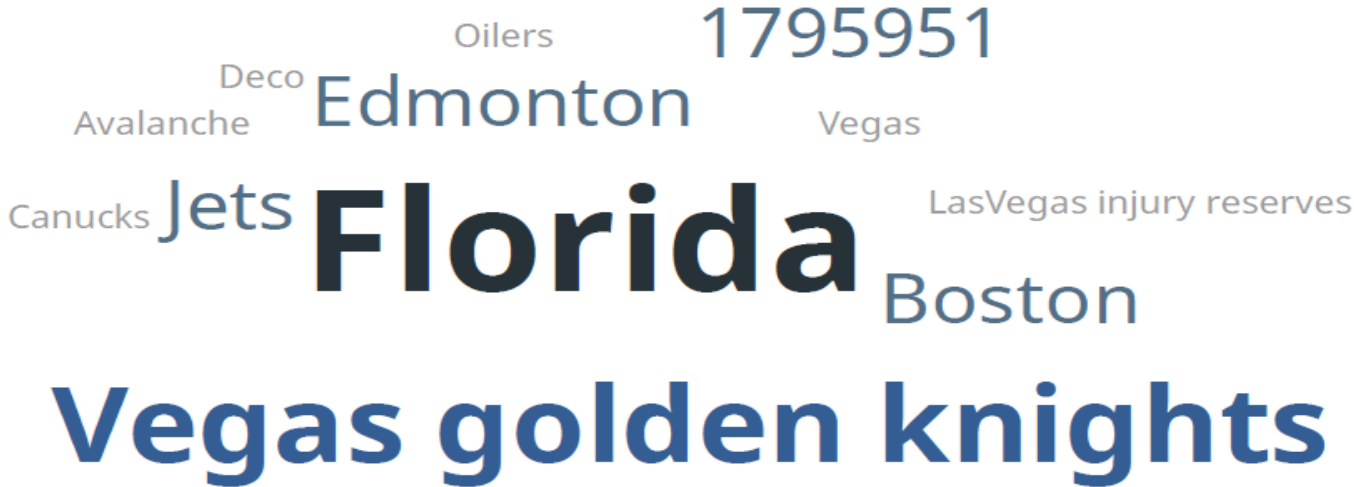
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and enter #: 1795951



Responses:

Which team will bring home the Stanley Cup...in 2025?

0 2 2



Updates from MPI



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Accredited Shop Counts

Shop Type	Number of Shops
Autobody / Frame	207
Autobody	22
Total Autobody	229
Glass only	184
Total Glass Accredited inc Autobody & Glass	408

- Majority of primary autobody facilities are Glass accredited.

Shop movement since 2022	Autobody	Glass Only
New Shops	3	9
Ownership changes	8	0
No longer accredited	4	0



Training Support

ICAR Gold Class Allowance		
Year	Count	Dollars
2023	47	\$4,230
2024	3	\$270
Total	50	\$4,500

Welding Course Allowance				
Year	Steel Sectioning		Aluminum MIG Welding	
2023	46	\$19,550	13	\$5,525
2024	6	\$2,550	7	\$950
Total	52	\$22,100	20	\$8,500

Tool Allowance and Apprenticeship Grant Program						
Year	Repairer Program			Painter Program		
	Count	Grants Paid	Tools Paid	Count	Grants Paid	Tools Paid
2023	81	\$162,000	\$77,425	16	\$32,000	\$39,500
2024	40	\$79,500	\$13,800	5	\$10,000	\$4500
Total	121	\$241,500	\$91,225	21	\$42,000	\$44,000



Would targeted compensation from MPI incentivize shops to invest in specialized tooling capabilities, e.g. for electric vehicles?



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Responses:

Would targeted compensation from MPI incentivize shops to invest in specialized tooling capabilities, e.g. for electric vehicles?

0 2 2

Yes

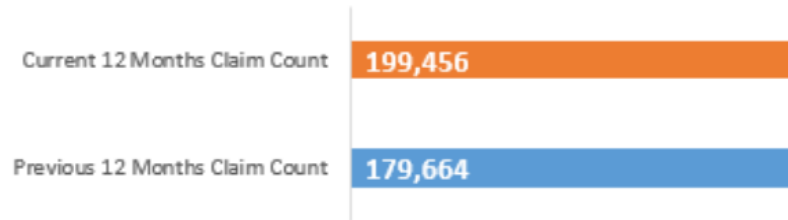


No



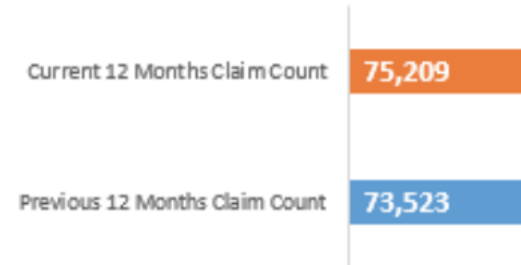
Two Year Claim Trends

Physical Damage Claims Reported by Period



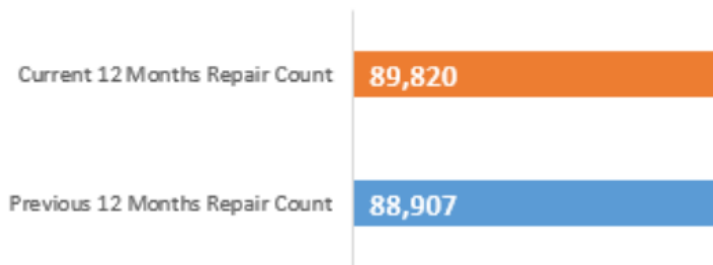
Year-Over-Year Difference: 19,792

Glass Only Claims Reported by Period



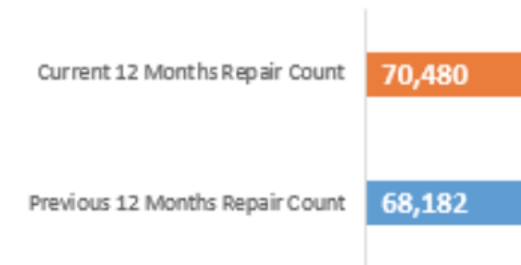
Year-Over-Year Difference: 1,686

Physical Damage Claims Paid by Period



Year-Over-Year Difference: 913

Glass Only Claims Paid by Period



Year-Over-Year Difference: 2,298

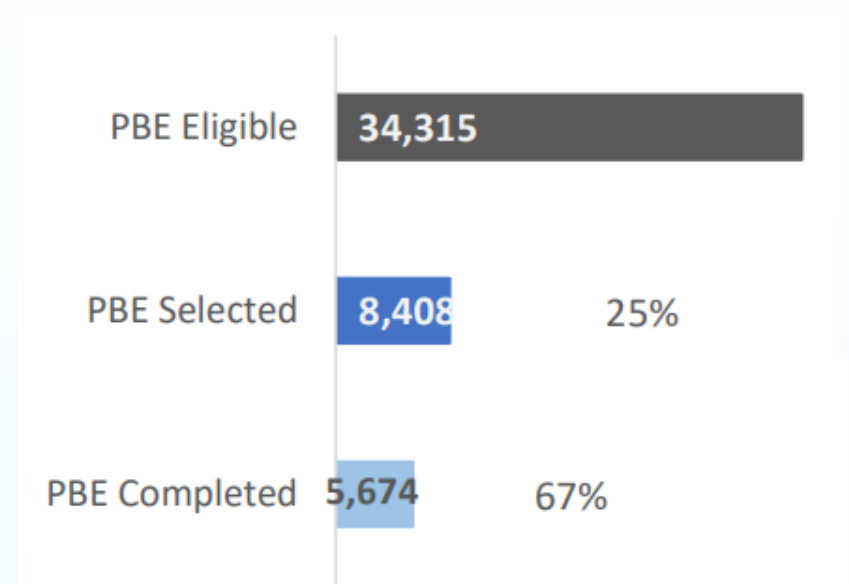


Estimating Options For Customers

Out of 166,757 Claiming damages in 2023

Historical	2021	2022	2023
DR estimate	23%	22.7%	19.9%
DR eligible but declined	17%	15.9%	19.9%
MPI only estimate	60%	61.4%	60.3%

PBE Jan 2023 to Jan 2024



How can MPI support shops to reduce the number of customers turned away due to certain claim elements (Vehicle Age, Peril, etc.)?



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Responses:

0 1 3

How can MPI support shops to reduce the amount of customers turned away due to certain claim elements (Age, Peril, etc)?

(1/2)

- Quit pushing all admin on us for doing these claims
- Additional resources to write estimates for classic vehicles that are not auto populated in Mitchell
- MPI should cover the entire theft process with the insured. A final estimate would then be sent to the shop with no amendments allowed. This would eliminate shops having to deal with dishonest customers.
- Allow shops to estimate hail claims and pay shops for this service instead of sending customers to MPI estimate appointment. Shops still have to re-estimate hail damage to get proper numbers
- Allowance for additional admin on claims with structural repairs such as SGI repair planning that gives \$80ish
- Train MPI staff to avoid escalations
- Complete the walkaround with the customer on theft claims. Once



Responses:

0 1 3

How can MPI support shops to reduce the amount of customers turned away due to certain claim elements (Age, Peril, etc)?

(2/2)

that is sorted out, we can get into the repair.

- Educate the customer at time of claim as to owner to authorize, betterment, etc.
- Let shops open claims like we did during strike
- Theft claims have theft walk around completed at mpi
- Allow wildlife estimate to be direct repair eligible if there is farm plate.
- Thefts
- Compensation. These

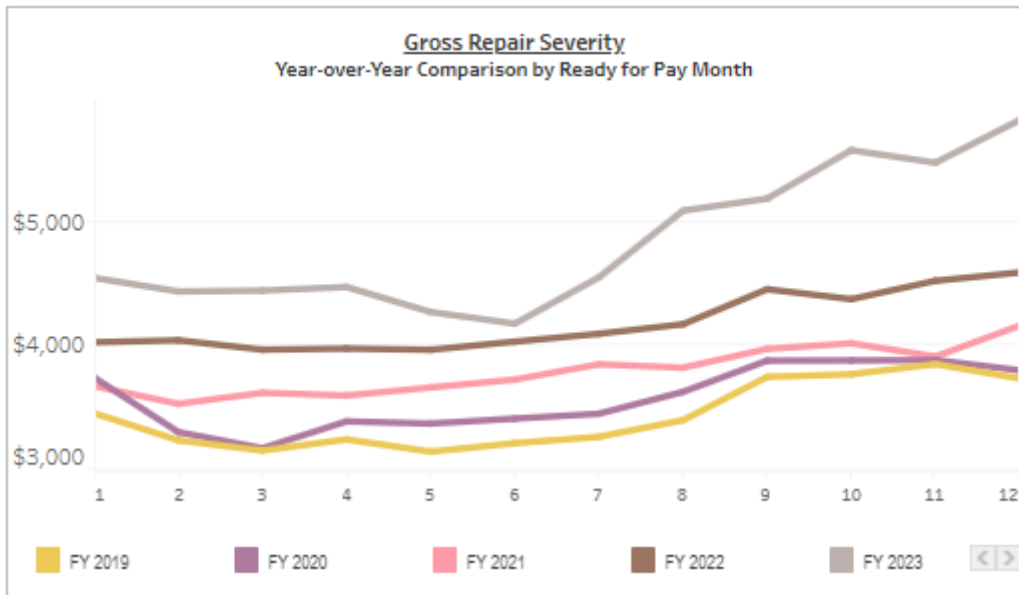
claims require more time and resources.

- Better script with insured when opening claim
- Get rid of rps scores for smaller shops
- Actually pay for all additional work required on thefts, pothole, etc. Stop having soooo many claims locked when. Customer comes to our door.
- Let us do more vandalism or hit and run claims
- Age



Severity

Current 12 month April 23-March 24	Claim Counts	Average Gross Repair Severity
Light Vehicle PD Collision only	72,003	\$4,969
Glass	69,692 (Repair & Replace)	\$1,095 (Replace only)



2023 vs 2022 MPI Fiscal Year
Gross repair severity increase of 11.9%



Policy and Procedures Changes during Strike

Below you will find a list of temporary measures that were put in place during MPI's strike.

- MPI increased Earned Approved Limits
- MPI treated all accredited shops as DR shops
- MPI expanded the list of perils eligible for a DR estimate
- MPI accepted shop estimates written prior to opening a claim
- MPI scanned vehicles with hail damage at PDC
- MPI held non-drives and delayed towing by up to 21 days
- MPI shared max repair cost following first review of shop estimate/supplement



What changes made during the labour interruption would shops like to see continue?



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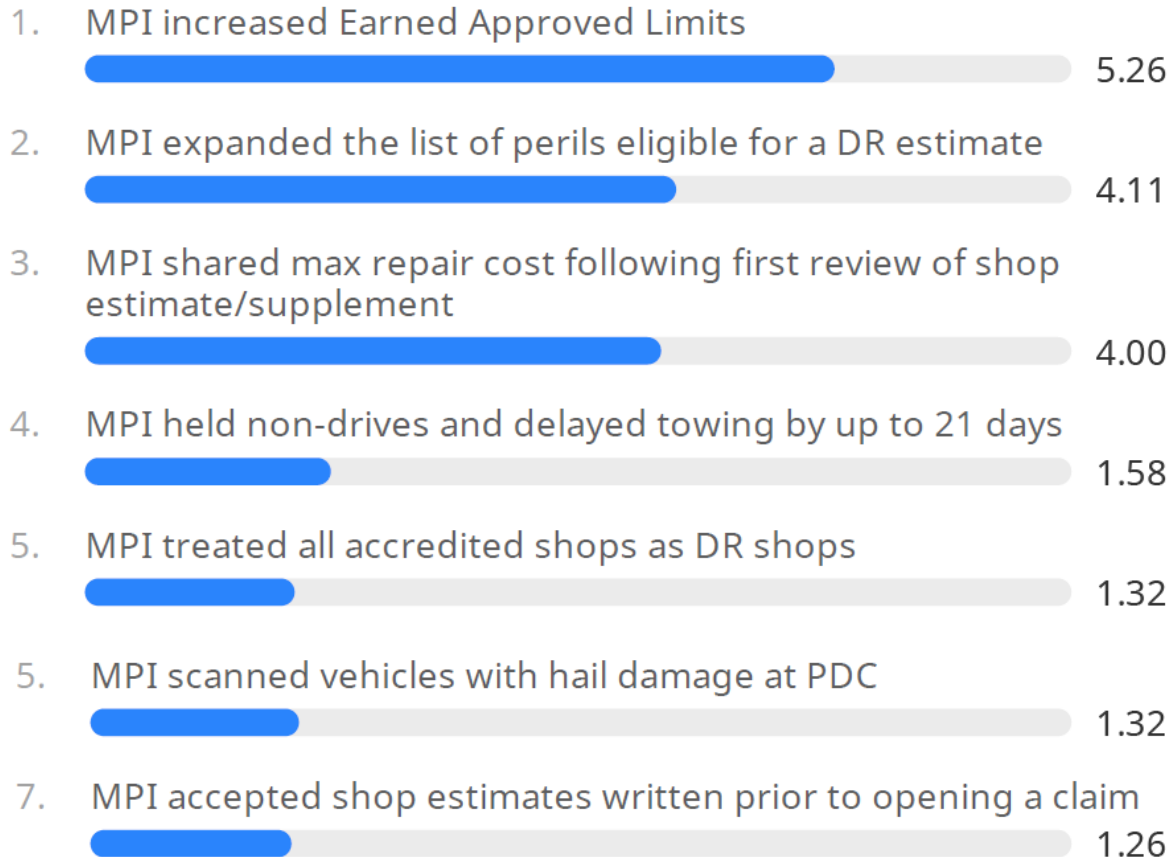
Responses:

Ranking poll

Which changes made during the labour interruption would shops like to see continue?

019

(1/2)



What MPI Is Working On?

1. Address remaining claims backlog

- Setting up hail estimating centre at PDC
- Looking for ways to reduce Adjuster response times

2. Review and adjust RPS targets

- Seeking feedback from industry working group on methodology for setting new targets.

3. Enhance CAP process

- Increasing shop support by validating targets sooner
- Identifying missed opportunities for a shop's work mix



What did you like about the 2021 LVAA?



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Responses:

What did you like about the 2021 LVAA?

006

- Calibration compensation was added. Hopefully next agreement looks at increasing the amount..
- The fact that MPI finally took us seriously
- Good start to moving labour rates in the right direction, added labour operations for work already being completed
- ATA approach to negotiations.
- Communication
- New compensation for labor operations we were already doing.



2025 LVAA Consultation



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2021 Compensation Schedule Amendments

MPI has continued to amend the 2021 rate card. The has table below summarizes all scheduled compensation changes and any additional increases to date.

Southern - PD Claims						
Labour	2020	2024	+/-	%	LVA Scheduled	Additional Increases*
Body / Refinish / Glass	\$74.43	\$88.43	\$14.00	18.8%	\$7.57	\$6.43
Frame	\$81.56	\$97.06	\$15.50	19.0%	\$8.44	\$7.06
Mechanical**	\$74.43	\$103.50	\$29.07	39.1%	\$21.57	\$7.50
Mechanical Specialty***	\$100.71	\$130.43	\$29.72	29.5%	\$0.00	\$29.72
Aluminum / Carbon Fiber****	N/A	\$97.06	\$12.06	14.2%	\$5.00	\$7.06
Glass Only - Windshield	\$55.31	\$66.32	\$11.01	19.9%	\$6.19	\$4.82
Glass Only - Tempered	\$69.15	\$80.85	\$11.70	16.9%	\$5.85	\$5.85
Materials	2020	2024	+/-	%	LVA Scheduled	Additional Increases*
Paint*	\$38.20	\$55.81	\$17.61	46.1%	\$8.80	\$8.81
Shop	\$6.71	\$7.05	\$0.34	5.1%	\$0.00	\$0.34
Urethane	\$32.00	\$33.60	\$1.60	5.0%	\$0.00	\$1.60

* Additional increases include labour rate adjustments due to provincial min. wage changes and material rate adjustments due to exceptional costs increases (retro pay applied in some instances)
 ** Mitchell Mechanical Labour operations (ie. AC, Suspension, Alignments) paid at mechanical rate beginning in 2021
 *** Introduced in 2022 to address gaps in Mechanical rate w speciality operations
 **** new added labour rate in 2021, % & \$ change reflects 2021-2024 only

Northern Additional increases include labour rate adjustments due to provincial min. wage changes, Northern Differential change from 20-24% and material rate adjustments due to exceptional costs increases (retro pay applied in some instances)
 ** Mitchell Mechanical Labour operations (ie. AC, Suspension, Alignments) paid at mechanical rate beginning in 2021
 *** Introduced in 2022 to address gaps in Mechanical rate w speciality operations
 **** new added labour rate in 2021, % & \$ change reflects 2021-2024 only



What was the biggest gap coming out of the 2021 LVAA?



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Responses:

What was the biggest gap coming out of the 2021 LVAA?

(1/2)

0 1 1

- Paying for tows both ways for mechanical work Quite often vehicles are still dis assembled after mechanical work , we can't drive back to our shop
- I love getting customers with locked claims. So awesome.
- Why isn't there KPis for MPI on how they perform for us?
- More consultation with the technicians doing the work
- Need support or compensation for shops to invest in equipment Items needed for ADAS calibration are very \$\$\$
- Car detailing needs to be added
- Access to repair procedures
- Deductible and betterment collection with no compensation for fees paid to collect
- The system is built on only getting paid based on the hours of the the repairs. Yet all the data in the world shows how much work is required to support those repairs. We have more admin than techs now. There has to be compensation for admin. 15.00 is out of touch.
- Mechanical rate. There



Responses:

What was the biggest gap coming out of the 2021 LVAA?

(2/2)

0 1 1

are times we can't avoid bringing vehicles to OEMs for calibrations, diagnosis and our rate and theirs are miles apart.

- Need proper compensation for admin work required
- Too much admin time required per claim for what is being paid.
- Repair planning
- Administration fees
- Admin costs
- Need proper compensation for estimating and the time it takes for Researching procedures

- Admin fee
- Compensation for DR estimates



RPS Incentive Payout

Since the start of the incentive payouts for RPS we've seen 471 payouts to shops totaling \$1.1 million dollars.

Fiscal Year Quarter	Total Incentive Payout	Count of Shops	Minimum Incentive Payout	Maximum Incentive Payout
2021/22 Q1	\$ 27,584.91	34	\$ 15.72	\$ 6,112.96
2021/22 Q2	\$ 38,544.77	38	\$ 183.21	\$ 4,184.94
2021/22 Q3	\$ 47,248.79	39	\$ 56.35	\$ 5,078.14
2021/22 Q4	\$ 35,541.40	36	\$ 95.85	\$ 3,184.05
2022/23 Q1	\$ 43,934.06	26	\$ 134.95	\$ 5,972.47
2022/23 Q2*	\$ 130,696.31	44	\$ 251.67	\$ 7,985.27
2022/23 Q3	\$ 128,782.50	44	\$ 173.03	\$ 10,164.17
2022/23 Q4	\$ 110,751.81	35	\$ 120.11	\$ 10,741.81
2023/24 Q1	\$ 105,710.47	32	\$ 111.10	\$ 20,081.41
2023/24 Q2	\$ 181,463.25	59	\$ 184.02	\$ 17,236.96
2023/24 Q3	\$ 112,163.80	38	\$ 308.32	\$ 17,902.54
2023/24 Q4	\$ 200,620.10	46	\$ 318.72	\$ 28,139.56
Grand Total	\$ 1,163,042.17	471	\$ 15.72	\$ 28,139.56



Upcoming Compensation Increases

The 2021 Light Vehicle Accreditation Agreement Compensation Schedule will be adjusted in response to the impact of cost increases seen by repair facilities.

Compensation Schedule Changes for Year 4 – effective June 14, 2024

- **Paint material:** *increase of 6% to \$56.67,*
instead of the scheduled increase of 4.4%.
- **Shop material:** *increase of 2.5% to \$7.23,*
instead of maintaining a rate of \$7.05/hr.
- **Windshield Shop material:** *increase of 2.5% to \$4.10,*
instead of maintaining a rate of \$4.00/hr.
- **Tempered Glass material:** *increase of 2.5% to \$7.23,*
instead of maintaining a rate of \$7.05/hr.
- **Foams & Adhesive Allowances**

Item	Size	Current	Future
Foam	Large	\$85	\$101
	Small	\$45	\$54
Adhesive	Large	\$85	\$127
	Small	\$45	\$67



What is the most important change for the next LVAA compensation schedule?



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Responses

What is the most important change for the next LVAA compensation schedule?

0 1 6



Questions



Closing Remarks



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Ongoing Industry Consultation

The industry consultation committees were formed three years ago. The appointed members terms are coming to an end this June.

For the Glass and Technical & Parts Committee, MPI will be asking for nominations. Current members can be re-nominated.

1. Continue to collect feedback that can streamline process or improve systems for repair facilities.
2. Review all standards and ensure clarity of rules and procedures.
3. Continue to understand changes in industry that impact repairs and shop processes.
4. Continue to improve the customer experience when there is glass and physical damage.
5. Investigate opportunities for collaborative research to better understand impacts of evolving vehicle technology.



What are the primary issues affecting your shop today?



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Responses:

What are the primary issues affecting your shop today?

0 1 8



How can MPI support your shop with these concerns?



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Responses:

How can MPI support your shop with these concerns?

0 1 1

(1/3)

- VW wrong category for RPS. Not fair.
- Policy for people to pay extra to get all OEM. Saskatchewan has that.
- Why mpi is doing force write off
- Buy down policys
- Owner to authorize
- Incentives to retain good techs
- Eliminate RPS on luxury vehicles
Those dealers don't give discounts
We can't sell at a loss
- Seems like sourcing aftermarket parts the only criteria is cheapest available, other factors such as lead time needs to be factored
- Base rps scores on the amount of claims per month. Help the smaller shops that find it hard to meet targets based on the type of claim they receive.
- A closer look at operations were shops are needing increased compensation - sublet repairs (mechanical



Responses:

How can MPI support your shop with these concerns?

(2/3)

0 1 1

labour & towing) repair planning,
admin costs , calibrations costs,
rising shop material costs

- Estimators need to trust us when we research procedures and ask to be compensated for the procedures not push back and tell us it's included
- 100% gst responsibility
- Explain to the general public more about their coverage. We are being leaned on to be the

experts, yet this is YOUR policies.
We spend too much energy on
explaining everything to customer.

- MPI should pay subscriptions for repair procedures
- Incentive to find cheaper parts but don't penalize or move the cost of part searching to MPI fully.
- Stop photobase estimates.
- MPI should have internal penalization similar to shops. One sided expectations are extremely frustrating and discouraging.
- Provide claim based up



Responses:

How can MPI support your shop with these concerns?

(3/3)

0 1 1

- to date repair procedures
- Better communication
- Help make the parts \$\$ savings easier to reach. More exceptions in the program
- Hold yourselves to a higher standard, as high as you hold us.



MPI Partners Reminder

Reminder to review information being shared following committee discussions.

[MPIPartners | Industry Consultation](#)



MPI Partners

Partnering with Manitoba's Automotive Repair Industry

[Light Vehicle Claims](#)

[Commercial Claims](#)

[Glass Only Claims](#)

[RV, ORV & Motorcycle Claims](#)

[Vehicle Safety](#)

[Towing Services](#)

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**Industry
Consultation**

[Glass Consultation
Committee](#)

[Program & Accreditation
Consultation Committee](#)

[Technical and Parts
Consultation Committee](#)

Industry Consultation

[Parts Autonomy Program Survey Results](#)

[Study of Market Cost Differentials between Northern and Southern Manitoba](#)

[Repair Industry Town Hall - November 2022](#)

[MPI Trade Consultation Committee Framework](#)

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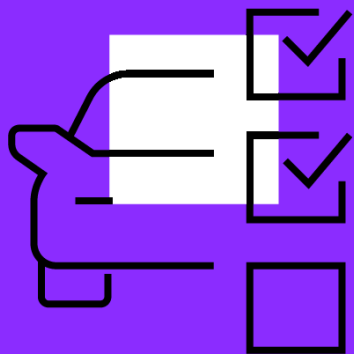


Top Collision Industry Trends to Watch in 2024

Ryan Mandell, Director, Claims Performance
Mitchell International



March 28th,
2024



Used Vehicle Market Dynamics

Values have stabilized over the past year and will likely remain steady and possibly correct slightly in 2024. If values start to decline, we can expect to see higher total loss frequency

Complexity Drives Greater Cost

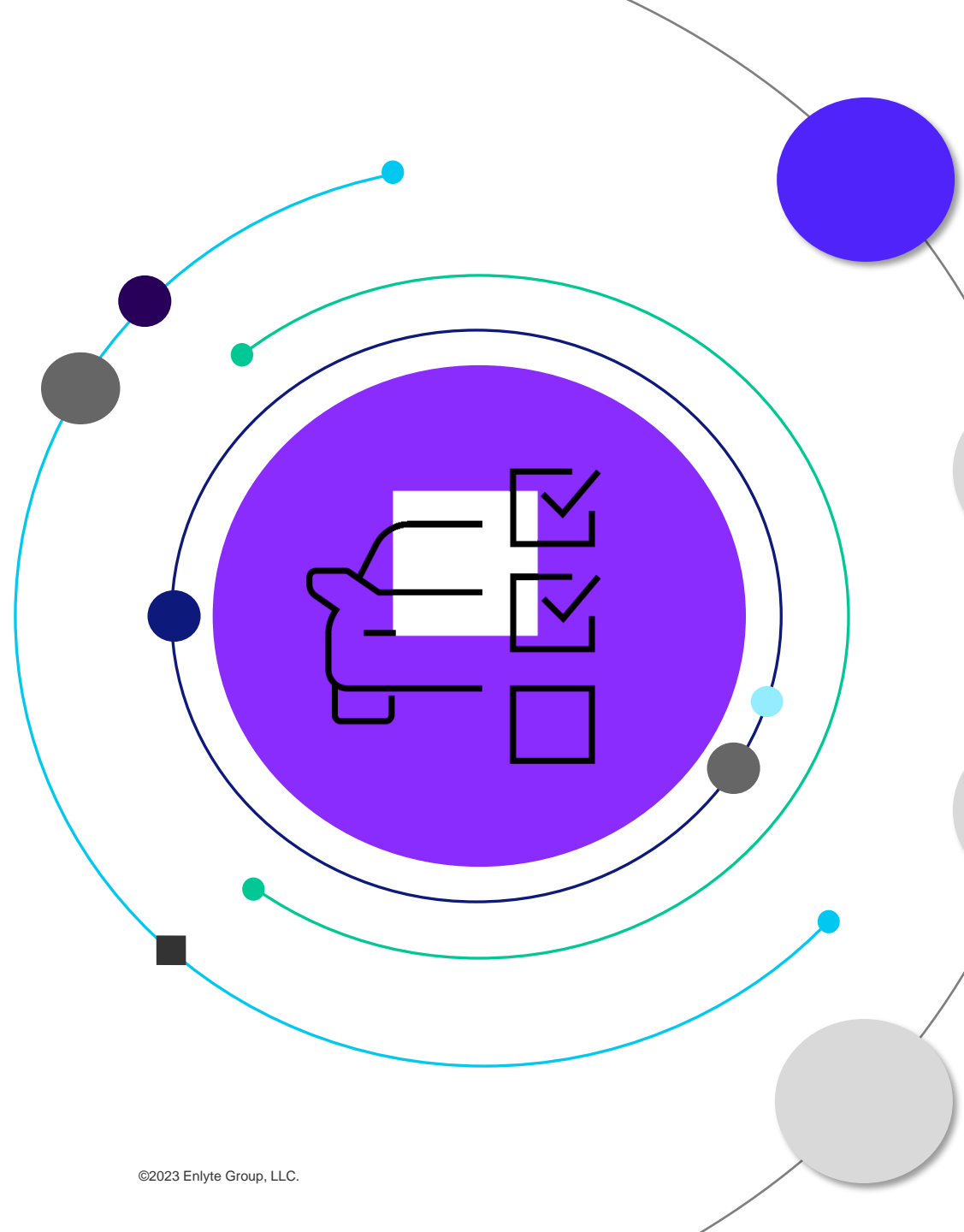
Increasing need for calibrations coupled with changes in construction and parts & labor inflation will push costs higher

Supply Chains Incur Further Stress

Fallout from the UAW strike along with global geopolitical conflicts will result in weaker parts availability toward the second half of the year

EV Growth will Continue

Adoption continues to grow throughout North America meaning more EV's will end up in the collision repair ecosystem, bringing unique challenges & opportunities



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Canadian Economic Forecast



3.4%

Predicted Overall Inflation Rate in Canada



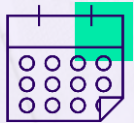
0.9%

Canada GDP
Growth Forecast



15%

Percentage of take-home pay used by
Canadians to service debt



Summer 2024

Potential Date of first
Interest Rate Decline

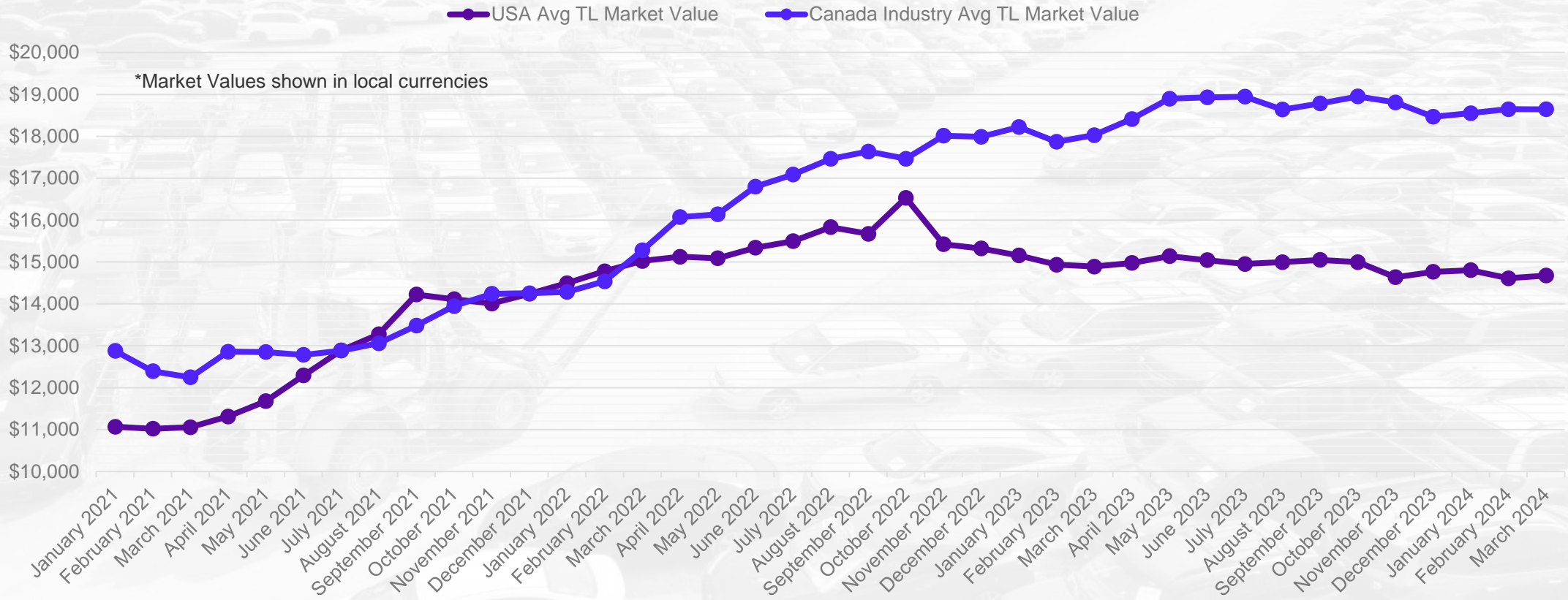
Consumer Price Index

Percentage change over the past 12 months



Source: Royal Bank of Canada

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2023 USA TL Frequency
19.2%

2023 Canada TL Frequency
19.7%



Half of the months between January 2023 and December 2023 saw a decrease in value from the prior month
50%

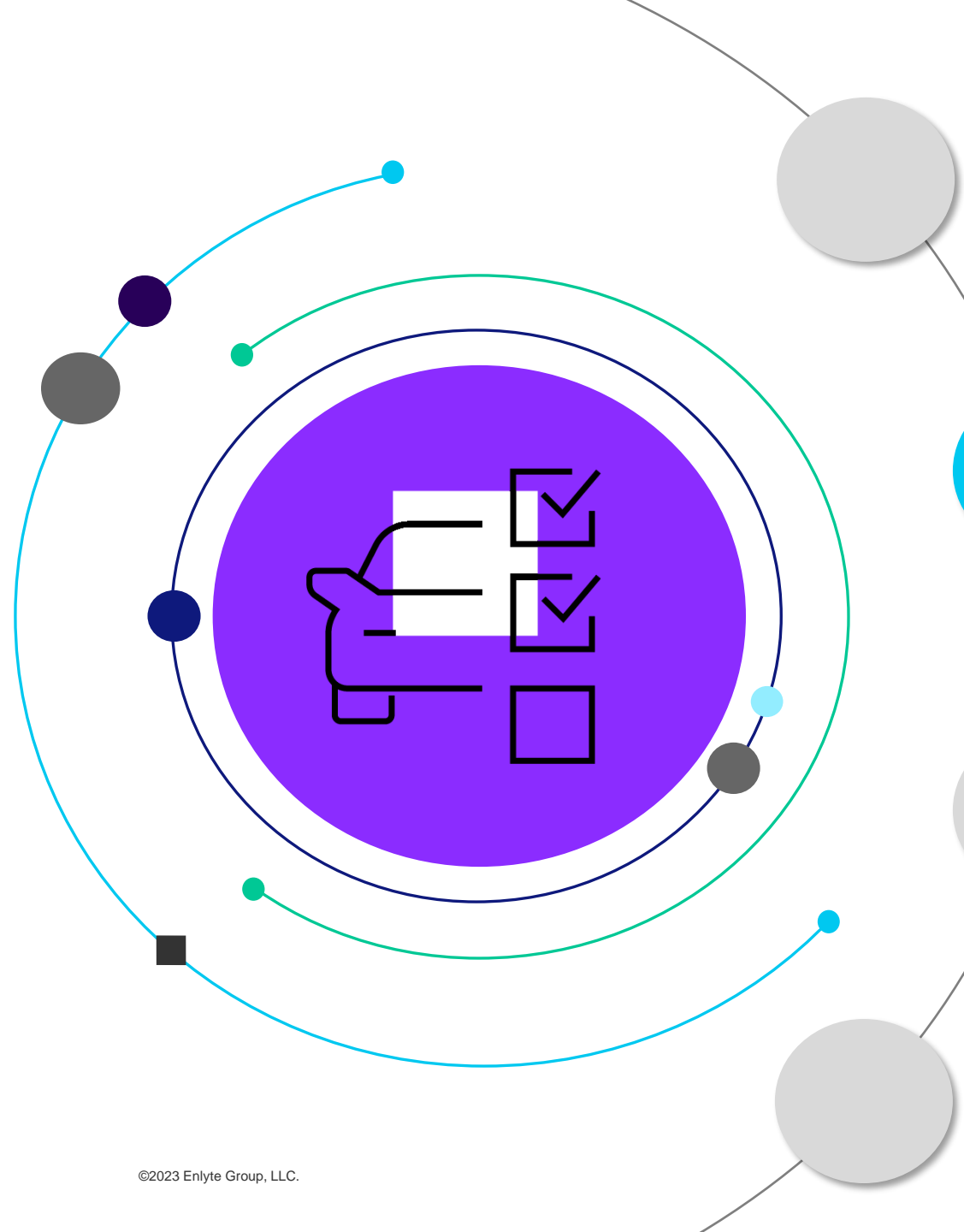
2024 Used Vehicle Outlook



You're going to see inventories at regular levels and as a result, Canadians who want to buy a vehicle should be able to go and do so with relative ease and get what they want quickly.

Brian Kingston
President, Canadian Vehicle Manufacturer's Association (CVMA)





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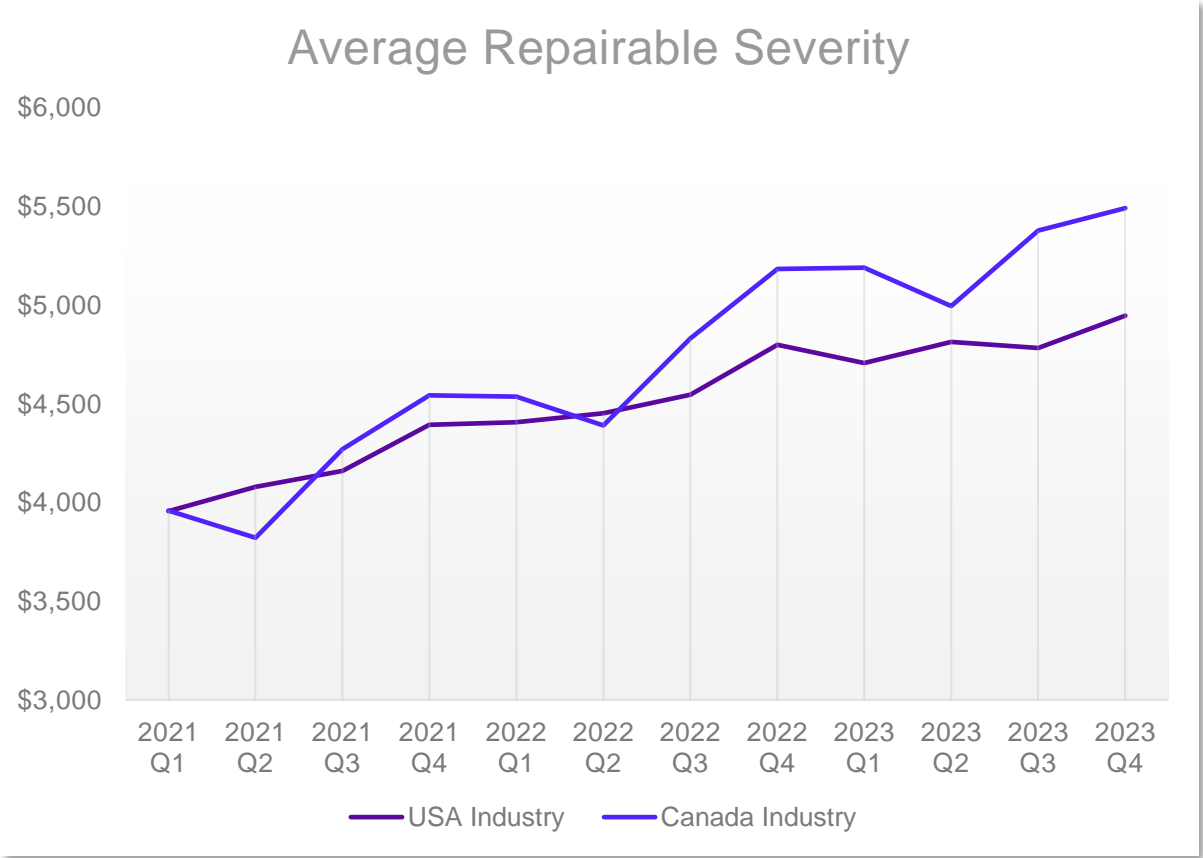
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EV Growth will Continue

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Repairable Severity Trends



11.07%

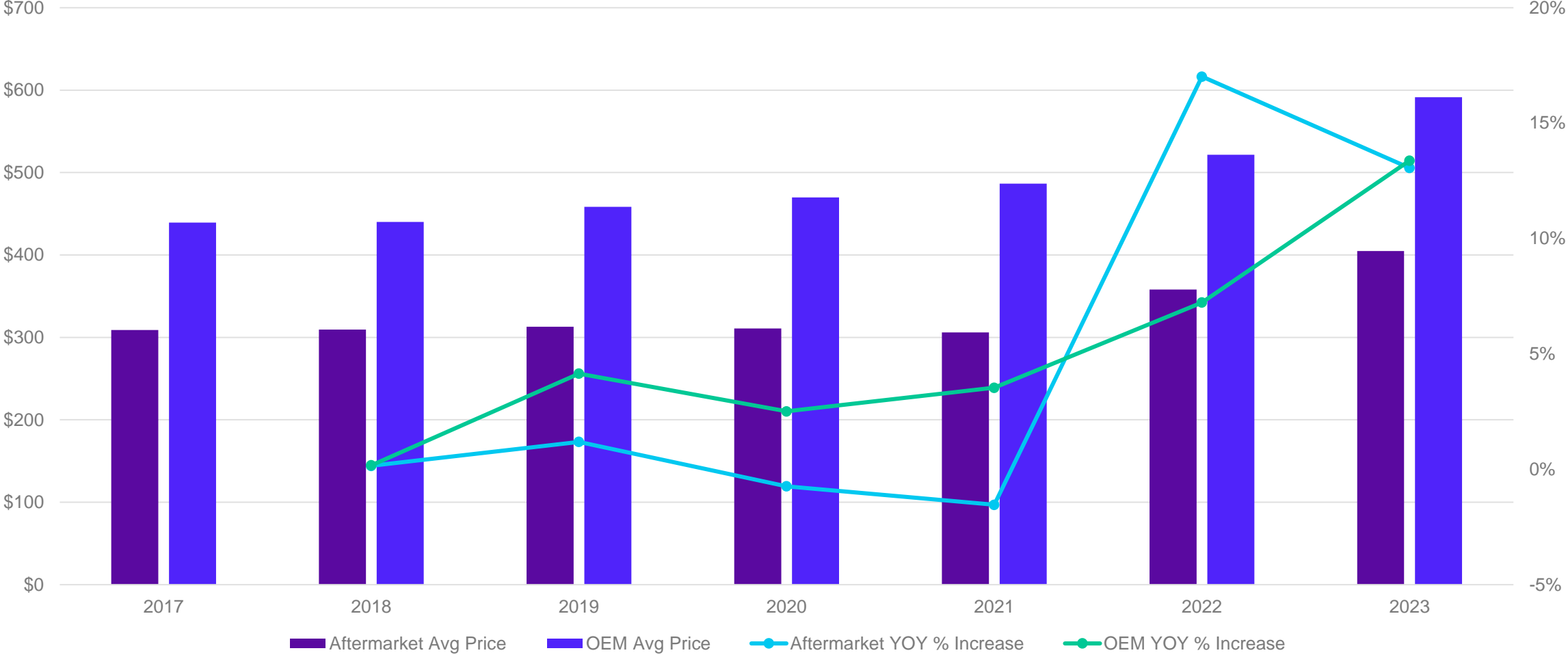
Canada current severity increase in 2023 vs 2022



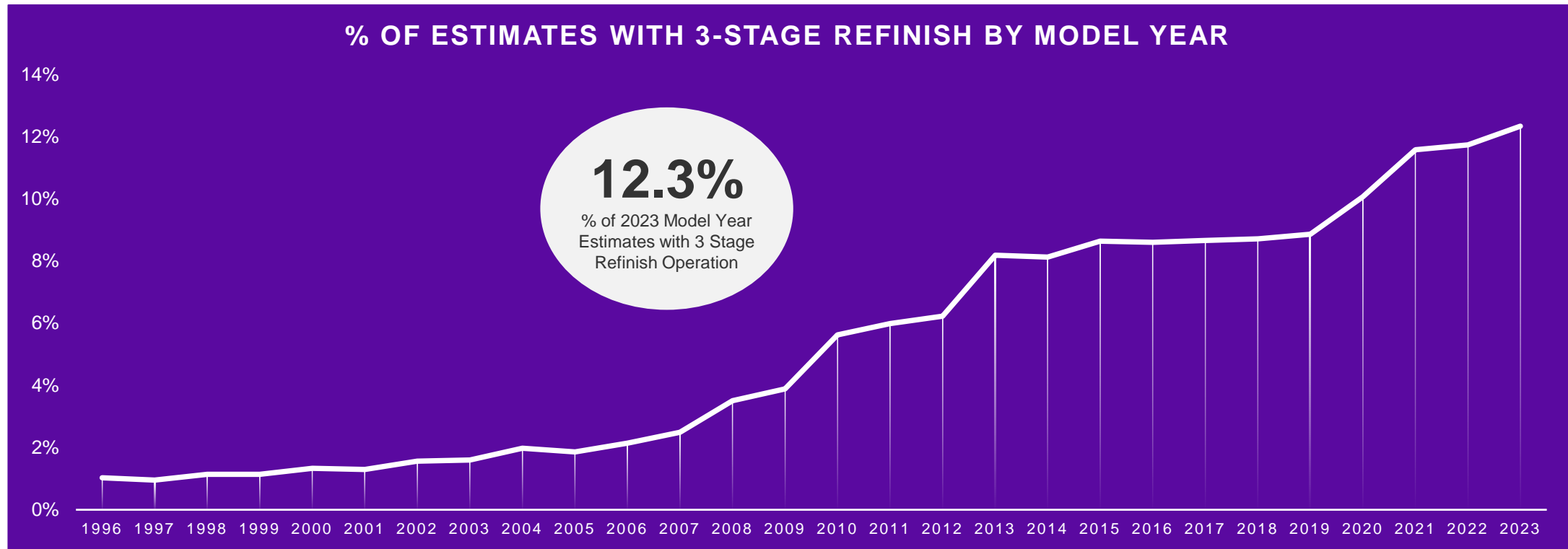
4.53%

Canada average body labor rate increase

Inflation Trends for 150 Most Commonly Replaced Parts



Refinish and Labor Costs Increasing



14.68%

Increase in Average
Paint & Materials
Cost between 2023
and 2019



7.23%

Increase in Average
Blend Labor Hours
between 2023 and
2019



\$5,700+

Predicted Average Repairable Severity in 2024 (Full Year)

Overall vehicle complexity continues to have a profound impact on the collision repair industry as the average age of vehicle shifts right. Additional operations are now required to manage the diverse systems equipped on today's vehicles and the presence of increasingly sensitive sensors couple with lighter weight closure components mean fewer opportunities for parts to be repaired.

+0.67

Average Total Labor Hours increased to 21.98 in 2023, up from 21.31 in 2022.

-0.9ppt

The **Percentage of Parts Repaired** declined from 24.96% in 2022 to 24.06% in 2023

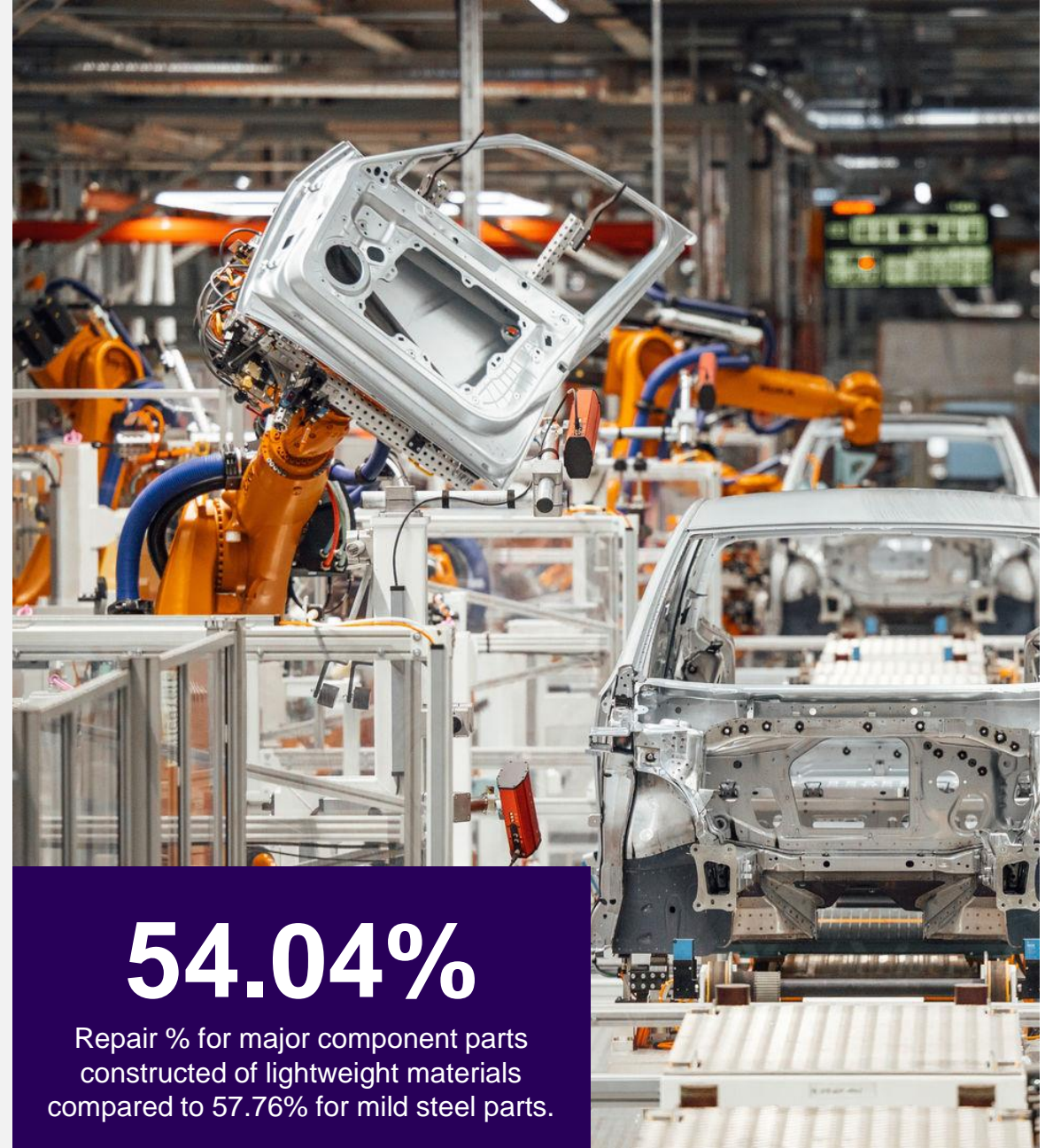
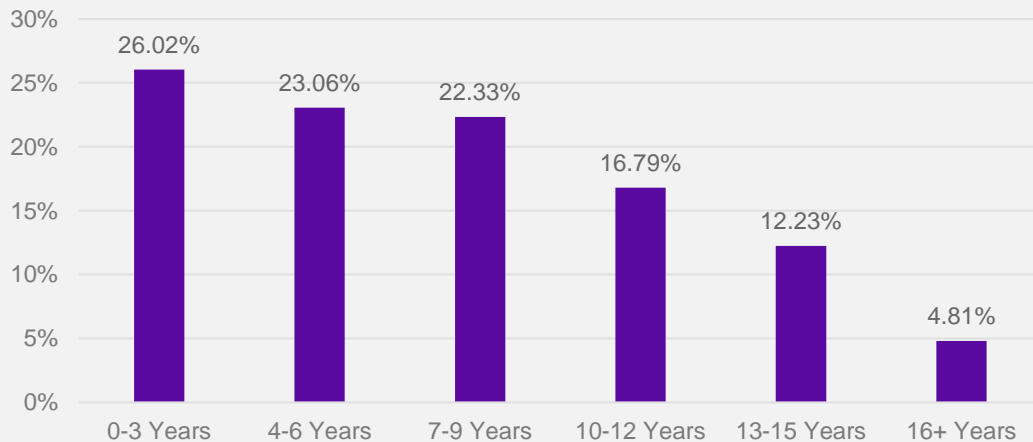
+1.47

Average Total Estimate Operations increased from 29.88 in 2022 to 31.35 in 2023.

Lightweight Materials Continue Greater Adoption

23.47% of all major component sheet metal parts replaced in 2023 were classified as lightweight materials (up from **22.06%** in 2022). This number is expected to continue to increase at a similar pace for the foreseeable future.

% Lightweight Materials by Vehicle Vintage



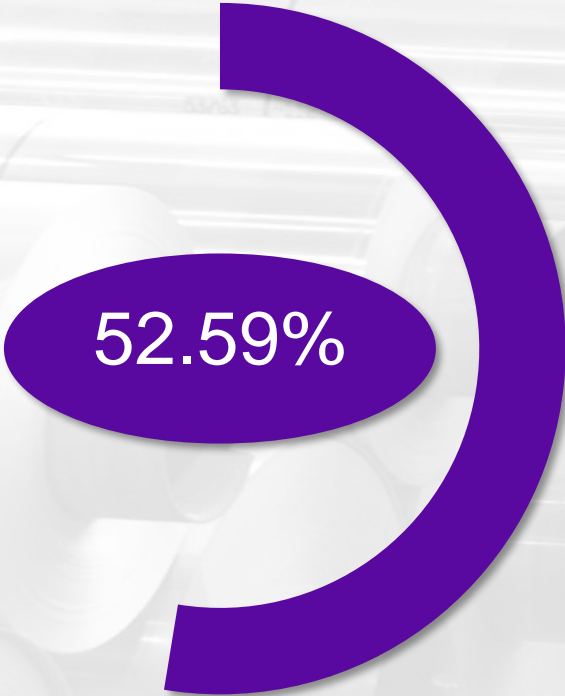
54.04%

Repair % for major component parts constructed of lightweight materials compared to 57.76% for mild steel parts.

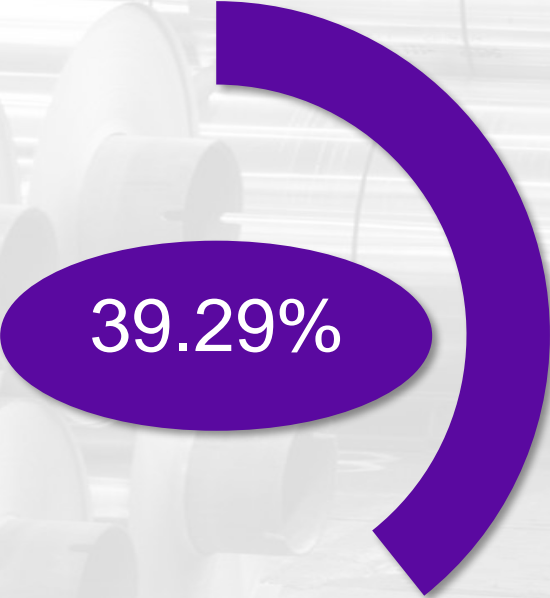
Case Study: Toyota Camry Hood Rates of Repair



2013-17 Toyota Camry
(HSS)



2018-20 Toyota Camry
(Aluminum)



Substantive Generational Changes

2022 Honda Civic

Change from a HSS Hood in 2021 to an Aluminum Hood in 2022 with an OEM MSRP delta of \$342.10.

2021 Kia Sorento

Front View Camera mounted behind Windshield now standard with an OEM MSRP of \$1,236.33. Not available in 2020 model year.

2019 Toyota RAV4

Change from a Mild Steel Liftgate in 2018 to an Aluminum Liftgate in 2019 with an OEM MSRP Delta of \$283.60

2021 Ford F-150

Front View Camera mounted to grille now standard with an OEM MSRP of \$330.88. Not available in 2020 model year.

2019 Hyundai Santa Fe

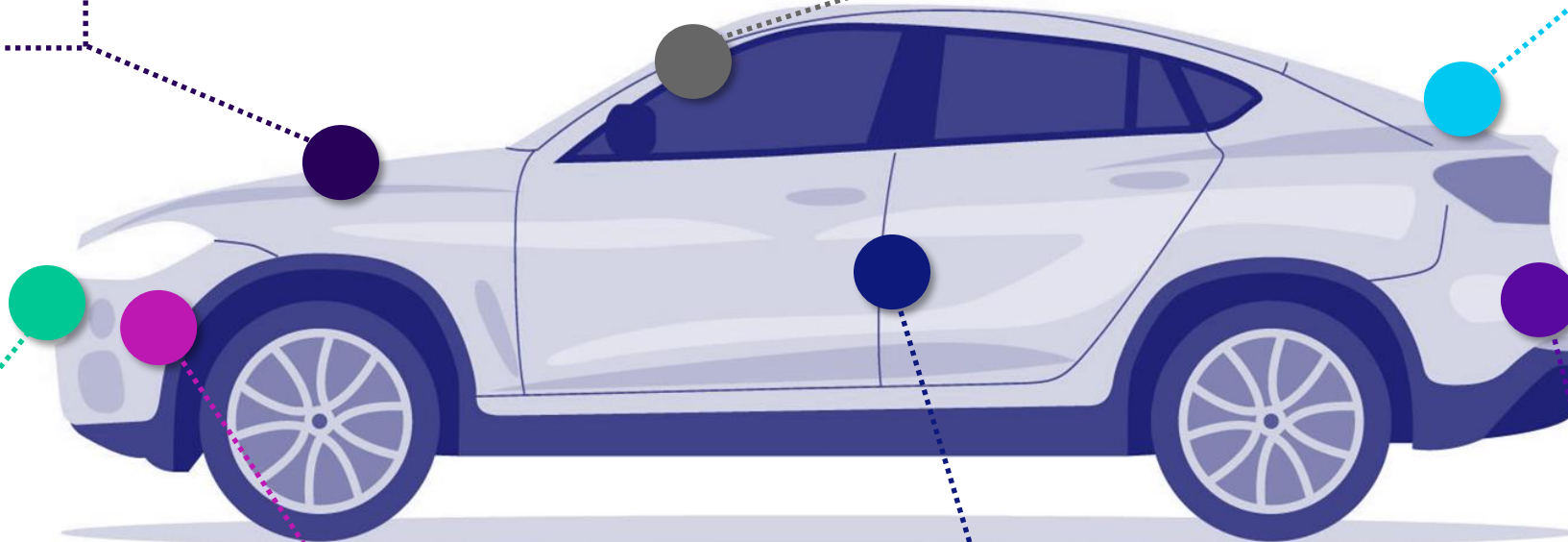
Change from a Mild Steel Core Support in 2018 to a Composite Core Support in 2019 with an OEM MSRP Delta of \$188.82.

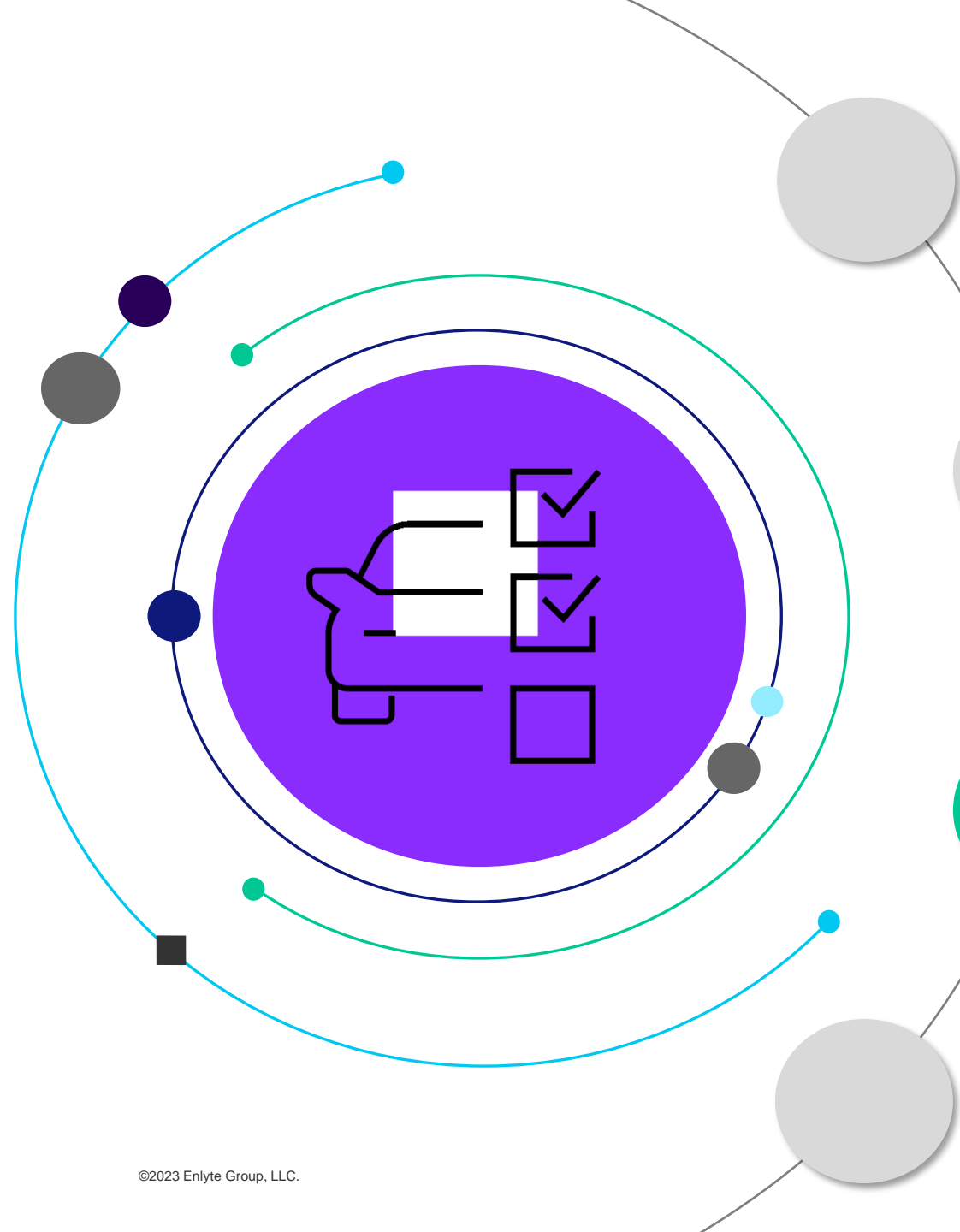
2019 Nissan Altima

Change from HSS Side Structural Reinforcements in 2018 to UHSS in 2019. OEM MSRP is nearly identical but repairs are not allowed for UHSS.

2021 Nissan Rogue

Rear Bumper Assy now has 35 components compared to 23 for the 2020 model year with an OEM MSRP delta of \$529.37.





Used Vehicle Market Dynamics

Values have stabilized over the past year and will likely remain steady and possibly correct slightly in 2024. If values start to decline, we can expect to see higher total loss frequency

Complexity Drives Greater Cost

Increasing need for calibrations coupled with changes in construction and parts & labor inflation will push costs higher

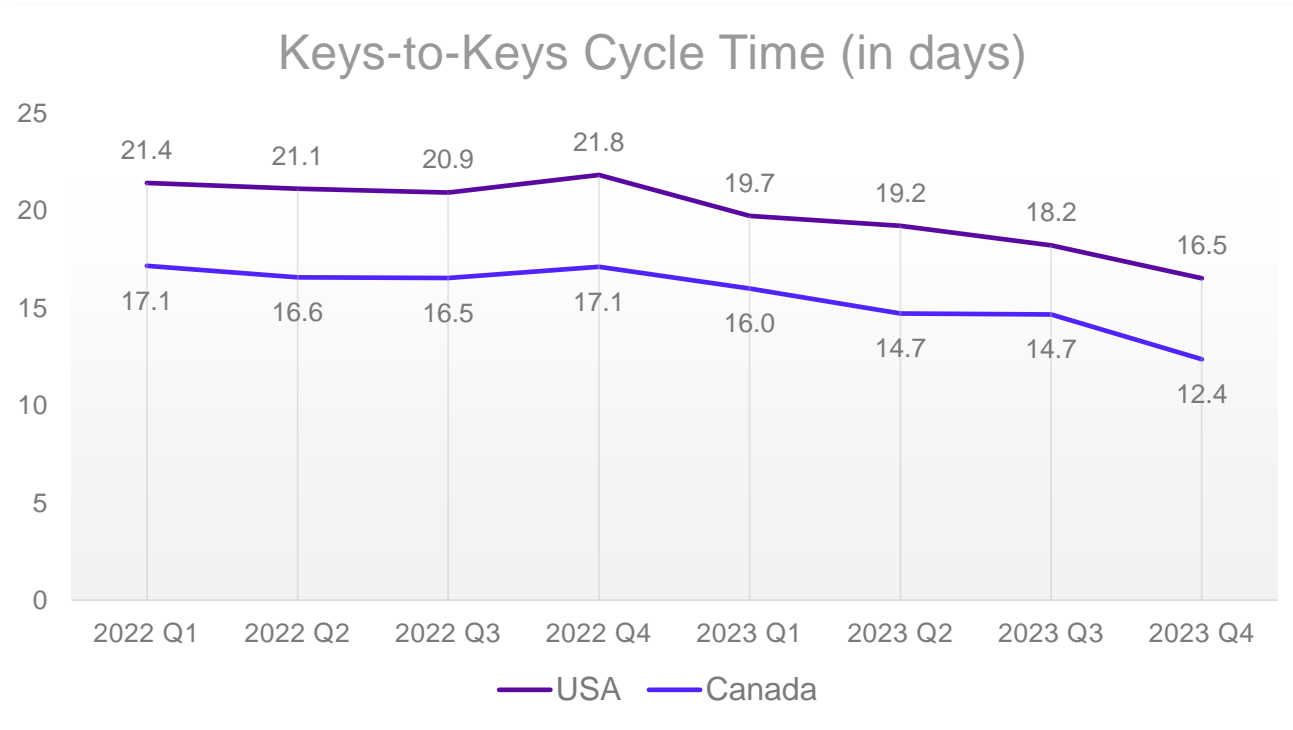
Supply Chains Incur Further Stress

Fallout from the UAW strike along with global geopolitical conflicts will result in weaker parts availability toward the second half of the year

EV Growth will Continue

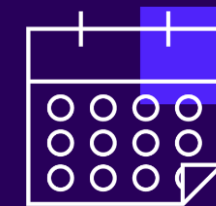
Adoption continues to grow throughout North America meaning more EV's will end up in the collision repair ecosystem, bringing unique challenges & opportunities

Keys-to-Keys Cycle Time



14.7

Keys-to-keys cycle time fell again in Q3 2023 to 14.7 days in Canada for all vehicles indicating further improvement in supply chains as well as the potential start of a recovery in the skilled labor market.



6.5_{Canada}

The average days from assignment to first estimate commit fell by 0.5 days in Canada in Q4 2023, further indicating right sizing of the labor market and shop capacities.



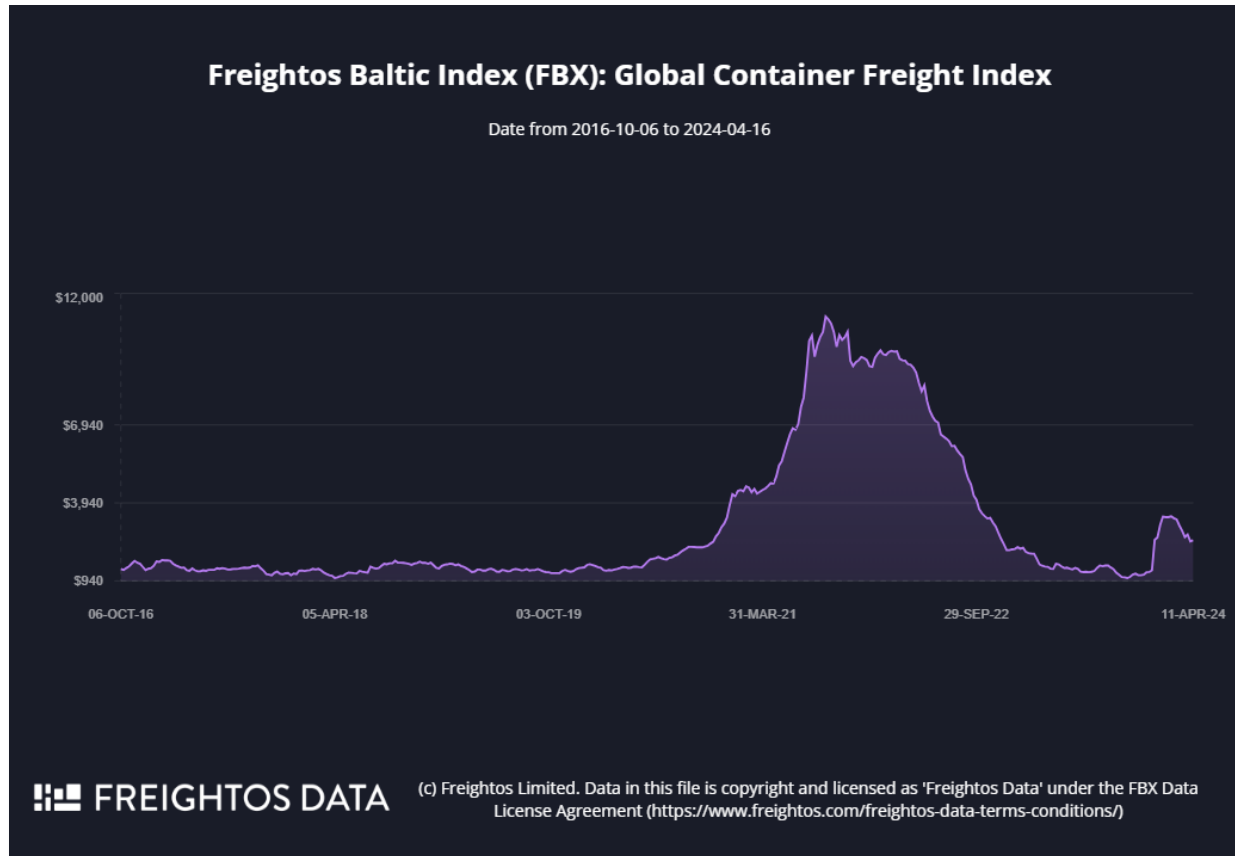
“

They're burning more fuel and taking longer to deliver, with some needing to purchase more containers given the extended routes. The added costs are getting passed along to customers.

Brendan Murray, Bloomberg

”

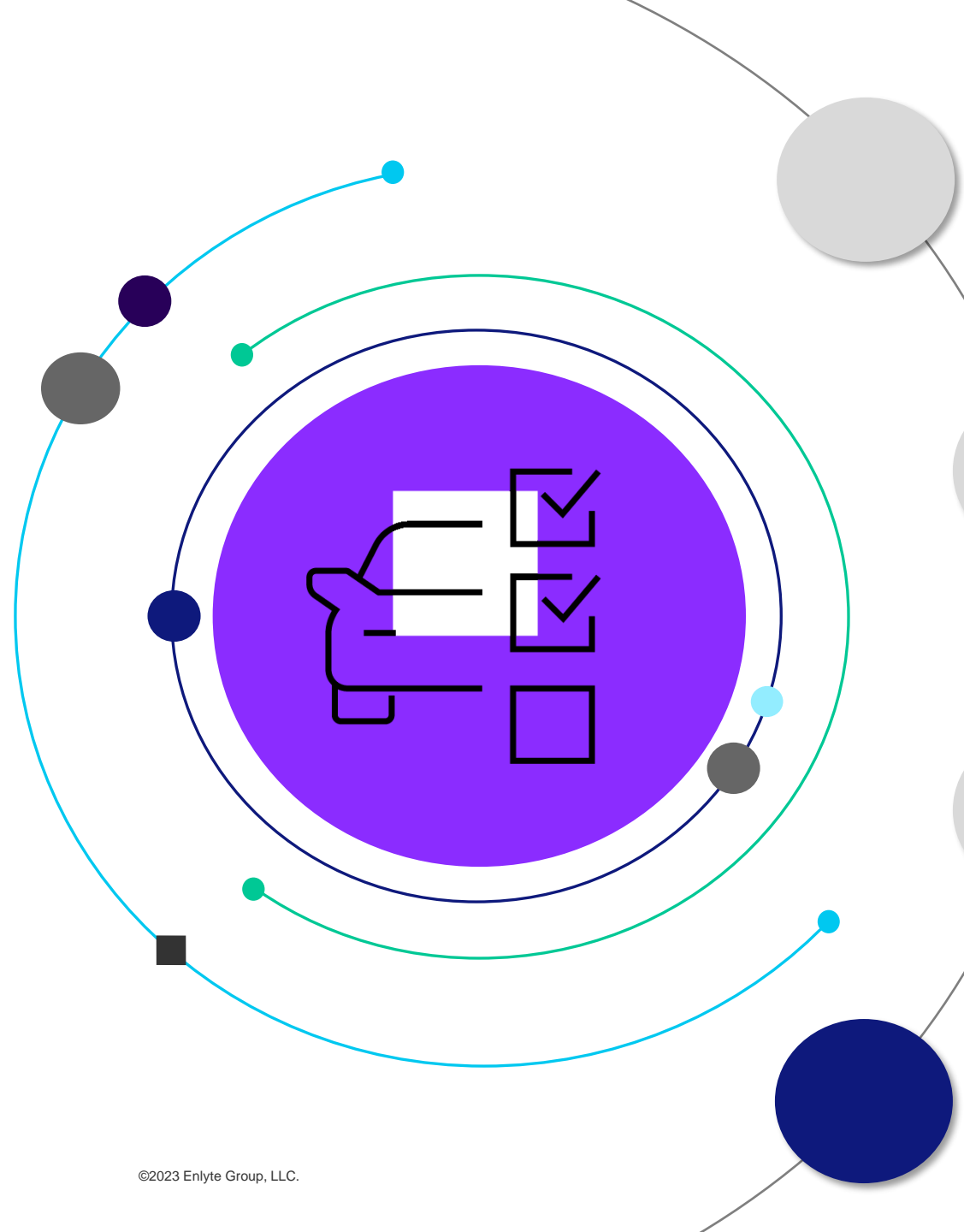
Global Container Freight Index



138%

The Global Container Freight Index has risen by 138% since October 2023 because of disruption to shipping lanes in the Red Sea.

The previous spike in the index at the end of 2021 and into 2022 generated massive price increases for aftermarket parts in addition to weaker inventory levels.



Used Vehicle Market Dynamics

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3.41%

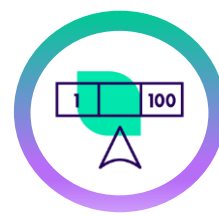
Canadian Industry EV Repairable Claim Frequency in Q1 2024

*The EV share of new vehicle sales in Canada is expected to exceed 12% in 2024 as the price premium compared to ICE vehicles has shrunk to 8% as of November 2023 (down from 30% at the end of 2022).

*Source: BNN Bloomberg Canada



While EV's were less likely in 2023 to be classified as non-drivable (14% for EV vs 15.3% for ICE), it was more likely that an air bag deployed in an EV (1.41%) compared to ICE vehicles (1.05%)

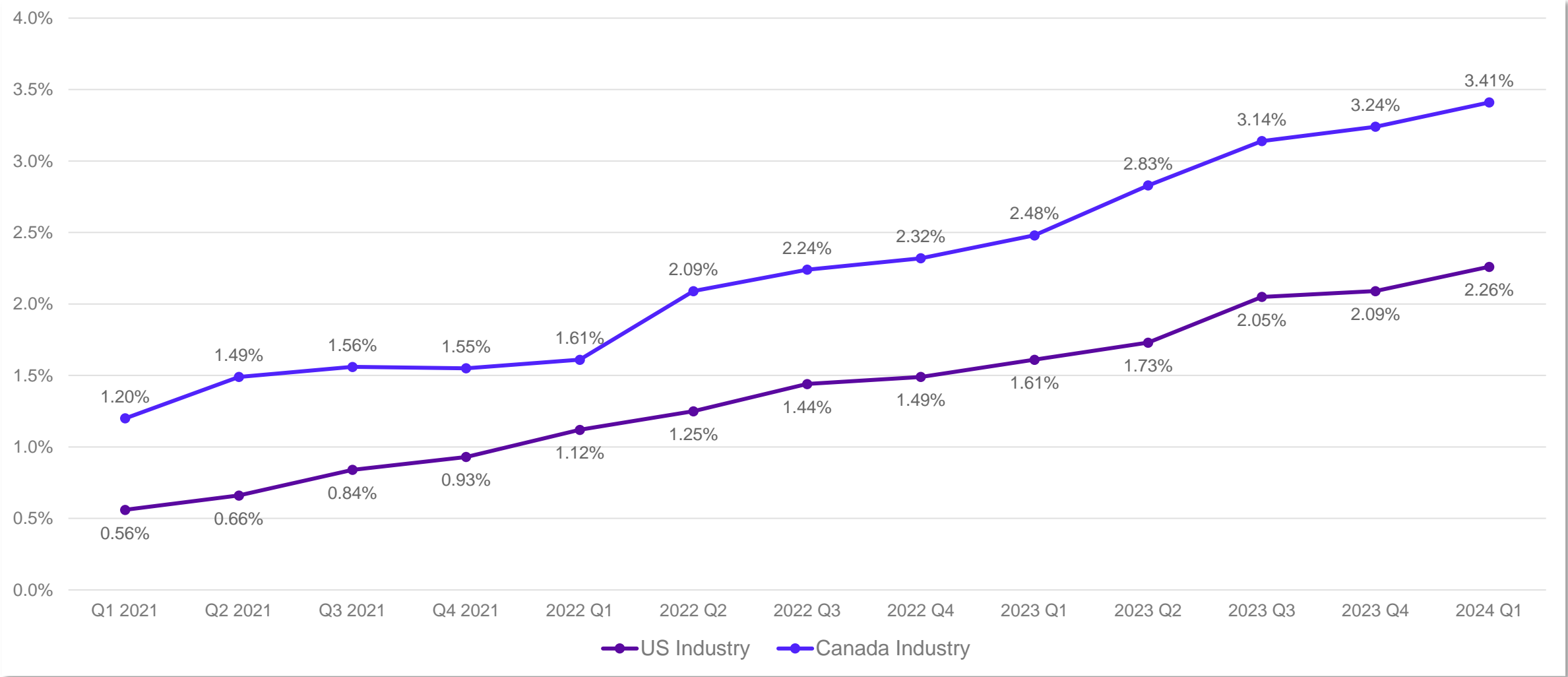


Average EV repairable severity ended 2023 at 32.1% above all ICE vehicles. The severity delta shrinks to 16.6% when normalizing vehicle age to 2020 model year and newer

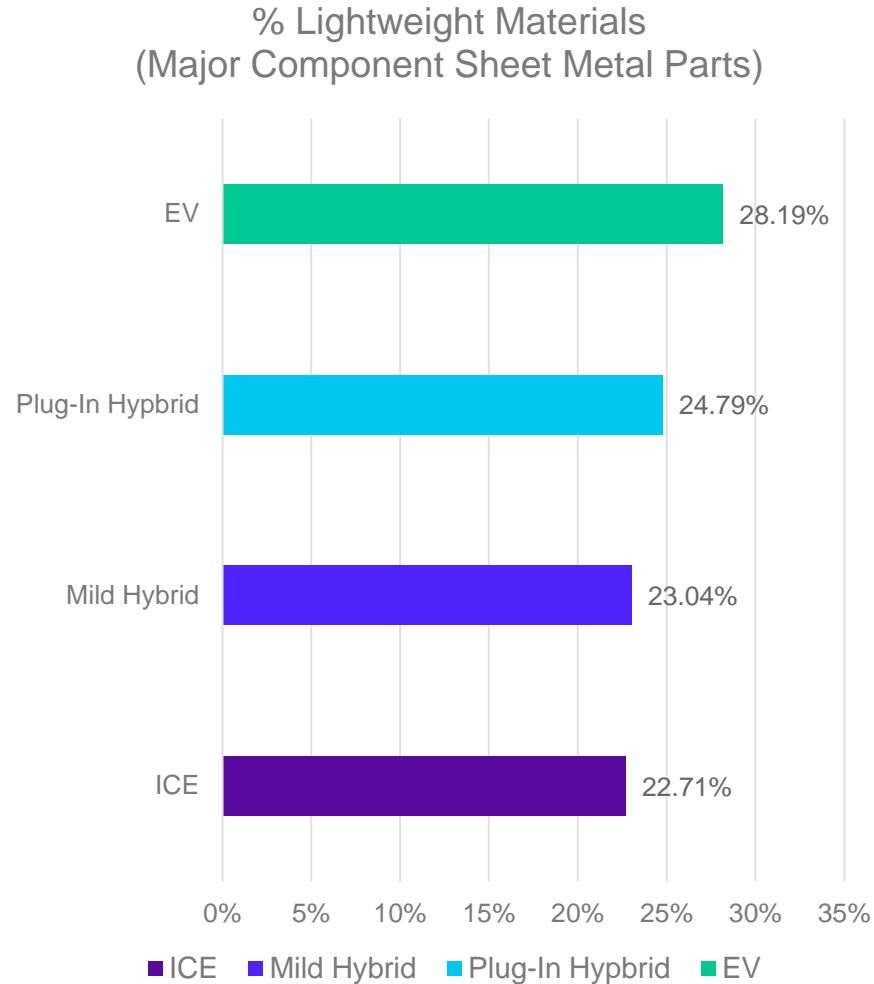
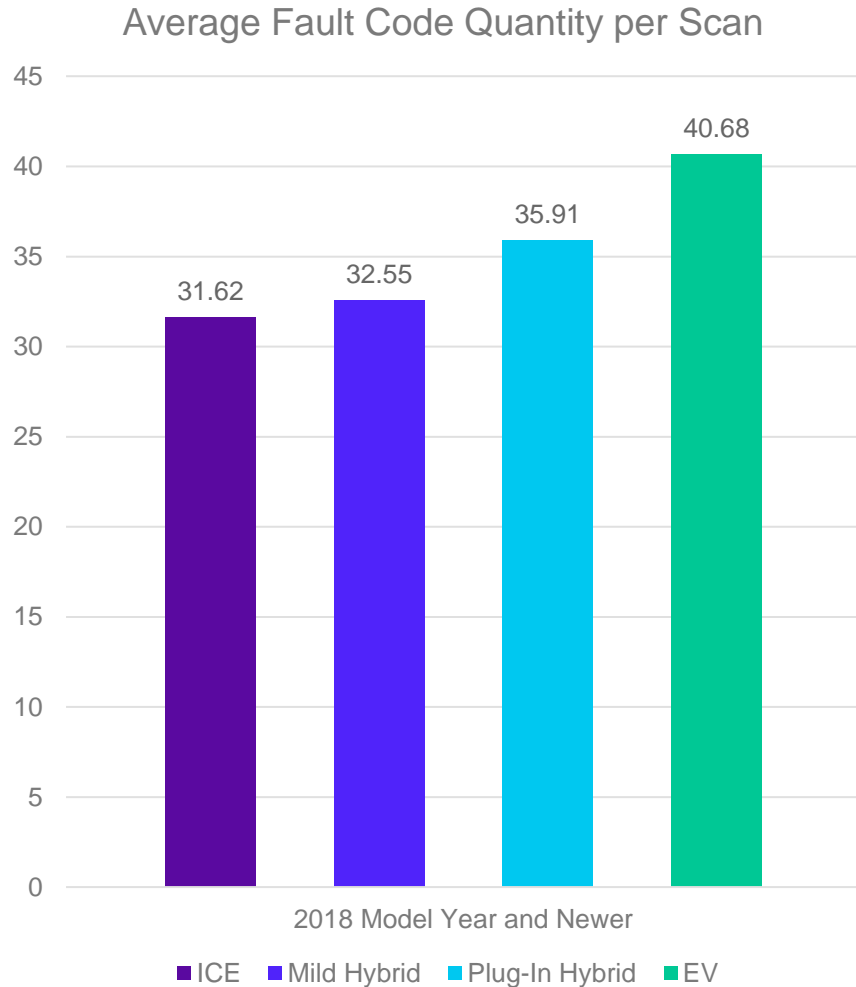


The increase in EV repairable severity in 2023 only slightly outpaced the increase in ICE severity (0.4ppt). The largest YOY increase in 2023 of any powertrain was 13.3% for Mild Hybrid vehicles.

Growth of EV Share of Repairable Claims



EV's Lead the Way in Complexity

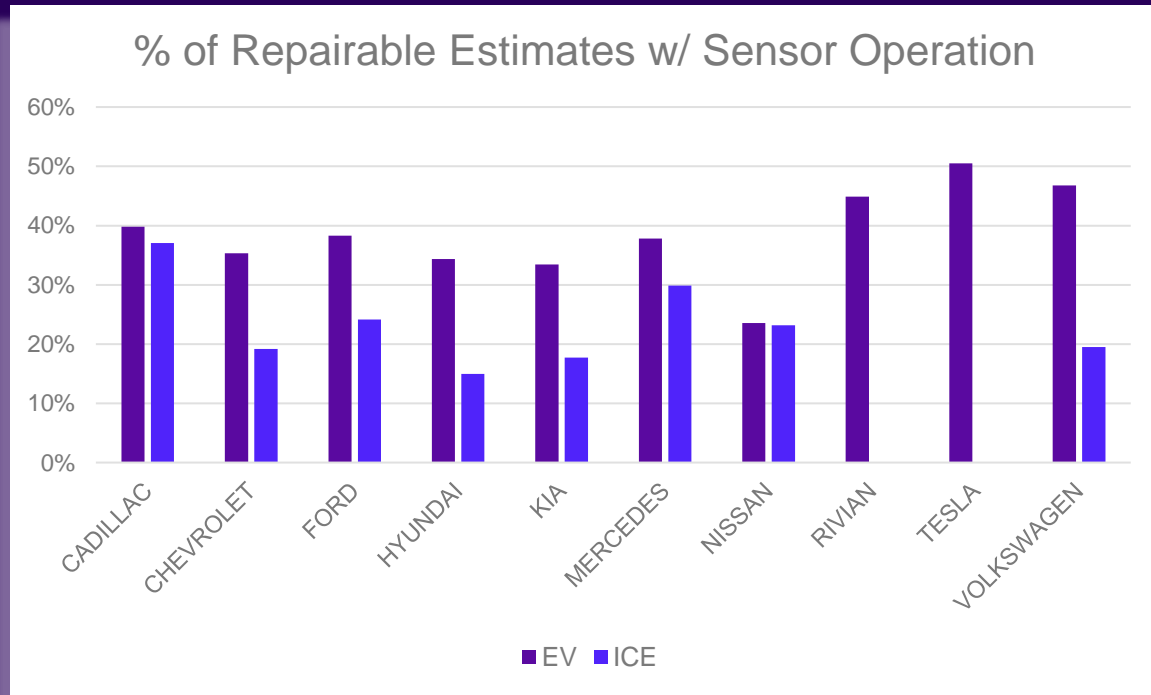


Higher EV severity is driven by greater levels of systems interconnectivity in addition to additional mechanical labor required to manage the high voltage battery during repairs.

Aftermarket parts are not as widespread for EV models and recycled parts are relatively scarce due to the lower TL frequency of EV's.

EV's are comprised of a higher % of lighter weight materials meaning the likelihood of repairing exterior closure components and structural panels is diminished.

EV Sensor Frequency Outpaces ICE

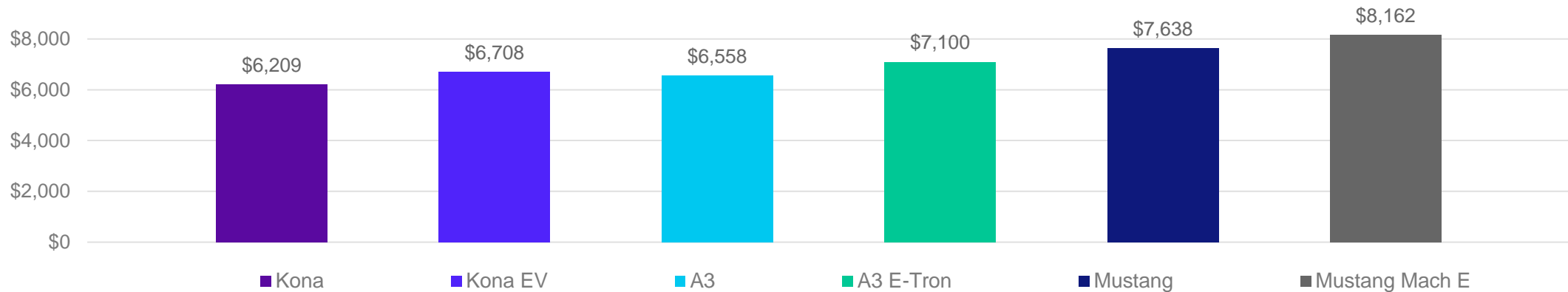


2x
Sensors are more than twice as likely to appear on an EV repairable estimate compared to ICE

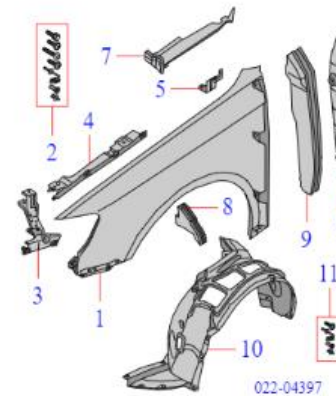
EV vs ICE Comparable Vehicle Comparison

2018 Model Year and Newer

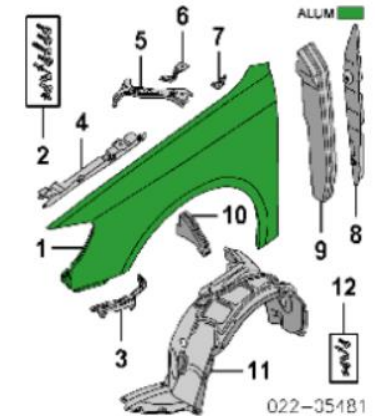
ICE vs EV Variant within OEM Platforms



Greater severity patterns are present for EV's compared to ICE vehicles even within OEM platforms. The presence of the high voltage battery system results in differing construction methods between the two powertrains as well as unique requirements for completing proper and safe repairs.



2018 Audi A3



2018 Audi A3 e-Tron

Case Study

2022 Ford F-150 Lightning

VS

2022 Ford F-150 XLT 3.5L EcoBoost® V6

Moderate Front End Impact

- Replace Bumper Assembly and associated components
- Replace Grille Assembly, Headlamps, & associated components
- Replace Hood Panel
- Blend Left and Right Fenders
- Utilize OEM Repair Procedures for any specific required operations

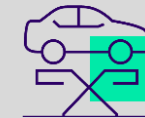
Results



Several front bumper components were similar but one additional part, the front bumper isolator (\$412.58) is present on the Lightning but not the XLT. The Lightning front upper cover is also \$306.15 more expensive than the same part on the XLT.



The Lightning grille is more expensive than the XLT by \$305.45 and the Lightning grille assembly is equipped with an additional part, the grille reinforcement (\$1,501.25), that is not present on the XLT.



OEM Repair Procedures dictate that the high voltage battery be removed and installed (3.4 hours mechanical) as part of the repair process on the Lightning to protect the battery from the high temperatures inside the paint booth.



The overall **repair cost delta** for the Lightning for the same part type operations on this sample front end impact is **\$3,508.17**.

Plugged-In

EV Collision Insights

Read the latest report to learn how 2023 EV trends compare to previous years and what to expect in 2024.

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2023 YEAR IN REVIEW

Plugged-In

EV Collision Insights

Providing auto insurers and collision repairers with the electric vehicle trends and data that matter most

2023 ended with electric vehicle (EV) repairable claims frequency at 1.97% in the United States and 2.86% in Canada. That represents an increase of more than 40% in both regions over the previous year. When compared to 2020, the frequency of claims for repairable EVs has more than tripled. Last year, Tesla's share of total U.S. new vehicle sales reached a **record high of 4.2%**. However, lower priced EV alternatives like the Kia EV6, Hyundai Ioniq and Volkswagen ID.4 experienced tremendous growth in 2023 (194%, 144% and 139% respectively) versus the previous 12 months—and, with the addition of other new EV models, will challenge Tesla's market dominance.

EV Frequency of Repairable Claims Volume



Year	U.S.	Canada
2020	0.50%	0.80%
2021	0.75%	1.25%
2022	1.20%	1.80%
2023	1.97%	2.86%



Mitchell Collision Podcast Episode 10 – Now Available

Collision Claim Trends and What to Expect in
2024

Collision Claim Trends and What to Expect in 2024

In this episode, Ryan Mandell highlights the effect of recent collision claim trends—including rising repair costs, parts supply chain disruptions and advancements in vehicle technology—on the auto insurance ecosystem. He also provides a sneak peek at the four trends to watch for in 2024.



Thank You