

Notice to all Accredited Glass Shops

Updates to Mitchell Cloud Glass

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MPI continues to find ways to further streamline claim administration processes through ongoing collaboration with the repair trade and its associations.

Effective Tuesday, September 1, 2026, the following updates will be implemented in Mitchell Cloud Glass (MCG):

- Shops can unassign a claim directly within MCG. The claim will automatically transfer to the Claims Audit Unit for reassignment, eliminating the need to contact MPI. See the [Unassign a Claim](#) procedure for details.
- Replacement requests will remain in a pending status until MPI approves or rejects the request. Hover over the Request Replacement Approval button to confirm that your request is still pending.
- After you submit a replacement request, the Submit button will become inactive. This prevents duplicate requests from being sent to MPI.
- During First Notice of Loss (FNOL) claim creation, if a user selects “Unknown” in the “What Caused the Damage to Vehicle” field, they will be required to provide comments before proceeding.

If you have any questions regarding this notice, please contact the [Glass Audit Unit](#).