



Notice to all Light Vehicle Accredited Repair Shops

Winnipeg Light Vehicle Towing Requests

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As previously communicated on January 5, 2022, our Physical Damage Compound (PDC) is near capacity and, combined with the high volume of tow requests in Winnipeg, means our towing service levels are being impacted.

MPI prioritizes tows in the following way:

- Tow from accident scene to PDC
- Sublets tow
- Tow out estimated non-drives to repair facilities
- Tow in to PDC for estimate (not at scene)
- Total loss pick up from repair facilities

Sublet Repair Tows

If a tow is required to move the vehicle for sublet repairs, shops can submit the tow request to the Accredited Repair department at Accreditedrepair@mpi.mb.ca. These tows should happen within 24 hours (excluding weekends).

Tow out from PDC to Repair Facility

As result of the high volume of tow requests, our current service level is 4 to 9 days.

Tow in to PDC for Estimate (not at scene)

As result of the high volume of tow requests, our current service level is 4 to 7 days.

Total Loss pick-up from Repair Facility

As result of the high volume tow requests, our current service level is 7 to 9 days.

MPI has a dedicated resource to assist repair facilities with towing concerns.

We ask for your patience during this time. However, if the tow has not happened and it is beyond the current service level time frame, please email towingservices@mpi.mb.ca for assistance.

You can also direct any other general towing inquiries to towingservices@mpi.mb.ca. The [Repair Shop Support Aid](#) has been updated with the Towing Services email address.

Thank you for your cooperation and patience. If you have any questions about this notice, please contact partners@mpi.mb.ca.