

Notice to all Light Vehicle Accredited Repair Shops

2021 LVAA Amendments

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MPI remains committed to building a strong, trusted and long-term relationship between our organization and the repair trade for the benefit of all Manitobans.

Over the last few months, we have received feedback from repair shops of a variety of sizes and specializations from all over the province as you have considered the 2021 Light Vehicle Accreditation Agreement (2021 LVAA).

This feedback has included ways in which MPI could better support the industry and be better partners now and into the future.

In our efforts to continue to strengthen our relationship and continue doing direct business with you as an accredited repair shop, we have amended the 2021 LVAA to reflect the issues highlighted.

This includes the following:

- MPI will not make any changes to a Compensation Schedule during its term, other than for the purpose of increasing compensation, adding new compensation, correcting errors or adding clarifications in the schedule. In other words, MPI is committing in the 2021 LVAA to honour the rates in the Compensation Schedule for the duration of its term.
- The same terms and conditions contained within this agreement and its schedules will be applied to all accredited shops.
- MPI will provide 30 calendar days' notice of any changes it makes to the 2021 LVAA going forward.
- MPI will provide 30 calendar days' notice of any changes it makes to the Estimating Standards going forward.



- With respect to industry consultation, MPI has added that it recognizes the importance of understanding differing perspectives and gaining up-to-date information from the industry. This will include individual repair shops and industry associations, such as the ATA and MMDA.
- Clarifying the application of corrective action plans, prior to MPI terminating an agreement.
- The responsibility and allocation for any applicable arbitration costs has been simplified. MPI will initially cover the costs, and the arbitrator in their order will then allocate the costs as they deem appropriate. Further, repair shops will be able to select the arbitrator from an approved list.
- The definition of “Amendment Cooling-Off Period” has been amended to give shops more time to review any amendments made to the 2021 LVAA.
- All references to MPI having “sole and unfettered discretion” in the 2021 LVAA have been removed.
- Changes to the Compensation Schedule include: adding the Compensation Schedule Term, adding Shop Material rates (to correct a previous omission), and adding additional clarifying language to other provisions.

This list represents only a short summary of the amendments we have made – you can find a comprehensive comparative version of the changes for your further review [here](#). Additionally, we added the fully updated 2021 LVAA for your information [here](#).

For facilities that have already signed the 2021 LVAA, there is no additional action required on your part – these changes will also apply to your agreement.

For facilities that have not yet signed the 2021 LVAA and wish to retain their accredited status, we encourage them to sign as early as possible to ensure a seamless transition and allow sufficient time for the updating of our systems to continue to recognize your facility as accredited past this date without service interruption. Please note: MPI is committed to honouring any changes as a result of the ongoing arbitration for facilities that have already or choose to sign the new agreement prior to its resolution. All shops will benefit from having the same LVAA relationship with MPI.

For any facilities choosing not to sign the 2021 LVAA and changing their status to non-accredited with MPI, we will respect that decision. However, to ensure transparency, we will be outlining the details of a number of changes that will occur for these non-accredited facilities on June 14, 2021 in a notice posted

in the coming days. Some of the changes include the removal of facilities from MPI's online shop look-up tools, changes to the facility's access to Mitchell as well as the inability to advertise as an accredited shop or use MPI or Autopac logos on signs or advertisements.

MPI and repair shops depend on each other to continue to provide safe and proper repairs to vehicles in our province. As such, it is imperative that we are able to continue to have ongoing and open discussions on important industry issues.

As we look ahead to a new consultation model with Manitoba's repair industry, MPI is committed to working with representatives of the repair trade and your associations to develop a consultative committee framework and terms of reference. This work can begin as early as July 2021, respectively soon after the ongoing arbitration process with the trade associations has concluded.

We hope that the wording changes we have made demonstrate the collaborative way in which we intend to work with you in the future.

Should you have any questions about these changes to the 2021 LVAA, please contact your Shop Relationship Advisor.