



Notice to all Light Vehicle Accredited Repair Shops

# Delayed Towing Update

**Date published:** March 26, 2024

In an effort to assist repair facilities in scheduling non-drive vehicles, MPI will store vehicles for up to a maximum of 21 days at the Physical Damage Centre or an MPI-approved rural storage compound.

This is a temporary measure until May 31, 2024. Repair facilities that request a delayed tow must confirm that they are committed to completing repairs if the vehicle is repairable, or provide a final cost of repairs, if the vehicle is marginal. MPI may recover any costs associated with delayed tow requests if the repair facility rejects the repair after requesting a delayed tow.

Repair facilities must also advise the customer they are delaying the start of repairs. In cases where repair facilities are unable to receive the non-drive tow from MPI within 21 days, the repair facility should make alternate arrangements for storing a customer's vehicle until they are ready to begin repairs and advise the customer where and for how long their vehicle will be stored.

MPI will consider towing outside our normal radius to assist a customer in securing a repair facility. The MPI adjuster is responsible for approving these situations.

## Request a Delayed Tow – Repair Facility Instructions

- Email Accredited Repair
  - Subject line: Delayed Tow
- Include the claim number and the date for the delayed tow

## Reminders

- When communicating with the customer regarding the reason for the vehicle not being drivable, any opportunity to complete a temporary repair to allow that vehicle to be made drivable should be taken following our [temporary repair process](#).
- MPI would also like to remind repair facilities that any repair delays should be reported to MPI as indicated in the 2021 Light Vehicle Accreditation Agreement.

If you have any questions, please contact [Accredited Repair](#).