

Notice to all Light Vehicle Accredited Repair Shops

Delayed Towing Update

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Manitoba repair facilities continue to be busy, and some repairs are delayed due to supply chain issues impacting needed parts or labour shortages. These delays can pose a challenge to shops who have limited facility space for non-drive vehicles. In an effort to assist repair facilities in scheduling non-drives, MPI will store the vehicle for up to 21 days at the Physical Damage Centre or an MPI approved rural storage compound.

This is a temporary measure until April 30, 2023. 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.

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.