

Notice to All Accredited Repair Shops

## Changes to Marginal and Total Loss Process

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Effective immediately, MPI is implementing the following changes to streamline the repair process for repair shops, adjusters, and customers to reduce the number of price-outs and delays.

The following change has already been implemented:

- Estimators update the Actual Cash Value (ACV) in Mitchell Cloud Estimating (MCE) following determination of the vehicle market value which will reduce price outs/marginal repairs. This change to the estimate workflow will reduce the amount of repair assignment holds for shops in MCE, reducing phone calls into MPI.

The following are new changes:

- The Total Loss designation in Mitchell Cloud Estimating (MCE) will not be used by MPI staff at the time of writing a first estimate unless it has been deemed a total loss. This will prevent assignment holds from being placed which reduced calls into MPI.
- Estimators will calculate the maximum repair thresholds and document them in Mitchell Journal notes for the shops to see any time they complete a condition report. This will reduce the need to wait for adjusting to confirm maximum repair thresholds. Repair shops are to go by the most recent maximum repair threshold note in WorkCenter (WC), as the adjuster's ACV may be higher than originally determined.

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Journal note example:

Maximum repair threshold is \$ \_\_\_\_\_ based on repair costs only.

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- Repair shops should continue to communicate any repair delays with MPI by documenting journal notes for the adjuster to factor in Loss of Use (LOU) when applicable. The maximum final cost of repair (FCOR) value may change with additional costs (such as LOU). Repair shops will provide repair

start and end dates to complete the repairs, including any parts delays and repair days with every FCOR where the ACV has exceeded 70%. The ACV may also increase if customers provide supporting documentation.

Do not contact the Total Loss Unit or Total Loss adjuster assigned unless directed to in the journal notes associated with the estimate approval note. Shops should continue to follow normal approvals prior to repairs as indicated on the Mitchell assignment details or MPI Journal notes.

Please communicate to the customer that MPI has provided the following information. Customers can contact their adjuster with any questions.

If you have any questions, please contact your Shop Relationship Advisor (SRA) ([sra@mpi.mb.ca](mailto:sra@mpi.mb.ca)) or Partners ([mpipartners@mpi.mb.ca](mailto:mpipartners@mpi.mb.ca)) for shops who don't have an assigned SRA.