

Notice to all RAN Holders

# Non-Driveable Light Vehicle Tows

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Repair facilities may encounter Repair Assignment holds, or lack of customer contact, upon receiving a non-driveable light vehicle at their facility. The following communication provides a process for shops to deal with these situations.

If your repair facility has received a non-driveable light vehicle tow and has had no contact with the customer, please follow the process below to obtain customer contact information.

- Repair facilities are to phone the Claims Processing Unit (CPU) with the claim number and license plate of the vehicle. CPU will have the customer contact the repair facility directly. Turnaround time on these requests will depend on MPI being able to connect with the customer.
- When a customer registers a claim with MPI and the light vehicle is non-driveable, MPI will confirm with each customer if the repair shop of their choice has been notified prior to towing. MPI is aware that there may be times when that confirmation didn't occur, or the customer contact information was lost and you now have a vehicle on your property with no customer contact information to start the process.

Repair facilities may also encounter holds placed on Repair Assignments that have been towed to your facility.

- Repair facilities can contact the [Claims Processing Unit](#) (within Winnipeg at 204-985-7500, or toll free at 1-855-220-3722) and provide the claim number and license plate. CPU will investigate the reason for the hold and will follow up with the repair facility.



- Though vehicles with holds shouldn't be released to a repair facility, this may occur. These holds can be for reasons such as inconsistent loss details, coverage, or breach issues. Vehicles may be deemed a total loss so it's important to contact MPI prior to starting the claim repair process.

If you have any questions please contact your Shop Relationship Advisor, or MPI Partners ([partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)).