

Notice to all Accredited Autobody Shops

Parts Delays and Temporary Repairs

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The current challenges with the supply chain is creating delays for all repairs and in particular for non-drives. MPI would like to remind you of the section in the Light Vehicle Accreditation Agreement that allows for temporary repairs. If you are able to complete temporary repairs to a non-drive to allow the customer to safely operate their vehicle, we encourage you to discuss this option with your customer.

You will be required to obtain pre-approval from MPI before proceeding with temporary repairs. To expedite the approval process, simply send an email to the [Accredited Repair Department](#) requesting approval for temporary repairs.

With drivable claims, please confirm parts availability prior to scheduling in for repairs. When waiting on a back order part, you have the option to return the vehicle to the customer and submit for payment, provided the vehicle can be safely operated and the majority of repairs are completed.

Please work with your customer and their Loss of Use provider to maximize their available Loss of Use allowance.

If you have any questions please contact partners@mpi.mb.ca.