



Notice to all Accredited Autobody Shops

Reminder: Parts Delays and Temporary Repairs

Date published: Apr 27, 2022

As communicated on [February 4, 2022](#), MPI will provide additional compensation for pre-approved temporary repairs to a non-drive vehicle to allow the customer to safely operate their vehicle while awaiting repairs. We encourage you to discuss this option with your customer.

There will be situations where temporary repairs for non-drives may allow the vehicle to be safely operated prior to completing all repairs, such as replacing suspension components. In other situations, there may be temporary repairs to a component being replaced when parts are unavailable, such as aligning damaged sheet metal for clearance of interior access. Each situation will be unique, and we encourage you to contact MPI to discuss this option.

With drivable claims, please confirm parts availability prior to scheduling repairs.

If there is 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 most repairs are completed. Once the back-order part arrives, you can then schedule an appointment for installation and submit a short payment.

If installation of the back ordered part requires overlapping labour time, MPI will provide compensation for that operation.

- For example, if the installation of back ordered parts requires the bumper to be removed and installed again, MPI will provide additional compensation for the installation/repair of the temporary part and the required labour to access the operation.

In both situations, you will be required to obtain pre-approval from MPI before proceeding with temporary repairs.

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

To expedite the approval process, simply send an email to the Accredited Repair Department Accreditedrepair@mpi.mb.ca requesting approval for temporary repairs.