



Notice to all Light Vehicle Accredited Repair and Glass Shops

Repair Delays Reminder and Delayed Towing Extension

Date published: April 27, 2023

Repair Delays

In our continued effort to support the repair industry, MPI would like to remind repair facilities that any repair delays should be reported to the MPI Accredited Repair department (accreditedrepair@mpi.mb.ca), as indicated in the 2021 Light Vehicle Accreditation Agreement. The Temporary Repairs and Repair Delays procedure can be found here: [Temporary Repairs and Repair Delays](#).

Many of these delays are related to availability of parts; in particular, supplemental restraint system (SRS) components. MPI may be able to support a temporary repair solution including delays related to SRS components.

Delayed Tow

MPI is extending the [Delayed Towing temporary policy](#) until June 30, 2023.

Requesting 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 driveable, review the opportunity to complete a temporary repair. To allow the vehicle to be made driveable, follow the [temporary repair process](#).

If you have any questions, please contact Accredited Repair at accreditedrepair@mpi.mb.ca.