



Notice to all Light Vehicle Accredited Repair Shops

Updates to Lowest Cost Glass and Betterment Thresholds

Date published: April 29, 2021

Please see the information below applicable to all repair facilities. The following are updates to the 2019 LVAA which are intended to simplify processes and have a positive customer impact.

Lowest Cost Glass – Glass-only Claims

For all glass-only claims, submitted for payment on or after April 29, 2021, repair facilities no longer have to apply Lowest Cost Glass. Repair facilities are to refer to the posted Standard related to selecting glass: [Glass Part Selection](#).

Betterment Threshold – Glass and Physical Damage Claims

For claims submitted for payment where the customer has signed off on the Final Repair Account Signature sheet on or after April 29, 2021 regardless of whether the repair facility has signed the 2021 LVAA or not, shops can apply the following:

- For all glass-only or physical damage claims where the total betterment on a claim is less than \$100, including taxes, the betterment will be paid by MPI. Repair facilities are to refer to the posted Standard related to [Betterment](#).

Contact

For further questions, please use the Repair Shop Support Line to contact the applicable department:

- Accreditation – Accredited Repair department
- Estimating Standards – Estimating department
- Glass Standards – Claims Audit Unit (Glass only claims)



- Shop Measures and Direct Repair– Shop Relationship Advisors