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Winnipeg Contract Tow Requests

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As per the [November 27, 2020 notice](#), repair shops may no longer directly contact our Winnipeg contract towing vendor to request a tow. Specific to sublet contract tows, repair shops must use the following procedure.

Request a Tow to a Sublet Repair Facility

Email all requests to AccreditedRepair@mpi.mb.ca, who will review and determine if a tow is applicable. Please reference the [Sublet Towing](#) Estimating Standard for approved situations.

- Repair shops must also email AccreditedRepair@mpi.mb.ca for return tows if a shop is requesting a vehicle be towed from the sublet shop back to the repair shop.

All request emails must include the information in the template below. You may copy and paste this table in the email and then enter the required information.

Claim Number	
Reason for Tow	
Tow From (shop name and address)	
Tow To (shop name and address)	
Is the vehicle ready to be towed? (Yes or No)	

- Repair shops must include the shop name and full address when completing the **Tow From** and **Tow To** fields.
- The vehicle must be ready to be towed.

Estimate Summary Sheets

Estimate summary sheets will no longer be included with a vehicle that has left the MPI compound. All vehicles should now have the claim number written on the windshield for the shop to reference.

If the claim number is not legible or has been removed from the windshield, follow the applicable step below:

If your shop uses Mitchell Connect:	Contact ReceivingDept@mpi.mb.ca to retrieve the claim information. Provide the licence plate in the email in order to receive the information.
If your shop does not use Mitchell Connect:	Contact AccreditedRepair@mpi.mb.ca to retrieve the claim information. Provide the licence plate in the email in order to receive the information.

If you have any other questions concerning a vehicle that was towed to your shop such as missing keys, please contact ReceivingDept@mpi.mb.ca.