



Notice to all Light Vehicle Accredited Repair Shops

2021 LVAA & New Consultation Model Information Session Recap; Language Updates

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Thank you to those who were able to join us for the 2021 LVAA & New Consultation Model Information Session that was held earlier this week. We hope this session was informative for you and answered any remaining questions that you had.

For those who were unable to attend, we have posted a recording of the complete session to the Partners site. This includes introductory messages from Steve Dennis, Executive Director, ATA, Craig Dunn, Member at Large, MMDA, and MPI President & CEO Eric Herbelin. It also includes a detailed review of the changes in the updated LVAA as well as a walkthrough of the new consultation model and industry committees from MPI's Steve Lupky, Director, Physical Damage. The session ended with a Q&A period with attendees and panelists, which is also included in the recording. You can view the video [here](#).

There were two outstanding questions from the session and we wanted to share those answers with you here:

Q. Is A/C Freon only compensated for times when top up is required, if our a/c machines doesn't have a printout feature, can an email be sent to support the extra costs potential?

As stated in the [applicable estimating standard](#), MPI will accept a scan of the machine printout, a picture of the refrigerant machine's screen, or a downloaded digital copy as supporting documentation for the refrigerant machine data summary.

Q. As the new contract comes into play the shops will be getting updates, training etc. for new processes or programs. There will be more contact with the SRA assigned to that shop. If the relationship with the SRA and the shop is not a strong one, possibly hampering the ability to move

forward and be more successful with the new programs, can a shop request a reassignment to an alternate SRA?

The role of a SRA is to support shops. If a shop has concerns with any MPI employee they should follow the escalation process and provide feedback and their specific concerns. MPI will investigate and engage in conversations with the shop to understand the issues and work to build the relationship model. You can find more information [here](#).

LVAA Language Updates

Throughout the collaborative discussions with the MMDA and ATA to reach an agreement on the new LVAA model, there were a number of suggested changes to specific language within the 2021 LVAA.

In addition to the previous changes that were outlined in the Information Session earlier this week, below are two additional changes that have been made:

18.1 Cost Recovery

- The references to seven days was amended to fourteen (14) days, the same time frame in the 2019 LVAA

20.2 Termination for any reason with notice

- Removed the word whatsoever, and removed the underline.

The LVAA has been updated with these changes and can be viewed [here](#).

LVAA Signature Page Submissions

Please continue to forward [your signed LVAA signature page](#) to partners@mpi.mb.ca or submit it by fax to 204-985-1661. You will receive a confirmation email advising we have received your signature page.

If you have any questions, please email partners@mpi.mb.ca or call 204-985-7376.