

Interim Commercial Vehicle Sublet Towing Policy

Sublet Towing

All accredited commercial repair facilities completing work on commercial claims (vehicles exceeding 4,536 KG/10,000 LB GVW) that require sublet repair tows (including mechanical, frame, alignment, or specialty repairs) are required to follow the subsequent procedures:

Shop

- The shop can contact a towing company of their choice directly to arrange a tow.
- The shop will be required to provide claim number and plate number to tower.
- The shop will need to add a journal note in Mitchell Cloud Estimating (MCE) at the time of the tow request with tow details including tow company called, reason for tow, quoted cost, pick up and drop off location.
- Sublet tow cost is **not added** to the estimate.

Tow Company

- Towing Company will submit invoice for payment to MPI via email at towingservices@mpi.mb.ca.
- Invoice must include claim and plate number, pick up and drop off location.

Note: MPI will issue payment directly to the towing vendor.

Disabled Vehicle Movement in and out of Shop

Where vehicles are not drivable and require the service of a tow truck to be moved into the shop, an allowance will be permitted for up to **two** moves per claim of a disabled vehicle in or out of a repair shop.

- If a shop uses its own equipment to perform the tow, MPI will pay \$90 for each towing operation up to the maximum (2) tows per claim.
- The same process for sublet towing applies to disabled vehicle movement if a towing company is used.

Towing Issues

For instances where a repair facility is having any towing issues, the repair facility is required to contact the towing vendor to attempt to resolve the issue. If the repair facility is unable to resolve the issue, the repair facility should contact Manitoba Public Insurance at 204-985-7766 or towingservices@mpi.mb.ca.