



# Technical and Parts Consultation Committee Minutes

June 06, 2024

1:00 pm to 3:00 pm

## Committee Attendance

- Ferd Klassen, ATA
- Denis Cloutier, ATA
- Lynsey Wilson, MMDA
- Franca Colosimo, Industry
- Tully Gawazuk, Industry
- Waldemar Koos, MPI
- Robert Ferreira, MPI
- Gord Froese, MPI
- Cody Sterzer, MPI

## Regrets:

- Ryan Kehl, Industry
- Amory Kuypers, MPI

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## *Action Items from previous meeting's agenda (April 10, 2023):*

### **1. MPI to work with Car-Part to clarify the Report a Problem job aid.**

- Waldemar presented a list of seven issues reported in May, including quality issues and price discrepancies.
  - Car-Part has addressed all concerns with the shops and suppliers.
- There is confusion about where and how to escalate the concerns due to conflicting information from MPI and Car-Part. MPI will investigate the cause of this conflicting information and report back to the committee.

#### *Action Item*

- MPI to confirm Car-Part escalation process.

### **2. MPI to add a medium duty labour profile.**

- The profile was added May 8, [NTT-Medium-Duty-Vehicle-Claims-at-Light-Vehicle-Shops.pdf \(mpipartners.ca\)](#)
- The Committee had no questions or concerns.

## *New Business:*

### **1. Parts Autonomy**

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- MPI presented the updated Parts Autonomy data (see slides 4-6).
- Corrective Action Plan (CAP) – Updates are scheduled for the CAP process. MPI will present a webinar to provide details to the trade: [NTT-Webinar-Update-to-Parts-Autonomy.pdf \(mpipartners.ca\)](#).

Tully asked if there was an appeal process for shops when a recovery determination was made. MPI explained that a report will be shared, and shops will have a timeframe to review their claims. If a shop believes MPI made an error, they can contact their Shop Relationship Advisor (SRA) within this timeframe.

Supporting documentation and notes explaining non-lowest cost part decisions should be provided before payment.

MPI will address proper documentation for non-lowest cost part selections at the webinar.

## 2. Estimating Standards Updates

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- ADAS: Allowances and procedures are currently under review. MPI is collecting information on calibration average times, and how market pricing is determined. Once all data is collected, a decision will be made on how to update the [ADAS ES](#). MMDA provided data is under review, and Ferd will review additional data with Rob.
- Sublet Repairs: The Estimating Standard (ES) was updated on May 29 (See the [NTT](#)).
- Shop Materials: Ryan and Tully are collecting information for MPI to review as part of the shop materials working group.

## 3. Estimate / Repair Delays

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- Repair Authorization: The trade has provided examples of significant delays while waiting for contact or authorization from Adjusters. MPI has reviewed and determined several factors leading to these delays, including holds, coverage issues, non-responsive customers, and Adjuster task backlog. Process changes are being explored to address some of these factors and reduce bottlenecks. MPI will provide an update as the process updates progress. Shops are encouraged to continue to reach out to [Adjuster/team](#) as required.
- [Hail Estimating at MPI's Physical Damage Centre](#): Appointments are available, and all customers with a hail claim in 2023 have been contacted and advised. Lynsey asked if it is possible for a shop to DR estimate a hail claim if the vehicle is already at the shop for a separate claim.



- - Rob advised that shops follow the directions in the [Hail Estimate Appointments](#) NTT, and email [Partners@mpi.mb.ca](mailto:Partners@mpi.mb.ca) to inquire about writing a DR hail.
- Theft Recoveries: Ferd raised a concern regarding challenges related to total theft claims, including customers asking for unrelated, customers not attending the shop, and potentially unsafe/unsanitary items of concern in the vehicle. (In many cases shops are turning customers away due to these challenges. He suggested that the theft process should be reviewed to protect shops and MPI staff.

#### *Action Item*

- Total Theft process to be added as an agenda item for the next meeting. Trade committee members are to bring opportunities for improvement, and MPI will provide an update on the internal review.
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#### *Next Meeting*

- The next consultation committee meeting is scheduled for Thursday, August 22, from 1:00 to 3:00pm

**Meeting adjourned at 2:45 pm**

# Technical & Parts

## Consultation Committee

June 06, 2024



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# Agenda

## Actions from last Meeting

1. MPI to work with Car-Part to clarify the Report a Problem job aid.
2. MPI to add a medium duty labour profile.

## New Business

1. Parts Autonomy
  - ▶ Quarterly report
  - ▶ Corrective Action Plan
  - ▶ RPS Targets
2. Estimating Standards Updates
3. Repair authorization delays on price outs



# Parts Autonomy

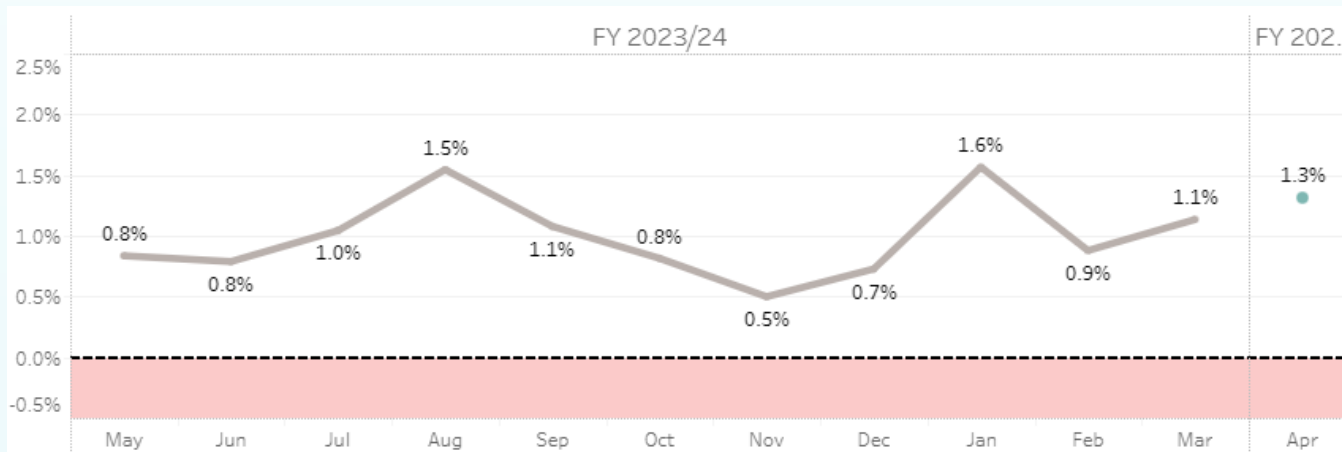
## RPS Quarterly Performance

	FY 2023/24			FY 2024/25
	Q2	Q3	Q4	Q1
<b>Level 2</b>	55	38	44	52
<b>Level 1</b>	112	111	132	110
<b>Perf. Review</b>	62	78	48	60
<b>Lost PA</b>	1	1	1	1
<b>Success Rate:</b>	72.6%	65.4%	78.2%	72.6%

\*Q1 only contains 1 month at this time. Updated monthly for progress monitoring.

*Note:* Shops with no claims are not included in counts.

## RPS Variance by Month



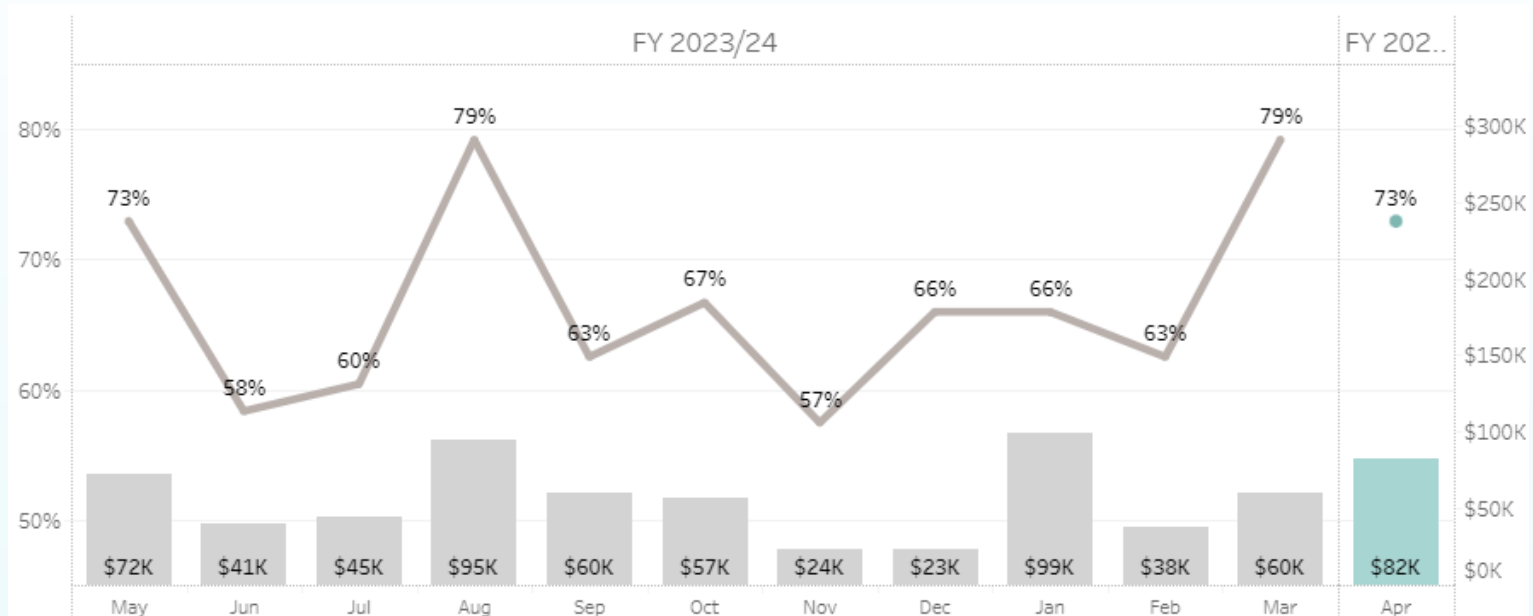
# Shop Type Analysis

**Dealer\*** — shop success

\*Includes 1 shop in Lost PA

	FY 2023/24			FY 2024/25
	Q2	Q3	Q4	Q1
<b>Success Rate:</b>	70.8%	68.8%	79.2%	72.9%

\*Q1 only contains 1 month at this time. Updated monthly for progress monitoring.

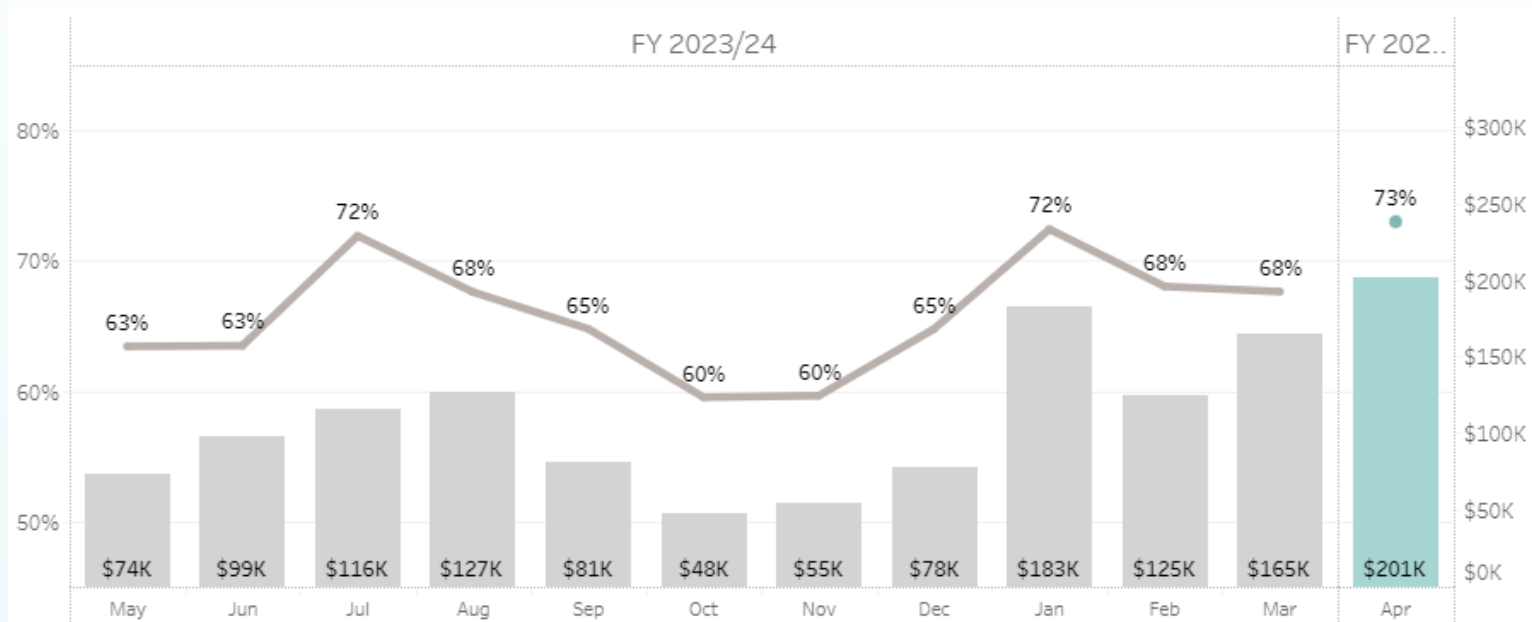


# Shop Type Analysis

## Independent – shop success

	FY 2023/24			FY 2024/25
	Q2	Q3	Q4	Q1
<b>Success Rate:</b>	<b>73.1%</b>	<b>64.4%</b>	<b>78.0%</b>	<b>73.0%</b>

\*Q1 only contains 1 month at this time. Updated monthly for progress monitoring.





# Estimating Standards

## ADAS – Update

- Discussion

## Sublet Repairs – Tow Requests

- Updated May 29
- [ES-SubletRepairs-Aug2021.pdf \(mpipartners.ca\)](#)

## Shop Materials - Fasteners

- Working group feedback

