



Technical Consultation Committee Minutes

June 10, 2026

10:00 a.m. to 12:00 p.m.

Committee Attendance

- Denis Cloutier, ATA
- Trevor Kindrat, ATA
- Tully Gawazuk, Industry
- Shangri-la Abubo-Humes, Industry
- Lynsey Beer, MMDA
- Brad Kozoway, Industry
- Rod Sproule, MPI
- Gord Froese, MPI
- Cody Sterzer, MPI

Regrets

- Amory Kuypers, MPI

Old Business – [See Previous Meeting Minutes \(March 9, 2026\)](#):

1. Short Pay

- The committee reviewed new workflow improvements and test shop feedback.
- It was agreed to move forward as the change is a benefit for all (*see slide 2 for details*).

2. Paint Protection

- The committee reviewed the draft Paint Protection standard (*see slide 3 for details*).
- It was agreed that the change should apply only to ceramic coatings and customer-facing information should be developed.

Action Item

- MPI to finalise paint protection procedures and develop customer-facing information.

3. Shop Materials Working Group

- A progress summary was provided to the committee (*see slide 4 for details*).
- The working group will develop a rivet material calculator to test and illustrate concepts which will allow the committee to review claim examples and consider impacts at the next meeting.



Action Item

- The working group to develop calculator and share with the committee for review and testing.

4. Blend

- Box R&I approval trends were reviewed (*see slide 5 for details*), this agenda item is now concluded.

5. Escalations

- A status update and demo of the intake and management process was provided to the committee (*see slide 6 for details*).
- The committee agreed this is a good first step towards a long-term solution.

Action Item

- MPI to select participating shops and launch pilot.

6. Claims Audit

- The committee reviewed trends (*see slide 7 for details*), discussed work in progress, and best practices to reduce everyone's effort.

7. Marginal Repair

- A proposed update to the Max Repair Limit (MRL) wording was presented for review (*see slide 8 for details*), the committee agreed with the intent and that the wording changes are helpful.

Action Item

- MPI to update MRL journal notes.

8. Allowance Conversion

- An outstanding system glitch has been addressed, and the rules are now functioning as intended
- The reps inquired about adjusted tire allowances, which are still pending P&A direction and trade input.



New Business:

1. Estimating Standards

a. ADAS

- Key issues were discussed (*see slide 11 for details*)
- The committee felt that in addition to updates to clarify the ADAS standard, a separate standard should be developed to cover all similar (non-ADAS) items, such as programming and initializations.
- It was agreed that a working group should be selected to identify current state gaps/concerns and then investigate/propose solutions for an updated estimating standard.

Action Item

- Committee to develop ADAS working group and continue Estimating Standards (ES) development.

b. Unfit

- This is primarily an internal MPI process update with minimal impact to the trade (*see slide 12 for details*).

2. QR Codes/External Links to Supporting Documentation

- The committee discussed the increase of shops utilizing links or QR codes that redirect to OEM repair procedures that are stored on a third-party website (*see slide 13 for details*).
- The group agreed that uploading the documents directly to Connect is best practice and that external links should not be used.

3. Estimate Summary Sheet

- Following a trade reported issue, the estimate summary sheet has been updated to a read only document so pre-populated details cannot be overridden (*see slide 14 for details*).

4. Constructive Total Losses

- An update was provided to the committee for awareness (*see slide 15 for details*).

5. Estimate Advisor (EA)

- After discussion (*see slide 16 for details*) the committee endorsed the proposed new pre/post scan rules which will result in a reduction of billing errors.
- The group agreed that a demo of the functionality and options within EA would be beneficial for further rule development at future committee meetings.



Action Item

- MPI to prepare Estimate Advisor demo for next meeting.

6. DEG Bumper Report

- The trade reps agreed that the [bumper report](#) is accurate and will be a useful reference for shops and estimators (*see slide 17 for details*).
- It was agreed that the report should be added as a reference within the [Refinish Allowances](#) ES, and that MPI should attempt to create an Estimate Advisor rule to improve estimate outcomes.

Action Item

- MPI to develop EA rule and ES update for Raw Substrate Prep application based on the DEG report.

7. Mitchell Repair Statuses

- The primary concern and current limitations were discussed (*see slide 18 for details*).
- The group agreed that an enhancement request to Mitchell was necessary.

Action Item

- MPI to submit enhancement request to Mitchell for additional repair status.

8. Adhesive Templates

- As shared in the recent [ATC Update NTT](#), the adhesive pricing template is now live.
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Next Meeting

- Next meeting: Sept 16, 10:00 a.m. – 12:00 p.m.

Meeting adjourned: 12:15 p.m.

Agenda

Old Business

1. Short Payment Pilot
 2. New Paint Protection Process
 3. Shop Materials Working Group
 4. Blend Policy
 5. Escalations
 6. Claims Audit
 7. Marginal Repairs
 8. Labour Allowance Conversion
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New Business

1. Estimating Standard Updates
 - ADAS & Programming
 - Unfit Process Update
2. QR Codes for Supporting Docs
3. Estimate Summary Sheet
4. Constructive Total Loss
5. Estimate Advisor
6. Raw Substrate Prep
7. Mitchell Repair Status
8. Adhesive Templates
9. Round Table



Old Business

Short Payment Pilot

- Updated workflow automatically redirects reviews to the appropriate MPI resource
- Tested with two pilot shops, no issues were identified. One question raised regarding new compliance rule (functioning as intended):

Compliance Report: ⓘ ⚠ 1 Comment Required ×

Compliance Profile

Shop Estimate Profile ▼ Run View: All ▼

Severity ⓘ	Line	Estimate Type	Description	Actual	Guideline	Addressed? ⓘ
⚠	15	Primary	SHORT PAYMENT - Rule126 - Short payment request to be reviewed by MPI. Comment: ✎	0	0	☐

- Process to be applied to all pilot shops in June
 - Minor workflow adjustments made during reminder of the pilot
- Full roll out targeted for Q3



Old Business

ES Drafts– New Paint Protection Process Discussion

Drafts ready for committee review

- Paint Protection key updates:
 - Shop to explain process to the customer (no price confirmation needed)
 - Customer to provide original invoice to adjuster
 - MPI will calculate allowance and issue cash settlement
- Cash Settlement
 - Updated to include paint protection as a valid reason
- Betterment
 - Updated to explain how betterment is calculated on paint protection (when applicable)



Old Business

Additional Shop Materials Request – Review Update

- Request: investigate options to improve additional shop materials request
 - “Rivets” were the concern
- Options considered:
 - a) Invoice rivets as a part if req'd by OEM procedures and listed as part in Mitchell
 - b) Establish cost threshold vs shop material allowance for quick calculation
- Discuss potential impacts and other options



Old Business

Blend Policy Update - Changes Implemented

- Tech Committee edits are live - [Blend Policy](#)
- Update: Approvals are trending back to historical norms (claims most directly impacted by policy update)
 - 2023-2025
 - 90% approval average (88%, 91%, 91%)
 - 2026
 - Jan-Mar – 83% approval (prior to policy update)
 - Apr-May – 89% approval (since policy update)
- No further Technical Committee action required
 - Individual claim concerns should follow the Escalation Process



Old Business

Escalation Pilot Update

- Purpose:
 - Timely resolutions consistent with policy, performance improvements and reduced escalations over time
 - Post resolution oversight for trends and root cause analysis
- Status:
 - Work queue in development, ETA June 30th
 - SRA procedures and functional support workflow in development
 - SRAs created short list of pilot shops, pending socialization
 - Trade communications, pending schedule confirmation
- Next steps:
 - Working group reconvene once work above ready



Old Business

Claims Audit – Update

- April – first month (March claims) summary
 - Invoice - results are still high, but normalizing with larger sample
 - \$100 – improper billing still trending above historical norms
- Emerging Trends
 - Correlation between historical shop performance / invoice results
- Critical concerns (lower composite group)
 - 9.2% of parts - invoice not provided after first request
 - 3% of parts – incorrect part number, incorrect billing or not replaced
- Audit process being evaluated for efficiency improvements



Old Business

Marginal Repair Process Update

- Proposed new standardized response on over MRL:
 - “Maximum Repair Limit is \$____. *The estimated repair cost has exceeded this limit, and the vehicle may be considered a total loss.* Do not order parts or perform any repairs.

The adjuster will confirm the Max Repair Limit and provide further direction to both the customer and the shop.

To ensure a shared understanding, the shop must contact the customer to discuss the situation, review potential outcomes, and answer general questions about the repair process. Any claim-specific questions may be directed to the adjuster”

Additional:

- MPI is working to improve internal oversight to ensure marginal procedures are followed
- Trade Inquiry – Clarification on additional photo requests for TL vehicles
 - In certain cases, additional photos may be required to support creation of accurate condition reports



Old Business

Labour Allowance Conversion – Update

- Estimate Advisor
 - Mitchell software issue now resolved
 - New compliance rule active for over a month
- Intent is to reduce denials and recoveries creating a more accurate estimate with less friction
- No further Technical Committee action required
 - Individual claim concerns should follow the Escalation Process



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New Business

Estimating Standards – ADAS

- ES Intent: review the intent [ADAS ES](#)
- Key Issues:
 - Need to define programming and initialization
 - LV and Glass “mis”alignment, Mitchell terminology
 - Included / excluded operations and costs
 - Procedure and labour validation
 - Training staff / industry on estimate application
- Discuss options



New Business

Estimating Standards – Unfit Process Review

- MPI investigating integrated Mitchell workflow to enhance the Unfit Notification workflow
- Improvements for shops and customers:
 - Enhanced communication for shops and customers
 - Templated public Journal notes and third-party notifications
 - Customer handout to explain process and next steps



New Business

Links & QR Codes for Supporting Documents

- Trend: some shops uploading links to repair procedures rather than PDF
- Pros / Cons
 - Repair Logic offers valuable insights that are stored on their website
 - Cybersecurity risks with unfamiliar links
 - Unclear if this information is “point in time”, dynamic, or time limited
- Direction: Shops continue to upload copies (PDF) of procedures into Mitchell for reviews and post payment auditing



New Business

Estimate Summary Sheet

- Trade reported issue – example provided where an estimator overrode a claim number and provided the wrong information to a customer
- The summary sheet is now a read only document and not as easily edited
- Estimators still have access to a blank version when needed
 - Ex. details missing in the claims management program



New Business

Constructive (forced) Total Loss Process Change

- MPI taking steps to discontinue this process due to process concerns:
 - Restocking/non-returnable parts issues
 - Administratively burdensome review process (shop and MPI)
- Advanced NTT will be sent this week
- Process change goes into effect in early July



New Business

Estimate Advisor

- MPI investigating opportunities to better utilize Mitchell's compliance tool
- Objectives:
 - Improved internal and external guidance
 - More accurate estimates
 - Reduced denials
 - Reduced audit recoveries
- Ex. Pre / Post Scan – frequent audit recovery / under \$100 threshold
 - Rule being developed to ensure ES alignment (ex. labour type changes)



New Business

Raw Substrate Prep

- Discuss DEG Bumper Condition Report
 - Identifies condition of OEM bumpers at delivery to shop (Raw, Primed, Combination) on model years up to 2026
 - Preliminary review was positive
- Requesting Trade Rep Input
 - Validate report accuracy
 - How to best leverage for MPI staff and trade
 - Can this help make more accurate estimates and reduced denials / recoveries
 - Other suggestions?



New Business

Mitchell Repair Statuses

- Committee Request (March meeting)
 - Opportunity: a gap exists between "Paint" and "Ready for Delivery"
 - Determine if additional repair statuses are available in Mitchell
- Follow Up:
 - No additional status available
 - Mitchell enhancement request must consider:
 - Alignment with broader market usage
 - Subject to product manager acceptance



New Business

Adhesive Templates

- Price update effective May 5
 - [NTT-ATC-UPDATE.pdf](#)
- Minor delay with the Mitchell price update due to Canadian market updates occurring after US changes
 - Prices now confirmed correct in MAPP



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