Technical Consultation Committee Minutes

Sept 29, 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 (June 10, 2026):

Note – Several following agenda items have references to higher tech committee priorities and re-prioritization, this was required as efforts have been focused on hail support and addressing the claim backlog.

1. Short Pay Pilot

- MPI has identified a workflow issue and is currently working with Mitchell to resolve it.
- The pilot will continue while the investigation progresses.
  - *See slide 2*

2. Paint Protection & Cash Settlement

- MPI presented workflow and process options
- Committee discussed dependencies such as analysis to ensure no new administrative effort or unintended workflow impacts for all stakeholders
- The committee supports moving this forward if feasible

- MPI will investigate next steps.
  i. *See slide 3*

3. Additional Shop Materials Workflow

- Working group currently on hold to allow focus on higher priority Tech Committee items.
  - *See slide 4*

4. Escalations

- Working group currently on hold to allow focus on higher priority Tech Committee items.
- To be revisited at December meeting, after MPI staff deployed for hail support re-establish operational capacity.
  - *See slide 5*

5. Marginal Repair

- Two Marginal related updates were discussed with the committee:
  i. MPI internal process automations to improve accuracy and efficiency.
  ii. Tech Committee feedback incorporated into Max Repair Limit (MRL) notes to improve shared customer communication requirements.
    - Update planned for release in Oct.
- No concerns were identified by the committee.
  - *See slide 6-7*

Action Item

- MPI to update the MRL Calculator and publish internal/external communication describing the change.

6. ADAS Estimating Standard

- Working group currently on hold to allow focus on higher priority Tech Committee items
- The trade representatives felt that this is the second highest priority item currently on hold and would like to begin working group as soon as feasible.
  - *See slide 8*

7. Estimate Advisor (EA) Functionality Demo

- MPI explained approach to EA use and provided a demo of the functionality.

- MPI identified additional rules in development that support goals to reduce denials or downstream audit recovery.
    - *See slide 9*

8. Raw Substrate Prep – EA Rule

- MPI presented a draft EA rule that aligns with the previously reviewed DEG bumper report. The rule will identify claims with parts that should not be eligible for raw substrate prep.
- No concerns were identified by the committee.
    - *See slide 10 - 11*

Action Item

- MPI to publish the Raw Substrate EA rule and update the Refinish Allowance ES.

9. Mitchell Repair Status

- MPI explained Mitchell enhancement request process and expectations.
    - *See slide 12*

10. Audit Invoices & $100 Min Threshold

- On hold due to hail support.
    - *See slide 13*

New Business:

1. Hail Response & PDR

- Discussed application and interpretations of PDR ES.
- Trade representatives identified this as highest priority for working group
- Committee agreed to begin with a consultation meeting to hear directly from PDR providers and gather feedback for Tech Committee to take away.
    - *See slide 14*

Action Item

- MPI to schedule PDR/Tech Committee meeting.

Next Meeting

- Next meeting: Dec 08 10:00 a.m. – 12:00 p.m.

Meeting adjourned: 11:55 a.m.

Agenda

Old Business

1. Short Payment Pilot
2. Paint Protection/Cash Settlement
3. Shop Materials Working Group
4. Escalations
5. Marginal Repairs
5. ADAS Standard
6. Estimate Advisor Demo
7. Raw Substrate Prep – EA Rule
8. Mitchell Repair Statuses
9. Invoice Audit

New Business

1. Hail Response & PDR
2. Round Table

Old Business

Short Payment Pilot

- 12 shops in pilot
  - ~30% error rate
    - Issue 1 – auto approval engine circumventing rule
      - Initial testing passed, arose after most recent production release
      - Mitchell investigating
    - Issue 2 – auto payment failures (2nd PMT) directed to wrong resource
      - MPI investigating

- MPI will continue pilot to test and monitor with existing pilot shops as fixes are implemented

Old Business

Paint Protection/Cash Settlement

- Process update ongoing
  - Allowance formula currently in development
  - Committee review approach

- Dependency on Adjusting processes and capacity

Old Business

Additional Shop Materials – Working Group Update

- Group discussion
  - No progress due to hail event response

Old Business

Escalation - Update

- Group discussion
  - Escalation pilot remain paused due to hail event response
  - SRAs are reassigned for Operations support

Old Business

Marginal Repair Process Update

- Workflow improvement
  - Automated process creates Adjuster event on “Marginal” estimates
  - Improves accuracy and timeliness of information and decision making

- MRL wording improvement update scheduled for Oct 9:
  - New wording based on estimator and trade feedback, intended to provide:
    - Clearer direction on estimates that have exceeded the MRL
    - More clearly defined customer communication responsibilities
  - See next slide for sample

Old Business

Marginal Repair Process Update

Repair Status	MRL Provided Journal Note
Repairable	Maximum repair limit is $(AMOUNT) . Repair costs are below the Max Repair Limit; Shop may continue the normal repair process. If additional supplements are submitted that cause the repair costs to exceed the Max Repair Limit, the shop must stop all repairs and wait for direction from MPI. Failing to identify all damages on the first submission may result in a denial of restocking, non-returnable parts, or partially completed repairs. 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.
Potential Total Loss	Maximum repair limit is $(AMOUNT). Vehicle is a potential total loss. Do not order parts or complete any repairs. The adjuster will confirm the max repair limit and provide further direction. Shop must report any repair delays according to the “Temporary Repairs and Repair Delays” policy. 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.
Total Loss	Maximum Repair Limit is $(AMOUNT). 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

Old Business

ADAS Estimating Standard – Update

- Group discussion
  - Paused due to hail event response

Old Business

Estimate Advisor – Approach & Functionality Demo

- MPI approach
  - Reduce errors, denials and other estimate issues
  - Low touch to reduce maintenance and unintended consequences
  - Align management with other system / program oversight (Audit, Accreditation, etc.)
- Demo
  - Overview of system tools and capabilities

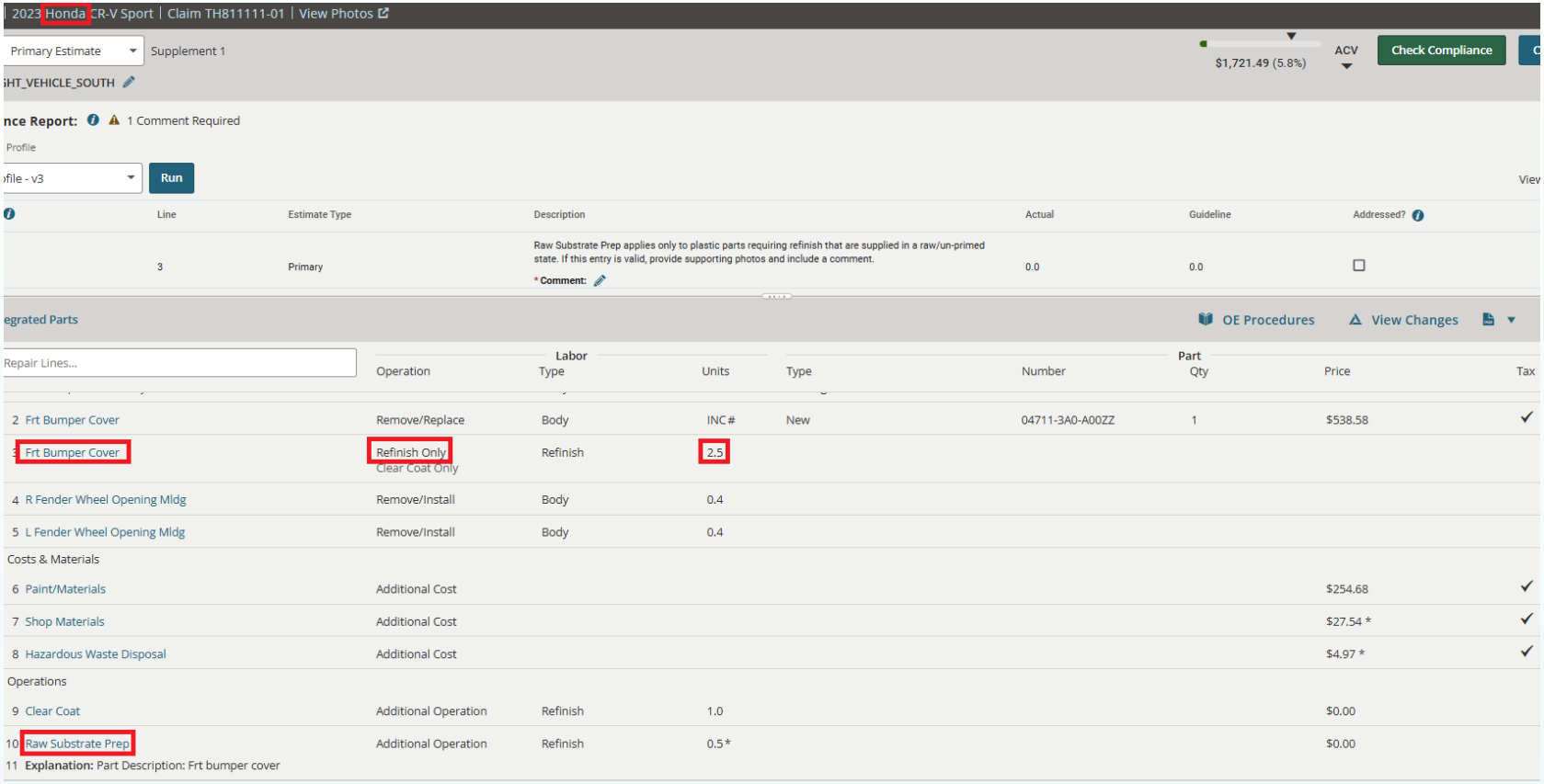
Old Business

Raw Substrate Prep – Compliance Rule Review

- Progress update
  - MPI created Estimate Advisor Rule based on DEG report
    - Description – part type rule, vehicle make rule, if/then function
    - Live demo
  - Refinish Allowance ES
    - Will be updated to include DEG report reference
  - MPI will review DEG report annually for changes and adjust rule accordingly

Old Business

Raw Substrate Prep – Compliance Rule Example



Old Business

Mitchell Repair Statuses - Update

- Progress update
  - Enhancement request submitted
    - Create status between “Paint” and “Ready for Delivery”
  - Currently pending Mitchell review

Old Business

Claims Audit - Update

- Progress update
  - Audit including Invoice and $100 Threshold pilots remain paused due to hail event response
  - Auditors are reassigned for Operations support

New Business

Hail - Response & PDR

- Group discussion
  - Operations
  - PDR ES

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1. Hail Response & PDR
2. Round Table