



## Technical and Parts Consultation Committee Minutes

Apr 10, 2024

1:00 pm to 3:00 pm

### Committee Attendance

- Ferd Klassen, ATA
- Denis Cloutier, ATA
- Lynsey Wilson, MMDA
- Franca Colosimo, Industry
- Waldemar Koos, MPI
- Robert Ferreira, MPI
- Amory Kuypers, MPI
- Gord Froese, MPI

### Regrets:

- Ryan Kehl, Industry
- Tully Gawazuk, Industry
- Steve Lupky, MPI
- Cody Sterzer, MPI

---

### *Action Items from previous meeting's agenda (Feb 14, 2023):*

#### **1. MPI to publish plastic repair job aid.**

- This document will be a guideline to help facilitate the repair versus replace conversation between the shop and the estimator. As with all other types of repairs, concerns regarding plastic repair warranty should be directed to Accredited Repair.

#### **2. Establish a Shop Materials working group.**

- Ryan and Tully have agreed to work with MPI as part of the working group. Both members have been asked to provide feedback to clarify both the issue at hand and any potential opportunities for improvement that should be explored. The materials review will continue once the working group feedback has been received.

Additional related conversations are taking place with the [Programs and Accreditation](#) committee.



### **3. MPI to bring a report of the escalated issues that have been sent through Car-Part.**

---

- There have been no issues escalated from the MPI repair trade in the past three years (*see slide 3, 4*).

The trade members feel that this report isn't accurate because it doesn't capture the issues that are reported through the Car-Part chat. They stated that shops are unable to report an issue with a part after it's been received because it's no longer listed in the Car-Part inventory.

#### **Action Item**

- MPI to work with Car-Part to clarify the [Report a Problem](#) job aid.

### **4. Trade to collect Car-Part opportunities for improvement so they can be shared with Car-Part.**

---

- No suggestions were brought forward on this item.

### **5. MPI to publish Betterment and PDR estimating standards updates.**

---

- Both standards were updated and trade notices were sent. Additional Partners emails have been sent regarding procedures for handling hail claims that have the old Dent Wizard tool. Additional information can be found in the [PDR FAQ](#) on MPI Partners.

Some parts do not have an option for the "Paintless Repair" labour type. MPI is currently working with Mitchell to correct this and an update will be made soon.

#### **New Business:**

##### **1. Parts Autonomy**

---

- MPI presented a Parts Autonomy update (*see slides 6-8*).

##### **2. Light versus medium vehicle estimates**

---

- There have been challenges due to overlapping definitions and vehicle configurations that make it unclear whether it is a medium or light duty. This is particularly an issue for rural shops that frequently repair medium duty vehicles.

#### **Action Item**

- MPI to add a new medium duty profile.



### 3. ADAS Calibration

---

- The committee discussed evaluating the current allowances to make sure they are still correct. MPI has been collecting information from Belron, unique situations from paid claims, and gaps in the current standard. It was suggested that the ADAS allowance be moved back to a labour allowance rather than a dollar allowance.

### 4. Estimating standards updates

---

- Any changes that are made are communicated via trade notice and left as a draft for 30 days to allow time for the trade to ask questions or raise concerns.
- The [Labour & Material Rates](#) has just been updated to clarify that:  
“Shops are not permitted to change the predefined labour and material rates or the associated calculations in the profile settings of Mitchell Cloud Estimating.”

---

### *Next Meeting*

- Next meeting to be scheduled: June 6 at 1:00 – 3:00pm

**Meeting adjourned: 3:00 pm**

# Technical & Parts

## Consultation Committee

April 10, 2024



MANITOBA  
PUBLIC INSURANCE

# Agenda

## **Actions from last Meeting**

1. MPI to publish plastic repair job aid.
2. Establish Shop Materials working group.
3. MPI to bring a report of the escalated issues that have been sent to through Car-Part.
4. Trade to collect Car-Part opportunities for improvement so they can be shared with Car-Part.
5. MPI to publish Betterment and PDR estimating standards updates.

## **New Business**

1. Parts Autonomy
2. Light Vehicle vs Medium Vehicle Estimates
3. ADAS Calibration
4. Estimating Standards Updates



## Car-Part Pro Issues Log

- Total of 8 issues reported since implementation in Sept 2020
  - MPI followed up on all 8, the issues were resolved
- No issues reports submitted between April 2021 and 2024

4/1/2021	*** no reported issues for March ***
5/1/2021	*** no reported issues for April ***
6/1/2021	*** no reported issues for May ***
7/1/2021	*** no reported issues for June ***
8/1/2021	*** no reported issues for July ***
9/1/2021	*** no reported issues for August ***
10/1/2021	*** no reported issues for September ***
11/1/2021	*** no reported issues for October ***
12/1/2021	*** no reported issues for November ***
1/1/2022	*** no reported issues for December ***
2/1/2022	*** no reported issues for January***
3/1/2022	*** no reported issues for February***
4/1/2022	*** no reported issues for March***
5/1/2022	*** no reported issues for April***
6/1/2022	*** no reported issues for May***
7/1/2022	*** no reported issues for June***
8/1/2022	*** no reported issues for July***
9/1/2022	*** no reported issues for August***
10/1/2022	*** no reported issues for September***
11/1/2022	*** no reported issues for October***
12/1/2022	*** no reported issues for November***
1/1/2023	*** no reported issues for December***
2/1/2023	*** no reported issues for January***
3/1/2023	*** no reported issues for February***
4/1/2023	*** no reported issues for March***
5/1/2023	*** no reported issues for April***
6/1/2023	*** no reported issues for May***
7/1/2023	*** no reported issues for June***
11/1/2023	*** no reported issues for July***
11/1/2023	*** no reported issues for August***
11/1/2023	*** no reported issues for September***
11/1/2023	*** no reported issues for October***
12/1/2023	*** no reported issues for November***
1/1/2024	*** no reported issues for December***
2/1/2024	*** no reported issues for January***
3/1/2024	*** no reported issues for February***
4/1/2024	*** no reported issues for March***



# Reporting a Problem with a Listing

## 1. Via mpipartners.ca

### Forms and Job Aids

#### Body, Frame & Mechanical Operations

- [Engine Report](#)
- [Frame Inspection Sheet \(Conventional Frames\)](#)
- [Frame Inspection Sheet \(Unibody Frames\)](#)
- [Fuel Contamination Examples](#)
- [Mitchell Connect for Recognized PDR Shops - FAQs](#)
- [Paintless Dent Repair \(PDR\) Oversized Dent Photo Requirements](#)

#### Claim Administration

- [Estimate Amendment Form - Light Vehicle](#)
- [Mitchell UltraMate Procedures](#)
- [Short Payment Form](#)
- [Unfit Vehicle Form](#)
- [Vehicle Theft and Recovery Damage Report](#)
- [Supported Workflow Processing](#)
- [Mitchell Connect for Approved Remediation Shops - FAQs](#)

#### Parts

- [Integrated Car Part Pro/Mitchell Estimating Quick Reference Guide](#)
- [Parts Autonomy - Additional Positive RPS Credit](#)
- [Part Exception Form](#)
- [Realized Parts Savings Job Aid](#)
- [Realized Parts Savings Vehicle Groups](#)
- [Record of Parts or Supplier Issues](#)
- [Self-Supplied Recycled Parts Process](#)

## 2. Via carpartpro.com/training/mce/

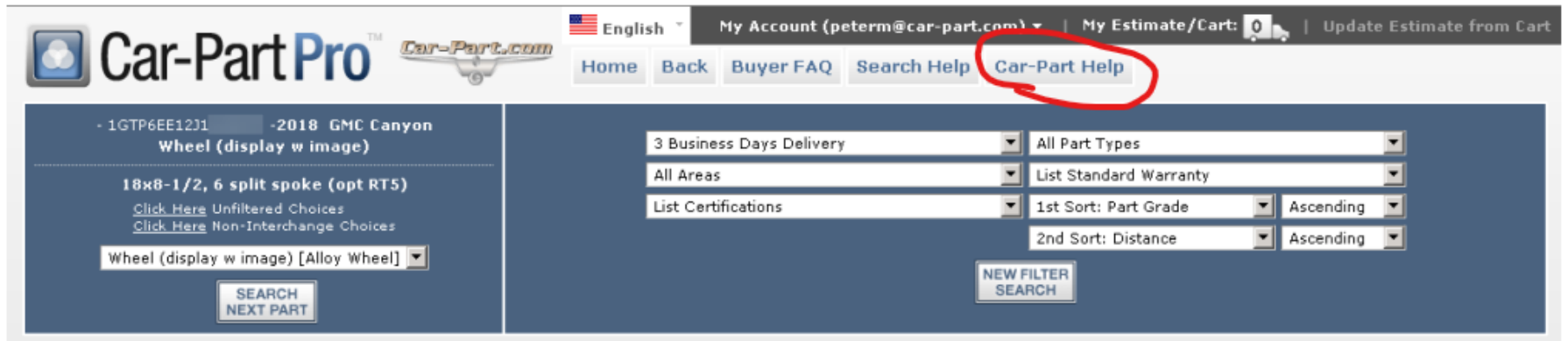
### Documentation

- [Car Part Pro/Mitchell Cloud Estimating Integration User Guide](#) (PDF)
- [Car Part Pro/Mitchell Cloud Estimating Quick Reference Guide](#) (PDF)
- [Changing Your Car Part Pro Password](#) (PDF)
- ✳ [Reporting a Problem with a Listing](#) (PDF)
- [Car Part Pro Supplier Certification Level Comparison](#) (PDF)



# Reporting a Problem with a Listing

1. Outside of a live search, the user simply restarts the search
2. Even though the inventory may be gone, they can click the “Car-Part Help” button and follow the same process.
  - ▶ It just doesn’t auto populate with all the part / vendor details. The user needs to provide that to CP.



- ▶ When a user reports an issue, Car-Part resolves with supplier as needed.
- ▶ CP shares report MPI monthly and would revisit any outstanding issues with Car-Part or Suppliers.





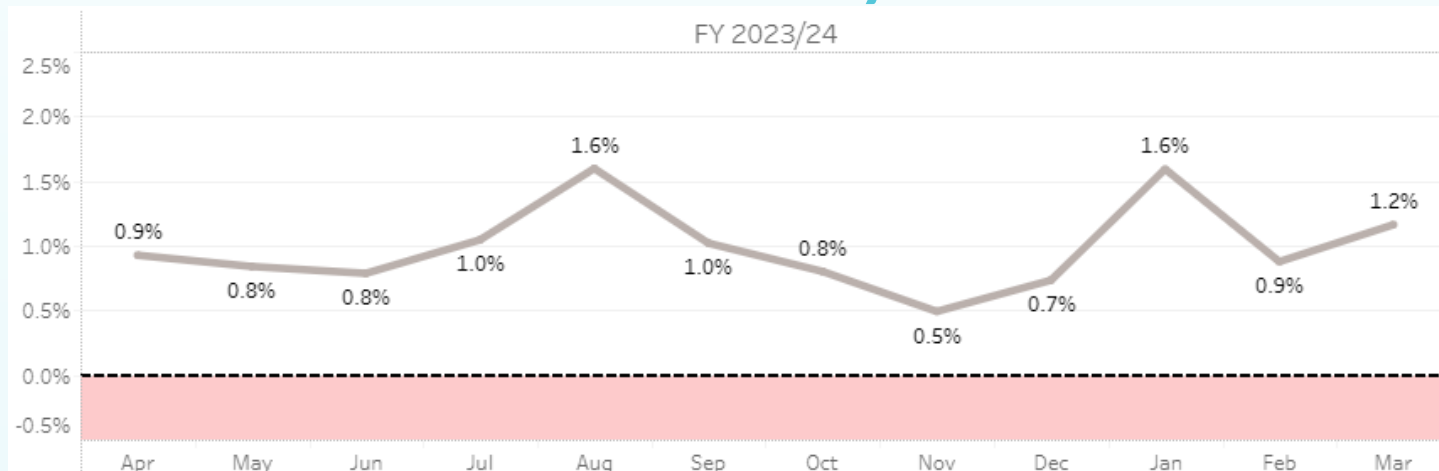
# Parts Autonomy

## RPS Quarterly Performance

	FY 2023/24			
	Q1	Q2	Q3	Q4
Level 2	30	54	38	43
Level 1	121	113	111	133
Perf. Review	77	62	78	48
Lost PA	1	1	1	1
Success Rate:	65.9%	72.6%	65.4%	78.2%

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

## RPS Variance by Month

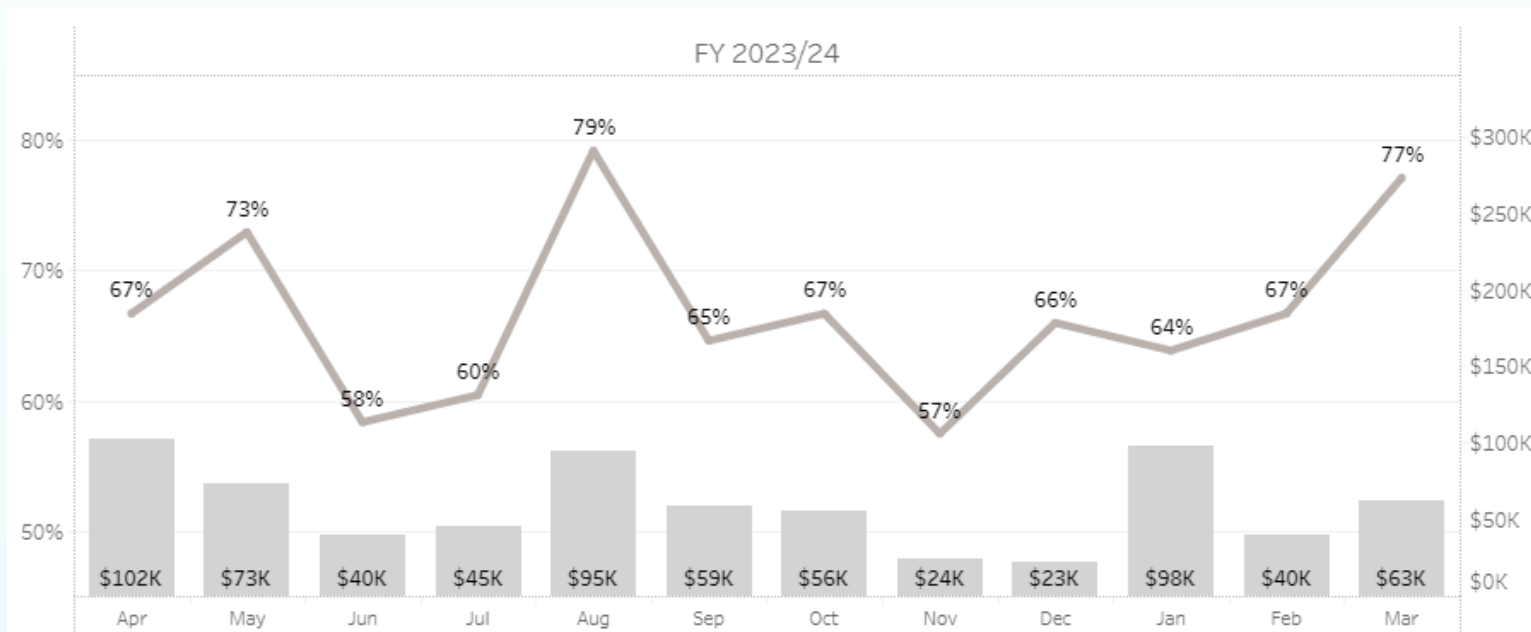


# Shop Type Analysis

**Dealer\*** — shop success

\*Includes 1 shop in Lost PA

	FY 2023/24			
	Q1	Q2	Q3	Q4
<b>Success Rate:</b>	66.7%	70.8%	68.8%	79.2%



# Shop Type Analysis

**Independent** – shop success

	FY 2023/24			
	Q1	Q2	Q3	Q4
<b>Success Rate:</b>	65.7%	73.1%	64.4%	78.0%

