



Technical and Parts Consultation Committee Minutes

Aug 22, 2024

1:00 pm to 3:00 pm

Committee Attendance

- Ferd Klassen, ATA
- Denis Cloutier, ATA
- Lynsey Wilson, MMDA
- Ryan Kehl, Industry
- Tully Gawazuk, Industry
- Robert Ferreira, MPI
- Gord Froese, MPI
- Amory Kuypers, MPI
- Cody Sterzer, MPI

Regrets:

- Waldemar Koos, MPI
- Franca Colosimo, Industry

Action Items from previous meeting's agenda (June 06, 2024):

1. MPI to confirm Car-Part escalation process (slide 3)

- The [Integrated Car Part Pro/Mitchell Estimating Quick Reference Guide](#) has been updated, and password access is no longer required.
- Shops must follow the [Reporting a Problem with a Listing](#) process if an issue arises with a part sourced through Car Part.

New Business:

1. ADAS Calibration Review (slide 4-5)

- Rob presented average hours collected from ADAS time study, covering data from various brands and vehicle types using published ProDemand times.
 - Ferd requested to share the data set with committee members for review. MPI agreed, stating that once the data is reviewed, it can be presented to the Programs & Accreditation Committee.
- Ferd raised concerns about shops being charged more than the current MPI calibration allowance. The trade is encouraged to provide those examples for MPI review.
 - Rob advised that shops request detailed breakdowns on sublet repair invoices, as these may include additional repair operations such as,



alignments, fuel top-ups, and multiple component calibrations. A detailed invoice allows the shop to claim all eligible allowances.

Action Item

- MPI to share the ADAS data set with the T&P committee.

2. Parts Autonomy (slide 7)

- Presentation of the Quarterly Parts Autonomy Performance results will be moved to Parts & Accreditation committee.
- Ferd and Dennis raised questions regarding RPS audits. Rob confirmed the following:
 - If a claim changes shops, the reporting period is based on the date the claim was assigned to the second shop.
 - For OEM price changes, the shop must ensure the invoice price matches the estimate price
 - Do **not** accept Mitchell price updates if they differ from the invoice, ensuring that if MPI requests the invoice, it supports an accurate FRA.
 - MPI will confirm how shops should bill for parts stocked in bulk and report back to the committee.
- MPI requested feedback on reasonable labour time for total theft procedures and which operations should be added or removed from the current list.

Action Item

- MPI will confirm how shops should bill for parts stocked in bulk.
- MPI will also verify if there is a process within Mitchell to accept part price updates for individual part lines, rather than updating the entire estimate.

3. Estimating Standards Updates (slide 9)

- Total Thefts: The trade raised several process concerns, including:
 - Identifying and handling drug paraphernalia.
 - Managing excessive customer wish lists, and the subsequent denials, significant delays, and negatively impact shop NPS.
 - Trade members suggested that MPI should complete theft procedures before the claim reaches the shop.
 - Rob advised that the SRA could exclude certain theft claims from KPI data if damage reported by customers are later denied by MPI.



- PDR-Hail: Concerns were raised regarding how the vehicle configuration and panel breakdown in MCE effects PDR totals.
 - MPI explained that its old hail calculator was modeled after traditional paper-based hail estimating systems common in the PDR industry, listing the most common panels for light cars, trucks, and SUVs. Conversely, the new Mitchell PDR Calculator works with CEG parts listings, leading to more accurate and vehicle-specific estimates.
 - An unintended consequence is that vehicle configurations previously considered two panels may now be accurately identified as one. While PDR labour totals may decrease in some situations, shops are still compensated for the exact number of dents on the panel.
 - Shops must ensure they capture all available part selections in CEG folders to avoid missing any parts.
- MPI agreed to communicate proper part selection processes for PDR panels in CEG. This information will be shared internally through Estimating Supervisors and communicated to the trade via the SRA shop talk.

Action Item

- Trade to provide feedback to MPI on total theft procedures.
- MPI to provide communication/training on proper part selection in CEG for PDR purposes.

4. Industry Representatives

- Thank you to Ryan, Tully, and Franca for their three years of participation in the Technical & Parts Committee.
- New nominations will be collected soon.

5. Round Table

- From MPI:
 - Many customers are struggling to find a shop for outstanding claims. MPI is considering creating a list of shops willing to accept new customers to assist those searching for services.
- From the Trade:
 - MPI window tint allowances are no longer sufficient for the industry, and sublet shops are starting to refuse MPI claims.



Action Item

- MPI to issue an NTT asking shops to inform MPI if they are open to accepting new customers.
 - Trade to bring glass quotes for discussion at the next meeting.
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Next Meeting

- Next meeting: TBD, 1:00 – 3:00pm.

Meeting adjourned: 3:00 pm

Technical & Parts

Consultation Committee

Aug 22, 2024



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PUBLIC INSURANCE

Agenda

Actions from last Meeting

1. MPI to confirm Car-Part escalation process.
2. ADAS Calibration Review Update (added)

New Business

1. Parts Autonomy
2. Estimating Standards Updates
3. Industry Representatives

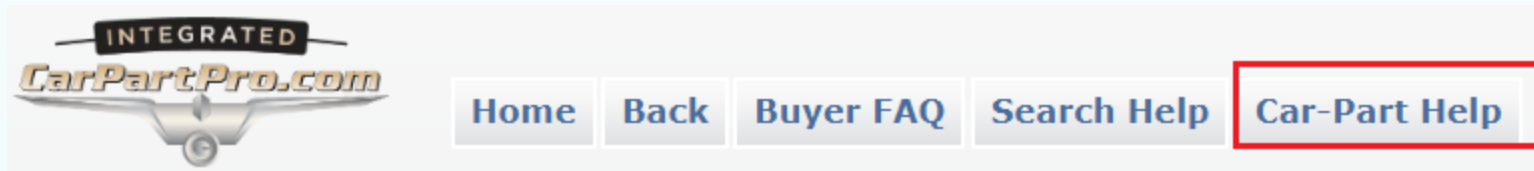


Car-Part Escalation Process

1. Use the “!” button for an issue with a listed part:

Year Part Model	Description	Damage Code
2018 Hood Dodge Caravan		**2

2. Or the **Car-Part Help** button if no stock available:



Note: If **Car-Part** requires additional details, such as photos, they will request them from the shop via email.



ADAS Calibration Review Update

- A list of vehicles were used to complete the analysis.
 - Started with the top 100 calibrated vehicles for Glass only claims
 - Focused on newer models of 2022. Reduced the number based on vehicle makes but keeping car, SUV, truck, van if listed for each make. Example Honda civic and Honda Accord, we removed the Accord as they are similar and kept Ridgeline and CRV.
 - Added some other makes/models that were not in the top 100 to ensure we have a variety such as a Volkswagen and luxury brands that can have a higher labour hour.
- The calibration type (static, dynamic or both), and labour hours in ProDemand were collected for vehicle make and models. MST's used their level of Prodemand access which provided more results then the Tech-advisor access.
 - Based on the labour hours collected, the weighted average was calculated based on the number of glass only claims that billed for calibration based on make and model of the vehicle, between April 1, 2023 and March 31, 2024.
- MMDA also provided labour hours and rates that Dealers would bill within the province of Manitoba based on the same vehicle listing.



Average Labour hour Results

Time Study Results		
	MPI	MMDA
Average Dealer Dollars	N/A	\$ 258.37
Weighted Average labour hours	1.17	1.16
Average hrs	1.03	1.44
How many results were provided out of 67 vehicle make/models	64	47
<i>Vehicles with both static and dynamic calibration split into two lines, dividing the prodemand time in half for each calibration.</i>		



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Parts Autonomy

~~RPS Quarterly Performance~~

#1 - Moved to P&A Committee

- #2 - RPS Audit (trade agenda item)



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Estimating Standards

Peril Validation

- Total Theft Process

Special Peril Messages	Shop Requirements	Labour
TOTAL THEFT	<ul style="list-style-type: none"> ● Total theft procedures: <ul style="list-style-type: none"> ○ Check all fluid levels ○ Charge battery if necessary ○ Start Engine (when possible) ○ Road test (when possible) ○ Pre-scan ○ Complete and submit Engine Report Form ○ Wash vehicle exterior for viewing ○ Tidy interior for viewing ○ Call the insured and inform them they must attend the shop within two working days ○ Review the entire vehicle with the insured ○ Complete and send the Theft & Recovery Form ○ Complete and send amendment as necessary <p>*Note – Fuel cost is the insured’s responsibility</p>	2.0hrs

- PDR Hail – MCE Estimating Procedures



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Industry Representatives

- Thank you outgoing members.
- New Nominations

