

## Technical and Parts (T&P) Consultation Committee Minutes

December 9, 2025  
10:00 a.m. to 12:00 p.m.

## Committee Attendance

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

**Old Business - See Previous Meeting (Sept 9, 2025):**

## 1. Labor Allowances (reduction for old damage)

- MPI advised that proper application has been reviewed with the estimators and asked that the trade escalate any further issues if they arise.

## 2. Accessories (trade agenda item)

- MPI reviewing parts validation process, (see slide 3 for details).
- MPI offered to create job aid for better alignment.
  - Trade reps requested review of [Alternate Supplier Lookup](#), no action pending Programs & Accreditation.
  - Trade representatives suggested MPI consider a cash settlement in some circumstances to reduce admin burden for all parties.
  - Trade representatives agreed that job aid would be helpful.

## Action Item

- MPI to draft accessory job aid and share with the committee for feedback.
- MPI to consider the feasibility of cash settlements for the accessory workflow.



### 3. Labor Hour Conversion

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- Items agreed to at P&A were presented to T&P (*see slide 5 for details*). MPI shared drafts of the estimating standards (ES) that are affected by this change. No concerns raised.
- The trade members asked that MPI clearly communicate shop materials now calculate as part of the compensation.

### 4. Escalations

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- MPI explained the intent to evaluate the current state for preliminary discussions, two trade volunteers were decided (*see slide 7 for details*).

#### Action Item

- MPI to provide volunteers a first step outline to gather thoughts for evaluating current state.

### 5. Tear Down ES

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- Update published on Oct 10 - [Tear Downs](#)
  - No concerns have been raised.

### 6 Total Theft

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- MPI shared the results of its internal pilot aimed at better understanding the concerns previously raised. The pilot pinpointed where MPI can improve current processes. The next steps include the following:
  - Implementing a clear escalation process to prevent problematic vehicles arriving at a shop.
  - Enhancing documentation processes to ensure adjusters have clear, comprehensive materials to review with customers when taking their statement, whenever possible.

#### New Business:

##### 1. Short Payments

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- A status update of the short pay pilot was provided (*see slide 10 for details*).
- Trade feedback has been positive. MPI is working with Mitchell to identify the optimal workflow.
- The pilot is ongoing, and all pilot shops will continue to follow the new procedures.

#### Action Item

- MPI to determine Mitchell capabilities and report back to committee with expected findings.

## 2. Estimating Standards

a. Marginal Repairs

- Each rule of the updated [ES-Marginal-Repairs](#) estimating standard was reviewed step by step.
- No concerns were raised.

b. Paintless Dent Repair

- Mitchell is developing a system integrated process that will apply the northern differential to PDR labor, the update will be available and expected to be published at the start of the new year (see slide 12 for example).
- Retro payments will be issued to applicable shops for applicable claims shortly thereafter.

c. RV, ORV, & Motorcycle

- After consultation with the trade, [Labour Rates – RV, ORV, & Motorcycles](#) have been updated.

d. Paint Protection

- MPI asked the trade committee for feedback on the challenges regarding items such as ceramic coating and paint protection film.
- Trade feedback:
  - Extreme variability in product and supplier necessitates the customer original invoice as supporting documentation.
  - MPI should consider a cash settlement for all paint protection to reduce administrative burden and address the challenges related to delayed application (30 days, 60 days, etc.).

## Action Item

- MPI to investigate options for paint protection process improvement.

### 3. Car-Part

- The committee discussed the quote look-up process within the Car-Part functionality (see slide 15 for details).
- This functionality allows suppliers to more accurately validate shop selected parts.

## Action Item

- MPI to implement Car-Part quote lookup enhancement.

#### 4. MNP Invoice Audit

- As previously mentioned, MPI has conducted a claim invoice audit (see slide 18 for details).
- The comprehensive analysis is not yet complete (see slide 19 for preliminary findings).

## Action Item

- MPI will conduct further audits.

## ***Next Meeting***

- Next meeting: March 9, 10:00 a.m. - 12:00 p.m.

Meeting adjourned: 12:05 p.m.

# Agenda

## Old Business

1. Labor Allowance (old damage) – Proper application reviewed with estimators
2. Accessories (Trade Action Item) – Claim example discussion
3. Labor Hour Conversion – from dollars to hours
4. Escalations – Trade volunteers for working group
5. Tear Down ES – Update complete
6. Total Theft – Progress Update

## New Business

1. Short Payments – Discuss Pilot Results
2. Estimating Standards
3. Car-Part – Discuss quote look-up process
4. MNP Invoice Audit – Progress review and discussion
5. Round Table



# Old Business

## Accessories

- Claim example review
  - Sharing of best practice when handling accessories
- Supporting Market Pricing Confirmation
  - Estimating Approval Notes will be updated to include more information. Validating Estimator

Accessories consistency will take place.

MPI has validated a market price for lines #.

Shop requested price has been adjusted.

Market price of \$\_\_\_\_\_.\_\_\_\_ has been authorized plus allowable 25% markup in total.

Retailer: Link to supplier website

Photo of Supplier website uploaded to photos for reference.

For more information please refer to accessories Estimating Standards and Parts Business rules.

Tire

MPI has validated a market price for lines #.

Shop requested price has been adjusted.

Price of \$\_\_\_\_\_.\_\_\_\_ has been authorized plus allowable 20% markup in total.

Retailer: Link to supplier website

Photo of Supplier website uploaded to photos for reference.

For more information please refer to Tires Estimating Standards and Parts Business rules.

The screenshot shows a website header with the TDOT Performance logo, a Canadian flag icon, and text stating "Largest source of car performance parts in Canada." It includes a search bar, "Free Shipping", "Best Price Guarantee", and "30 Days No-Hassle Returns". A "My Cart" section shows "C\$0.00 No Items". The navigation menu includes "Performance Parts", "Exterior", "Interior", "Lighting", "Audio & Electronics", "Wheels & Tires", "Tools & Garage", and "Specialty Parts". The breadcrumb navigation shows "Home / Brands / Spec-D Tuning / Billet Grilles / Wire Mesh Grilles / Spec-D Tuning HG-F15004JMVT - 1-Piece Black Vertical Grille". The product page features a large image of the grille, a red-bordered inset image, and a smaller image of the grille. The product title is "Spec-D Tuning HG-F15004JMVT - 1-Piece Black Vertical Grille". Below it is the part number "Part #HG-F15004JMVT" and a "Write A Review" link. The price is listed as "C\$256.98" with a "Buy now and save C\$51.40" button.



# Example of Accessories

MPI is working on creating a job aid to ensure that shops provide all the information so that MPI can determine a proper market price.

Current Challenges	Best Practice
<ol style="list-style-type: none"><li>1. Shop asks for accessories from a supplier they deal with and aren't sourcing other options that may be cost effective.</li><li>2. No photo provided of part</li><li>3. No detailed part description</li><li>4. Photo that lacks supporting current manufacture information</li></ol>	<ol style="list-style-type: none"><li>1. Source Multiple suppliers for pricing using simple google search.</li><li>2. Supplier photo that clearly displays description of the part.</li><li>3. Brand and details of part clearly documented.</li></ol> <p>Allows MPI to source an accurate market price when all information is provided.</p>



# Old Business

## Labor Hour Conversion

- Intention – Convert applicable labor items from dollars to hours
- Benefit
  - Hour based allowances increase in conjunction with labor rates
  - Reduces need to revalidate allowance values over time
- Previously Discussed Labor Items
  - ADAS Calibration, AC Service Charge, Condenser/Rad Repair, Lock Coding, Tire Allowances, Vehicle Mobilization



# Old Business

## Labor Hour Conversion

Request to convert fixed labour allowances to labor hour equivalent

Item	Procedure	Current Allowance	Year	Type	Applicable Rate	2025 Rate	Conversion	Change
1	ADAS Calibration	\$ 225.00	2025	Labour	Body	\$90.86	2.3	1%
2	Mobilization	\$ 100.00	2019	Labour	Body	\$90.86	1.1	9%
3	AC Service	\$ 26.00	-	Labour	Mechanical	\$106.35	0.3	23%
4	AC Condenser Repair	\$ 100.00	-	Labour	Mechanical	\$106.35	0.9	6%

Pending market research from trade representatives – TPMS test & install, tire mount & balance, key coding

- ES Draft Review



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# Old Business

## Escalation Process

Request: 2 Tech Committee volunteers for preliminary discussion:

- Evaluate current state
  - Ex. Hierarchical model, pros / cons, outcomes
- Gather ideas for future state success opportunities
  - Ex. Other escalation models, improved oversight for decision making



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# New Business

## Short Payment Process – Pilot

### Status

- Pilot shops - 8/12 pilot shops used the new process
  - Feedback – faster, easier, less line entry errors. Additional automation would be desirable.
- MPI Review – not ready for industry wide release
  - Next Steps - investigate Mitchell configurations / features for opportunities to streamline and reduce errors / effort
- Suggestions for process improvement?



# New Business

## Estimating Standards

### Marginal Repairs

1. Estimating Standard review and discussion
2. Full process walkthrough and discussion



# New Business

## Estimating Standards

### Paintless Dent Repair

- Mitchell System Change
- Automatic markup of all PDR labor for northern shops
- Manual tax inclusion required

Filter Repair Lines...	Operation	Labor Type	Units	Type	Number	Part Qty	Price	Tax
<b>Hood</b>								
1 Hood Panel	 Painless Repair	Body	0.0 *	Sublet			\$900.00	<input checked="" type="checkbox"/>
2 <b>Markup:</b> 24%(\$216.00) Northern Markup								
3 <b>Explanation:</b> 50 Dent(s), 10 Oversized Dent(s)								
<b>Special / Manual Entry</b>								
4 Panel Access Allowance: 1-5 Panels	Painless Repair	Body *	0.0 *	Sublet			\$150.00 *	
5 <b>Markup:</b> 24%(\$36.00) Northern Markup								



# New Business

## Estimating Standards

RV, ORV, & Motorcycle

2025 Motorcycle, ORV and RV Compensation Update – December 1, 2025

Vehicle Type	Effective Date	Labour Operation	Rate
<b>Recreational Vehicle</b>	Dec 1, 2025	Body	\$106.35/hr
		Mechanical	\$106.35/hr
<b>Off Road Vehicle</b>	Dec 1, 2025	Body	\$106.35/hr
		Mechanical	\$106.35/hr
<b>Motorcycle</b>	Dec 1, 2025	Body	\$106.35/hr
		Mechanical	\$106.35/hr



# New Business

## Estimating Standards

### Aftermarket Paint Protection

- Current allowances:

Item	Allowance	Labor Type
First Panel	0.6 hours	Body
Additional Panels	0.3 hours per panel	Body

- What are the challenges facing the trade?
- Any suggestions for process improvement?



# New Business

## Car-Part – Quote Lookup

- Problem:
  - Supplier ability to accurately confirm part selected from Car-Part and pricing when shop places order
- Cause:
  - Complexity of inventory data feeds to account for examples such as associated yard inventory, regional pricing differences and landed costs
- Solution:
  - Enable suppliers to lookup part selection from Car-Part workflow by shop.
  - Limited Use – only for shop inquires, no solicitation



# New Business

## Car-Part - Quote Lookup

### Collision Shop Information

[vebqatest01\\_prod@car-part.com](mailto:vebqatest01_prod@car-part.com)

Neb QA Prod Test 01

TEST Car-Part.com

Fort Wright, KY, 41017

159-344-1925

[Reply via iCPM](#)

### Requested Part [Hood-1626](#)

Hood

2005 Chevy Malibu

List Standard Warranty

3 Days Delivery to 41017

Sorted by Part Grade

### Transaction

Verify

 Available as of:

10/23/2024 - 10:49 AM EDT

Item	Description	USD	CAD
Stock#: 1234561	2005, Chevy Malibu, Hood description: Part for demo only, TEST JWM grade: A, damage code: 000, tag: 0000000002, category: U	\$173.66 actual	\$173.66 actual
Warranty: 30 Day	warranty code: STD	\$0.00	\$0.00
Delivery: 1 Day	delivery to 41017 (4 miles), zone "Next Day Delivery"	\$0.00	\$0.00
Total	laid-in	\$173.66	\$173.66

### My Notes

[Save](#) [Clear](#)



# New Business

## Car-Part - Quote Lookup

### Recycled Part Vendors

Line	Part #	Total Price	Vehicle	Description	VIN
1	\$Y10345	\$159.45	2013 Ford Focus	RH,HALOGEN, ALUMINUM TRI M, SE, R.	1FADP3F28DL327828
Supplier Notes: iPro: Quote#:2950904; Part: Headlight Assembly; Notes: Grade B; Stock Number:\$Y10345					
3	e3124 FM05955	\$346.62	2013 Ford Focus	SE,5DR	
Supplier Notes: iPro: Quote#:2950905; Part: Hood; Notes: Grade B; Stock Number:e3124 FM05955					
6	e3124 \$WT814	\$330.51	2012 Ford Focus		
Supplier Notes: iPro: Quote#:2950906; Part: Lid/Gate Assembly; Notes: Grade B; Stock Number:e3124 \$WT814					
13	\$Y02678	\$341.34	2012 Ford Focus	RUNS-GASOLINE, (2.0L, VIN 2, 8T1FAHP3F23CL239995 H DIGIT), FROM 06/01/11	
Supplier Notes: iPro: Quote#:2780291; Part: Engine Assembly; Notes: Grade A; Stock Number:\$Y02678					



# New Business

## Claims Audit - Invoices

MNP identified risks of not auditing for invoices

- MPI committed to increase compliance checks with targeted audits for invoices year round
  - Particularly parts that compose larger component of claim value
- Approach – analytics team applied the criteria and provided randomized list of claims
  - High value parts – frequency / cost determined risk criteria
  - 50% mix of shops in CAP or with historical performance concerns and those without
  - Approx 20% of shops had a claim selected based on risk criteria



# New Business

## Claims Audit - Invoices

Preliminary results

Total Claims	50
Recovery Count	11
Recovery %	22%
Recovery \$	\$8,682
Avg. Recovery	\$789.25

Preliminary findings:

1. Parts invoiced but not installed
2. Incorrect parts invoiced
3. Invoices not available after second request (19)

Next Steps: MPI will review the details closer for lessons learned before conducting further audits



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