



## Technical and Parts Consultation Committee Minutes

July 20, 2023

1:00 p.m. to 3:00 p.m.

### Committee Attendance

- Tully Gawazuk, Industry
- Ferd Klassen, ATA
- Denis Cloutier, ATA
- Lynsey Wilson, MMDA
- Franca Colosimo, Industry
- Ryan Kehl, Industry
- Waldemar Koos, MPI
- Robert Ferreira, MPI
- Amory Kuypers, MPI
- Cody Sterzer, MPI

### Regrets:

- Steve Lupky, MPI
- Gord Froese, MPI

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### Action Items from previous meeting's agenda (May 18, 2023)

#### 1. MPI to report how many LK parts are being installed verses price matched.

- The part usage information was presented to the committee. The committee discussed the accuracy of the data as it is based on manual entry of the term "price match," MPI advised that proper data entry by the shops is imperative for accurate reporting (*see slide 3 below for additional details*).

#### 2. MPI to draft a Parts Autonomy trade survey for committee for feedback.

- The survey was sent to the committee members for feedback prior to the meeting. The effectiveness of this type of survey was discussed, and the consensus is that the surveys are a good option to allow the trade to voice their opinion, especially considering the importance of Parts Autonomy. Lastly, it was suggested that the survey be condensed or split into two parts to make it easier for the shops to find time to complete all questions.
- The committee agreed to provide feedback by July 26 so the survey can be made available to the trade for the month of August.

### Action Item

- Trade committee members to provide survey feedback by July 26.



### **3. MPI to communicate with the trade regarding plastic repair training.**

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- There are many training options available to the trade for plastic repair. These were reviewed and discussed (see slides 6 – 13). The slides below also contain all the links to training pages and materials that are referenced.

#### **Action Item**

- MPI to send an NTT regarding the available plastic repair training.

### **4. MPI to draft plastic repair guidelines / job aid for the committee to review.**

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- The guidelines were shared with the committee members for review prior to the meeting-Feedback guidelines were requested from the committee by July 26.

#### **Action Item**

- Trade committee members were to provide guideline feedback by July 26.

### **5. MPI to review the adjuster scripts regarding betterment.**

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- Robert explained the betterment review. It was confirmed that MPI could pay for the discounted new part without subtracting a sum for betterment if the amount paid by MPI did not exceed the actual cash value of the damaged part at the time of the accident. The Betterment ES will be reviewed for impacts, and an NTT will also be released to explain the change.

#### **Action Item**

- MPI to clarify the Betterment standard and send an NTT to inform the trade that an updated version has been published.

## **New Business:**

### **1. Parts Autonomy**

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- Slides sent to committee in advance (*see slides 17 - 19*). No questions or concerns were raised.

### **2. Prohibited Alternate Parts**

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- Prohibited parts current state was discussed (*seeslide 20*).
- MPI has suggested removing the exhaust and outer body sheet metal exclusion from the prohibited parts list. The reason is to remove red tape and streamline procedures. This rule was introduced prior to Parts Autonomy; removing the three-year rule will align exhaust and sheet metal with other parts rules.



- Concerns were raised regarding warranty coverage and loss when alternate parts are installed. These are addressed for all parts in [MPI's Parts Business Rules](#), specifically 2.3.2 Warranty.
- The committee provided no further concerns to a change.

### 3. Shop Materials

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- Additional shop materials ES was discussed (*see slide 22*).
- Tully asked that structural rivets listed in the OEM procedures be the exception, not other generic clips.
- The committee suggested that the request process be streamlined as the additional shop material request form is too tedious; the materials could be calculated on an individual part, not the entire repair. MPI asked that additional examples be sent for review for both rivets and adhesives to continue the conversation.

#### **Next Meeting:**

- The next consultation committee meeting is scheduled for Thursday, September 28, 2023 from 1:00 to 3:00 p.m.

**Meeting adjourned at 3:10 p.m.**

# Technical & Parts

## Consultation Committee

July 20, 2023



MANITOBA  
PUBLIC INSURANCE

# Agenda

## Actions from last Meeting

1. *MPI to report back to committee on LK parts usage*
2. *MPI to draft a Parts Autonomy trade survey for committee review*
3. *MPI to provide plastic repair communication to the trade including suggestions for training courses.*
4. *MPI to draft plastic repair guidelines / job aid for the committee to review.*
5. *MPI to review the Adjuster scripts regarding betterment.*

## New items to discuss

1. Parts Autonomy
2. Additional Shop Materials



# LK parts usage

## Parts installed vs price matching

### Data Notes

- Data range from January 2022-June 2023 (18 months)
- Data pulled via keyword - **%price match%**
  - Not able to link to specific parts (requires manual review of each estimate)
  - Manual entry (free form) subject to typos

### Findings

- Total parts count – 915,055
- Price match count – 42,444
- Percentage of price match per part – 4.64%



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# Suggested Training Resources

1. I-CAR\*
2. 3M
3. Polyvance
4. Plastifix
5. SEM

\* I-CAR also offers comprehensive resources for bumper cover repairs with ADAS.

*Note: Training from any of these providers for plastic repair is optional.*

*MPI's minimum training requirements for light vehicle accredited repair shops are available on [mpipartners.ca](http://mpipartners.ca)*





## Premier Collision Training in Canada

GENERAL INFORMATION

GET STARTED

TRAINING & RECOGNITION

REPORTS

### Course Catalogue

Course Category

#### Non Structural Technician

Search For Course

Course Number	Credit Hours	Name	Regular Price	Available in French
NS095E01	1.00	Introduction to Plastics and Single-Sided Repairs	\$85.00	Yes
NS100E01	1.00	Introduction to Two-Sided Plastic Repair	\$70.00	Yes

I-CAR • Education, Knowledge and Solutions for the Collision Repair Industry



# I-CAR Industry Training Alliance

## 1. 3M

### 3M Automotive Aftermarket Division

Course Number	Course Name		Equivalent Courses
3MPM-00001	Automix Panel Bonding Adhesive Technician Training Program	NS090E02	Adhesive Bonding
3MPM-00002	3M Plastics and Composites Repair System	NS105L01	Plastic Repair Hands-On Skills Development
		NS095E01	Introduction to Plastics and Single-Sided Repairs
		NS100E01	Introduction to Two-Sided Plastic Repair

## 2. SEM

### SEM Products, Inc.

Course Number	Course Name		Equivalent Courses
SEPM-00001	Plastic & Bumper Repair and Refinishing	NS105L01	Plastic Repair Hands-On Skills Development
		NS095E01	Introduction to Plastics and Single-Sided Repairs
		NS100E01	Introduction to Two-Sided Plastic Repair

<https://www.i-car.ca/training/ITA>



# I-CAR Industry Training Alliance

## 3. Polyvance

Polyvance			
Course Number	Course Name	Equivalent Courses	
USPM-00001	Introduction to Nitrogen Plastic Welding	NS105L01	Plastic Repair Hands-On Skills Development
		NS095E01	Introduction to Plastics and Single-Sided Repairs
		NS100E01	Introduction to Two-Sided Plastic Repair
USPM-00002	Plastic Repair & Refinishing PR-02	NS105L01	Plastic Repair Hands-On Skills Development
		NS095E01	Introduction to Plastics and Single-Sided Repairs
		NS100E01	Introduction to Two-Sided Plastic Repair
USPM-00003	Headlight Repair PR-03 - Online		
USPM-00004	One-Day Plastic Repair & Refinishing PR-04	NS105L01	Plastic Repair Hands-On Skills Development
		NS095E01	Introduction to Plastics and Single-Sided Repairs
		NS100E01	Introduction to Two-Sided Plastic Repair
USPM-00005	Estimating Plastic Repair EPR-01 - Online		

<https://www.i-car.ca/training/ITA>



## Introduction to Plastic Repair

In this suggested prerequisite course, you will learn the fundamentals of plastic repair.



### Important Note

The information contained in this 3M Collision Repair Academy course is intended for occupational use by persons with the knowledge and technical skills to use such information. It is for training purposes only and not intended to replace or serve as a substitute for information found in relevant vehicle, part and/or OEM repair procedures; industry-recommended practices; or 3M directions for use.

- [Introduction to Plastic Repair - 3M Academy](#)



## INFORMATION

- » Auto & Truck Part Repair
- » Aircraft Repair
- » Bumper Repair
- » Dirt Bike and ATV Repair
- » Farm Equipment Repair
- » Kayak and Canoe Repair
- » Large Truck Repair
- » Playground Equipment
- » Street Bike Repair
- » Watercraft Repair
- » Documents
- » How To...
- Nitrogen Welding Information

## PLASTIC REPAIR TRAINING

The use of plastics on cars and trucks will continue to expand in the future as OEMs strive to meet fuel economy mandates. If you want to profit from opportunities to repair damaged plastic panels, you need the knowledge to get the job done

Polyvance provides hands-on and online training courses that will help you properly identify, repair, and refinish automotive plastics.

Polyvance's training organization is accredited by ASE-ATMC as an adult education provider and is an approved I-CAR® Industry Training Alliance® program training provider.



Several of our courses are recognized by I-CAR's Industry Training Alliance® program. Students who successfully complete these approved training courses are eligible to receive I-CAR annual training course credits.

- [Plastic Repair Training Course \(polyvance.com\)](https://polyvance.com)



## SEM SCHOOL

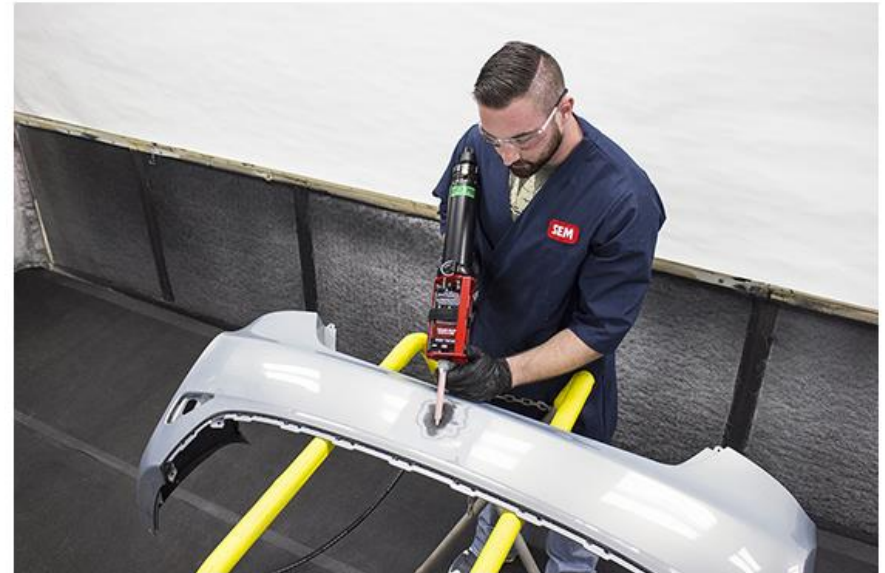
Stay up to date by learning the latest automotive repair and refinishing techniques. SEM School is offered to professionals throughout the year in various locations.

### MISSION STATEMENT

SEM Products' Corporate Training Program is designed to provide today's autobody repair technician a comprehensive understanding of the current practices and procedures associated with the SEM product offering. The training program consists of classes covering Metal Bonding, Plastic & Bumper Repair, Interior Repair & Refinishing, Truckbed Liner Application and Custom Finish. Each student will receive in-depth classroom and hands-on training and upon successful completion, will be SEM Certified Autobody Technicians.

### WHAT YOU WILL LEARN:

- Proper use of adhesives, seam sealers, repair materials and foams
- Proper change and/or renew of color on vinyl, leather, flexible and rigid plastics, carpet and velour
- Proper use of "allied products" such as truck bed liners, chip guards, textures, corrosion protectants, etc.



Contact your local SEM Representative for details.

[CONTACT US](#)

- [Training | Training & Resources | SEM Products](#)



# Plastfix Online Training Courses



## Managers Estimators Course

### Understanding Plastic Impacts

**Content:** 17 Videos, and Theory  
**Assessment:** Virtual  
**Estimated Completion Time:** up to 8 Hours

[Preview this course](#)

▶ [What you will learn](#)

Certificate of Attainment



## Plastic Repairs Technician Course - Level I

### Introductory

**Content:** 20 Videos, and Theory  
**Assessment:** Virtual  
**Estimated Completion Time:** up to 10 Hours

[Preview this course](#)

▶ [What you will learn](#)

Certificate of Attainment



## Plastic Repairs Technician Course - Level II

### Intermediate

**Content:** 19 Videos, and Theory  
**Assessment:** Virtual  
**Estimated Completion Time:** up to 10 Hours

[Preview this course](#)

▶ [What you will learn](#)

Certificate of Attainment



## Plastic Repairs Technician Course - Level III

### Professional

**Content:** 49 Videos, and Theory  
**Assessment:** Virtual  
**Estimated Completion Time:** up to 20 Hours

[Preview this course](#)

▶ [What you will learn](#)

Certificate of Attainment

- [Training Courses - Plastfix](#)





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1. Parts Autonomy
2. Additional Shop Materials



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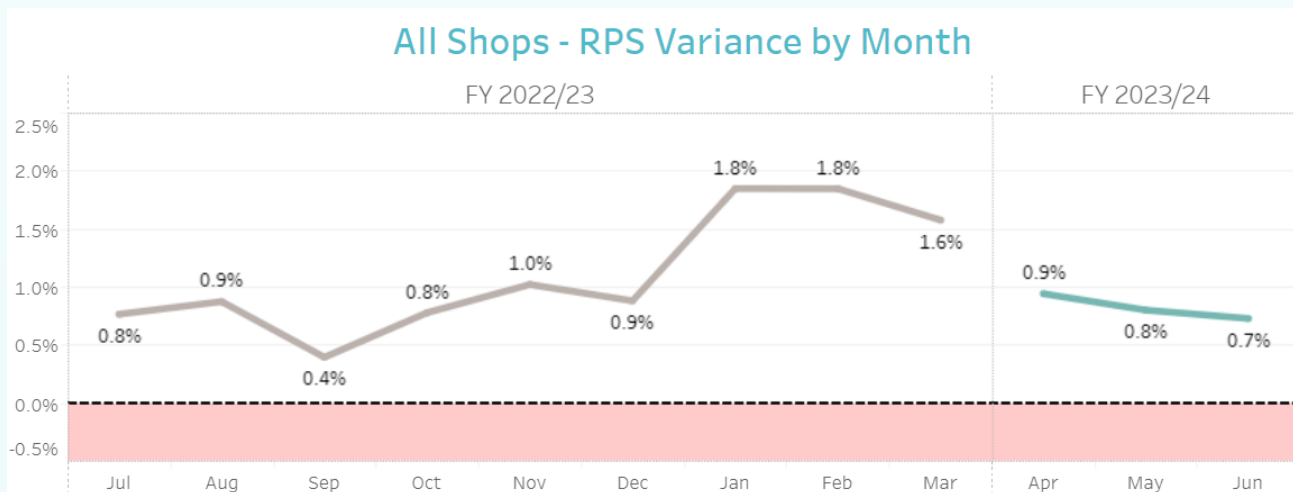
# Parts Autonomy

## RPS Quarterly Performance

	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
<b>Level 2</b>	42	35	46	27
<b>Level 1</b>	105	110	144	119
<b>Perf. Review</b>	79	81	37	82
<b>Lost PA</b>	1	1	1	1
<b>Success Rate:</b>	64.8%	63.9%	83.3%	63.8%

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

## RPS Variance by Month

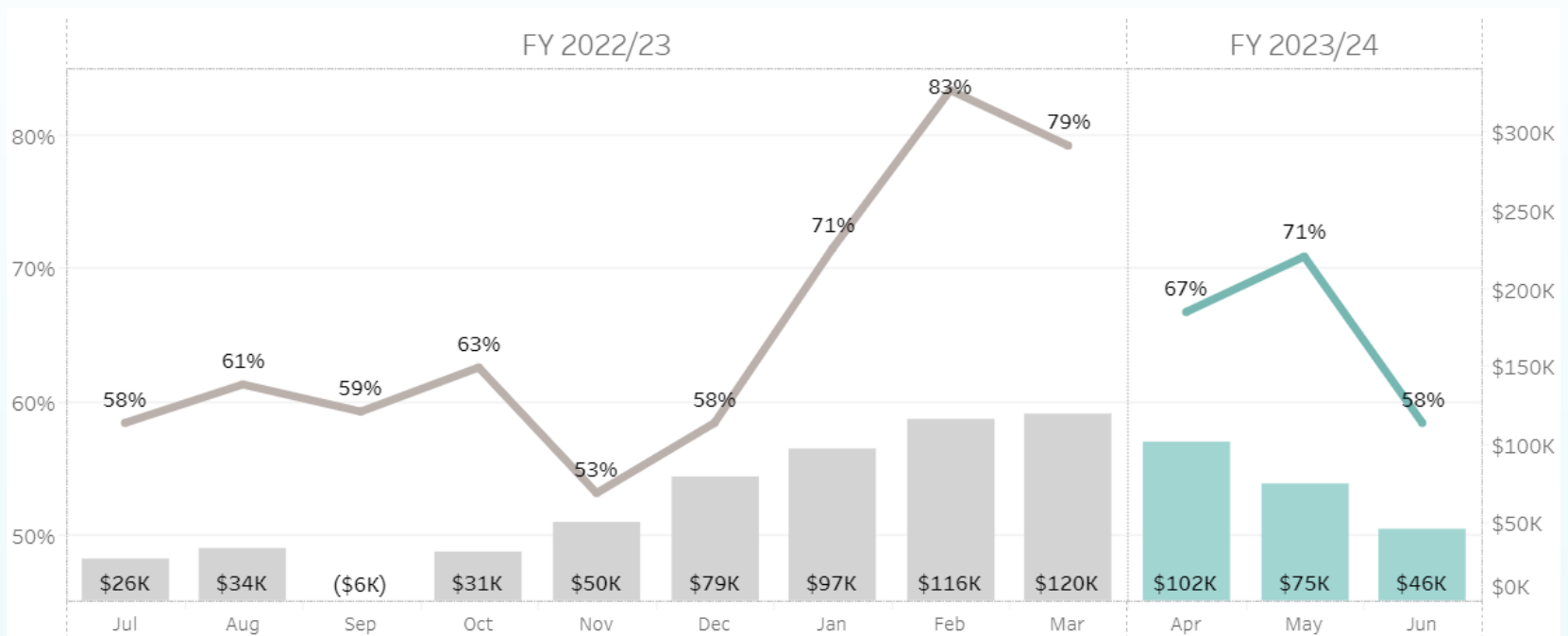


# Shop Type Analysis

**Dealer\*** – shop success

\*Includes 1 shop in Lost PA

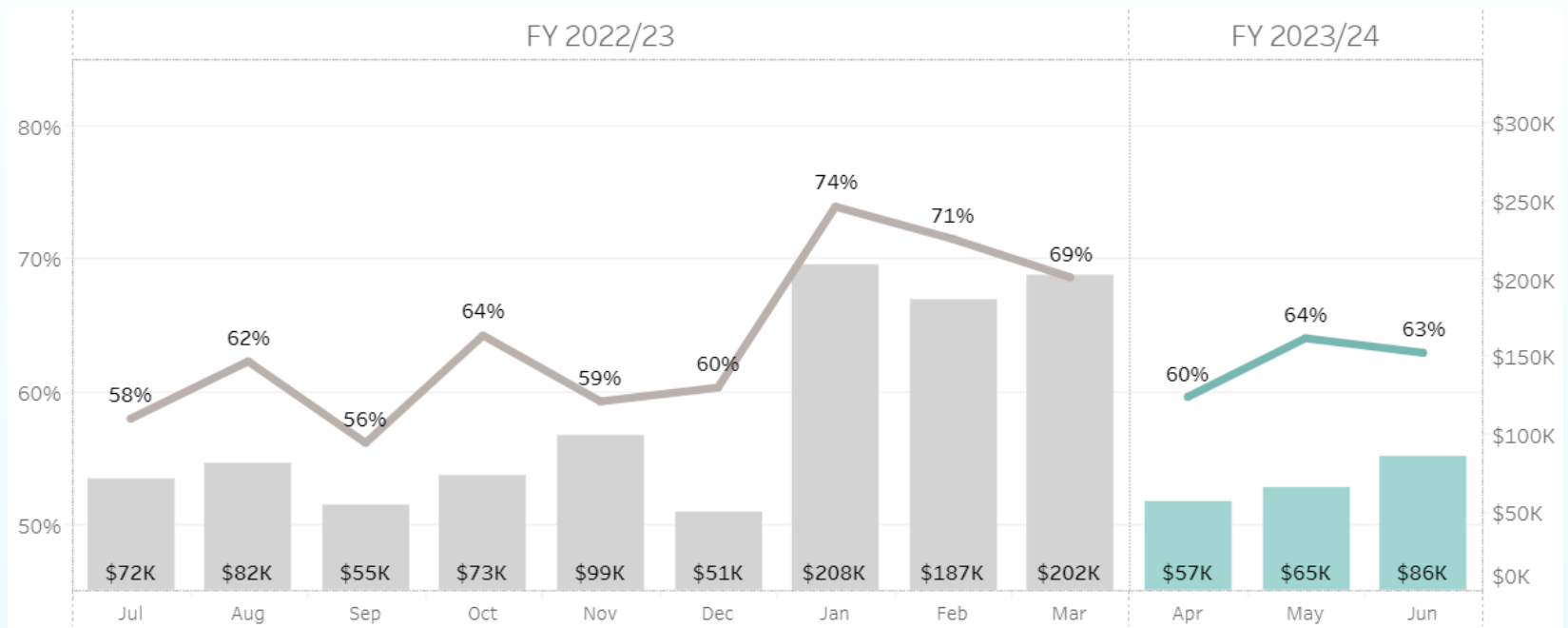
	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
<b>Success Rate:</b>	61.2%	69.4%	83.7%	66.7%



# Shop Type Analysis

Independent – shop success

	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
<b>Success Rate:</b>	65.7%	62.4%	83.2%	62.4%



# Parts Autonomy

## RPS rebase lining - Review of [2.2 Prohibited Alternate Parts](#)

### 2.2. Prohibited Alternate Parts

The following items are not permitted for use on MPI claims using the listed part types.

Parts	Part Type
Supplemental restraint system (SRS) components	AM or RM or LK
Welded or bonded structural parts	AM
Rebars, impact absorbers and structural bumper mounting brackets	RM or AM if non-CAPA or non-Diamond Standard
Outer body sheet metal	AM if vehicle is 3 years old and newer (including current model year)
Exhaust (see 4. Parts Categories)	AM if vehicle is 3 years old and newer (including current model year)



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2. **Additional Shop Materials**





# Additional Shop Materials

Rivets, foams, adhesives mentioned during last meeting's round table

- [\\*ES-ShopMaterials-Aug2021.pdf \(mpipartners.ca\)](#)

## Rules

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1. Shop materials are paid in accordance with the [Labour & Material Rates](#) standard.
  - Shop materials are applied automatically by Mitchell Estimating.
2. Shop materials, as categorized in the Shop Material Guide below, are included in the shop material allowance and cannot be billed separately on MPI estimates.
  - Exceptions to the guide are listed below. These are paid as listed or in accordance with other [MPI Estimating Standards](#) and/or [Parts Business Rules](#)
3. **Additional Shop materials may be requested when the total cost of shop materials exceeds the estimate's shop material allowance.**
4. Requests for additional materials must include:
  - A completed [Additional Shop Materials Request](#) form.
  - Invoices showing the shop cost of all materials used.

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The additional materials allowance must be reevaluated if a subsequent supplement is approved that changes the labor time on the estimate.

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