



Technical Consultation Committee Minutes

March 9, 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
- Rod Sproule, MPI
- Gord Froese, MPI
- Cody Sterzer, MPI

Regrets

- Lynsey Beer, MMDA
- Brad Kozoway, Industry
- Amory Kuypers, MPI

Old Business – [See Previous Meeting Minutes \(Dec 9, 2025\)](#):

1. Tear Down

- MPI presented a 3-month summary of the usage and values of the frame and mechanical tear-down allowances (*see slide 2 for details*).
- The committee agreed no further action is required.

2. PDR Northern Allowance

- MPI confirmed that the northern shop retro payments have now been issued.
- The committee agreed no further action is required.

3. Labor Allowance Conversion

- The conversion was implemented as discussed at previous meeting (*see slide 4 for details*).
- MPI advised that several Estimate Advisor rules were also planned to assist shops with proper entry and reduce denials.

4. Claims Audit



- MPI advised that the \$100 min recovery pilot will be extended for 6 months (*see slide 5 for details*) and the 2nd phase of invoice audits will begin in April.
- MPI clarified invoice audit claim selection criteria as well the need for ongoing refinements.
- MPI clarified for the shop impacts for failing to produce any requested invoice.

5. Short Payments

- MPI provided progress update on system improvements to enhance workflow.
- Trade members who are also pilot shops volunteered to assist MPI with production testing the new workflow.

Action Item

- MPI to schedule workflow testing with volunteers once development is complete.

6. Escalation Working Group

- Thank you to Trevor and Lynsey for their collaboration, time and effort with the development process thus far (*see slides 7-9 for proposed workflow and next steps*).
- MPI / Trade working group clarified trade member questions about pilot approach.

7. Accessories

- This agenda item is currently on hold pending Program & Accreditation decision.

8. Car-Part

- Additional trade member feedback was request with Car-Part quote feature (*see slide 11 for details*).
- The trade members felt the risk for this item is minimal and have no concerns with moving forward with implementation.

Action Item

- MPI to implement the Car-Part quote feature in production.

New Business:

1. Estimating Standards

a. Marginal Repairs

- Based on estimator and trade feedback, the committee discussed the current Max Repair Limit (MRL) Journal note (*see slide 13 for details*).



- The committee agreed that the wording needs to be adjusted to clarify the shops steps when a vehicle is determined to be a potential total loss.

Action Item

- MPI to draft an updated MRL Journal note for review by the Technical Committee.

b. Paint Protection

- The committee discussed a potential cash settlement workflow (*see slide 14 for details*).
- Trade members agreed to proceed with drafting the workflow to determine potential.

Action Item

- MPI to draft an updated process and review with the Technical Committee.

c. Blend

- The committee concluded the criteria conversation on this item (*see slide 15 for details*).

Action Item

- MPI to finalize the blend policy changes.

d. Betterment

- The committee discussed the [Betterment Calculator](#) (*see slide 16*). The feedback from the repair shops and MPI estimators has been very positive.

2. Mitchell – Records Retention Policy

- MPI advised that Mitchell will be changing their records retention policy (*see slide 17 for details*).
- See the [Purged Claim Procedures](#) on MPI Partners for steps on restoring a purged claim.

3. Mitchell – Software Releases & Support

- MPI advised that Mitchell will be changing software releases to Friday nights after business hours (*see slide 18 for details*).



4. Round Table

- Trevor
 - Advised that the “fastener” Estimate Advisor (EA) rule is false flagging some items that are not shop materials.
 - Asked if there is a guideline or job aid for temporary repairs.
 - MPI shared there is some general information on the [Temporary Repairs and Repair Delays](#) page on Partners; however, most temp repairs are unique and handled on a case-by-case basis by Accredited Repair.
 - Shops would like to know if additional Repair Status options are available in Mitchell for improved customer updates.
- Tully
 - Requested that committee investigate options to improve additional shop materials request process.

Action Item

- Trade to provide false flag fastener examples for MPI to investigate EA rule criteria for potential enhancements.
- MPI to explore options for expanding vehicle repair status updates in Mitchell.
- MPI will add additional shop materials to next meeting agenda and collect some preliminary details from trade in the interim.

Next Meeting

- Next meeting: June 10, 10:00 a.m. – 12:00 p.m.

Meeting adjourned: 12:12 p.m.

Agenda

Old Business

1. Tear Down ES
 2. PDR – North Retro Payment
 3. Labor Allowance Conversion
 4. Claims Audit
 5. Short Payments
 6. Escalations
 7. Accessories
 8. Car-Part
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New Business

1. Estimating Standards
 - ▶ Marginal Repairs
 - ▶ Paint Protection
 - ▶ Blend Policy
 - ▶ Betterment
2. Mitchell
 - ▶ Records Retention Policy
 - ▶ Software Release & Support
3. Round Table



Old Business

Tear Down ES – Summary

- ES updated successfully based on Tech Committee discussions
- Total hours applied since October 10 introduction:

Mechanical Tear Down			
Count	Labour Hrs	Avg Hours	Comp Increase \$
46	94	2.0	\$1,459

Frame Tear Down			
Count	Labour Hrs	Avg Hours	Comp Increase \$
13	20	1.5	\$177

- Final feedback?



Old Business

PDR – North Retro Payment Summary

- Retro payments delivered to all applicable northern shops on Feb 13
- Eligible claims date back to Jan 1, 2020
- Mitchell Connect now applies an automatic northern markup to all PDR labour on claims written with a northern profile

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

- Final feedback?



Old Business

Labor Allowance Conversion - Update

- As discussed previously, the labour dollar allowances in the following ES were converted to hours:
 - ADAS Calibration, Vehicle Mobilization, Air Conditioning, Engine Cooling
- MPI is developing compliance rules to assist shops with correct entries to reduce denials/recoveries.
 - Update to rules pending Mitchell software resolution.



Old Business

Claims Audit– Next Steps

- \$100 Min Recovery Pilot – [Notice to Trade](#)
 - Extended to run in conjunction with the Invoice Audit
- Invoice Audit – next phase begins April 2026
 - 6 monthly runs to increase claim volume and better identify trends
 - ▶ Claim criteria 1 – parts of greater frequency / higher cost
 - ▶ Claim criteria 2 – shop composite score / historic audit performance
 - ▶ Evolving criteria to ensure risk mitigation



Old Business

Short Payments – Update

- MPI currently testing estimating system enhancements to streamline processing
 - Current - Improved automation and workflow control testing in UAT environment
 - Next - MPI will communicate with pilot shops to monitor in progress claim examples after UAT complete



Old Business

Escalations – Joint Working Group (ATA/MMDA/MPI) Effort

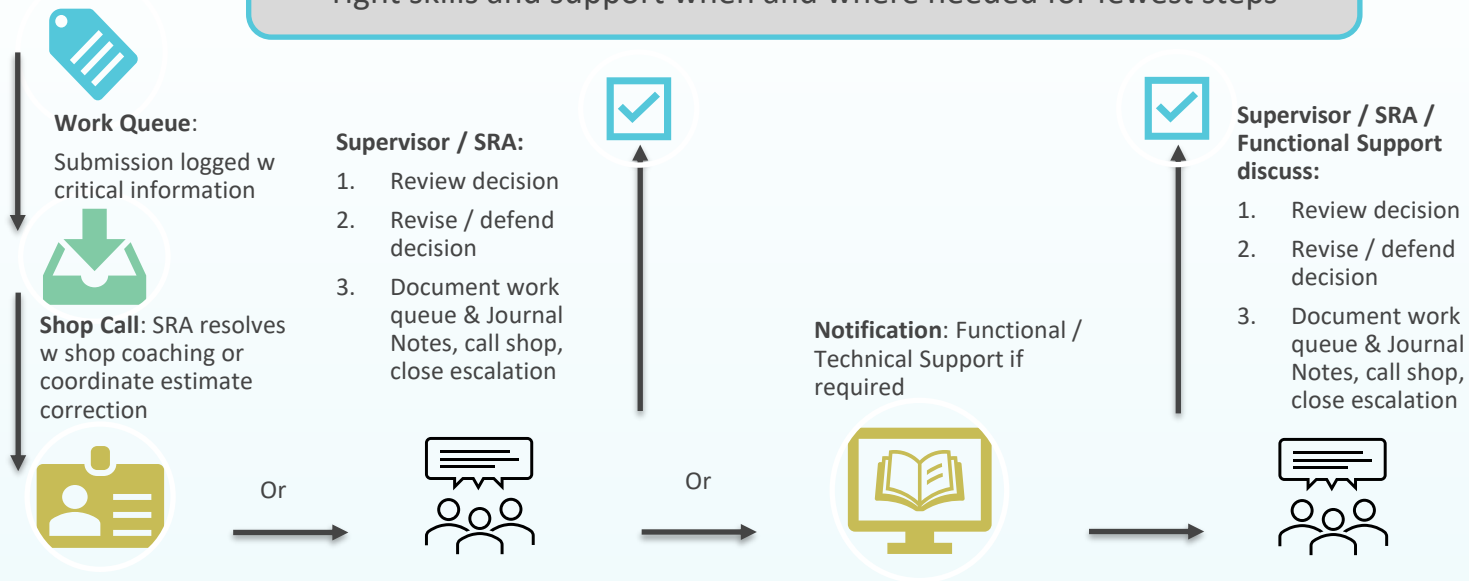
- We did a current state review to identify sentiment and critical questions
- We defined the purpose of an Escalation Process
 - Resolve the problem at hand – clarify or change of decision
 - Leads to improvements in staff / shop performance, systems, policies
- We described what success looks like
 - Timely, consistent resolutions that adhere to policy
 - One level / fewest steps, enable frontline performance, reduce escalations
 - Post resolution oversight for trends and root cause analysis
- We proposed a future state structure and approach
 - Pilot – using an omni channel process with set escalation types, priority level, functional support criteria



Proposed Pilot Workflow

Shop:
Submit escalation

Intent: faster review / decision by triaging at one level and bringing the right skills and support when and where needed for fewest steps



Esc Type: Simple, Functional, Judgment, Adjacent
Priority: Repair Status Started 24 hrs, Other 48 hrs

Post Resolution Oversight: Trend Reporting, Root Cause Analysis and Case Studies for improvements



Old Business

Escalations – Next Steps

- Develop
 - Workflow portal / queue and procedures for tracking and support notifications
- Trade Communications
 - Announce pilot and recruit approx. 10-12 shops for participation
- Create schedule
 - Pilot duration, milestones, decision points and baseline expectations
 - Oversight strategy for root cause analysis and performance improvement / case studies



Old Business

Accessories – Update

- Deferred pending outcome of Programs & Accreditation review



Old Business

Car-Part – Update

- Discussed problem, cause and solution at [Tech Committee December meeting](#)
- Additional request for trade feedback:
 - MPI Preferred Suppliers – lookup feature use is limited to shop inquiries (no solicitation) to improve sales transaction is addressed with vendor agreements
 - However, if shops choose to migrate outside the MPI standard workflow to source or price parts ([self-supplied](#)) from non-agreement suppliers they could get requests for parts sales. MPI has no control when shops make this choice.
 - Suggestions how is this best communicated to trade?



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New Business

Estimating Standards – Marginal Repairs

- Committee to determine if wording updates needed for Estimators message on an estimate that has exceeded the Max Repair Limit:

*“Maximum repair limit is \$****. Vehicle is a total loss*. Do not order parts or complete any repairs.*

*The adjuster will confirm the max repair limit and provide further direction. Shop to inform the customer that MPI has provided the above information**. Customers can contact their adjuster with any questions.”*

- MPI Feedback Collected*
 - Edge case scenarios where the adjuster determines the vehicle is repairable
- Trade Feedback Collected**
 - As the adjuster will be reaching out, shop to customer contact is not required at this stage



New Business

Estimating Standards – Paint Protection

- Based on feedback from last T&P meeting, investigation underway with the following:
 - Ceramic and protection film application process, pricing, and warranty
 - Possible cash settlement handling process
 - Allowance calculation for cash settlement purposes
 - Application of betterment to ceramic coating



New Business

Estimating Standards – Blend Policy

- High level criteria as discussed with committee:
 1. Always Approved
 - a) The adjacent cab corner requires refinish or blend
 - b) Base coat application is required within 18 inches (24 inches for tri-stage) of the front edge of the box panel
 2. Conditions for Approval Consideration (case-by-case)
 - a) Impeding Parts – Such as fixed seals or mouldings that cover the panel edge, cannot be removed due to access limitations, and prevent effective masking
 - b) Supporting Documentation – Photo of the part(s) completely removed for post payment auditing



New Business

Estimating Standards – Betterment

- New Calculator – Committee Review and Feedback
- [MPI Partners | Betterment Calculator](#)



New Business

Mitchell - Records Retention Policy

- Mitchell has updated their Records Retention Policy
- Effective March 15, 2026, claims with no activity in the past 7 years will be removed from their database
- Minimal impact is expected however, MPI has created a procedure for staff or shops should they need an estimate restored (photos cannot be restored)

Claim Number	License Plate
49588441-01	ABC 123

⚠ No valid assignments were found for the given search criteria

Retrieve Another Assignment Done

*Note - this is not the only reason this message will display

- Shop procedure
 - Contact Mitchell TAC at 1-800-448-4401
 - Original estimate PDF will be uploaded to Connect



New Business

Mitchell – Software Releases & Support

- Effective April 2026 all software releases will be implemented on Friday nights after business hours
 - New for Canada, US has already adopted this schedule with success
- Reminder:
 - Shops can access and view release notes in Connect Help Center
 - Report any issues directly to TAC
 - TAC will offer extended hours on Saturday from 9am to 1pm CST (following each release date)
- MPI will complete a debrief with Mitchell the following Monday



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