



Technical and Parts Consultation Committee Minutes

May 22, 2025

10:00 am to 12:00 pm **Committee Attendance**

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

Regrets: None.

Action Items from previous meeting's agenda (Feb 27, 2025):

1. MPI to Determine Mitchell Photo Quality Limitations and Provide Workaround if Required

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- MPI has confirmed the Mitchell resolution settings are set to the maximum value. If required, the Estimator will reach out and request a specific photo from the shop. However, shops are asked to continue to upload all photos through Connect as these are for exceptions only.

2. MPI to Review Labour Allowance Use vs Betterment for Poor Paint Condition

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- Labour allowances will continue because MPI cannot force the customer to pay for unrelated repairs. The committee agreed MPI should clarify when and how these allowances are applied so the shops have something to present the customers as they are responsible to pay the difference between the published time and the labour allowance.

Action Item

- MPI to determine rules and procedures for labour allowances and confirm if an Estimating Standard is required.

3. Inform Committee Where Tire Allowances will be Discussed (for example T&P, P&A, LVA)

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- The Programs & Accreditation consultation committee is currently discussing this due to potential compensation impacts.



New Business:

1. PDR (ongoing)

- As requested, the Net Promotor Score (NPS) surveys will soon be sent to PDR-only shop customers and repair accuracy inspections are in progress (*see slide 5 for more details*).

Brad asked why PDR-only shops are required to send OEM documentation. He also asked if the PDR techs are trained to complete repair procedures (for example, R&I airbags, pre/post scan, and ADAS calibration). Gord advised that PDR shops have access to TechAdvisor as part of their Mitchell licence, which can help with many of the required procedures. Additionally, primary shops and sublet shops should work together to collect required documentation and ensure qualified technicians perform all operations.

2. Estimating Standards

- Tear downs
 - Trevor asked about tear downs over 2.5 hours and pointed out that Estimators are changing mechanical/frame tear down requests to body only labour. The trade feels it should remain the same labour type that Mitchell identifies. Rob advised that currently the Estimating Standard only allows for body labour on all tear down operations. The committee agreed this should be reviewed.
- Wire Harness Repair
 - Examples of RPS discrepancies have been noted and as such “wire harness” will be excluded from the RPS calculation until the issues are addressed. The Estimating Standard will be updated to clarify that a repair or connector replacement must be considered before the shop requests a full harness replacement. Additionally, the My Template line must be selected for every harness repair or connector replacement. Once the process has been updated and the issues have been resolved, wire harnesses can be added back to RPS calculations.

Action Item

- MPI to evaluate the Tear Down Estimating Standard and determine if different labour rates should be included in the tear down process.
- MPI to share the Wire Harness Repair standard with the committee for review and feedback.



3. Round Table

- Tully
 - Mentioned shops have noticed additional shipping and duty fees from some parts suppliers that are shipped from the US. In some cases, these charges are applied after the original shipping invoice and after the claim has been closed. Tully asked if a short pay can be sent when there is a lag between the part arrival and the duty fees bill. The committee agreed if the fee is covered under the shipping standard, a short pay request would be acceptable in these situations.
 - Inquired about the total theft procedure changes that are currently being tested. Rob described how MPI is completing theft walkarounds with customers at the Physical Damage Compound (PDC). There are approximately 100 vehicles in the queue to be estimated, and the full scope of the process is still being developed. As more claims are estimated in this fashion, we will have more information to share, and the process will improve. In some cases, MPI may cut keys to facilitate the estimate, and is considering performing some remediation cleaning in the future.
 - Raised a concern regarding Loss of Use (LOU) denials due to MPI dictating that vehicles are repaired Monday to Friday, and this is how LOU days are determined. Rob stated that we need to discuss and get more details to fully understand the concerns.
- Denis
 - Wanted to confirm that Research & Training is no longer a resource for the repair shops. Waldemar reminded the committee that the previous technical request process where shops contacted MPI's Research & Training department directly was discontinued in 2021. At the time, technical requests were one of several ways repair shops could seek assistance with complex repair scenarios. To improve the support MPI provides to repair facilities, MPI's support model for repair shops was simplified to provide one dedicated point of contact on this topic. Accredited Repair Inspectors took on communication with repair shops for all repair related inquiries, including but not limited to interpretation and application of OEM repair procedures. Although some repair shops develop working relationships with long-tenured MPI employees, the published processes should still be followed as the relationships could shift if those employees change roles. Repair shops can contact the [Accredited Repair department](#) via email for help with repair planning, OEM procedures, and other repair related inquiries. Sending requests to this mailbox ensures the assigned staff responds in a timely manner. For help understanding the approved estimate version including the



application of estimating standards or parts business rules, repair shops should continue to work with the appropriate estimator.

Action Item

- Trade (Tully) to contact Rob to share and discuss examples of Loss of Use issues.
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Next Meeting

- Next meeting: Sept 9, 10:00am – 12:00pm.

Meeting adjourned: 11:24am