



Technical and Parts Consultation Committee Minutes

Nov 28, 2024

1:00 pm to 3:00 pm

Committee Attendance

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

Regrets:

- None
-

New Committee Introduction

- New committee members were introduced, and Waldemar provided an explanation of the meeting process and purpose. There were no question or concerns.

Action Items from previous meeting's agenda (Aug 22, 2024):

1. MPI to Share ADAS Time Study Data

- Complete - MPI has shared the Advanced Driver Assistance System (ADAS) time study data set with the Technical & Parts (T&P) committee members for review.

2. MPI to Confirm Bulk Ordered Parts Billing Process

- Robert explained that approved prices and historical part price lookup will always be based on invoice date, not the Final Repair Account (FRA) submit date.



3. MPI to Confirm Mitchell Part Number and Price Update Process

- Robert shared that “accepting” part price and number updates in Mitchell should only occur for parts that have not yet been purchased. See the **Accepting Mitchell Parts and Labour Updates on Existing Estimates** procedure in the [Estimate Part Selection](#) standard for additional details.

4. MPI to Issue NTT Asking Shops to Report New Customer Availability

- MPI is unable to provide a list of shops with availability due to the complexity and specificity of each shop and each claim. Accredited Repair will continue to assist with difficult claims.

New Business:

1. Paintless Dent Repair (PDR) (ongoing)

- MPI has received feedback that PDR roundtable topics need to be discussed at the Technical and Parts committee meetings, therefore, PDR will be an ongoing topic of discussion for this committee.
- Waldemar reviewed the details of the new Paintless Dent Repair Estimating Standard for discussion, this information was shared with the trade on the [November 1, 2024 NTT](#).
- Trevor asked if invoices are required for PDR sublet repairs, Rob advised they are as per the [Invoices Standard](#).
- Action Item from previous meeting - Cody provided an explanation of the proper application of PDR panels in Mitchell Estimating when there are one, two, or more panels available for selection (see slides 6-8).

2. Estimating Standards

- Peril – Validation and Special Procedures: Trade feedback required for Total Theft.
 - Automotive Trades Association (ATA) survey was completed and provided to MPI. Denis advised that the trade feels theft estimating requires a significant update as many shops won't take on a theft claim due to the challenges involved. MPI is continuing to collect feedback as the theft process review progresses. Consistency is the primary goal; however, it is challenging to achieve due to regional differences and conflicting needs of MPI, the customers, and the shops.



- Trade representatives asked about the impact of theft claims on the ask/approve KPI. Robert advised that it was a very minor impact and Denis suggested that MPI should share this information with the trade.
- Unfit Vehicles: The [Unfit Vehicle Standard](#) was updated November 1, 2024 with new criteria for unfit notification.
 - See slide 9 for an updated list of reasons for informing MPI of potentially unfit vehicles.
 - Gord advised that it's also important that shops report poor prior repairs to MPI.
 - Shang asked if MPI can add a note to the claim when an unfit has been sent so that the shop will be aware and can discuss options with the customer. Amory agreed to investigate and report back.
- Estimate Part Selection: Trade feedback required on using part replacement in lieu of repairs (price matching). Example – a fender requires 2.0 hours repair, and the shop has decided to price match a replacement fender to the cost of the repair.
 - Denis advised that the industry should be moving towards more repair rather than looking for options to replace additional parts. He added that this could have up-sale implications that should be considered. The trade representatives felt this should be considered on a claim-by-claim basis and MPI does not need to investigate further.
- Glass Allowances: Trade feedback required to help determine new allowance values.
 - Window tint is a previous meeting's action item that was raised by the trade at both Technical & Parts and Glass committee meetings. A quote for reference was provided by the trade. Waldemar encouraged the trade to provide additional information to help move this forward. MPI will also conduct market research on this allowance.
- Tire Allowances: Trade feedback required to help determine if tire allowances require adjustment.
 - Trevor felt that the \$22 mount and balance should be increased. He added that oversized and low-profile wheels/tires cost more to mount and balance.
- Fixed Allowances: The ATA feels that there needs to be a standardized and repeatable process to review the various fixed allowances in the standards. Denis will send a list to Waldemar of all items that should be reviewed.



Action Items

- MPI to provide summary of impact of theft claims on shop KPIs.
- MPI to investigate the option of a note being added to the file if an unfit notice has been sent to the customer.
- ATA to send a list of all fixed allowances and a suggestion for a standardized review process for keeping them current.

3. Round Table

- Denis
 - ATA will be announcing a collision part sourcing tool for the estimate scrubber. It will be a “buy and sell” style process that will allow shops to share and source parts.
 - Denis asked if MPI can discontinue the fax requirement for short payments. Robert advised that MPI is currently investigating an email process for non-Mitchell shops. MPI is also investigating a process for shops with Mitchell access to request and process short pays with MPI through Connect.
- Brad
 - Noticed that aftermarket two-tone bumper covers that were historically half primed are now fully primed and require additional labour. He felt they may also be impacting Realized Parts Savings (RPS). Waldemar asked for an example to help MPI understand the concern. Brad will share a claim example for MPI review.
- Robert
 - Town halls have been completed, and MPI is looking to provide closure and wrap up the process. MPI will send a trade survey for shops as an opportunity to provide additional feedback. Also, this will be a chance to provide suggestions for the 2025 Light Vehicle Accreditation Application (LVAA).

Next Meeting

- Next meeting: Feb 27, 1:00 – 3:00pm.

Meeting adjourned: 2:45pm

Technical & Parts

Consultation Committee

Nov 28, 2024



MANITOBA
PUBLIC INSURANCE

Agenda

Actions from last Meeting

1. MPI Action Items
2. Trade Action Items

New Business

1. PDR (ongoing)
2. Estimating Standards
3. Round Table



Action Items

MPI Action Items from last Meeting

1. Share ADAS time study data set.
2. Confirm how bulk ordered parts should be billed.
3. Verify if there is a process within Mitchell to accept part price updates for individual part lines, rather than updating the entire estimate.
4. Provide communication/training on proper part selection in CEG for PDR purposes. *See slide 5-7.*
5. Issue an NTT asking shops to inform MPI if they are open to accepting new customers.



Action Items

Trade Action Items from last Meeting

1. Provide suggestions for Total Theft procedure updates (included operations, labour times, etc.). *See Slide 8.*
2. Bring glass quotes for discussion at the next meeting. *See Slide 10.*



New Business

Paintless Dent Repair (ongoing)

PDR ES - Updated Nov 1

- Hail Matrix extended to higher dent ranges
- Non-Hail process introduced
- PDR Photo Job Aid – Trade input required

Action Item

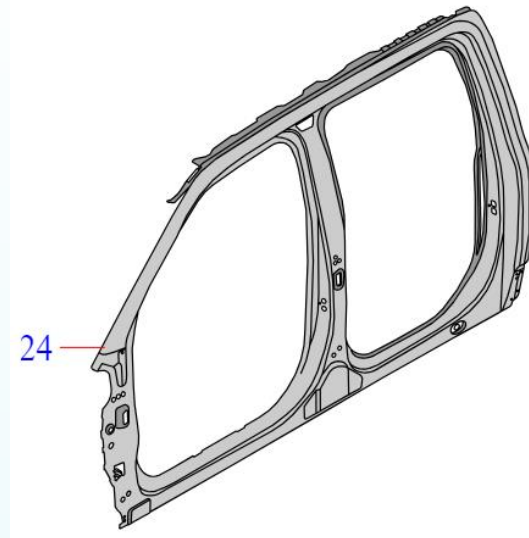
- Training/communication provided for proper part selection in MCE



New Business

PDR Action Item – Estimator Training

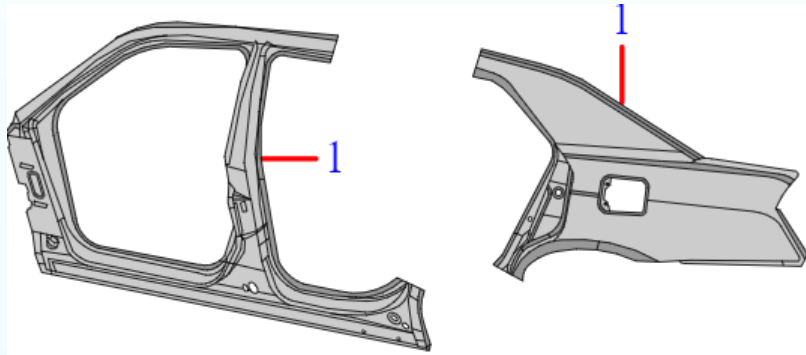
- Shops/Estimators should not manually enter lines for **Paintless Repair**, if the part is listed as 1 part, then 1 part must be entered on the estimate.
- 1 option available
 - Door Opening Panel



New Business

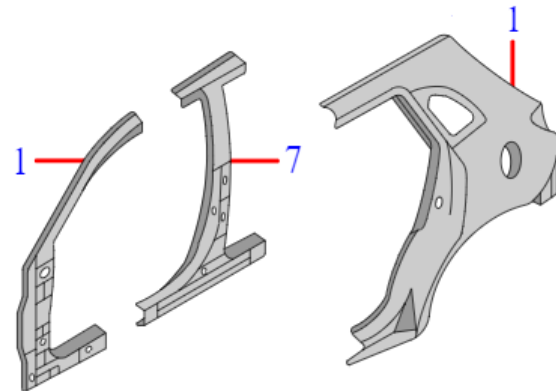
PDR Action Item – Estimator Training

- If the part is listed as 2 or more parts, then the shop/Estimator will add all part options
 - **NOT** including inners or reinforcement panels



Two options available:

- Outer Door Opening Panel (w/roof rail section)
- Outer Quarter Panel



Three options available:

- Outer Hinge pillar (w/windshield pillar section)
- Outer Center Pillar (w/roof rail section)
- Outer Quarter Panel



New Business

Estimating Standards

Peril – Validation & Special Procedures

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

Action Item: Trade to provide suggestions for updating process.



New Business

Estimating Standards

Unfit Vehicles – Criteria for unfit notification updated Nov 1

Concern	Affected Parts
Rust perforations visibly through the sheet metal	Unibody Structure <ul style="list-style-type: none"><li data-bbox="956 634 1644 668">• Quarter panel, rocker panel, B pillar, etc.
Corrosion that has compromised part integrity	Structural Components <ul style="list-style-type: none"><li data-bbox="956 801 1653 835">• Frame rail, sub-frame, crossmember, etc.
Active fuel leak or unsecured parts that could cause a fuel leak	Fuel System <ul style="list-style-type: none"><li data-bbox="956 965 1329 999">• Fuel lines, tank, etc.
Extreme wear (exposed belts or cords)	Tires in use <ul style="list-style-type: none"><li data-bbox="956 1086 1335 1120">• Regular, space saver
Deployed restraint system components	Supplemental Restraint System (SRS) <ul style="list-style-type: none"><li data-bbox="956 1208 1456 1242">• Airbags, pre-tensioners, etc.



New Business

Estimating Standards

Estimate Part Selection - Replacing Parts in Lieu of Repair



New Business

Estimating Standards

Glass Allowances – Tint allowance review requested by trade

Item	Allowance	
Side Glass Tint Film	\$81.25 South	\$97.50 North
Quarter Glass Tint Film	\$56.25 South	\$67.50 North
Vent Glass Tint Film	\$56.25 South	\$67.50 North
Back Glass Tint Film	\$150 South	\$180 North
Maximum Glass Tint Film	\$375 South	\$450 North

Action Item: Trade to provide suggestions for updating allowances.



New Business

Estimating Standards

Tire Allowances – Allowances to be reviewed

Item	Allowance	
Tire Eco Fee (Tire Tax)	\$4.00 per tire	
Nitrogen Tire Inflation	\$5.00 per tire	
TPMS Install Valve Stem	\$7.50 per stem	
TPMS Test	\$5.00 per wheel	
Mount & Balance	\$22.00 per wheel South	\$26.40 per wheel North

