



Technical and Parts Consultation Committee Minutes

September 9, 2025

10:00 a.m. to 12:00 p.m.

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
- Rod Sproule, MPI
- Gord Froese, MPI
- Amory Kuypers, MPI
- Cody Sterzer, MPI

Regrets:

- Robert Ferreira, MPI

Action Items from [previous meeting \(May 22, 2025\)](#):

1. Determine if an Estimating Standard (ES) is required for writing labor allowances.

- The committee reviewed the related published documentation (*see slide 3*).
- Trade members asked about warranty requirements and the possibility of removing labor allowances from the estimate entirely if the customer chooses not to proceed with the repairs because they don't want to pay for the remainder.
 - MPI advised that these items can be discussed with Accredited Repair and considered on a case-by-case basis.
- It was agreed that further documentation, including an ES, was not required. Instead, the committee felt that increased communication from the Estimator to the customer would help address the trade concerns.

Action Item

- MPI to provide reminder to Estimators during regular workflow meetings.

2. MPI to determine if different labour rates should be allowed for Tear Downs

- The committee reviewed the last two years of tear down data (*see slide 4*).
- MPI presented a draft update to the [Tear Down ES](#) intended to clarify what has been an exception process to make it easier for MPI and Trade. Committee agreed the changes were a good and simple solution. MPI will work to publish an update in September.



3. MPI to share the Wire Harness standard with the committee for review and feedback

- Action item complete, no questions or concerns with the published ES were received.
- Wire harnesses will remain excluded from Parts Autonomy while MPI continues to monitor.

New Business:

1. PDR (ongoing)

- An enhancement to Mitchell is expected in December that will automate the Northern differential rates on estimates.
- Retro payment will be reviewed after the Mitchell enhancement.
- No other updates are planned currently.

2. Estimating Standards

- a. Accessories & Special-Order Parts – Trade Agenda Item
 - The trade members raised concerns about approvals/denials with the ES and suppliers and pricing used for denials.
 - MPI asked for claim examples that demonstrate this concern.
 - MPI shared that the supplier lookup tool is being reviewed, and the trade is encouraged to provide any suggestions.

Action Item

- Trade - send 4-5 claim examples of accessory issues to MPI for review, findings to be discussed at next meeting.
- b. Shop Materials – Seam Sealer Application / Mitchell P-Pages
 - Following a trade inquiry regarding seam sealer and Mitchell p-pages, MPI provided a summary of the conversation with the Mitchell Content Development team and clarified the include/not include operations (*see slide 10*).
- c. Estimate Part Selection – [New RPS Compliance Rules](#)
 - New Estimate Advisor rules introduced in July to promote proper part & price application to the estimate. No questions or concerns were raised by the trade.
- d. Labor Allowances – Converting Dollar Allowance to Labor Hours (Progress Update)
 - MPI presented the list of published allowances that are currently being reviewed (*see slide 12*).
 - The trade representatives indicated that their market research shows the MPI wheel labor and AC service charge allowances need to be increased to align with industry standards. MPI committed to review.



Action Item

- Trade to provide wheel and AC market research to MPI for review.
- e. Theft Claims – PDC Estimating Update
 - MPI provided an update on the PDC theft estimating process (*see slides 13-15*).
 - Preliminary results show that MPI staff are completing the full theft procedures (including tidy interior, engine report, theft report, scans, customer walkaround, etc.) on most vehicles within the 2-hour allowance.

3. Other

- Escalations
 - MPI will begin a review of the escalation process over the next few months with a goal of increased oversight and visibility.
 - MPI is looking for volunteers from the trade to participate in a working group to meet every few weeks and provide feedback

Action Item

- Trade to send names of volunteers for the Escalation working group to MPI.

4. Round Table

- Lynsey
 - Inquired about the previously discussed list of non-drive claims without an assigned repair facility.
 - MPI advised that work is continuing towards a software solution that would efficiently provide these claim details to the trade. However, this has proven challenging, and no solution is available currently.
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Next Meeting

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

Meeting adjourned: 11:43 p.m.

Technical & Parts

Consultation Committee

Sept 9, 2025



MANITOBA
PUBLIC INSURANCE

Agenda

Action Items from last Meeting

1. MPI / Trade Action Items

New Business

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



Action Items

1. MPI to determine if an Estimating Standard is required for repair labor allowances (labor betterment is not an option)

- Currently addressed in the [Unrelated Damage Estimating Standard](#) and [FRA Signature Sheet](#)
- What gaps need to be addressed?



Action Items

2. MPI to determine if different labor types should be allowed for Tear Down

Analysis of Previous 2 yrs Claim Data (Jul 2023 – Aug 2025)

Requests	2023	2024		2025	Total
	Jul - Dec	Dec - Jun	Jul - Dec	Jan – Current	
Total Tear Down Payments	2,187	3,686	3,307	4,528	13,708
Requests for Non-Body Labor	8	11	7	16	42
% of Claims w/Non-Body Labor	0.37%	0.30%	0.21%	0.35%	0.31%
Approved	4	8	6	8	26
Denied	4	3	1	8	16
Denial Rate	50%	27%	14%	50%	38%



Action Items

3. MPI to share the Wire Harness ES with the committee for review and feedback

- Action Item Completed, ES published
- Wire Harness Repair



Agenda

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1. MPI / Trade Action Items

New Business

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



New Business

Paintless Dent Repair (ongoing)

1. Status Update
2. Northern Differential



Agenda

Action Items from last Meeting

1. MPI / Trade Action Items

New Business

1. PDR (ongoing)
2. Estimating Standards
 - ▶ Accessories & Special-Order Parts (Trade Agenda Item)
 - ▶ Shop Materials
 - ▶ Estimate Part Selection
 - ▶ Labor Allowances
 - ▶ Theft Claims
3. Escalations
4. Round Table



New Business

Estimating Standards

Accessories & Special-Order Parts

- Trade Agenda Item
- Inconsistencies with MPI approvals and direction



New Business

Trade Inquiry

Mitchell P-Page – Seam Sealer Application

- Question: OEMs occasionally change how parts are delivered (with/without seam sealer), how does this impact labour in MCE?
- MPI contacted Mitchell Content Development regarding seam sealer application and the related included/excluded items:
 - Labor - included with R&R of bolt-on panels but not weld on panels
 - More details in [Mitchell Labor General Information](#)
 - Exceptions when an OEM provides parts both with and w/o seam sealer
 - Labor footnote included in MCE - ***#Does Not Include Application of Caulking***
 - Mitchell referred to Nissan as an example



New Business

Estimating Standards

Estimate Part Selection

- New Estimate Advisor Compliance Rules added on July 10
 - Intent is to ensure accurate part price entries on estimates
 - Temporary wire harness RPS exclusion still in effect
- Trade feedback?



New Business

Estimating Standards

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	2.48 [2.5]	1%
2	Mobilization	\$ 100.00	2019	Labour	Body	\$90.86	1.1 [1.1]	9%
3	AC Service	\$ 26.00	-	Labour	Mechanical	\$106.35	0.24 [0.3]	23%
4	AC Condenser Repair	\$ 100.00	-	Labour	Mechanical	\$106.35	0.94 [1.0]	6%
5	TPMS Install	\$ 7.50	2019	Labour	Mechanical	\$106.35	0.07 [0.1]	42%
6	TPMS Test	\$ 5.00	2019	Labour	Mechanical	\$106.35	0.05 [0.1]	113%
7	Tire Mount and Balance	\$ 22.00	2019	Labour	Mechanical	\$106.35	0.21 [0.3]	45%
8	Key Coding	\$ 50.00	-	Labour	Mechanical	\$106.35	0.47 [0.5]	6%

- Conversion format: straight [Mitchell] considering min. 0.1 step in Mitchell
- Excluded allowances for materials, combined labour & materials, and glass allowances



New Business

Estimating Standards - Theft Claims

Summary

- Theft procedures at PDC for 26 Claims at PDC
- Vehicles ranged from 2001 – 2023, average year was 2013
- 9 became a total loss, 10 went out for repair
- 7 customers left with their vehicle PDC after the estimate

Estimates

- Average initial estimate - \$634.17
- Average estimate after walk around including total loss - \$7,962.46
- Average estimate after walk around repairable only - \$4090.71
- Average FCOR of repairable only - \$4985.15



New Business

Estimating Standards - Theft Claims

Result

- Approved 01 estimate provided to shop with:
 - Old damage documented, key available, estimate (and unfit if required) explained to customer by MPI, Interior tidy, third-party items disposed, engine report complete, theft declaration complete.

Shop Feedback

- Shops treated like normal 01 and found it a much-improved and more efficient process
- Avoided the shop submitting for items where the customer may have “extended” the truth
- Willingness to accept a theft claim knowing the theft procedure was completed at PDC



New Business

Estimating Standards - Theft Claims

Next Steps

1. Continue process on a small scale, focusing on claims with no repair shop
2. Move to triaging older/unfit vehicles
3. Explore programming keys/fobs for all thefts prior to leaving the PDC
4. Determine what resources will be required to scale up for entire theft process to be completed at PDC



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