

Manitoba Public Insurance Technical Requests

When shops have questions or concerns about a repair procedure, they may contact MPI's Research & Training department for assistance. Research & Training can provide clarification and answer questions about OEM repair procedures, tooling, and equipment requirements. Please note that technical requests are not for inquiring about claim decisions regarding related versus unrelated damage.

Below is a guide on what is needed to ensure your technical request is completed as quickly and accurately as possible.

Before you decide if a technical request is required

- Check the [Repair Shop Support job aid](#) on [mpipartners.ca](#) to identify which department to contact.
- If you cannot find the information you're looking for on the sources above, contact their online tech support for assistance.
- If you have confirmed that no repair information exists, initiate a technical request.

Information on OEM pay sites are protected by non-disclosure agreements. Research & Training can offer clarification or direct a shop to the repair procedure, but cannot provide any content.

- Research TechAdvisor, AllData, or OEM sites and other sources if available.

If a technical request is required

- Upload and send pictures of the vehicle and the relevant damaged area to MPI via Mitchell Connect. Ensure that your pictures:
 - Show the entire damaged area
 - Show the location of the damaged area on the vehicle
 - Indicate the size and scale of the damage
 - Are labeled accordingly and accurately (for example: "R&T Tech Request 1", "R&T Tech Request 2")
- If you have a procedure that you need clarified, upload the most current procedures for the repair (such as printed instructions or a PDF file) to Mitchell Connect prior to sending the technical request.

When submitting the technical request

- Complete the applicable fields in the [Technical Request Form](#).
- On the Request Form, list the photos that relate to the request.

