



May 25, 2018

Attention: Collision repair suppliers (c.a.r. shop VALET only)

Subject line: Action required: Updates to ICBC's policies effective May 25

Good morning,

On May 1st, we announced several collision repair policy changes. At that time, we told you these changes would be automated in the Mitchell Estimating system on June 4th.

I'm pleased to inform you that we've been able to expedite this. The Mitchell Estimating system now reflects the updated policies. This means you no longer need to add these items as manual entries. However, **your action is required** to ensure you receive the updated Mitchell Estimating Ultramate Long Expansion notes, please complete the attached instructions on all your devices (i.e. PCs, laptops, etc.) with the Mitchell Software. The instructions will also be available on the [partners' pages](#) in the coming days.

The following are summaries of the collision repair policy changes:

- [Extended Clear Coat](#): A new policy to compensate body shops 0.4 labour hour for clear coating vehicle panels (e.g. quarter panels, truck cabs) in order to meet some paint manufacturers' warranty requirements.
- [Pre and post vehicle diagnostic scans](#): The new policy compensates 0.3 labour hour for some pre-repair and post-repair vehicle diagnostic scans as defined in the policy. Scanning results must be kept on file in the same manner as shops currently keep estimates and related documentation. The [Express Repair Program Guide](#) will be updated in the coming days to include vehicle diagnostic scanning results.
- [Wheel alignments](#) and [alloy wheel repairs](#): ICBC updated its wheel alignment and alloy wheel repair rates to better align with industry standards.

Note: As previously communicated, the adjustment of the [National Auto Glass Specifications Glass pricing](#) discount to 25% will come into effect on June 4th.

We ask that you and your staff review the specifics in the material damage procedures. If you are experiencing difficulties with the above links, we have attached PDF versions of the policies for your convenience.

Over the coming months we are consulting with collision repair shops and their industry associations to ensure we work closely and effectively together to address the cost pressures we're facing by improving efficiencies for all parties and to ensure customers continue to receive the highest standards of vehicle repairs at the best market value.

If you have any questions about the above policies, please contact your local material damage manager. If you are experiencing technical difficulties, contact Mitchell TAC at 1-800-448-4401.

Thank you for your continued support.

Regards,

John Wood
Director, Material Damage and Fraud Strategy and Programs