



October 6, 2023

Dear Commercial Collision Repair Program participant,

RE: Collision Repair policy & procedure changes

As you are aware, Mitchell TruckMax has been in effect since May 8, 2023. I want to take this opportunity to thank you for your commitment in utilizing the estimating system and working with us as we implement electronic estimating for our valued program suppliers.

Through ongoing reviews and working closely with Mitchell, our primary focus is to continuously improve the estimating system and to prioritize that more vehicles are incorporated into Mitchell TruckMax.

We've outlined a few scenarios below to assist you in the event you encounter a specific circumstance within Mitchell TruckMax. If you encounter a scenario not outlined below, Commercial Collision Repair Program participants are encouraged to contact their ICBC Estimator or Appraiser for further direction.

Scenario 1: If a specific vehicle is not listed in Mitchell TruckMax but there is a similar model, manually change the vehicle's model to reflect the one that is already in Mitchell TruckMax. In this circumstance,

- utilize Mitchell TruckMax generated labour refinish times.
- if the use of a different vehicle model requires additional labour time, use the labour time generated by Mitchell TruckMax and add a separate manual line entry for the additional labour time required to complete the repair. Please include rationale for the additional labour time in the explanation line field.
- do not override the labour times generated by Mitchell TruckMax as this will impact overlapping labour on the estimate.

Scenario 2: If a vehicle is not in Mitchell TruckMax and there is no similar model, use the generic vehicle option. In this circumstance, you will need to utilize the ICBC Commercial Paint Chart.

Scenario 3: In some situations, the vehicle model does decode in Mitchell TruckMax, and the body of the vehicle has not changed, but a specific part and the labour time is not accurate. For example: a bumper has multiple parts in relation to the bumper listed within TruckMax. In this circumstance, use the labour time generated by Mitchell TruckMax and add a separate manual line entry for the additional labour time required to complete the repair. Please include rationale for the additional labour time in the explanation line field.



If you have any questions regarding the Mitchell TruckMax generated labour times for any of the scenarios outlined above, we encourage you to contact the Mitchell Editorial Team directly at: 1-800-448-4401.

We've also created new 'MyTemplate' lines within Mitchell TruckMax. For situations when a Commercial Collision Repair Program participant provides a loaner hood and/or loaner bumper during the claim process, please apply the additional R&I labour time for the loaner part(s) to the applicable MyTemplate line within Mitchell Cloud Estimating (MCE). This will allow for ease of application and approval during the estimating process.

It is important to note that, as of January 1, 2024, all Commercial Collision Repair Program participants will be required to write estimates submitted to ICBC in Mitchell TruckMax. If an estimate was originally written with a date of loss prior to May 8, 2023, please contact your ICBC Estimator or Appraiser for direction.

If you have any questions, please don't hesitate to reach out to me directly at: (kevin.walsh@icbc.com), or Jonathon Stewart at: (jonathon.stewart@icbc.com).

Thank you for your continued support in providing our mutual customers with quality services.

Sincerely,

Kevin Walsh
Manager, Claims Programs