



September 29, 2023

Dear Collision Repair Program participant,

RE: Collision Repair policy & procedure changes

As we continue our commitment to modernize and improve our Material Damage programs, I'm writing to let you know we're making changes to some collision repair policies and procedures.

Below is the list of policies and procedures we're updating and the changes are effective September 29, 2023.

Collision Repair Program participants are encouraged to visit the change alerts section in the [Material damage procedures \(icbc.com\)](#) on the Business Partners' page to familiarize themselves with the changes.

- Apply the repair planning and documentation fee to an estimate
- Documentation required to apply for the repair planning and documentation fee
- Advanced Driver Assistance Systems (ADAS) calibration policy for collision claims
- Select the appropriate calibration for an Advanced Driver Assistance System (ADAS) in a collision claim
- Manage back-ordered parts for a collision repair program facility
- Excluded items for removing parts during refinishing

In addition to the procedural changes to the Advanced Driver Assistance System (ADAS) calibration policy, a new category has been added to Mitchell Cloud Estimating (MCE) My Templates titled:

11 – Calibrations. ADAS calibration estimate entries can be found in this category.

If you have any questions, our MD Account Services representatives are here to help. Please don't hesitate to reach out.

Sincerely,

Shane Loiselle
Manager, MD Programs Services

