



September 21, 2026

Dear Collision Repair Facility,

We're writing to let you know about a recent technical issue with Mitchell's auto-approval engine that affected some estimates submitted between September 12 and September 16. The issue caused some estimates that should have been automatically approved to be incorrectly flagged for review. To address the issue, Mitchell implemented a system-wide fix on September 18, to automatically approve estimates that had been incorrectly flagged. The fix resolved the original issue, but inadvertently approved a small number of estimates that had been correctly flagged for review.

What you need to do

Please resubmit an estimate for review if all of the following apply:

your facility submitted the estimate with a flag for review between September 12 and September 16;
the estimate was approved on September 18; and
the reason the estimate required review was not addressed.

We'll prioritize the review of estimates affected by this issue. As we learn more about the full impact, we may also contact repair facilities directly to identify estimates that need to be resubmitted.

We're working with Mitchell to fully understand the impact of this issue and help prevent similar issues with future system updates. We apologize for any confusion or inconvenience this may have caused.

If you have any questions, please reach out to your MD Account Services representative for support.

Sincerely,

Troy Campbell

Sr. Manager Claims MD

