

Notice to All Accredited Repair Shops

Medium Duty Vehicle Estimating Information for Light Vehicle (LV) Shops

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MPI is pleased to announce that access to the medium duty vehicle database will be restored in Mitchell Cloud Estimating (MCE) for accredited LV repair shops on May 9, 2024. This data, which was previously available in UltraMate is applicable to claims for medium duty vehicles with a gross vehicle weight (GVW) above 4,540kg. With this update, LV shops will realize the following:

- Ability to process repair assignments and supplements through Mitchell Connect
- New labour profiles with LV rates to ensure these claims are identified and excluded from shop scorecard reporting.
- Proper VIN decoding to reduce improper / generic vehicle selection in MCE.

Claims involving medium duty vehicles that are being repaired at an LV shop:

- Are not eligible for Direct Repair (DR).
- Are not eligible for Parts Autonomy
- Are subject to all LV policies and estimating standards

New Estimates

Going forward, MPI will assign one of two new labour profiles when writing the first estimate on medium duty vehicle claims where applicable:

- LIGHT_VEHICLE_MED-DUTY_NORTH
- LIGHT_VEHICLE_MED-DUTY_SOUTH

To ensure proper reporting, shops must verify the correct labour rate profile is applied. Shops must contact the Estimator if the profile is incorrect.

In Progress Estimates

LV shops will continue to use the Virtual Claim File (VCF) process for any medium duty vehicle claims that were in progress prior to May 9, 2024.



For technical assistance, contact Mitchell Technical Assistance Centre (TAC) at 800-448-4401.

If you have any questions about this notice, please contact [MPI Partners](#) or your Shop Relationship Advisor.