

Background

When a vehicle has been infested by rodents, necessary steps must be taken to ensure it is properly disinfected and health safe.

Customers claiming rodent infestation can choose to have the interior of their vehicle disinfected by a commercial exterminator, then have the vehicle’s ventilation system inspected/disinfected by a remediation shop. Alternatively, customers can choose to take their vehicle directly to a remediation shop, where the shop will disinfect the interior and borescope/disinfect the ventilation system, as required.

Exterminator and Remediation Shop Requirements for Disinfecting:

- Bag any soft contents (clothes, bedding, etc.) and provide the bagged items to the customer. The customer is responsible to disinfect and clean personal items.
- Disinfect any hard contents (dishes, cutlery) that they encounter as part of the interior surface disinfecting. The customer is responsible for cleaning the personal items after the disinfecting process.
- Disinfect any accessories that are part of the vehicle or unit (mattresses, seat cushions, etc.).
- Following manufacturer recommendations, disinfectant must be applied to the occupant areas. This includes but is not limited to:
 - Cabinets and drawers
 - Carpets/floors
 - Counters
 - Cup holders
 - Seating and/or sleeping areas (including underneath, if accessible)
 - Showers
 - Storage areas (interior and exterior access)

Rules

1. Remediation shops must borescope the ventilation system and submit supporting photos on every rodent damage claim. MPI must confirm the rodent infestation prior to approval of the estimate or any supplements.
2. When rodent damage is discovered during a tear down of a non-remediation claim, the repair shop must contact MPI for further direction.
3. Approved commercial exterminators must submit photos and the [Exterminator Service Form](#) to the adjuster.
4. Once infestation is confirmed, remediation shops may request disinfecting and by-product removal allowances as follows:

Vehicle Type	Engine Compartment Wash Only	Disinfection*	HVAC Borescope
Camper Trailer	N/A	\$180.00	\$150.00

Rodent Damage – Commercial & RV

Trailer/RV - Less than 17 feet	\$40.00	\$250.00	\$150.00
Trailer/RV - Between 17 and 24 feet	\$40.00	\$400.00	\$150.00
Trailer/RV - Between 25 and 29 feet	\$40.00	\$550.00	\$150.00
Trailer/RV - 30 feet or more	\$40.00	\$650.00	\$150.00
Commercial Truck - Without Sleeper	\$40.00	\$180.00	\$75.00
Commercial Truck - With Sleeper	\$40.00	\$280.00	\$150.00

*If an exterminator was involved, do not charge for Interior Disinfection.

5. Additional expenses may be applied as follows:

Item	Allowance
Eradication (trailers)	\$150
Trailer Hook-Up	\$50
Additional Cleaning/Shampoo	Up to 6 hours maximum

Additional cleaning/shampoo labour may be considered when there is an odor present in a commercial vehicle or RV. The Estimator may allow up to the maximum allowance depending on the severity of the infestation. The shop must provide photos and documentation showing nesting / infestation / urine stains.

- R&I of certain parts may be considered for access to determine the cause of the smell

The rates in the forms are the maximum allowed; however, repair facilities may choose to charge less.

Best Practices

When sublet operations are required for a remediation claim, make sure that only the primary repairer is submitting supplements and supporting documentation to MPI.

When a [Split Estimate](#) is requested for a remediation claim, ensure the deductible is only being requested by the primary repair facility.

Reference

Jute/insulation material is covered under the [Shop Materials](#) allowance.

See the [Remediation Shop Checklist](#) for additional information on the infestation and disinfection process.

See the [Exterminator Service Form](#) for the exterminator rates and allowances. Commercial exterminators must submit photos and the Exterminator Service Form to the adjuster.

Rodent Damage – Commercial & RV

See [Rodent Damage – Light Vehicle](#) for light vehicle remediation rates and allowances.

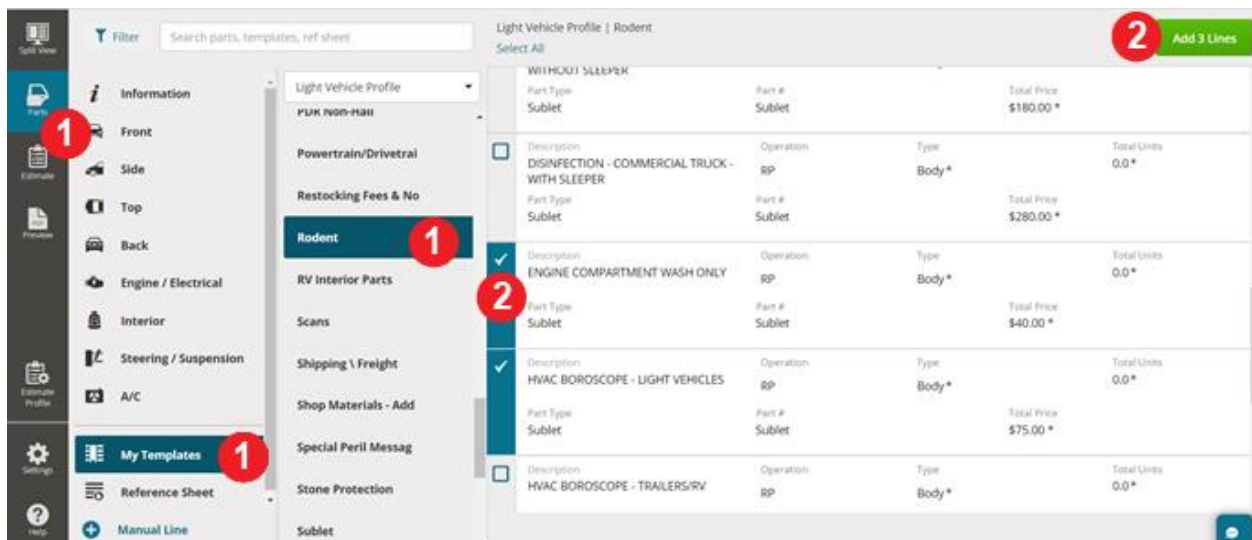
See [Owner to Authorize](#) for details on obtaining authorization from the owner to inspect the vehicle, prior to MPI confirming the rodent infestation.

Procedure

Follow the steps below to add remediation allowances on a commercial or RV estimate.

Begin with the estimate open in Mitchell Cloud Estimating.

1. From the **Parts** tab, select the **Rodent** category in **My Templates**.
2. Select the applicable commercial or RV remediation item(s) and click **Add Line**.



Revision History

- October 2021 – All allowances removed from the standard and are now only listed in the service forms. Updated formatting and added new standard sections (background, best practices).
- April 2023 –All Remediation Shop Service form allowances added to ES and new Mitchell Estimating procedure created for remediation allowances.