



**21<sup>st</sup> Theater Sustainment Command**  
Office of the Staff Judge Advocate  
Stuttgart Claims Office

**For information on what to do when your vehicle was damaged in shipment, call  
DSN 421-4597 / 2473 or com. 0711-729-4997 / 2473**

**CALL NOW – DON'T WAIT!**

The Claims Office is located at the **Stuttgart Law Center**, Kelley Barracks, building 3312, room 222. Claimants are seen on an appointment basis on Mondays, Tuesdays, Wednesdays and Fridays 09:00 - 12:00 and 13:00 -17:00, and on Thursdays 13:00 – 17:00. We are closed on Thursday mornings 09:00 - 12:00, USAREUR training holidays and federal holidays. Vehicle inspections are performed on an **appointment basis only**. Please call for appointments and information.

***IMPORTANT:*** You have **multiple options** to get compensated for shipping damage to your POV.

- 1. The contractor's agent may make an on-site settlement offer*
- 2. You can file directly with the contractor*
- 3. You can file with your private insurance company*
- 4. You can file with the U.S. Government*

*The filing deadlines and procedures are different and **you** need to **decide** what is best for you after analyzing the nature of the damage.*

**American Auto Logistics (AAL)** is the prime **contractor** who operates most of the overseas **Vehicle Processing Centers (VPCs)**. This contractor directly or through agents, performs a joint inspection of the vehicle together with you. The inspection form used during that process is titled “American Auto Logistics **Vehicle Inspection and Shipping Form-(VISF)**” and it has a sketch of a vehicle on the front.

At the VPC, you will be told to inspect the vehicle and note all **new damages on the back of the form**. The contractor's agent will then indicate on the same page if he agrees or disagrees with the damage notations by the owner.

A Government **Contracting Officer's Representative (COR)** should be present at the VPC. If you **don't agree** with the contractor's agent, you should ask that the COR be

called to resolve the dispute on the spot. The COR will put his own remarks on the back of the VISF together with his official stamp.

When picking up your vehicle at the VPC on Panzer Kaserne, always check for the presence of all **accessories** shipped with the vehicle and do a thorough walk-around to spot **cosmetic damage**. You should also turn on the engine and check every possible **electrical and mechanical system** on the vehicle. You should turn on the AC and heater, the lights, the wipers, and the radio, and you should operate all electric windows, seats, and mirrors. You should listen to the engine for any unusual noise. At the time of the inspection you may not be permitted to move the vehicle, but before you leave the VPC, you should pay close attention to how the vehicle is driving, check the brakes for noise and be sensitive to changes in how the transmission shifts. If you find a problem before you leave the VPC or **within a few miles** of the VPC, you should go back and report it **immediately**.

Depending on the nature of the damage, the contractor's agent may make a **direct settlement offer** if he agrees to the transit damage identified. You should always consider all of the factors, such as the age and mileage of the vehicle and the overall condition of your car, before you turn the offer down. Once you leave the VPC, this offer is **no longer valid**. You cannot check with your claims office or private insurance company to see if they would pay more and then go back to the VPC to accept their offer.

If you **cannot get an issue resolved** at the VPC or if you feel that the offer made to you by the contractor's agent does not fairly compensate you, call the claims office and schedule a date for a **claims inspection**. Claims inspections will be performed jointly in the parking area adjacent to the Stuttgart Law Center. Please keep in mind that **outdoor** inspections are not possible in inclement weather, such as heavy precipitation. For safety reasons, we will require you and your passengers to exit the car, turn off the engine and pull up the parking brake during the inspection.

Unlike shipments of household goods, there is **no provision for giving timely notice** of loss or damage within 75 days of delivery. **The presumption is that if a problem was not found on the day of delivery, it did not happen in transit.**

A claims inspection cannot serve in place of the joint inspection conducted by the owner and the authorized government inspector or the contractor's agent. A claims inspection cannot cure a waiver of notice and the specific damage verification that the joint inspection provides. As a general rule, a government inspector or a contractor's agent cannot verify any **loss or damage discovered after the joint inspection and departure from the pickup point**, and a **claim for those items may not be honored**.