



Kaiserslautern Legal Services Center Claims Information

POV Shipment Claims: What You Need to Know



This information paper provides basic information only, and is not intended to serve as a substitute for a personal consultation with a Claims Examiner or Claims Attorney. For an appointment to see a Claims Examiner or Claims Attorney, dial DSN 483-8414/8862 or Civilian 0631-411-8414/8862.

SHIPPING YOUR POV

As you prepare to move and ship your privately-owned vehicle (POV) back to the United States at Government expense, there are certain things you should know about how POV shipment damage claims are handled under the Army Claims System.

During shipment, various individuals will operate your POV during loading and unloading, and will have access to any property left in your POV. Bearing this in mind, you may decide to ship some auto accessories in your household goods, or to purchase private insurance to cover your vehicle and its contents during shipment.

WHAT YOU MAY SHIP IN YOUR POV:

The governing claims regulation states that a POV is not a proper storage place, and claims for items left in a POV (e.g., a laptop computer) are usually denied. However, it is permissible to keep certain items in a POV when you ship it. Claims for loss of or damage to the following items during shipment are normally paid:

- Normal vehicle accessories such as jacks, tire irons, tire chains, fire extinguishers, tire inflators, first aid kits, jumper cables, warning triangle/trouble lights, and basic hand tools provided by the auto manufacturer.
- Personal tools and a tool box, provided they are suitable for emergency road repair. This does not include power tools.
- One spare tire and two snow tires (either mounted or unmounted).
- Cribs and children's seats, whether permanent or removable, used for the movement of children to or from the port.
- Comfort and convenience items for motor trips to and from the port, such as luggage racks, thermos bottles, bottle warmers, car cushions, and a blanket.
- Audio equipment provided **if** it is permanently bolted to the vehicle.

MAXIMUM ALLOWABLE PAYMENT LIMITS APPLY:

Even though the items listed above are deemed payable, the claims regulation establishes limits on what can be paid for certain items. These are known as “max allowable” limits:

- \$20,000 for loss or damage to the vehicle.
- \$1,000 for all audio equipment. This is a very restrictive limitation. It includes all motor vehicle radios, CD and tape players, speakers, amplifiers, antennas, telephones, auto alarms, televisions, computers, GPS, keyless entry remotes, and all accessories.
- \$200 for tools and tool box.

Customization and beautification accessories also may not be awarded full replacement value. Congress did not intend the Personnel Claims Act be used to fully compensate claimants for highly individualized and expensive personal tastes. The statute is intended to provide compensation for items that are “reasonable and useful.” You may want to remove very expensive accessories and equipment and include these items in your household goods shipment, which is normally more secure.

ITEMS THAT ARE NOT PAYABLE:

The claims regulation prohibits any payment for:

- Radar detectors (these are not considered “reasonable or useful”).
- CB radios, which create frequency interference in host nation countries; CB radios are prohibited by local law and not authorized by the SDDC for shipment in POVs.
- "Theft proof" audio products, if the claimant failed to take actions that would have deterred theft (*e.g.*, removing the faceplate from a radio equipped with a removable faceplate).
- Audio equipment mounted on a slide for portable use. Claims Service policy requires that such equipment be permanently mounted to the POV.
- Cellular telephones, CDs, DVDs, and audio cassettes; leaving such “easily pilferable” items in a POV during shipment poses an unreasonable risk of theft loss.
- Flammable or hazardous materials, to include flares, waxes, solvents, oils, and polishes.
- Any household goods items or camping equipment.

PICKING UP YOUR POV

Upon arriving at the Vehicle Processing Center (VPC), you will be met by the contractor's agent. You and the contractor's agent will jointly inspect your POV to note any loss or damage that occurred during shipment. Be careful and be thorough. Any loss or damage not noted during the joint inspection will require written notification to the contractor explaining why the damages were not noted at delivery. In addition, failure to note obvious external shipment damage to your POV at pick-up could be grounds for denying your claim.

Your responsibilities at the VPC are:

- Carefully and completely list any loss and all damages to your vehicle on the back of your Vehicle Inspection & Shipping Form (VISF), left column. The contractor's agent will record his agreement or disagreement in the right column.
- Do not rely on the contractor's agent that shipped your vehicle to list loss or damage for you. Make sure you have listed all losses, damages, or destruction to your vehicle before you leave the VPC.
- Verify your mileage on your odometer. Understand that someone will drive your POV on and off the vessel; however, note any unusual mileage increase and report it to the Contracting Officer's Representative (COR).
- Carefully inventory items that were shipped in the POV (*e.g.*, jumper cables, first aid kit, warning triangle, baby car seat, tools, jack, tire iron, small convenience items).
- Ensure that stereo components, telephones, antennas and other audio equipment mounted to the POV are still there.
- Check the interior of your POV for any transit damage.
- Check your tires to ensure they were not damaged by improper tie down.
- When you sign on the bottom of the back of the VISF, you acknowledge that this is the true condition of the POV when you received it.

If you feel the contractor's agent has interfered, or somehow frustrated your ability to enter exceptions on the VISF, then immediately report the matter to the COR at the VPC. **DO NOT DEPART THE VPC!** The COR is a Government employee who manages the VPC and is responsible for the POV shipment program in your community. If you depart the VPC, then the COR cannot resolve your problem with the contractor's agent on the spot. Waiting until you get to the claims office to report the damage could result in denial of your claim.

If you discover damage after you leave the VPC, **YOU MUST IMMEDIATELY NOTIFY THE CLAIMS OFFICE AND COMPANY THAT SHIPPED YOUR VEHICLE IN WRITING!** Be sure to describe in detail the damage discovered and why it was not discovered at the final inspection at the pickup point. Failure to do this may result in no payment for this damage.

Following these simple rules will greatly facilitate our ability to process your claim.

For more information on POV shipment claims, contact your local claims office. If you are a Soldier or a Department of the Army Civilian, contact the Kaiserslautern Legal Services Center's Claims Office in Building 3210 on Kleber Kaserne at the numbers listed above and ask to speak with one of our claims examiners, Ms. Berndt or Ms. Jordan. US Air Force claimants should visit the 86th Air Wing SJA Office's Claims Section in Building 2137 on Ramstein Air Base or call DSN 480-5911 or Civilian 06371-47-5911 and ask to speak with Ms. Kinzinger.