

# Your Guide To Buying A New Car Or Motorcycle Through The **EXCHANGE™**

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**MCS**® MILITARY AUTOSOURCE



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## I. Questions & Answers

### Who Can Buy Through This Program?

US government civilian, military personnel and civilian contractors who are entitled to unlimited Exchange privileges, are stationed or assigned overseas for 30 consecutive days or more, and are authorized to have a Privately Owned Vehicle (POV) at that assignment. These authorized patrons are eligible to purchase a new or certified pre-owned car or truck for delivery to their overseas location or to the United States. Motorcycles and powersport vehicles are also available to purchase. Navy personnel serving on ships deployed from U.S. waters are also eligible to use this program.

### Where Can I Order?

Military AutoSource (MAS) Sales Representatives are permanently located at most major overseas Exchanges, and at some smaller facilities on a scheduled part-time basis. Sales can also be done online at: ***shopmyexchange.com*** (From the home page click on “Marketplace” found at the top of the Home Page; type in MAS in the search bar; click on the MAS picture; click on Shop Now). Browse the MAS webpage to select your area of interest or contact MAS directly as shown below:

**Overseas Military Sales Corporation**  
**ATTN: Client Relations**  
**175 Crossways Park West**  
**Woodbury, NY 11797-2084**

**Website:**  
**[www.militaryautosource.com/onbase/home](http://www.militaryautosource.com/onbase/home)**  
**Email: [support@militarycars.com](mailto:support@militarycars.com)**

### Why Buy Through the MAS Program?

There are four main reasons to buy a new vehicle through the MAS Program:

**First**, the program offers you the convenience of ordering the vehicle equipped as you wish, and having it delivered to a selected U.S. delivering dealer, to a U.S. port for commercial export shipment, or to a U.S. port for approved military shipment.

**Second**, you are assured of a competitive price.

**Third**, the MAS Sales Representative will guide you through the buying experience and provide technical guidance from selection to delivery.

**Finally**, the Exchange's involvement in the program provides an additional level of consumer protection throughout the process. While any questions or concerns about your purchase should initially be discussed with your MAS Sales Representative, we will be happy to assist you at any point in the transaction. Specifics on Exchange points-of-contact on the Military AutoSource Program are listed in Part IV, "Help Available," of this brochure.

### **Does the Exchange Satisfaction Guaranteed Policy Apply?**

No. A vehicle sold through the MAS Program is covered by the manufacturer's warranty, just as if it were sold in the United States; however, the Exchange contract with MAS provides many consumer guarantees and protections not available to you in the United States. In addition, the Exchange will act as an intermediary to resolve claims or disputes that may occur between you and the manufacturer or its sales representatives during both the purchase and warranty periods.

### **Does the Exchange Percentage or Dollar Off Coupons Apply to Purchases With MAS?**

No. Exchange coupons can only be redeemed in direct Exchange retail, food, or other concession outlets as specified on the coupons.

### **Does the Exchange Price Always Represent the Very Best Deal?**

In most cases, it represents the best overall value, but it is possible that you could find a comparably equipped vehicle at a lower price at a stateside dealership; however, purchasing a vehicle from a stateside dealer is dependent upon things like your negotiating skills, the dealer's minimum acceptable profit, and the length of time the vehicle has been sitting on the lot. You also will have to accept the vehicle as equipped. Vehicles purchased through the MAS Program are always priced lower than the Manufacturer's Suggested Retail Price and have pre-negotiated prices with guaranteed price protection.

### **What About Vehicle Warranties?**

Any new vehicle purchased through the MAS Program is covered by the manufacturer's stateside warranty while you are stationed overseas as well as in CONUS. Warranty service overseas is a far different situation than warranty service stateside. First, you are in a completely different environment. Exchange contracts limit overseas deliveries to those countries where warranty service for US-specification vehicles is available. In large metropolitan areas, the availability of warranty service is generally satisfactory. At smaller installations, obtaining warranty service may be more difficult; you may have to travel a considerable distance to obtain necessary warranty service. Specific warranty-service locations will be provided to you by the MAS Sales Representative before delivery or will be contained in the documents provided to you at the time of delivery. Make sure you are aware of what warranty service will be available to you.

### **Are Warranty Parts Available in Overseas Areas?**

Common warranty parts are generally available either in the overseas area or can be readily obtained. The longer mailing time required for overseas locations will affect warranty repair time. Larger parts, or parts peculiar to

the vehicle, may take additional time and require special handling, and can also increase the length of time needed to repair a vehicle under warranty.

### **Can I Finance My Purchase Through the MAS Program?**

No, but your MAS Sales Representative may assist you with applying to the auto manufacturer's finance division or recommend credit unions or other Department of Defense approved lending institutions, and can assist you in completing an application. While there are multiple financial institutions that can provide financing for new cars, you are responsible for making the final decision on financing. Shop around for your financing. Your installation credit union or bank usually offers very competitive rates and a listing will be provided to you.

### **What is the BUYER'S OFFER?**

When you purchase a vehicle, the MAS Sales Representative enters the prices on the computerized Buyer's Offer form for the basic vehicle and options you choose, fixed costs (if applicable) for freight and other costs associated with the transaction. When completed, and after all equipment and options have been entered (complete with prices), you sign the Buyer's Offer and make your deposit. This Buyer's Offer is your offer to buy the vehicle described; however, all prices are subject to an automated price review/confirmation process by MAS. Once this is completed (generally within 30 days of completing the Buyer's Offer or 90 days before the requested delivery date) you will receive an Order Acceptance by mail or email. Be sure you compare the Order Acceptance with the Buyer's Offer for accuracy. You have ten (10) days to call any discrepancies to the attention of MAS. The Order Acceptance will govern and is the binding document.

### **What Is the Order Acceptance?**

This is a written notification from the seller that your

order has been accepted, and that the vehicle you special ordered will be built to your specifications or the vehicle you selected from MAS's inventory as shown on the Order Acceptance has been reserved for you. These documents also show the exact prices for your vehicle and options. Compare the document you receive to the Buyer's Offer you signed and received from the MAS Sales Representative to identify any changes between the two. If there are changes, these will normally be pointed out to you. If changes have been made that aren't acceptable to you, it is your responsibility to advise MAS, in writing, within ten (10) calendar days of receiving the Order Acceptance. In such an instance, you are entitled to receive a full refund if MAS can't resolve the issue.

### **Do I Have to Pay a Down Payment or Deposit When I Order?**

Yes. You must pay a deposit before your order is processed. You may pay by check, ACH, money order, credit card (\$1000.00 maximum), MILITARY STAR® card or cash. As with all transactions, always get a receipt from the MAS Sales Representative for your deposit/down payment. Payment via check, money order or credit card is preferred and must be for U. S. Dollars. Cash payments are not recommended.

### **What Happens If I Choose to Cancel My Order?**

Depending on the circumstances, you may receive a full refund, be subject to a penalty and receive only a partial refund, or receive no refund at all.

Specific information is given in Part II, "Rights & Entitlements," of this brochure.

### **Can I Make Changes in My Order After I Receive the Order Acceptance?**

Yes, under certain conditions. You can make changes up to the point that the vehicle has been scheduled for production by the factory; after that, changes cannot

be accepted. Also, be aware that only those changes confirmed in writing will be made; a revised Order Acceptance will **be mailed or emailed to you to confirm the change**. Because of this, give careful attention to vehicle specifications and options you want at the time you place the order to avoid any problems in this area.

### When Is My Final Payment Due?

It depends upon where you are taking delivery of the vehicle. The final payment amount is stated on the Order Acceptance provided to you.

a. In the continental United States, final payment is due no later than at delivery.

b. For overseas shipment by Military Surface Deployment & Distribution Command (MSDDC), final payment must be made at least 21 days before your vehicle is shipped to the MSDDC terminal in the United States.

c. For overseas shipment by a commercial shipper, final payment is due before your vehicle is scheduled for delivery to the U.S. port for shipment.

d. From pre-positioned stock in an overseas area, final payment must be made before the vehicle is taken from the stock location.

e. Motorcycles must be paid in full 30 days before shipment can be made to the delivering dealer.

As you can see, final payment of the unpaid balance on your vehicle must be made before delivery/shipment. You are responsible for arranging for final payment on the transaction as required by the terms and conditions of the contract. If you have questions, contact your MAS Sales Representative or communicate with the New York office via the Internet:

**[www.militaryautosource.com/onbase/program-resources](http://www.militaryautosource.com/onbase/program-resources)** or email: **[support@militarycars.com](mailto:support@militarycars.com)**

### How Is Delivery Actually Made in the United States?

Your new vehicle is delivered to/prepared by a participating new car, truck, or motorcycle dealer. The delivering dealer will clean and prepare the vehicle for delivery according to the manufacturer's standards. The dealer may also assist in registration and licensing. The delivering dealer can't change the price of the car.

*Note: Applicable sales tax and document fees must be paid upon delivery or registration in accordance with State laws. Sales tax and registration fees are not included in the purchase price.*

To prevent any misunderstanding that could result in unplanned additional expenses associated with picking up your new vehicle, such as an overnight stay, you are responsible for contacting the delivering dealer to find out when your vehicle will be ready for delivery. If you have any problem or question at or prior to delivery, telephone MAS at 1-800-732-2839, not the delivering dealer. If you need additional assistance, contact the HQ Exchange Customer Relations Branch. The telephone numbers you will need for MAS and the Exchange are shown in Part IV, "Help Available," of this brochure.

### How Is Delivery Made Overseas?

If you have Military Surface Deployment & Distribution Command (MSDDC) authorization for POV shipment to an authorized overseas location, you are responsible for obtaining all documents necessary for MAS to deliver your new vehicle to the U.S. terminal. If you have any questions, see your local Military Transportation Officer (MTO). MAS must have payment in full and the documents to mail to MSDDC 21 days prior to your scheduled delivery date. Once MSDDC approves your documentation, MAS will have your vehicle delivered to the MSDDC terminal. In this instance, the term "delivery date" refers to the date the vehicle is delivered to the U.S. embarkation port. The reason for this is that

MAS can't give you a date when you will actually receive the vehicle because shipment is controlled by MSDDC.

*Note: Motorcycles and powersport vehicles cannot be shipped via MSDDC.*

Any costs for damage or loss is at your expense once the vehicle is turned over to the terminal; however, if such damages occur, you can file a claim against the U.S. government. You may also choose to purchase your own insurance for the shipment of your vehicle. The Military Transportation Officer (MTO) acts as your agent when the vehicle is actually turned over to the terminal. If you arrange a commercial shipment for your vehicle, the same responsibilities as for a shipment by MSDDC rests with you, except damages in transit, as explained below.

For a commercial shipment arranged by MAS, MAS is responsible for all details concerning ocean shipment and assumes risk of loss to the vehicle until it is delivered to you. MAS is also responsible for delivering the vehicle on the date specified on the Order Acceptance to the appropriate U.S. embarkation port.

For pre-positioned stock in an overseas location, MAS is responsible for any loss or damage to the vehicle until it is delivered to you. For shipments other than to Europe, check with your local Judge Advocate General office and your MAS Sales Representative for any particular requirements for the area to which your vehicle is being delivered.

Whether the vehicle is delivered overseas or in the U.S., you are responsible for verifying it is ready for delivery before making any commitments to pick it up.

### **What About Insurance?**

You'll need to have proper insurance for your new vehicle before you take delivery. Consult your insurance agent for details and rates.

### **Do I Have to Accept My Vehicle If There Are Any Damages or Losses?**

For delivery overseas, it depends on how you choose to ship the vehicle. With a commercial shipment, MAS is responsible for all costs of damage or loss until you take delivery of the car. With MSDDC shipments, you are responsible for all damages or loss not noted on the vehicle receipt documents once the vehicle is turned over to the MSDDC terminal. While you can file a claim with the U.S. government, if the vehicle arrives in a damaged condition, you are responsible for any such loss or damage, and must accept the vehicle. This is a crucial difference in the two methods of shipment. The final decision about which method to use rests with you.

In the U.S., telephone MAS before you take delivery. Resolve the problem with MAS before you accept the vehicle. Then, have the delivering dealer note the delivery receipt, in writing, before you leave the dealership. You will need this information to pursue corrective action with MAS.

### **Am I Automatically Entitled to Ship a Vehicle At Government Expense Because I Am Stationed Overseas?**

Not necessarily. You need to determine your entitlements concerning shipment of a POV to an overseas location. If you have any questions about your entitlements, contact the Military Transportation Officer (MTO). Neither the Exchange nor the MAS Sales Representative has this information, or any readily available means of obtaining it.

### **Will I Have to Pay Taxes, Registration and License Fees?**

Yes! You are responsible for any and all state and local taxes, registration, and license fees at the time you pick up and/or register the vehicle if delivery is made in any of the 50 United States. You also are responsible for assuring you have the proper information for such taxes, registration, and license fees for the state in which you will take delivery. These costs vary from state to state. If you have questions, consult with your local Staff Judge Advocate. These taxes are NOT included

in the balance due on the vehicle shown on the Order Acceptance. If you take delivery overseas and ship your car stateside at some future date, you will be required to pay applicable taxes when you register the car at your new stateside location. Inquire in your state of residence and the state to which you are being reassigned before you rotate in order to plan your finances accordingly. You may access the states' Department of Motor Vehicle websites via [www.militaryautosource.com/onbase/program-resources](http://www.militaryautosource.com/onbase/program-resources), click on "Customer Info" then MAS Department of Motor Vehicle List."

*Note: Vehicles delivered in Puerto Rico and Guam are subject to Puerto Rico Excise Tax or Guam taxes.*

## Is There a Uniform Policy for Registering POVs in All Overseas Duty Locations?

No! Host country laws for registering a vehicle overseas vary widely. If you have questions, consult with your local Staff Judge Advocate.

## Whom Can I Call If I Have Problems Or Questions?

This subject is covered in detail in Part IV, "Help Available," of this brochure.

## II.

## Rights and Entitlements

The Exchange contracts directly with MAS to sell cars, trucks, motorcycles and powersport vehicles in overseas Exchanges. Both the Exchange and the manufacturers want to make purchases as easy as possible. MAS contracts have these rights and entitlements listed below as basic contractual provisions.

### Cancellations and Refunds:

Depending on the circumstances, you may receive a full refund, be subject to a penalty and receive only a partial

refund, or receive no refund at all.

### You will receive a full refund if:

- a. You make a deposit and cancel your order, in writing, within the first three (3) days after placing the order, or anytime before the written Order Acceptance is **mailed or emailed to you**.
- b. MAS fails to comply with the terms and conditions of the Buyer's Offer and you notify OMSC in writing of this failure within ten (10) days of receipt of the Order Acceptance.
- c. The order is cancelled before the scheduled delivery and the cause of the cancellation is due to a Change of PCS orders beyond your control. You must provide a copy of your changed orders or other official notification.

### You will receive a partial refund if:

- a. You cancel the order, in writing, before a pre-positioned stock vehicle is actually shipped from the pre-positioned stock locations.
- b. You cancel the order, in writing, after you have received the Order Acceptance, but before the vehicle is built.

### You may NOT receive a refund if:

- a. You fail to cancel the order as provided under any of the conditions outlined above.
- b. MAS cancels the order because you don't pick up the vehicle and/or pay the balance owed on the vehicle; however, there is a maximum amount that will be forfeited. Read the Buyer's Offer contract terms and conditions and check with the MAS Sales Representative for the details.

### Compensation for Expenses:

MAS may be liable and responsible to the customer for failure to deliver or delay in delivering a vehicle. MAS agrees to reimburse the customer for expenses reasonably incurred (up to a certain limit per day not to exceed a specified maximum total) as a direct result of MAS failure to meet the agreed-on delivery date. These expenses include lodging and transportation costs; however, a delivery delay, due to conditions beyond the control of MAS, isn't covered. Check with the MAS Sales Representative for details on this compensation provision.

### **Additional MAS Benefits:**

There are additional benefits beyond the basic contract terms and conditions offered by MAS.

#### *Cars and trucks are sold with these additional benefits:*

- a. **Lowest Price Guarantee.** If you can find a lower price for the same car, with the same equipment, delivered when and where you requested, MAS will refund the difference to you and give you up to fourteen (14) days after delivery to file your claim for the difference. Applicable only to CONUS and Puerto Rico deliveries. For details please speak to your MAS Sales Representative.
- b. **Guarantee of Satisfaction Upon Delivery.** If, upon inspection at the delivery point, you are not completely satisfied, contact MAS. If they are unable to resolve the matter, they will refund the full amount paid. This guarantee ends at delivery.
- c. **Customer's Bill of Rights (Overseas Only –Excluding Guam, Puerto Rico and US Possessions).** If a defect covered by the factory warranty affects the safe operation of your vehicle, or materially impairs your vehicle's value or utility, and is not corrected in three (3) attempts by the authorized repair agency, you have the right to a replacement vehicle or a full refund of the purchase price subject to a depreciation formula if the vehicle is driven over 10,000 miles. A copy of the terms

and conditions is available at [www.militaryautosource.com/onbase/program-resources](http://www.militaryautosource.com/onbase/program-resources).

Speak to your MAS Sales Representative for full details of these programs Exchange Consumer Protection:

The Exchange stands ready to intercede on your behalf with the manufacturer/MAS should it become necessary to do so. The phone number is 1-800-527-6790.

## **III.**

### **Checklist of Process**

This checklist is intended for general guidance only, and covers the types of new vehicle transactions available through the MAS. It covers items that generally should be included in any decision process concerning the purchase of a new vehicle. Use the following checklist as you see fit; actions suggested in sections below are for general guidance only. Only you know the details of your particular situation.

#### **a. Do Your Homework**

1. Evaluate finances, financial condition, and impact of new car payments on your family budget.
2. Evaluate your family needs, projected use of the vehicle, and present location/next duty station.
3. Determine the type of vehicle required, including features and options, best suited for your family's needs.
4. Based on the results of the preceding evaluations, visit the financial institution of choice and determine the loan amount for which you are qualified.

#### **b. Go Shopping**

1. Comparison shop for the type of vehicle you need at



the nearest MAS facility. MAS Sales Representatives are ready to help.

2. Evaluate the results of your MAS comparison shopping.
3. Shop various lending institutions for the best financing rates and terms.

### **c. Buying the Vehicle**

1. Make sure all features/options are included on the Buyer's Offer and all prices are shown. If an option chosen is standard equipment, or included at no charge, ensure the pricing section for the feature or option is appropriately completed.
2. Review all items on the Buyer's Offer, particularly the cancellation terms. Make sure your personal information, mailing and e-mail addresses and telephone numbers are listed correctly.
3. Read the small print on all documents you sign.
4. Get all verbal assurances from the MAS Sales Representative in writing. This is for the protection of all parties to the transaction.
5. Sign the Buyer's Offer once it is entirely completed. If you have any questions, ask the MAS Sales Representative to answer them before you sign anything. Remember, this is your vehicle and your financial commitment; you should completely understand ALL aspects of the transaction.
6. Make the required deposit, and get a receipt for all monies paid.
7. Keep all documents on the vehicle purchase in one place for quick and ready reference.

### **CONUS Delivery:**

1. Apply for financing of your vehicle purchase

if you have not yet done so. There are many types of financing available ranging from local credit unions to special plans offered by manufacturers. The responsibility to obtain necessary financing rests with you and you alone.

2. Follow up on your credit application on a continuing basis until it is approved. Assuring this is done as soon as possible is the single most important thing you can do in this transaction.
3. At some point you'll receive from MAS the Order Acknowledgment. This will come from MAS via email and will confirm receipt of your order and deposit.
4. At some point you'll receive the Order Acceptance. This document confirms the equipment and options on the vehicle, pricing, destination and delivery date. Compare this document to your initial Buyer's Offer. If there were any errors in the Buyer's Offer, the Order Acceptance will correct such errors. Remember, if there are inaccuracies, or if you have any questions, you have ten (10) days to contact MAS in writing.
5. Once the vehicle is put on the production line, a Vehicle Identification Number (VIN) is assigned. You will be notified of this number via email. You will need this number so that you can advise your financial institution and insurance company.
6. The next correspondence you may receive is a confirmation of any payment that may still be due on delivery, and a reconfirmation of the delivery date and location.
7. At the designated time and date, you will take delivery of your vehicle at the delivering dealership. The vehicle must be paid in full before it can be delivered to you. Personnel at the dealership can provide assistance regarding the licensing, registration, or other information to complete the delivery of your new vehicle. Please take care to assure you have all your receipts for monies paid by you, a copy of your Buyer's Offer, Order Acceptance and any other pertinent

documents. If your vehicle is financed, take a copy of the finance contract with you, as many states require it to register a new vehicle. Proof of insurance is also required at time of delivery, so make sure you have a copy of your insurance binder and insurance card with you.

8. Approximately ten (10) days after delivery, you'll receive a Customer survey via email requesting feedback from you about the service you received. Completing the customer feedback information and returning it promptly provides needed information that will be used to improve or maintain current procedures.

### **Delivery of Special Order Vehicle to Overseas Location via Commercial Shipment:**

*NOTE: If you take delivery overseas and ship your vehicle stateside at some future date, you will be required to satisfy the tax requirements in the State in which you register and title your vehicle and you may be required to pay applicable taxes at that time.*

1. Apply for financing of your vehicle purchase if you have not yet done so. There are many types of financing available ranging from local credit unions and banks, to special plans offered by manufacturers. The responsibility to obtain necessary financing rests with you and you alone.

2. Follow up on your credit application on a continuing basis until it is approved. Assuring this is done as soon as possible is the single, most important thing you can do in this transaction.

3. Because the vehicle you've chosen is a stock vehicle and does not have to be built, the normal time required for the purchase will be considerably shortened. Many of the following actions will occur very rapidly, and in some cases, simultaneously.

4. The first correspondence you'll receive from MAS via email will confirm receipt of your order and deposit. (If you purchase a vehicle from stock in Germany you will

not receive this email)

5. At some point you'll receive the Order Acceptance. This document confirms the equipment and options on the vehicle, pricing, destination and delivery date. Compare this document to your initial Buyer's Offer. If there were any errors in the Buyer's Offer, the Order Acceptance will correct such errors. Remember, if there are inaccuracies, or if you have any questions, you have (10) days to contact MAS in writing.

6. Once the vehicle is put on the production line, a Vehicle Identification Number (VIN) is assigned to it. You will be notified via email number so you can advise your finance institution and insurance company.

7. All necessary documents for delivery of the vehicle will be provided. These documents may include all or some of the following: Bill of Sale, Manufacturer's Certificate of Origin (MCO), Odometer Statement and Acknowledgment of Receipt of Vehicle.

### **Delivery of Special Order Vehicle to Overseas location via Military Surface Deployment & Distribution Command (MSDDC):**

*NOTE: If you take delivery overseas and ship your vehicle stateside at some future date, you will be required to satisfy the tax requirements in the State in which you register and title your vehicle and you may be required to pay applicable taxes at that time.*

1. Apply for financing of your vehicle purchase if you have not yet done so. There are many types of financing available ranging from local credit unions and banks, to special plans offered by manufacturers. The responsibility to obtain necessary financing rests with you and you alone.

2. Follow up on your credit application on a continuing basis until it is approved. Assuring this is done as soon as possible is the single most important thing you can do in this transaction.

3. The first correspondence you'll receive from MAS is the Order Acknowledgment. This will come from MAS via email and will confirm receipt of your order and deposit.

4. At some point you'll receive the Order Acceptance. This document confirms the equipment and options on the vehicle, pricing, destination and delivery date. Compare this document to your initial Buyer's Offer. If there were any errors in the Buyer's Offer, the Order Acceptance will correct such errors. Remember, if there are inaccuracies, or if you have any questions, you have ten (10) days to contact MAS in writing.

5. Once the vehicle is put on the production line, a Vehicle Identification Number (VIN) is assigned. You will be notified of this number via email. You will need this number so you can advise your financial institution and insurance company.

6. A vehicle scheduled for shipment must be accompanied by approved military documents, including Commander's Approval, Permanent Change of Station (PCS) Orders and Power of Attorney documentation. The vehicle must be paid, in full, at least 21 days before it can be turned over to the military terminal for shipment. A Military Shipment check list is available at: **[www.militaryautosource.com/onbase/program-resources](http://www.militaryautosource.com/onbase/program-resources)** in the Program Resources section.

7. When all of the above requirements have been satisfied, your vehicle will be turned over to the military ocean terminal for shipment. The date when this occurs is considered the delivery date of the vehicle since MAS no longer controls the vehicle and the title to the vehicle passes to you.

8. You will be given a copy of the Vehicle Inspection and Shipping Form that includes the Military Order Number issued by the Vehicle Processing Center (VPC). You must follow up with your Military Transportation Officer (MTO) to determine arrival date and availability date for pick up or you may inquire on the web at: **[www.pcsmypov.com](http://www.pcsmypov.com)**

## IV.

### Help Available

The purchase of a new car, truck, or motorcycle is an exciting event. MAS, the MAS Sales Representative, the vehicle manufacturer, and the Exchange all have a common goal to make your transaction a pleasant experience. Sometimes though, problems and difficulties can cause the purchase to be less than flawless. Listed below are the points of contact if you have problems at delivery or afterwards.

*NOTE: Every effort has been made to assure this information IS as up to date as possible; however, please confirm with your MAS Sales Representative or visit the MAS website at **[www.militaryautosource.com/onbase/home](http://www.militaryautosource.com/onbase/home)** for any communication you wish to make.*

#### If You Are Located in Europe:

The first person to contact if you have difficulties is your MAS Sales Representative. If corrective action can't be accomplished at this level, contact the local office of MAS.

**Military Car Sales GmbH**  
Westerbachstr 23  
61476 Kronberg/Ts. Germany  
Telephone: 0049-6173-704257  
Fax: 0049-6173-704243  
[custserv@militarycars.com](mailto:custserv@militarycars.com)

If you need further assistance, contact the local Exchange Services Business Manager, or the local General Manager.

#### If You Are Located in the Pacific:

The first person to contact if you have difficulties is your MAS Sales Representative. If corrective action can't be accomplished at this level, contact the local office of MAS.

**Japan:**

Military AutoSource  
Bldg 570  
YCC Complex, 2nd Floor  
Yokota Air Base 96326  
Telephone: 1-214-261-2001

**Okinawa:**

Military AutoSource  
ATTN: Operations Manager  
Exchange Services/OMSC  
Unit 35163/OMSC  
APO AP 96378-5163  
Telephone: 646-2929  
Camp Foster (Bldg 5644)

**Korea:**

Military AutoSource (OMSC)  
Bldg S-449  
Unit 15471  
APO AP 96271-5471  
Telephone: 031-692-3765

**Guam:**

Military AutoSource (OMSC)  
ATTN: Operations Manager  
P.O. Box 8041, MOU-3  
Dededo, Guam 96912  
Telephone: (671)632-43432

**If You Are Located in Puerto Rico:**

The first person to contact if you have difficulties is your MAS Sales Representative. If corrective action can't be accomplished at this level, contact the local office of MAS.

**Puerto Rico:**

Military AutoSource  
ATTN: Operations Manager  
Box 34556  
Ft. Buchanan, Puerto Rico 00934-0556  
Telephone: (787)792-1397, (787)792-5208  
Fax: (787) 793-2786

**If You Are Located in CONUS:**

The points-of-contact in CONUS are at the stateside headquarters of Military AutoSource.

Overseas Military Sales Corporation  
ATTN: Client Relations  
175 Crossways Park Drive West  
Woodbury, NY 11797-2002

Before Delivery Client Relations:  
USA Toll Free: 1-800-732-2839  
Email: Support@militarycars.com

After Delivery: 1-800-347-7019  
Email: aso@militarycars.com

If you need further assistance, contact the local Exchange Services Business Manager, or the local General Manager. If you still need assistance, contact the Business Program Manager at the following address:

**Exchange-PACIFIC Region:**

ATTN: Business Program Manager (Services)  
Unit 35163  
APO AP 96378  
Telephone: 81-98-892-5111 X 645-7713  
DSN: 645-7713



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