

# New Car Sales Program

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## FOREWORD

AAFES contracts directly with American automobile manufacturers to sell their vehicles in AAFES overseas Exchanges. Ford Motor Company and DaimlerChrysler Corporation have chosen to offer their products through their distributor Overseas Military Sales Corporation (OMSC) doing business as Exchange New Car Sales (ENCS). AAFES contracts directly with OMSC to offer Harley-Davidson motorcycles.

**AAFES also contracts with OMSC to offer foreign name plated vehicles when such vehicles contain qualified US content and are manufactured in the US.**

Both AAFES and the manufacturers want to make the purchase of a new American-built car, truck, or motorcycle as easy as possible. This brochure is intended to answer any questions that you may have about the program, point out the many benefits available to you, and provide specific information about the various purchase/delivery options should you choose to use this program.

## **I. Questions & Answers**

### **Who Can Buy Through This Program?**

US government civilian and 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, are eligible to purchase a new car, truck, or motorcycle for delivery to their overseas location or to the United States. Navy personnel serving on ships deployed from U.S. waters are also eligible to use this program.

### **Where Can I Order a New Car, Truck, or Motorcycle?**

ENCS representatives are permanently located at most major overseas Exchanges, and at some smaller facilities on a scheduled part-time basis. If your location doesn't offer the program, contact ENCS directly as shown below:

Overseas Military Sales Corporation  
ATTN: Sales & Service  
100 Crossways Park West  
Woodbury, NY 11797-2084

Web-site: [www.encs.com](http://www.encs.com)

E-mail: [exch@militarycars.com](mailto:exch@militarycars.com)

## **Why Buy Through the AAFES New Car Sales Program?**

There are four main reasons to buy a new vehicle through the AAFES New Car Sales Program:

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

Second, you are assured of a competitive price.

Third, the ENCS representative will guide you through the buying experience, and provide technical guidance from selection to delivery.

Finally, AAFES' 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 ENCS representative, we will be happy to assist you at any and all points in the transaction. Specifics on AAFES points-of-contact on the New Car Sales Program are listed in Part IV, "Help Available," of this brochure.

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

**No.** A vehicle sold through the Exchange New Car Sales Program is covered by the manufacturer's warranty, just as if it was sold in the United States; however, the AAFES contract with Exchange New Car Sales / vehicle manufacturers provide many consumer guarantees and protections not available to you in the United States. In addition, AAFES will act as an intermediary to resolve claims or disputes that may occur between you and the manufacturer or its agents during both the purchase and warranty periods.

## **Do AAFES Percentage or Dollar Off Coupons Apply to Purchase With ENCS?**

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

## **Does the AAFES 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 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 Exchange New Car Sales Program are always priced lower than the Manufacturer's Suggested List Price and have pre-negotiated prices with guaranteed price protection.

## **What About Vehicle Warranties?**

Any new vehicle purchased through the Exchange New Car Sales 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. AAFES 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 ENCS 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 Exchange New Car Sales Program?**

**No**, but your ENCS 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 literally hundreds of approved 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.

### **Is the BUYER'S OFFER I Sign the Only Document That I'll Receive on the Purchase of My Vehicle?**

**No.** When you purchase a vehicle, the ENCS 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 ENCS. Once this is completed (generally within 30 days of completing the Buyer's Offer) you will receive an Order Acceptance by mail. 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 Exchange New Car Sales. 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 OMSC'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 ENCS 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 ENCS, in writing, within ten (10) calendar days of receiving the Order Acceptance. Write to the address provided on the form. In such an instance, you are entitled to receive a full refund if ENCS 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, money order, credit card (\$1000.00 maximum) or cash. As with all transactions, always get a receipt from the ENCS 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 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 not later than at delivery.

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

c. For overseas shipment by a commercial shipper, final payment is due before your car 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. Harley-Davidson motorcycles must be paid in full 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 ENCS representative or communicate with the New York office via the Internet: [www.encs.com](http://www.encs.com) or email: [exch@militarycars.com](mailto:exch@militarycars.com)

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

Your new car, truck, or motorcycle 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 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 ENCS at 1-800-669-1867, not the delivering dealer. If you need additional assistance, contact the HQ AAFES Customer Relations Branch. The telephone numbers you will need for both the ENCS and AAFES are shown in Part IV, "Help Available," of this brochure.

### **How Is Delivery Made Overseas?**

If you have Surface Deployment and Distribution Command (SDDC) authorization for POV shipment to an authorized overseas location, you are responsible for obtaining all documents necessary for ENCS to deliver your new vehicle to the U.S. terminal. If you have any questions, see your local Military Transportation Officer (MTO). ENCS must have payment in full and the documents to mail to SDDC 21 days prior to your scheduled delivery date. Once SDDC approves your documentation, ENCS will have your vehicle delivered to the SDDC 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 ENCS can't give you a date when you will actually receive the vehicle because shipment is controlled by SDDC.

**Note:** Harley-Davidson motorcycles cannot be shipped via SDDC.

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 SDDC rests with you, except damages in transit, as explained below.

For a commercial shipment arranged by ENCS, ENCS is responsible for all details concerning ocean shipment and assumes risk of loss to the vehicle until it is delivered to you. ENCS 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, ENCS 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 ENCS 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.

### **Overseas Stock Deliveries**

If you decide to purchase a display unit that is located at an AAFES exchange in Germany the transaction will have to be placed through an authorized NATO procurement agency

in order for you to claim local German tax and duty exemptions. AMSTO (Allied Miscellaneous Sales Transaction Office) is the official procurement agency selected to provide this service and purchase the vehicle on your behalf. Your agent is familiar with the process and will provide any necessary information.

### **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, ENCS is responsible for all costs of damage or loss until you take delivery of the car. With SDDC shipments, you are responsible for all damages or loss not noted on the vehicle receipt documents once the vehicle is turned over to the SDDC 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 ENCS before you take delivery. Resolve the problem with ENCS 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 OMSC.

## **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 AAFES nor the ENCS 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 on 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 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.encs.com](http://www.encs.com) – click on “Customer Information” then “Sales Tax and Registration Information.”

**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**

AAFES contracts directly with American automobile manufacturers and OMSC to sell Chrysler, Ford, and Harley-Davidson vehicles in AAFES overseas Exchanges. Both AAFES and the manufacturers want to make the purchase of a new American-built car, truck, or motorcycle as easy as possible. AAFES New Car Sales 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) business days after placing the order, or anytime before the written Order Acceptance is mailed to you;
- b. ENCS 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 the conditions for order cancellation with a full refund;

b. ENCS cancels the order because you don't pick up the vehicle and/or pay the balance owing 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 ENCS representative for the details.

**Compensation for Expenses:**

ENCS may be liable and responsible to the customer for failure to deliver or delay in delivering a vehicle. ENCS 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 ENCS 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 ENCS, isn't covered. Check with the ENCS representative for details on this compensation provision.

## **Additional Rights and Entitlements:**

There are additional benefits beyond the basic contract terms and conditions offered by Exchange New Car Sales.

DaimlerChrysler and Ford products 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, ENCS 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. Your ENCS representative will give you a copy of the Guarantee and form required; they are also available at [www.encs.com](http://www.encs.com). If you are in the US, call the toll free number for Customer Service, 1-800-669-6183.

b. **Guarantee of Satisfaction Upon Delivery.** If, upon inspection at the delivery point, you are not completely satisfied, contact ENCS. 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.encs.com](http://www.encs.com).

The full details of these programs can be provided by Exchange New Car Sales and are available on the website: [www.encs.com](http://www.encs.com).

## **AAFES Consumer Protection:**

AAFES stands ready to intercede on your behalf with the manufacturer/ENCS should it become necessary to do so. The phone number is 1-800-527-6790, ext. 3119.

### **III. Checklist of Process**

This checklist is intended for general guidance only, and covers the types of new vehicle transactions available through the AAFES New Car Sales Program. 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 a and b 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 AAFES ENCS facility. ENCS representatives are ready to help.

2. Evaluate the results of your ENCS 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 ENCS 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 ENCS 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. Your ENCS representative can advise you of the various financing rates, and assist you in obtaining financing; however, the responsibility to obtain necessary financing rests with you and you alone. To complete your financing, you'll need a current leave and earnings statement and a completed credit application.

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 ENCS is the Receipt of Order. This will come from the home office of ENCS and will confirm receipt of your order and deposit.

4. The next correspondence you'll receive is 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 ENCS 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 with a special postcard. You will need this number so that you can advise your finance 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 letter 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 to special plans offered by

manufacturers. Your ENCS representative can advise you of the various financing rates, and assist you in obtaining financing; however, the responsibility to obtain necessary financing rests with you and you alone. To complete the financing application, you'll need a current leave and earnings statement and a completed credit application.

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 ENCS is the Greeting Letter. This will come from the home office of ENCS and will confirm receipt of your order and deposit.

4. The next correspondence you'll receive is 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 ENCS, in writing.

5. Once the vehicle is put on the production line, a Vehicle Identification Number (VIN) is assigned to it. You will be notified with a special postcard of this number so you can advise your finance institution and insurance company.

6. When your vehicle is assigned to a vessel for delivery to your overseas location, all necessary documents for completing the delivery will be forwarded to the in-country processing office. The vehicle must be paid, in full, before it can be turned over to the shipping company for shipment.

7. Upon arrival of your vehicle in country, you will be contacted by the local processing office to set up an appointment for the delivery of your vehicle.

### **Delivery of Vehicle from Overseas/Stateside Stock:**

**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. Make application 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. Your ENCS representative can advise you of the various financing rates, and assist you in obtaining financing. However, the responsibility to obtain necessary financing rests with you and you alone. To complete the financing application, you'll need a current leave and earnings statement and a completed credit application.

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 ENCS is the Receipt of Order. This will come from the New York Office of ENCS and will confirm receipt of your order and deposit. If you purchase a vehicle from stock in Germany you will not receive this letter.

5. The next correspondence you'll receive is 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 ENCS, in writing.

6. When your financing is approved, your vehicle will be diverted to meet your requested delivery date. The vehicle must be paid in full before it can be delivered to you. The VIN of the vehicle is available immediately from your ENCS representative. You will need this number for your financial institution and insurance company.

7. All necessary documents for delivery of the vehicle will be provided to the delivering dealer/agent. 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 Surface Deployment and Distribution Command (SDDC):**

**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. Your ENCS representative can advise you of the various financing rates, and assist you in obtaining financing; however, the responsibility to obtain necessary financing rests with you and you alone. To complete the financing application, you'll need a current leave and earnings statement and a completed credit application.

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 ENCS is the Receipt of Order. This will come from the New York Office of ENCS and will confirm receipt of your order and deposit.

4. The next correspondence you'll receive is 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 ENCS 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 with a special postcard. You will need this number so you can advise your finance institution and insurance company.

6. A vehicle scheduled for SDDC 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. An SDDC check list is available on the [www.encs.com](http://www.encs.com) website in the Customer Information 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 ENCS 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.whereismypov.com](http://www.whereismypov.com)

## IV. Help Available

The purchase of a new car, truck, or motorcycle is an exciting event. Exchange New Car Sales, the ENCS representative, the vehicle manufacturer, and AAFES 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 ENCS representative the Exchange New Car Sales points-of-contact for any communication you wish to make.

### If You Are Located in Europe:

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

Military Car Sales GmbH  
Westerbachstr 23  
61476 Kronberg/Ts.  
Telephone: 0049-6173-704258  
Fax: 0049-6173-704243

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

If you still need assistance, contact the New Car Sales Program Manager at the following address:

AAFES-Europe  
ATTN: New Car Sales Program Manager  
APO AE 09245-0003  
Civilian Telephone: 49-6134-715-436  
DSN: 334-2827  
Fax: 49-6134-715-379

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

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

### Japan:

Exchange New Car Sales  
ATTN: Operations Office Unit 5203  
Bldg. 4018, Rm. 101  
APO, AP 96328-5203  
Yokota AB, Japan  
Telephone: 0425-305049

### Okinawa:

AAFES Exchange New Car Sales  
ATTN: Operations Manager  
AAFES Services/OMSC  
35163/OMSC  
APO AP 96378-5163  
Telephone: 646-2910 Camp Foster  
Fax: 646-3564

### Korea:

AAFES Exchange New Car Sales  
HQ KOSA - OMSC  
ATTN: Operations Manager  
Unit 15555  
APO AP 96205-0003  
Seoul, South Korea  
Telephone: 721-7001 or 721-7002  
Fax: 721-7003

### Guam:

ATTN: Operations Manager  
Exchange New Car Sales  
Bldg 295, Redman St., NCTAMS  
WESTPAC  
Dededo, Guam 96912  
Telephone: (671) 632-4300/4342/4344  
Fax: (671) 632-4340

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

If you still need assistance, contact the Business Program Manager at the following address:

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

**If You Are Located in Puerto Rico or the Azores:**

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

Puerto Rico:

AAFES Exchange New Car Sales  
ATTN: Operations Manager  
Box 34556  
Ft. Buchanan, Puerto Rico 00934-0556  
Telephone: (787)783-2455  
Fax: (787) 793-2786

Azores:

AAFES Exchange New Car Sales  
Contact Representative  
Telephone: (35) 1 295 573173

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

HQ Army and Air Force  
Exchange Service  
Customer Relationship/Marketing  
Branch (MKD-R)  
P.O. Box 660202  
Dallas, TX 75266-0202  
Telephone: 1-800-527-6790, Ext. 3119  
or (214) 312-3119  
DSN: 967-3119  
Fax: (214) 312-3635

### **If You Are Located in Conus:**

The points-of-contact in CONUS are at the stateside headquarters of Exchange New Car Sales.

Overseas Military Sales Corporation  
ATTN: Sales & Service  
100 Crossways Park West  
Woodbury, NY 11797-2084

### **Before Delivery Sales & Service Teams:**

Harley Davidson	1-800-370-2966
All other vehicles ordered while in:	
Germany/Holland/Belgium	1-800-664-5153
Middle-East	1-800-434-8978
Other Europe locations	1-800-664-5127
Okinawa	1-800-664-4810
Japan	1-800-237-4969
Guam/Korea/Puerto Rico	1-800-664-5015
All other locations:	1-800-669-1867
Fax: (Include Location Team)	(516) 496-1879

After Delivery 1-800-669-6183  
Fax: (516) 677-3700  
Web-site: [www.encs.com](http://www.encs.com)  
E-mail: [exch@militarycars.com](mailto:exch@militarycars.com)