



## GENERAL CLAIMS INSTRUCTIONS FOR VEHICLES DAMAGED WHEN SHIPPED AT GOVERNMENT EXPENSE

Claims are processed under the provisions of Army Regulation (AR) 27-20 and Department of the Army Pamphlet (DA Pam) 27-162. NOT ALL CLAIMS ARE PAYABLE.

It is the Claimant's responsibility to properly complete the required forms and to provide documentation substantiating their claim. The Fort Carson Claims Office operates on a walk-in basis taking in claims and answering questions during the following times:

**MONDAY - FRIDAY, 0900 – 1200 & 1300-1600**  
**Closed 1200 – 1300 for Lunch**  
**Closed on Weekends, Federal and Training Holidays**

If you require assistance, contact the Claims Office by telephone (719) 526-1355 or DSN 691-1355, or come into the office which is located at Building 6222, on the 1st Floor, 1633 Mekong Street, Fort Carson, CO 80913. Collect calls cannot be accepted. The address to the Fort Carson Claims Office is as follows:

**Office of the Staff Judge Advocate**  
**ATTN: Claims**  
**1633 Mekong Street**  
**Fort Carson, CO 80913-4143**

### **Proper Claimants**

In accordance with AR 27-20, a claim may be presented by members of the Active Army, members of United States Army Reserve, members of the Army National Guard engaged in Inactive Duty Training and Active Duty Training, Department of Defense civilian employees not employed by either the US Navy or US Air Force or Marine Corps or by their agents, representatives, or survivors.

1. In order to file a claim, the following documents must be provided:

\_\_\_ **DD Form 1842** (example attached)  
Claim for Loss of or Damage to Personal Property Incident to Service.

\_\_\_ **DD Form 1844** (example attached)  
List of Property & Claims Analysis Chart.

\_\_\_ **DD Form 788**  
The form provided to the owner of the vehicle or his/her agent when the vehicle is delivered.  
(Damage claimed must be noted & verified by the carrier on the reverse side in order for the damage to be payable).

\_\_\_ **Orders**  
A copy of your orders authorizing the shipment of the vehicle.

**\_\_\_\_ Power of Attorney**

For anyone not a proper party claimant, a power of attorney is required to file a claim on behalf of the proper claimant, except legal spouses who can file claims with written authorization by the claimants.

**\_\_\_\_ Estimates of Repair**

One written estimate of repair that describes the damage and necessary repair work in detail (must be itemized. If we determine that additional estimates are needed, we will inform you).

**\_\_\_\_ Proof of Vehicle Ownership**

A document showing ownership of vehicle at time of incident (copy of registration or title).

**\_\_\_\_ Vehicle Inspection Sheet**

Your vehicle must be inspected by personnel from the Claims Office before your claim is adjudicated. Repair of your vehicle without the approval of, or prior inspection by, the Claims Office may result in denial of your claim.

**\_\_\_\_ Other:** \_\_\_\_\_

**2. Statute of Limitations for Filing a Claim:** In accordance with (IAW) AR 27-20, Chapter 11 and DA PAM 27-162, Chapter 2, a claim must be submitted in writing within two years from the date of delivery of the vehicle. **This Two Year Time Limitation is NOT Waivable – NO Exceptions Can be Granted for Claims Filed Beyond Two Years** Please contact the Claims Office for more information on this.

A claim is considered submitted when it is received by the Claims Office, not when it enters the mail. After two years, you may file directly against the carrier. See the Claims office for guidance.

**3. Claims Not Payable:** Per DA Pam 27-162, Para 11-5.h(2), claims for damage arising as a result of mechanical or structural failure of the vehicle during shipment are not payable.