

**MOTOR VEHICLE REGISTRATION OFFICE
US NAVAL SUPPORT ACTIVITY – NAPLES ITALY**



**FACT SHEET
STOLEN VEHICLE**

PROCEDURAL STEPS

• **US members**

- **Immediately report the theft of a vehicle to Security DISPATCH (081 811 5638 / 5639) to avoid any consequences in case the vehicle is being used illegally. You will be advised on how to proceed.**
- **Within 24 hours of noticing the vehicle missing, members will however need to contact NSA Naples Security I-7 (081 568 5549 / 3351328613) who will schedule an appointment with the Carabinieri to file a report on the circumstances surrounding the stolen vehicle.** Ensure you have a copy of your vehicle registration and proof of insurance (copies can be provided by MVRO).
- **AFI vehicle owners will be escorted by I-7 to local Carabinieri office to file a formal Denouncement.** This must be done in order clear the license plate and will increase the chance of recovering the vehicle.
- **Straight after making the Carabinieri report members are to go to MVRO to inform them of the theft so the stolen vehicle procedure can be initiated.**
- **If the vehicle goes missing on Capo or Support Site bases also report to NSA Naples Security to file a report on the stolen vehicle (DSN 626-2207 / 629-4269). Ensure you get a copy of the Security report.**

MAKE SURE YOU REPORT TO I-7 THE DAY OF THE APPOINTMENT

- **Ensure you bring a copy of the registration for I-7 and NSA Naples Security report if applicable.**
- **I-7 will escort you to the local Carabinieri office to file a Denouncement. The Denouncement **MUST** include: the vehicle owner's name, vehicle Make/Model/Year, AFI plate and Cover Plate numbers, Vehicle Identification Number (VIN), date of theft. Your denouncement must include this information which must also be correct or you will be required to file another denouncement.**

DISTRIBUTION OF DENOUNCEMENT

- **Immediately report to any of the MVRO locations (no appointment required) with the ORIGINAL Carabinieri Denouncement for Italian Customs and Italian Ministry of Transport.**
- **Provide copies of the Denouncement to your Insurance Company and keep a copy of Denouncement for your records.**

• **NON US members**

- **Immediately report the theft of a vehicle (within 24 hours) to the nearby Carabinieri or Carabinieri at JFC to avoid any consequences in case the vehicle is being used illegally.**
- **Straight after making the Carabinieri report, go to any of the MVRO locations (no appointment required) with the ORIGINAL Carabinieri Denouncement for Italian Customs and Italian Ministry of Transport. The stolen vehicle procedure can then be initiated.**
- **Provide copies of the Carabinieri Denouncement to your Insurance Company and keep a copy of Denouncement for your records.**

IMPORTANT THINGS TO KNOW ABOUT THE PROCESS

- **When a vehicle is stolen importation fees to Italian Customs (about 33% of the vehicle market value at the time of the theft) are to be paid.**
 - **Your vehicle will stay in the MVRO database for 30 days past the stolen date.** This is a Customs requirement to complete a closed court inquest (in the event the vehicle is recovered).
 - **If your primary vehicle was stolen, your NEX gas account will be terminated.** You will need to register another vehicle in the primary position in order to reactivate your NEX fuel account.
 - **For NATO personnel** who purchase gas through the JFC Privilege Office, you must pick up your gas card and return it to MVRO along with the Carabinieri Denouncement.
 - **If you have a secondary vehicle and you need to purchase tax free fuel to go to work, please inform MVRO. We will establish a temporary fuel allowance to carry you past the 30 day closed court inquest. After 30 days have past, you will need to set up an appointment with MVRO and either transfer your secondary vehicle to the primary position or purchase another vehicle and register it as your primary vehicle.**
- Please note: the amount of tax free fuel that will be available to you is based on the engine size of the secondary vehicle after the amount of fuel already purchased for that month is taken into consideration.**

- **If the vehicle is registered as your secondary or tertiary (black plated) vehicle, the road taxes must be up to date.** Unfortunately, there is no way to refund road taxes that have been paid in advance.
- **If your primary vehicle was stolen, we cannot rotate another vehicle into the primary position until the closed court inquest is completed (30 days.) Therefore, you may need to pay road taxes on your secondary/tertiary vehicle for an additional month.**

IMPORTANT: IF THE VEHICLE IS RECOVERED PLEASE CONTACT MVRO IMMEDIATELY. EVEN IF YOU HAVE ALREADY BEEN PAID BY THE INSURANCE COMPANY FOR THE THEFT. MVRO IS STILL RESPONSIBLE TO CLOSE THE LOOP WITH CUSTOMS.

Support Site Main Office – Phone DSN 629-6876 – Com 081 811 6876 - Fax DSN 629 6881 – Com 081 811 6881

Capo Office Phone DSN 626 1366/5434 – Com 081 568 1366/5434 - Fax DSN 626 2830 – Com 081 568 2830

Gaeta Office Phone DSN 626 8302 - Fax DSN 626 8339 – Hours of operations: By appointment only

Website: <https://cnreurfcent.cnlic.navy.mil/Installations/NSA-Naples/About/Installation-Guide/Department-Directory/N349-MVRO/>

Email: usn.naples.navsupactnaplesit.mbx.mvro@us.navy.mil



**APPOINTMENTS ARE REQUIRED MONDAY TO FRIDAY.
CUSTOMERS ACCEPTED UNTIL 1430, OFFICE CLOSED 1500
HOURS OF OPERATION – MONDAY THROUGH FRIDAY 0745-1145, 1245-1500
CLOSED FOR TRAINING MONTHLY, ANNOUNCED VIA PAO NOTES**