

**Vehicle Maintenance:** By Appointment Only Monday – Friday from 0700-1500

Customers looking to turning in vehicles with maintenance issues or in need to pick up vehicles that have been fixed (and you were notified for pick-up prior to today) will be By Appointment Only. A customer service representative will be available to provide guidance on when and where to turn in/pick up your vehicle. Please contact Vehicle Management's main appointment line (DSN: 452-7444, Option 1) to schedule an appointment.

\*NOTE: Unit's with a collocated vehicle maintenance will call their respective sections to schedule appoints during the same hours listed above:

Base Maintenance (CE Dirt Boys only): 452-6965

726 AMS (MHE only): 452-4575

**Personal Vehicle (POV) Inspection Station:** Emergencies Only Monday – Friday from 0700-1500

Customers with an emergency requirement for POV inspection (retiring, separating, or who have recently PCS'd into Spangdahlem) must contact the Vehicle Management Flight at DSN 452-4468. Each request will be handle on a case-by-case basis and further guidance will be provided.

**Passenger Travel Office (SATO):** By Appointment Only: 0800-1500 Monday-Friday, excluding U.S. Holidays, Family Days and the first Thursday of each month for training.

Customers can feel free to call 452-6661 for questions during business hours. All appointments will be for case-by-case services only (retiring, separating, e-leave, etc.) by telephone or email at

[52LRS.LGRDAP.PASSENGERTRAVEL@US.AF.MIL](mailto:52LRS.LGRDAP.PASSENGERTRAVEL@US.AF.MIL)

For after-hour **Emergency Leave Request**, please contact our 24-hr stand-by personnel at +49 (0)1607136199.

**Personal Property Shipping Office:** By Appointment Only: 0800-1500 Monday-Friday, excluding U.S. Holidays, Family Days and the first Thursday of each month for training.

Customers can feel free to call 452-6068 for questions during business hours. All appointments will be for emergency services only (retiring, separating, etc.) by telephone or email at

[52LRS.PERSONALPROPERTY@US.AF.MIL](mailto:52LRS.PERSONALPROPERTY@US.AF.MIL)

For after-hour **Emergency Leave Request**, please contact our 24-hr stand-by personnel at +49 (0)1607136199.

**Ground Transportation You Drive it Vehicles (UDI):** By Appointment Only Monday – Friday from 0800-1600

Customers needing to borrow a vehicle will need to send in a Vehicle Request Form to our Org Box ([52lrs.vehreq@us.af.mil](mailto:52lrs.vehreq@us.af.mil)) in order to reserve a vehicle. We will no longer accept walk ins to minimize personnel in our building. Please contact Vehicle Dispatch with any questions (DSN: 452-6649).

**Fuels Service Center (for Ground Fuel VIL Key coding):** By Appointment Only Tuesdays and Thursdays from 0800-1200

Fuel VIL key customers will need to contact the Fuels Service Center (FSC) at 452-6621 to schedule an appointment to drop off/pick up of VIL keys. Once scheduled, customers will bring VIL key(s) to bldg. 158, contact the FSC upon arrival and someone will come retrieve your VIL key and/or VIL key letter from your vehicle and return VIL key to customer once completed (approx. 10 min wait per customer).

**Supply Customer Support (Materiel Management):** Appointment Only 24/7

Saber Customers that require immediate Supply Assistance for priority National Stock Number (NSN) orders, Bench Stock replenishment requests will be supported by the various contact means: DSN: 452-2398; Cell Phone: 0151-6880-3621, and org box: [52LRS.Supply.CustomerService@us.af.mil](mailto:52LRS.Supply.CustomerService@us.af.mil)

**Individual Protective Equipment (IPE) Element:** Deployment/Emergency Appointments Only 24/7

AFMC has directed IPE operation to enforce limited handling of personal wear assets due to COVID. However, Saber personnel that are required to mobilize and/or have emergency situations for Chemical Warfare Defense Equipment/Weapons will be supported. For deployment/emergency scenarios contact the following: DSN 452-6101; Cell Phone: 0175-5342-536. For e-mail contacts, submit coordination to the following org box: [52LRS.52LRSLGRMSP.uniquelyidentify@us.af.mil](mailto:52LRS.52LRSLGRMSP.uniquelyidentify@us.af.mil). Also, appointments can be made with listed contact details.

**Supply Equipment Accountable Element (EAE):** Appointments Only 24/7

Saber Equipment Custodians that have MICAP/mission degradation AF Equipment requirements will be supported by various communication channels such as phone and e-mail. Contact details are as followed: DSN 452-4349; Cell Phone: 01706834883. For other queries/coordination e-mail org box: [52lrs.accountabilityoffice@us.af.mil](mailto:52lrs.accountabilityoffice@us.af.mil). Also, appointments can be made with listed contact details.

**HAZMART Pharmacy/Green Room:** Minimum Manned/Appointments Only 24/7

Customers wishing to get Green Room items should contact the HAZMART as ALL disinfectant products are currently out of stock. Once back in stock, services will be by appointment only. Customers that require hazardous materials will be supported via priority order requests as limited personnel available. MICAP/priority orders can be made by the following contact means: DSN 452-6614, Cell Phone: 0151-2181-7439, and/or org-box: [52lrs.hazmat@us.af.mil](mailto:52lrs.hazmat@us.af.mil)

If you have any questions or concerns about any of these customer service support hours, please do not hesitate to contact any of the award winning teams at LRS and they will assist you in the best way possible.