



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5560.3C  
SES/PMO  
17 DEC 23

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER  
5560.3C

From: Commander  
To: Distribution List

Subj: CAMP LEJEUNE AND NEW RIVER NON-GOVERNMENT WRECKER REGULATIONS  
AND RATES

Ref: (a) MCO 5580.2B Ch 2  
(b) NORTH CAROLINA GENERAL STATUTES, CHAPTER 20 MOTOR VEHICLES  
(c) NAVSUPINST 4200.99C  
(d) DON EBUSOPSOFFINST 4200.1A  
(e) MCIEAST-MCB CAMLEJO 5560.2B

Encl: (1) Rotational Wrecker Towing Agreement Form (MCIEAST-MCB  
CAMLEJ/SES/PMO/5560.3/48)

1. Situation. The towing of privately owned vehicles is a daily occurrence aboard Marine Corps Base, Camp Lejeune (MCB CAMLEJ) and Marine Corps Air Station New River (MCAS NR), herein referred to as Installations. Many towing services are available in the community and the use of a rotational wrecker service is considered the most cost effective and efficient method of towing vehicles per reference (a).

2. Mission. To provide a secure means for removal of illegally parked, abandoned, or inoperable automobiles, and to protect active duty military personnel, civilians, and family members from unscrupulous wrecker services and towing practices. This Order establishes standards for towing agencies requesting permission to conduct business aboard the Installations.

3. Cancellation. MCIEAST-MCB CAMLEJO 5560.3B.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commanders Intent. Strict adherence to the standards established in this Order and prescribed in references (a) and (b) shall be maintained to ensure the safety of our community and the equitable treatment of qualifying businesses on the Rotational Wrecker List (RWL).

(2) Concept of Operations. The focus of effort is to ensure that all rotational wrecker services operating aboard MCB CAMLEJ and

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MCAS NR have appropriate background checks, maintain specified capabilities, and assess fees based upon this Order.

b. Tasks

(1) On-Scene Accident Investigator

(a) Ascertain from owners or drivers of the vehicles involved if they desire any particular towing firm to remove their vehicles from the scene. The accident investigator will make every effort to have the requested towing firm remove the vehicle. Wreckers at the scene who are not called by the Military Police (MP) Security Emergency Operations Center (SEOC) will not be permitted to tow a wrecked vehicle unless the Accident Investigator determines that an emergency exists, or that the vehicles must be removed immediately to relieve traffic congestion to prevent more accidents.

(b) Advise the SEOC to place the call for assistance using the next wrecker firm on the RWL if the owner or driver does not have a preference. If an emergency, the Accident Investigator will use the nearest wrecker firm regardless of the position on the RWL. A note will be made in the Computer Aided Dispatch System as to the circumstances. However, care should be given to use the RWL.

(c) Ensure any injured owner or driver is informed of which wrecker firm removed their vehicles from the scene. The on-scene investigator will also ensure the wrecker firm clears the accident scene of all debris and glass fragments.

(2) Emergency Dispatch Center (EDC). The EDC will make a log entry of the time, date, location of the accident, wrecker service requested, and estimated time the wrecker will arrive.

(3) Marine Corps Installations East (MCIEAST)-MCB CAMLEJ Provost Marshal's Office (PMO)

(a) Place a towing firm on RWL when a petitioning firm has met the criteria established by this Order.

(b) Enforce this Order through the use of safety inspections and the maintenance and use of the RWL.

(c) Assign an Accident Investigation Division or impound representative to work with the EDC to administer the RWL and to supervise the maintenance of Rotational Wrecker records and files.

(d) Provide information copies to the Command Inspector General (CIG) of all adverse material, of any nature, regarding towing firms.

(e) Ensure wreckers are called to the scene of an accident on a rotational basis by the SEOC. The PMO representative on scene

will ensure the wrecker conducts an inventory except in an emergency.

(f) Call only those towing firms that have executed an agreement with the Installations, unless the Provost Marshal (PM), Deputy Police Chief, or Watch Supervisor determines that an emergency exists and/or all other wreckers are unavailable.

(g) Remove from the list the name of any towing firm that fails to comply with any of the provisions hereof; gives any false information on the application or agreement, fails to cooperate while rendering service, or for any justifiable cause.

(h) Ensure that all non-government auto-wrecker operators submit the proper background checks and are found qualified to operate aboard the Installations accordingly.

(i) Ensure approved towing firms and all operators applying for approval are properly entered into the Consolidated Law Enforcement Operations Center System and that approved towing firms are issued the appropriate Defense Biometric Identification System (DBIDS) credentials for one year.

(4) MCIEAST-MCB CAMLEJ CIG. Hear all appeals concerning denial of an application and removal from the RWL.

(5) Traffic Court Judge

(a) Take appropriate action on all traffic citations issued to wrecker drivers per reference (e).

(b) Provide PMO with a copy of such action.

(c) Refer serious violations to the Staff Judge Advocate, Special Assistant U.S. Attorney, for appropriate adjudication in the U.S. Magistrate Court.

c. Coordinating Instructions

(1) Non-government Auto-wrecker Operators are required and responsible for:

(a) A 50-state background check conducted at the Onslow County Courthouse and at the Contractor Vetting Office, bldg, TT13. The background check will not be more than 30 days old. Any convicted felon will not be qualified as an authorized driver. Revocation or suspension of state driving privileges will disqualify a previously authorized driver. Active persona-non-grata will also disqualify an individual as an authorized driver.

(b) Possess the appropriate class of license.

(c) Clearing debris on the roadways from accident scenes. This not only means large obstacles, but also glass and small fragments. Failure to comply will result in removal from the RWL and denial of future access to the Installation.

(d) Conduct an inventory and vehicle condition report per enclosure (1).

(e) Must comply with all base regulations.

(2) Failure of towing company to accept and/or adhere to this Order will result in the towing company's privileges being revoked.

(3) All towing companies that have not executed an agreement with the Installation will be required to obtain a Visitor Pass from the Visitor's Center **each and every time** prior to entering the Installations. All approved drivers of authorized towing companies having executed an agreement will receive DBIDS credentials for one year and must present these credentials to access the installation.

(4) All towing companies desiring placement on the Installation RWL and access to Installations will complete enclosure (1), a written agreement with the Commanders, and present it to the MCIEAST-MCB CAMLEJ PMO Domestic Animal Control (DAC) office for processing.

(5) All wreckers owned by firms or persons seeking to do business aboard MCB CAMLEJ and MCAS NR must be in compliance with North Carolina law and equipped with the following per reference (b):

(a) Brakes

1. Hand Brake (Electric Brake Lock)

2. Foot Brake

3. Hydraulic Brake

4. Air Brake

(b) Lights

(c) Mirrors

(6) Each wrecker used by the applicant must have a minimum of 5,000 pounds in capacity and be equipped with the following service equipment, each of which will be specially designed for the purpose of assisting at an accident scene:

(a) Broom

(b) Bolt Cutters

(c) Winch Cables (one spool of at least 200 feet in length and three-eighth inches or more in diameter)

(d) Two Snatch Blocks

(e) Fire Extinguisher

(f) Power-Take-Off (10-ton pulling capacity)

(g) Shovel

(h) Wrecker Bar (Crowbar) or Auto Power Machine

(i) Wrecker Booms (two-three points of suspension)

(j) Two Scotch Blocks

(k) Dollies for transporting vehicles with severe damage

(7) In general, applicants must ensure they have equipment capable of towing an automobile or truck from the roadways or other public areas upon request. All wreckers must be kept in good working condition and meet the minimum safety requirements, not only as specified in this Order, but in all applicable sections of reference (b).

(8) The applicant shall agree to permit periodic inspections by the PM or his designee to ensure that all criteria of this Order are met:

(a) All persons, firms, or towing businesses will apply for DBIDS credentials. This includes firms who are acting as an American Automobile Association services provider.

(b) It is the towing firm's responsibility to notify and provide copies to the PM or their designee of any changes in insurance coverage.

(c) The applicant shall assume all liability and will save the U.S. Government from any liability for damages sustained by vehicles while being towed or stored. Additionally, they will maintain sufficient liability insurance to cover damage, personal injury, or loss of property while the vehicles are in the custody of the applicant's firm.

(d) No dealer's license plate may be displayed on the wrecker.

(e) All wreckers must have the name and telephone number

of the towing service (applicant) clearly printed on both sides of the wrecker.

(f) An applicant who refuses a call or fails to respond to pick up vehicles when called may be removed from the RWL or denied access to the Installations.

(g) Wreckers must be at the scene within 45 minutes from the time called; if not, the next wrecker service on the RWL will be requested. The towing firm who fails to respond will be placed at the bottom of the list. After two missed calls without a viable explanation, the firm in question will be removed from the RWL and denied access to the Installations.

(h) The towing of tactical vehicles is expressly prohibited.

(i) Wreckers are specifically prohibited from "chasing or running accidents" or soliciting business at accident scenes. All violators will be removed from the RWL and denied access to the Installations.

(j) The applicant shall provide continuous 24-hour on-call service.

(k) To be added to the RWL and granted access to the Installations, the owner of the towing firm or authorized agent acting in place of the towing firm, must complete a copy of enclosure (1) and return it to the MCIEAST-MCB CAMLEJ PMO DAC office.

(l) Two separate businesses can lease or use the same building under different names, as long as each complies with all regulations set forth in this Order.

(m) Towing firms and their wreckers must be located within Onslow County, North Carolina.

(n) The towing, impoundment, and disposition of abandoned vehicles are governed by reference (a,e).

(o) Under no circumstance will a vehicle be towed outside the boundaries of the RWL without prior consent of the vehicle's owner/driver or as directed by the PM or his designee. In this instance, the boundaries are the paths and roadways immediately between MCB CAMLEJ, MCAS NR, and the off-site storage facility of the assigned wrecker company. This is verified by periodic inspections.

(p) The registered owner of the towed or stored vehicle will be responsible for all costs incidental to the towing and storage of said vehicle; and funds will be paid directly to the wrecker company. The U.S. Government will assume no liability or

responsibility for any vehicle removed from the Installations without U.S. Government's authority or the collection of the established fee.

(q) Each applicant shall agree to the standard rates as established and approved by the Commanding General, MCIEAST-MCB CAMLEJ listed in enclosure (1).

(r) Per reference (c), the applicant/wrecker company must be able to accept payment from major credit cards. This requirement is due to the large number of customers that use credit/charge cards.

(s) Per reference (d), the applicant/wrecker company must be able to accept the Government-Wide Commercial Purchase Card as this is the only form of payment that will be used by the Installations.

(t) The applicant/wrecker company must comply in all respects with the Servicemembers' Civil Relief Act (SCRA) (50 U.S.C. 3901 et seq). Compliance with the SCRA includes, but is not limited to, (1) obtaining a court order 90 days prior to the sale of a motor vehicle owned by a person on active duty, and (2) filing an affidavit with the court concerning the military service affiliation, if any, of the vehicle owner, prior to sale of the vehicle. As a condition of being on the installation rotational wrecker service list, the wrecker company must search the online Defense Manpower Data Center (DMDC) database and obtain a certificate therefrom indicating that the vehicle owner is NOT a servicemember prior to filing an affidavit with the court asserting that the vehicle owner is not in the Armed Forces or that the service affiliation of the vehicle owner cannot be determined. If the vehicle owner provides evidence of military service affiliation such as an Armed Forces Common Access Card, any wrecker service affidavit to the court thereafter shall indicate that the vehicle owner is a service member, notwithstanding DMDC results to the contrary. To look up service affiliation through the DMDC, the requestor must provide either the date of birth or the social security number of the subject of the search. Towing companies shall obtain such information through a subscription to a commercial data service such as TLOxp (TransUnion) or IRB search. Noncompliance with this paragraph will result in immediate removal from the wrecker rotation.

(u) Strictly prohibited from repossessing vehicles aboard MCB CAMLJ and MCAS NR without prior approval from Base Legal Civil Processing Office.

(v) At the request of Law Enforcement, Tow vehicles to the PMO Evidence or Impound Lots and provide a receipt to the PM or designee.

## 5. Administration and Logistics

a. Administration. Communication will exist between the Contractor Vetting Office and the DAC to ensure that companies are properly vetted.

b. Logistics. There will be periodic and yearly inspections for the companies on the RWL to ensure compliance with all rules and regulations outlined in references (a) through (e).

6. Command and Signal

a. Command. This Order is applicable to MCB CAMLEJ, MCAS NR, its tenant commands, and all wrecker companies requesting access to, or currently on the RWL.

b. Signal. This Order is effective the date signed.

GARCIA.ADO | Digitally signed by  
LFO.JR.11312 | GARCIA.ADO.LFO.JR.1  
06859 | 131206859  
Date: 2023.12.17  
18:38:39 -0500

A. GARCIA JR.

DISTRIBUTION: A/B/C



## ROTATIONAL WRECKER TOWING AGREEMENT

Name of Wrecker Service: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Owner/Authorized Agent (Print Name): <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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Address (Street/City/Zip): <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Telephone Number (Provide two if possible) <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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1. I have read and understand Marine Corps Installations East-Marine Corps Base Camp Lejeune Order 5560.3C, which governs the Rotational Wrecker Services of Marine Corps Base (MCB) Camp Lejeune, North Carolina.

2. I hereby agree with all of the conditions and responsibilities outlined in MCIEAST-MCB CAMLEJO 5560.3C and voluntarily enter into this Rotational Wrecker Agreement with MCB Camp Lejeune.

3. Towing firms and their wreckers must be located within Onslow County, North Carolina in order to be members of the Rotational Wrecker List, provided the following conditions are met:

- a. The towing firm may not be sold or leased.
- b. The towing firm and/or storage lot may not be relocated.
- c. The towing firm wrecker must be at the scene within 45 minutes after being notified by the Military Police Desk Sergeant.
- d. Privately owned vehicles will be towed from MCB Camp Lejeune and MCAS New River only when authorized by the Provost Marshal Office or as requested by the registered owner/driver. I further understand that towing tactical vehicles is not permitted.
- e. Prior to towing a vehicle, except in emergency cases, an inventory of the vehicle will be conducted and the condition of the vehicle noted. In cases of emergency, an inventory will be conducted as soon as practical.
- f. In the event of an emergency, the nearest wrecker will be requested regardless of the position on the MCB Camp Lejeune Rotational Wrecker List.
- g. There will be no mileage fee charged on any vehicle towed from MCB Camp Lejeune or MCAS New River.

4. I further agree to furnish the following information with this agreement:

- a. A copy of the storage lot insurance policy showing that stored and towed vehicles are insured.
- b. A copy of a completed background check from Onslow County and a completed background check from the Administration Section, Provost Marshal Office, Building 58, Marine Corps Base, Camp Lejeune. Any person convicted of a felony charge will not be qualified as an authorized driver.
- c. A valid DBIDS Credential and a valid Driver's License to DAC at Bldg. TT2455L Marine Corps Base Camp Lejeune.
- d. A copy of the lease agreement from the property owner if the applicant does not own the storage lot.
- e. My Storage lot is located at: \_\_\_\_\_

5. I agree to the following towing fees:

Monday - Friday	0800 - 1759	\$125.00
Monday - Friday	1800 - 0759	\$150.00
Weekends/Holidays		\$150.00
Hourly Rate after 1st Hour		\$50.00
Use of Dollies		\$50.00
Use of Winch		\$50.00
Clean up & Oil Dry		\$20.00
Storage Fees Per Day		
Outdoor Daily Storage		\$25.00
Indoor Daily Storage		\$30.00

6. I agree to comply with the Servicemembers Civil Relief Act (50 U.S.C. 3901 et seq). I agree to obtain a court order 90 days prior to the sale of any vehicle seized from a service member. I agree to file an affidavit with the court identifying the service affiliation (or lack thereof) of the vehicle owner prior to each such sale. I agree that I will not assert to the court that the vehicle owner is not in the Armed Forces unless I first obtain a certificate from the Defense Manpower Data Center (DMDC) that confirms the vehicle owner is NOT in the Armed Forces or if the owner of the vehicle presents an Armed Forces Common Access Card notwithstanding the results of the DMDC search. Finally, I will subscribe to a commercial data service such as TLOxp (TransUnion) or IRBsearch to obtain a vehicle owner's date of birth or social security number in order to be able to use the DMDC appropriately and I agree to use the DMDC to determine service affiliation in every case. I understand that failure to comply with any provision herein may result in immediate removal from the installation wrecker service rotation.

7. I understand that any false information provided on this agreement will cause me to be ineligible for placement on the Rotational Wrecker List. Furthermore, if any report of overcharging is substantiated the offending firm will be subject to immediate removal from the Rotational Wrecker List.

Print Name	Signature	Telephone (Day)	Telephone (Night)
Provost Marshal Representative	Date	Provost Marshal	