

## DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

### WARRANTY PROGRAM FOR GROUND/VEHICULAR LASER LOCATOR DESIGNATOR (G/VLLD) MATERIEL

Headquarters, Department of the Army, Washington, D.C.

14 February 1990

#### REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this bulletin, if you find any mistakes, or if you know of a way to improve the procedures, please let us know. Mail your letter, DA Form 2028 (Recommended Changes to Publications and Blank Forms) direct to: Commander, U.S. Army Missile Command, ATTN: AMSMI-LC-ME-PM, Redstone Arsenal, AL 35898-5238. A reply will be furnished to you.

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**DESTRUCTION NOTICE** - Destroy by any method that will prevent disclosure of contents or reconstruction of the document.

**1. General.** This warranty technical bulletin applies to Ground/Vehicular Laser Locator Designator (G/VLLD) Traversing Units (TU) and Laser Designator/Rangefinders (LD/R), hereafter referred to as warranty items. This bulletin also contains instructions for processing warranty claims on each warranty item.

**2. Explanation of Terms.** The following terms are used in the description of the warranties and the implementation instructions contained in this bulletin.

*a. Abuse.* The improper use, repair, or handling of warranted items such that the warranty may become void.

*b. Acceptance Date.* The date an item of equipment is accepted into the Army's inventory by the

execution of the acceptance block and signing of a DD Form 250 or approved acceptance document, by an authorized representative of the Government.

*c. Acquiring Command or Activity.* An activity which procures the items or materiel for a user,

*d. Alterations/Modifications.* Any alteration after production such as retrofit, conversion, re-manufacture, design change, engineering change and the like.

*e. Contractor.* A party that enters into an agreement directly with the United States to furnish part or all of a weapon system.

*f. Defect.* Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with the requirements of the contract.

*g. Failed Item.* A part, component, or end item that fails to perform its intended use,

*h. Primary Damage.* The damage suffered by a part, component, or end item itself upon its failure.

*i. Repair.* To restore an item to serviceable condition without affecting the warranty,

*j. Reparable.* An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

*k. Serviceable.* The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

*l. Systemic Defect.* Defects which occur with a frequency, pattern, or sameness to indicate a logical regularity of occurrence.

*m. Systemic Defect Coverage.* Warranty coverage that provides protection to the lowest level of impact or expense and requires a contract remedy that will cover all contract deliverables.

*n. Warranty.* A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purposes of a warranty in a Government contract are to outline the rights and obligations of the contractor and the Government for defective items and services. It also serves to foster quality performance by the contractor but is not a substitute for an adequate quality assurance program.

*o. Warranty Claim.* Action started by the equipment user for authorized warranty repair, replacement, or reimbursement made from the local dealer or manufacturer.

*p. Warranty Control Offices (WARCOs).* Offices established at the intermediate General Support/Director of Industrial Operations Level or equivalent who serve as the intermediary between the troops owning the equipment and the local dealer, contractor, or manufacturer. All warranty claim actions will be processed through the WARCO.

*q. Warranty Period.* Time during which the warranty is in effect. Normally measured as the maximum number of years, months, days, miles, or hours used.

*r. Warranty Start Date.* The date the warranty is put into effect.

### **3. Coverages.**

*a.* Warranty items listed in appendix A are guaranteed to be free from any defects in material and workmanship. The warranties cover any fault/failure not attributable to abuse. The warranties do not apply if failure is due to obvious induced damage caused by maintenance error, operation beyond limits, or foreign object damage. Upon failure of a warranty item, a warranty claim will be submitted.

*b.* Each warranty item listed in appendix A will contain a warranty label. Each warranty label will contain the following data:

- (1) The word "**WARRANTY**" (in **BOLD** letters).
- (2) National Stock Number (NSN).
- (3) Expiration date.
- (4) Commercial and Government Entity Code (CAGEC).
- (5) Contract number.

**4. Contractor Responsibilities.** If a warranty item listed in appendix A fails, the contractor shall be required by the Government to take corrective action as follows:

*a.* The contractor shall promptly repair or replace such parts as are necessary to achieve the specified performance requirements and bear the cost thereof.

*b.* If the contractor fails to repair or replace such parts within a reasonable time, as determined by the contracting officer, the contractor shall pay the costs incurred by the Government in procuring such parts from another source and in accomplishing the repair. However, prior to effecting procurement/repair from another source, the Government will notify the contractor of such proposed action and shall specify a time limit for contractor initiation of repair.

*c.* When items covered under these guarantees are required to be repaired or replaced, pursuant to this clause, the contractor shall have the option of repair or replacement on the site at which the hardware is located. Any Government owned facilities and/or test equipment located at the site of the failed/defective hardware shall be made available to the contractor, on a rent-free, non-interfer-

ence basis, for the repair/replacement and retest of the failed/defective hardware. In the event it is not feasible to repair/replace and retest on site, the contractor will bear the normal transportation cost to the contractor's plant or designated place for repair and return.

*d.* The contractor will have reasonable access to Government records related to storage, inspection, maintenance, operations, and repair at the place where such records are kept and can use and/or copy records, at contractor expense. The contractor may review, from time-to-time, the Government's operation and maintenance facilities.

**5. Government Responsibilities.**

*a. U.S. Army Missile Command (MICOM).* MICOM is responsible for managing the warranty programs and implementing the warranty clauses for the items listed in appendix A. For more information contact the MICOM WARCO at the following address:

U.S. Army Missile Command  
 ATTN: AMSMI-QA-TI-PB  
 Redstone Arsenal, AL 35898-5290  
 AUTOVON 746-2256 or  
 (205) 876-2256

The WARCO will:

- (1) Establish instructions for implementing warranties.
- (2) Coordinate warranty activities between MICOM and acquiring command or unit.
- (3) Keep a record of items covered by warranties.
- (4) Record and report warranty data and actions according to published instructions.
- (5) Apply warranties according to published implementation instructions.
- (6) Recommend corrective action to the requiring activity when published implementation burdens using or supporting units.

*b. Government Maintenance:* When a warranty item listed in appendix A is determined to be unserviceable or has failed the operational tests in TM 9-1260-477-12 and/or in TM 9-1260-477-34-2, maintenance will be performed as authorized by the Maintenance Allocation Chart (MAC) in TM 9-1260-477-12.

*c. Owning Unit:* Normal care, service and performance of preventive maintenance is essential

to keep warranties effective. Ensure scheduled maintenance procedures in TM 9-1260-477-12 and TM 9-1260-477-34-2 are followed. Refer to paragraph *5b* for additional owning unit responsibilities.

*d. Alterations/Modifications:* Alterations and modifications shall not be made unless expressly authorized or directed by the Project Manager, HELLFIRE/GLLD Project Office, ATTN: AMCPM-HD, Redstone Arsenal, AL 35898-5610, AUTOVON 746-1365 or (205) 876-1365.

**6. Design/Performance.** To determine serviceability of warranty items, perform the operational tests in TM 9-1260-477-12 and in TM 9-1260-477-34-2.

**7. Nullification.** Warranty provisions do not apply to defects or failures from:

- a.* Improper or negligent storage, installation, operation, maintenance, modification, or repair of a system.
- b.* Combat damage.
- c.* Acts of God.
- d.* The substitution of parts or components other than those from the manufacturer will not void the warranty except for parts or components substituted and any resultant damage caused by failure of the substituted parts or components.
- e.* Faulty Government-furnished property.
- f.* Failure to perform prescribed maintenance.
- g.* Misuse or abuse of the equipment.

**8. Claim Procedures.**

**NOTE**

**Unless directed to use DA Form 5504, ensure warranty claims are submitted on DA Form 2407.**

*a.* For warranty items listed in appendix A (see warranty label) which require depot level "maintenance, a Warranty Claim Action (WCA) will be initiated and the depot item will be returned to the repair depot per normal procedures. The maintenance officer or the materiel fielding team chief, if the hardware has not been handed off, will ensure that the WCA is initiated per DA PAM 738-750 and this bulletin. Contractor unique forms will not be used.

b. Warranty items indicated with an asterisk in appendix A have systemic defect coverage only. Refer to paragraph 9 for instructions on submitting systemic defect claims.

c. Refer to figures 1 and 2 for sample WCAs. Follow the procedures as shown in the sample WCAs.

d. Distribution of DA Form 2407 is as follows:

**NOTE**

**Ensure all copies are legible.**

- (1) Copy 1 - Originator's copy
- (2) Copy 2- Mail to:  
Commander  
U.S. Army Missile Command  
ATTN: AMSMI-QA-CF  
Redstone Arsenal, AL 35898-5290
- (3) Copies 3 and 4 - Receipt copies, local use.
- (4) Copy 5 - Ship with warranty item.

e. Distribution of DA Form 5504 is as follows:

**NOTE**

**Ensure all copies are legible.**

- (1) Copy 1 - Originator's copy
- (2) Copy 2 - Mail to:  
Commander  
U.S. Army Missile Command  
ATTN: AMSMI-QA-CF  
Redstone Arsenal, AL 35898-5290
- (3) Copy 3 - Receipt copy, local use.
- (4) Copy 4 - Ship with warranty item.

f. Disposition of unserviceable and/or failed warranty items listed in appendix A shall be per

normal procedures. Ensure warranty claim and other required documentation is shipped with unserviceable and/or failed depot reparable warranty item. Mark exterior of shipping container with the word **"WARRANTY"**.

g. Submission of SF 368, Quality Deficiency Report, is not required to process warranty claims. Non-warranty related quality deficiencies will be reported in accordance with DA PAM 738-750.

h. Submit warranty claims immediately after determination is made that a depot reparable warranty item is unserviceable and/or has failed. Contractual time limitations for submission of warranty claims exist. Failure to submit warranty claims promptly may result in claims not being honored.

**9. Systemic Defect Claims. Warranty items** indicated with an asterisk in appendix A have systemic defect coverage. If a systemic defect, as defined in paragraph 2 is suspected or if more information on how warranty claims are to be processed is needed, contact the MICOM warranty coordinator at the address or telephone number listed below:

Commander  
U.S. Army Missile Command  
ATTN: AMSMI-LC-ME-TD  
Redstone Arsenal, AL 35898-5238  
AUTOVON 746-3311 or  
(205) 876-3311

Business hours are 0700 to 1600, CST.

MAINTENANCE REQUEST					PAGE NO.	NO. OF PAGES	REQUIREMENT CONTROL SYMBOL
For use of this form, see DA PAM 738 750; the proponent agency is DCSLOG							CSOLD-1047(R 1)
SECTION I - EQUIPMENT DATA							
CONTROL NUMBER		WORK ORDER NUMBER		WESDC	ORG PD	PO AUTHENTICATI...	
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> MWO <input checked="" type="checkbox"/> WARRANTY CLAIM	1a. ORGANIZATION			b. LOCATION		c. UNIT IDENT CODE	
2. SERIAL NO. 50000X	3. NOUN NOMENCLATURE Traversing Unit		4. LINE NO.	5. MODEL		6. NATIONAL STOCK NUMBER 1260-01-046-2837	
7. MAINTENANCE ACTIVITY	a. LEVEL	8. UTILIZATION CODE	9. MCSR ITEM	a. ERC	b. PACING ITEM	10. HOURS	11. MILES 12. ROUNDS 13. STARTS
14. FAILURE DETECTED DURING (Select one - use / or X) <input checked="" type="checkbox"/> A Scheduled Maintenance <input type="checkbox"/> C Test <input type="checkbox"/> E Storage <input type="checkbox"/> G Flight <input type="checkbox"/> B Handling <input type="checkbox"/> D Normal Op <input type="checkbox"/> F Inspection <input type="checkbox"/> H Other				15. FIRST INDICATION OF TROUBLE (Select one - use / or X) <input type="checkbox"/> 088 Inoperative <input type="checkbox"/> 258 Overheating <input type="checkbox"/> 790 Out of Adjustment <input type="checkbox"/> 008 Noisy <input type="checkbox"/> 387 Low Performance <input type="checkbox"/> Other			
16. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURE IN EQUIPMENT TM (Do not prescribe repairs) <b>WARRANTY CLAIM ACTION</b> Will not traverse							
16a. REMARKS Failed on 17 Nov 89							
SECTION II - WORK ACCOMPLISHED							
17a. REPAIR ORGANIZATION/ACTIVITY			c. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY ACCOMPLISHING WORK (Select one - use / or X) <input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TD <input type="checkbox"/> 3 CONTRACTOR		19. AMS ACCOUNT CODE
b. LOCATION							
20a. ACT CODE X	FAILURE CODE XXX	c. COMPONENT/PART NOUN, SVC, OR MWO NO Traversing Unit Contract # XXXX		MANHOURS (hrs & tenths)	NATIONAL STOCK NUMBER 1260-01-046-2837	PART SOURCE CODE	QTY SN 50000X
		d. CB CODE	e. REF DESIGNATOR	f. MFR CODE			
<b>WARRANTY CLAIM PROCEDURE</b>							
<p>(1) Enter "X" in block that indicates warranty claim.</p> <p>(2) (BLK 2): Enter the serial number of the unserviceable and/or failed warranty item.</p> <p>(3) (BLK 3): Enter the nomenclature of the unserviceable and/or failed warranty item.</p> <p>(4) (BLK 6): Enter the NSN of the unserviceable and/or failed warranty item.</p> <p>(5) (BLK 16): Enter the words "WARRANTY CLAIM ACTION" and describe deficiencies.</p> <p>(6) (BLK 16a): Enter the date the failure was detected.</p> <p>(7) (Section II, BLKS 20a-k): Enter action code, failure code, nomenclature, NSN, part number, and serial number of the failed component as well as the last four digits of the contract number as marked on the warranty label.</p>							
l. TOTAL MANHOURS				m. TOTAL MANHOURS COST		n. TOTAL PARTS COST	
21. DELAY (Select one) <input type="checkbox"/> 1 Parts <input type="checkbox"/> 2 Manpower <input type="checkbox"/> 3 Facilities <input type="checkbox"/> 4 Funds <input type="checkbox"/> 5 Tools					22. <input type="checkbox"/> DATA TRANSCRIBED		
23. SUBMITTED BY		24. RECEIVED BY		25. WORK STARTED BY		26. INSPECTED BY	
27. ACCEPTED BY		28. DISPOSITION (Select one) <input type="checkbox"/> A To User <input type="checkbox"/> C Salvaged <input type="checkbox"/> B To Stock <input type="checkbox"/> D Evacuated <input type="checkbox"/> E Cannibalization					
JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE	

DA FORM 2407 MAY 81

EDITION OF JUL 79 IS OBSOLETE.

FILE COPY 5

Figure 1. Sample warranty claim action.

MAINTENANCE REQUEST				PAGE NO.	NO. OF PAGES	ACQUISITION CONTRM SYMBOL	CONTROL NUMBER
For use of this form, see PAM 738-750; the proponent agency is DCSLOG							
<b>SECTION I - CUSTOMER DATA</b>				<b>SECTION II - MAINTENANCE ACTIVITY DATA</b>			
1a. UIC CUSTOMER		1b. CUSTOMER UNIT NAME		1c. PHONE NO.		3a. WORK ORDER NUMBER (WON)	
2a. IF INTRANSIT CUSTOMER, ENTER DATA IN BLOCKS 2b. AND 2c.		2b. SAMS-UIC		2c. UTILIZATION CODE		4a. UIC SUPPORT	
						4b. SUPPORT UNIT NAME	
<b>SECTION III - EQUIPMENT DATA</b> <i>Contract # XXXX</i>							
5. TYPE MNT (a, b, c) 7. NSN REQ CODE <i>1260010462837</i>				15. FAILURE DETECTED DURING (Select one - use ✓ or X) <input checked="" type="checkbox"/> A Scheduled Maintenance <input type="checkbox"/> C Test <input type="checkbox"/> E Storage <input type="checkbox"/> G Flight <input type="checkbox"/> Calibration <input type="checkbox"/> B Handling <input type="checkbox"/> D Normal Op <input type="checkbox"/> F Inspection <input type="checkbox"/> H Other			
8. MODEL				10a. MILES/KILOMETERS (enter ✓ or X) <input type="checkbox"/> MI <input type="checkbox"/> KM		10b. HOURS	
9. NOUN <i>Traversing Unit</i>				10c. ROUNDS		11a. LANDINGS	
10a. ORG WON				10b. EIC		11b. AUTO-ROTATIONS	
11. SERIAL NUMBER <i>5000X</i>				12. QTY		13. PD	
14. MALFUNCTION DESCRIPTION (for DSU/CSU use)				19. IN WARRANTY? (enter Y or N) <i>Y</i>		20. LEVEL OF WORK (Select one - use ✓ or X) <input type="checkbox"/> O Unit Level <input type="checkbox"/> H Intermediate Command Spt <input type="checkbox"/> Special Repair Activity <input type="checkbox"/> P Direct Spt <input type="checkbox"/> D Depot	
24. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURE IN EQUIPMENT TM (Do not prescribe repairs)				21. BUMPER NO./TAIL NO.			
				22. REIMBURSABLE CUSTOMER? (If Intransit Customer, enter Y or N)			
				23. PD AUTHENTICATING SIGNATURE (Payroll Signature)			
24a. REMARKS <i>Will not traverse. Failed on 17 Nov 89</i>				<b>WARRANTY CLAIM ACTION</b>			
<b>SECTION IV - REPORTABLE DATA</b>							
25a. STA	25b. ORD DATE	25c. MIL TIME	25d. STA	25e. ORD DATE	25f. MIL TIME	26. TECHNICAL REFERENCES	
<b>SECTION V - TASK REQUIREMENTS DATA</b>							
27a. FILE INPUT ACT CD	27b. TASK NO.	27c. ACT RQD	27d. TASK DESCRIPTION	27e. QTY TO BE RPR	27f. WORK CENTER	27g. FAILURE CODE	27h. MNT RSN/PROJ
			<i>Traversing Unit</i>				
			<i>S/N 5000X</i>				
<b>WARRANTY CLAIM PROCEDURES</b>							
<p>(1) In the space entitled "Section III. EQUIPMENT DATA," enter the last four digits of the contract number as marked on the warranty label.</p> <p>(2) (Section III, BLK 7): Enter the NSN of the unserviceable and/or failed warranty item.</p> <p>(3) (Section III, BLK 9): Enter the nomenclature of the unserviceable and/or failed warranty item.</p> <p>(4) (Section III, BLK 11): Enter the serial number of the unserviceable and/or failed warranty item.</p> <p>(5) (Section III, BLK 19): Enter "Y" when item is covered under warranty.</p> <p>(6) (Section III, BLK 24): Enter the words "WARRANTY CLAIM ACTION."</p> <p>(7) (Section III, BLK 24a): Describe deficiencies and enter date of failure.</p> <p>(8) (Section V, BLK 27d): Enter the nomenclature and serial number of failed component.</p> <p>(9) (Section VI, BLK 28d): Enter the NSN of the failed component.</p>							
29. QTY RPR	30. QT	34a. SUBMITTED BY		34b. UP BY			
34c. ORD DATE	34d. STA	34e. ORD DATE	34f. MIL TIME	34g. STA	34h. ORD DATE	34i. MIL TIME	34j. STA

Figure 2. Sample warranty claim action.

**APPENDIX A**  
**WARRANTY COVERAGE DATA**

<i>Nomenclature</i>	<i>Line Item Number (LIN)</i>	<i>Model Number</i>	<i>NSN</i>	<i>Manufacturer and CAGEC</i>	<i>Part Number</i>	<i>Serial Number</i>	<i>Contract Number</i>	<i>Length of Warranty Coverage</i>
Traversing Unit (TU)	None	None	1260-01-046-2837	Talley Corporation (98889)	11508020	All	DAAH01-85-C-0047	See expiration date stamped on warranty label
				Marvin Engineering (32067)		All	DAAH01-85-C-0553	See expiration date stamped on warranty label
				Teleflex, Inc. (60631)		All	DAAH01-88-C-0856	See expiration date stamped on warranty label
				Marvin Engineering (32067)		All *	DAAH01-87-C-1056	See expiration date stamped on warranty label
				Talley Corporation (98889)		All	DAAH01-85-C-1199	See expiration date stamped on warranty label
Laser Designator/Range-finder (LD/R)	None	MX-9759/TVQ-2	1260-01-142-9546	Optic Electrical Company (51298)	13090510	All *	DAAH01-87-C-0723	See expiration date stamped on warranty label.

\*Systemic defect coverage. Refer to paragraph 9.

A-1/(A-2 blank)

TB9-1260-477-14-4





By Order of the Secretary of the Army:

**CARL E. VUONO**  
**General, United States Army**  
**Chief of Staff**

Official:

**WILLIAM J. MEEHAN II**  
**Brigadier General, United States Army**  
**The Adjutant General**

DISTRIBUTION:

To be distributed in accordance with DA Form 12-32, Operator, Unit, Direct Support and General Maintenance Requirements for the Ground/Vehicular Laser Locator Designator (G/VLLD).

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