

**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN  
HMPT-500 GENERAL ELECTRIC TRANSMISSION  
WARRANTY**

Contract DAAE07-86-C-A023

Headquarters, Department of the Army, Washington, DC

8 April, 1987

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Improvement**

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**1. Scope.** This bulletin applies only to the Bradley FVS (M2/M2A1/M3/M3A1) and MLRS Carrier (M993), hereafter referred to as the "vehicle". It contains instruction for obtaining services and/or parts covered under the warranty. Methods of processing warranty claims are described. This warranty covers transmissions with serial numbers 4954 through 7121.

For additional information on this and other warranties on TACOM equipment, a 24-hour hot line has been established. The call should be made through the local Warranty Coordinator (WARCO) or the TACOM Logistics Assistance Representative (LAR). If neither is available call the 24-hour hot line at TACOM, AV 786-7429 or AV 786-7430, Commercial (313) 574-7429. This is a recording and the caller should be prepared to provide: (1) name, (2) AUTOVON and commercial telephone numbers, (3) complete unit designation, (4) identity of vehicle concerned with its serial number, (5) a brief description of the problem, and (6) the contract number.

**2. Referenced Documents.**

- DA PAM 738-750, The Army Maintenance Management System (TAMMS)
- DA Form 2404 Equipment Inspection and Maintenance Worksheet
- DA Form 2407 and 2407-1 Maintenance Request
- DA Form 2408-9 Equipment Control Record
- AR 700-139 Army Warranty Program
- DD Form 1149 Requisition and Invoice/Shipping Document
- DD Form 250 Material Inspection and Receiving Report
- TM 9-2520-270-34 Hydromechanical Cross Drive Transmission  
HMPT-500
- TM 9-2520-270-34P Repair Parts and Special Tools List for  
Hydromechanical Cross Drive Transmission HMPT-500

**3. Definitions.** Not applicable.

**4. General Requirements.** This warranty provides protection for the Government against defective equipment caused by faulty parts and for inadequate assembly, resulting in premature failure of the vehicle.

**5. Equipment Covered.** This bulletin applies only to the General Electric Transmission Model HMPT-500 as installed in the Bradley FVS (M2/M2A1/M3/M3A1) and MLRS Carrier (M993).

**6. Description of Warranty Coverage.** The provisions of this warranty guarantee to the Government that GE HMPT-500 transmissions are free from any defects in material and workmanship that could prevent fielded vehicles from being operated in their normal modes. In addition this warranty provides that:

If transmission repair is designated by the Maintenance Allocation Chart (MAC) in TM 9-2350-252-20-1-5 or TM 9-1450-646-20, the Government will perform the necessary repair, including the use of Government-furnished parts, if available.

b. GE, at no cost to the Government, shall reimburse the Government for labor costs for the repair/replacement of Depot/GS parts in accordance with the labor reimbursement schedule in the contract, plus labor for the correction of lot defects above the thresholds established in the contract.

c. GE, at no cost to the Government, will supply Depot/GS parts as specified in the contract, if Government parts are not available in the Army Supply system. Also, GE will replace Government parts used in the repairs with parts furnished by GE upon receipt of the defective parts.

d. Transmissions that have been repaired will be subject only to the unexpired original warranty period applicable to that transmission. The full 15 months warranty period will be applicable to all new replacement transmissions supplied by GE.

e. Consumable parts (gaskets, etc.) will be replaced without being listed on the claim. Type and quantity of replaced consumable parts and material will be determined by the applicable TM repair task. Lubricating oils, oil filters and lubricant greases are not reimbursable.

f. If the Government is unable to repair a transmission or if the GE representative directs that the transmission or parts be returned to GE for warranty repair, the transmission or parts are to be shipped to the GE address in paragraph 10.

**7. Warranty Duration.** The warranty period for the production HMPT-500 transmissions in vehicles is 15 months from date of acceptance on DD Form 250, or 6000 miles, whichever comes first.

Repaired transmissions are warranted for the remaining period from their original DD Form 250 acceptance date. No adjustment to the period is made for time out of service.

**8. Contractor Identification and Responsibilities.** If a transmission fails, or any component thereof, GE will be required by the Government, at no increase in contract price, to take corrective action as follows:

a. GE at no cost to the Government, shall reimburse the Government for all labor costs in accordance with the approved labor reimbursement schedule in the contract. The schedule provides for troubleshooting, transmission replacement, disassembly and repair labor required as a result of transmission failure.

b. At no additional cost to the Government, GE will supply parts, if Government parts are not available in the Army Supply System. Also, GE will replace the Government parts used in the repair with parts furnished by GE upon receipt of the defective parts. Only parts selected for return by a GE representative will be returned to GE. GE will ship new part to the user. Only GE parts will be replaced.

c. GE 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 GE's expense. GE may review, from time to time, the Government's maintenance and operational facilities.

d. If GE fails to repair or replace defective parts or transmissions in accordance with agreed upon delivery schedules, GE shall pay all costs incurred by the Government in procuring these parts or repairs from another source, unless such failure is due to excusable causes.

e. GE shall reimburse the Government for all transportation costs related to warranty claims based on surface transportation methods.

f. All contractor payments to the Government shall be submitted quarterly by claim number, date and contract number to:

Commander  
U.S. Army Tank-Automotive Command  
ATTN: AMSTA-EFD  
Warren, Michigan 48397-5000

Checks shall be made payable to: Finance and Accounting Office, USA TACOM.

**9. Major Subordinate Command Identification and Responsibilities.** The major subordinate command for the HMPT-500 transmission is the Tank-Automotive Command (TACOM), Warren, MI. TACOM is responsible for managing the warranty and implementing the warranty clause in the contract.

**10. Owning Unit Responsibilities (Repair and Services).** Refer to AR 700-139. The Major Command (MACOM) that was assigned the transmission and the application of the warranty will:

a. Assign an office to be responsible for administering all warranties. This office will:

(1) Establish and coordinate instructions for implementing warranties.

(2) Coordinate warranty activities between TACOM and the acquiring command or unit.

(3) Keep a record of items covered by warranties, GE warranty repairs, repair parts, demands and performance.

(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 acquiring activity when published implementation instructions fail to get results, or prescribed procedures result in administrative burdens for using or supporting units.

b. Warranty Claims processing channels are:

(1) Continental United States (CONUS) . Active Army and LISAR units in CONUS shall process warranty claims through support maintenance channels to the Director, Industrial Operations (DIO) of the installation which normally provides maintenance/supply support. Use DA Form 2407.

(2) National Guard units should process warranty claims through the State Maintenance Office.

(3) Outside Continental United States (OCONUS). Units OCONUS should process warranty claims through support maintenance channels to a single point of contact established within the Theatre Support Command exercising management control of General Support Maintenance. Use DA Form 2407. The point of contact for OCONUS located in USAREUR is:

**10. Owning Unit Responsibilities - continued**

Commander  
200th TAMMC  
ATTN: AEAGD-MMC-RL-W  
APO New York 09052

c. Claims procedures. See paragraph 24.

d. The failed transmission is to be delivered to GE only if repair is beyond the Army Depot capability.

Using unit will repair a transmission whenever possible and hold all defective parts no longer than 90 days until GE representatives provide final disposition instructions. GE has the right to require units to hold defective parts longer. When GE directs the return of defective parts, they should be sent to:

General Electric Ordnance Systems  
Building 33  
East St.  
Pittsfield, MA 01201

**11. Supporting Maintenance Unit Responsibilities.** Support Maintenance Unit personnel will follow the same guidelines specified in paragraph 10 above. Troubleshoot the failure per maintenance TM's and process warranty claim if appropriate.

**12. Intermediate GS Responsibilities.** Intermediate GS personnel will follow the same guidelines specified in paragraph 10 above. Troubleshoot the failure per maintenance TM's and process warranty claim if appropriate.

**13. Depot Responsibilities.** If the repair of a transmission is beyond the Depot's capability, then GE will supply the necessary labor and/or parts to repair or replace the defective transmission at no cost to the Government. The Government shall return the defective equipment to the GE address in paragraph 10-e above. Repair or replacement will take place within 90 days of receipt of the defective transmission. Shipment of the repaired transmission will be by DD Form 1149 as directed by the Government. Transportation costs are reimbursable from GE.

**14. Special Repair Activities Responsibilities.** Not applicable.

**15. Warranty Control Office Responsibilities.** It is important that users of this equipment establish a Warranty Control Office through which all warranty claims are processed as outlined in AR 700-139.

**16. Elements of End Item or Weapon Systems Under Warranty.** Not applicable.

**17. Actions/Conditions That Void the Warranty.** Warranty provisions do not apply to defects or failures resulting from:

a. Improper or negligent storage, installation, operation, maintenance, modification, or repair of a transmission.

b. Combat damage.

c. Accident (unless caused by transmission failure).

d. Acts of God.

e. The use of parts or components not acquired through normal supply channels or from GE, or non-warranted parts or components.

f. The substitution of non-GE parts or components will not void the warranty except for parts or components substituted and any resultant damage caused by failure of the substitute parts or components.

**18. Tests/Measures Required for Warranty Determination of Performance Guarantees.** Not applicable.

**19. Warranty Requirements for Equipment in Storage.** Not applicable.

**20. Warranty Adjustments and Requirements for Equipment Issued Out of Storage.** Not applicable.

**21. Affect of Safety Recalls on Warranty Period.** Not applicable.

**22. Abuse Determination.** Not applicable.

**23. Army Oil Analysis Program (AOAP) Applicability for Items Under Warranty.** During the warranty period, transmission oil must be changed in accordance with LO 9-2350-252-12 (M2/M2A1/M3/M3A1 ) or LO 9-1450-646-12 (MLRS) .

**24. Claims Procedures.** A single point of contact should be designated for an installation or predetermined command or geographical area. The procedures for reporting warranty claims are found in DA PAM 738-750.

Responsibilities of the using command are found in AR 700-139, Army Warranty Program. DA Form 2407 must include the date of failure and transmission serial number, as well as the information that is required by DA PAM 738-750.

Each maintenance activity that performs maintenance on a transmission covered by this warranty will submit a DA Form 2407 for each warrantable failure to the following address:

**24. Claims Procedures - continued.**

Commander  
US Army Tank-Automotive Command  
ATTN: AMSTA-MW  
Warren, MI 48397-5000

After submission of DA Form 2407 the Depots will hold the defective parts for 90 days for inspection by GE. The Depot will not ship defective parts to GE unless so directed by a GE representative. If the Depot determines that the repair requirements of a returned transmission are beyond the capability of the Depot to repair, the transmission is to be returned to GE, with transportation charges (land and water only) prepaid. GE is responsible for reimbursing the Government for these charges, thus appropriate action should be taken to process charge records to TACOM to facilitate reimbursement.

**25. Reporting Requirements and Procedures.** Required forms are limited to those prescribed in DA PAM 738-750. GE forms shall not be used. Completion of forms shall not deviate from the aforementioned PAM without written approval of HQDA, DALO-SMP-U, Washington, DC 20310. Addresses for submitting forms shall be limited to one at each Major Subordinate Command, and only those listed in the aforementioned PAM.

**26. Reimbursement Procedures When Army Repairs.** The Government has the option, in the interest of readiness, to perform its own authorized repair of transmissions. A claim must be submitted on DA Form 2407/2407-1 for reimbursement for parts and labor. Unauthorized repairs will void warranty provisions.

**27. Transportation and Shipment Instructions and Allowances.** When a transmission or other components are returned to GE, or when a repaired or replacement transmission is returned to the Government, GE shall reimburse the Government for transportation costs. These costs shall be based on the type of surface transportation used (land and water only) to and from GE for any of the following locations, as directed by TACOM:

New Cumberland Army Depot  
Red River Army Depot  
Mainz Army Depot

**28. Special Handling and Preservation Requirements.** Not applicable.

**29. Specific Theatre Requirements.** Not applicable.

**30. Warranty Denials.** Warranty disputes should be avoided. Maximum cooperation between GE and Government representatives is required. All denials will be handled by the National Maintenance Point (NMP), and the Procuring Contracting Officer, Warren, MI. Follow this Technical Bulletin and DA PAM 738-750 when there is sufficient evidence that warranted parts/service is



**30. Warranty Denials - continued**

due the Government. If in doubt whether or not a transmission is covered by warranty, the repair should be completed as soon as possible and a DA Form 2407 completed and sent to:

Commander  
US Army Tank-Automotive Command  
ATTN: AMSTA-MW  
Warren, MI 48397-5000

TACOM should be specifically requested to make a warranty determination on DA Form 2407, where it is desired.

**31. Submitting Serviceable Items to Contractors.** Before returning a part to GE for warranty consideration insure that the transmission troubleshooting procedures have been performed. Only faulty or damaged parts can be returned to GE under a warranty claim. If serviceable parts are returned, transportation costs are lost, warranty claim processing is delayed, and the Government may not receive full warranty compensation.

**32. Affects of Alterations and Modifications.** Not applicable.

By Order of the Secretary of the Army:

Official:

JOHN A. WICKHAM, JR.  
*General, United States Army*  
*Chief of Staff*

R.L. DILWORTH  
*Brigadier General United States Army*  
*The Adjutant General*

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To be distributed in accordance with DA Form 12-37, direct and general support maintenance requirements for Vehicle, Bradley Inf/Cav, Fighting, M2, M2A1, M3, and M3A1.