

DEPARTMENTS OF THE ARMY AND AIR FORCE TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

**M1083 SERIES, 5-TON, 6X6, MEDIUM TACTICAL
VEHICLES (MTV)**

Contract Number DAAE07-92-C-R001

**Headquarters, Department of the Army, Washington, DC
Headquarters, Department of the Air Force, Washington, DC**

15 September 1998

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this Technical Bulletin. If you know a way to make the information more understandable, please let us know. Mail a letter or your DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to: Commander, U.S. Army Tank-automotive and Armaments Command, ATTN: AMSTA-AC-NMLI, Rock Island, IL 61299. A reply will be sent to you.

1. **General.** This bulletin provides implementation instructions for the Warranty on the M1083 Series, B-Ton, 6X6, Medium Tactical Vehicles (MTV). It contains instructions for obtaining services and/or supplies covered under warranty. This bulletin also describes methods of processing warranty claims. For additional warranty information on the M1083 Series, 5-Ton, 6X6, Medium Tactical Vehicles (MTV) or any U.S. Army Tank-automotive and Armaments Command (TACOM) equipment, contact your local Warranty Control Office/Officer (WARCO) or TACOM Logistics Assistance Representative (LAR). If your WARCO or TACOM LAR is not available or if additional information is required, contact TACOM. The number to call is DSN 786-7423, COMMERCIAL (810) 574-7423. The caller should be prepared to provide: (1) name, (2) DSN and commercial telephone numbers, (3) complete unit designation,

(4) identification of the Vehicle to include the serial number(s), (5) a brief description of the problem, (6) the contract number (see paragraph 3a), and (7) operating hours or miles on the equipment.

2. **Explanation Of Terms.**

a. **Abuse.** The improper use, maintenance, repair or handling of Warranted items that may cause the warranty of those items to become void, for example, not following service intervals, using the vehicle for other than what is intended.

b. **Acceptance.** The execution of the Acceptance Block and signing of DD Form 250, by the authorized Government representative.

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c. 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 final acceptance document, by an authorized representative of the Government.

d. Contractor. The supplier of equipment who enters into an agreement directly with the Government to furnish supplies.

e. Correction. The elimination of a defect.

f. Defect. Any condition or characteristic in supplies furnished by the contractor that does not function as intended.

g. Exclusive Vendor Extended Warranty. A vendors (i.e., Caterpillar) warranty that supplements or provides additional warranty coverage and/or duration to that required under the basic GS Maintenance level parts warranty.

h. Failure. A part, component, or end item that fails to perform its intended use.

i. Manufacturer's Recall.

(1) **Safety Recall.** An item is recalled to repair or replace a defective part or assembly which may affect safety.

(2) **Service Recall.** An item is recalled to repair or replace a defective part(s) or assembly which does not affect the safe use of this item.

j. Owning Unit. The Army unit authorized to operate, maintain and use the equipment.

k. Reimbursement. A written provision in this warranty in which the Using/Support Unit may make the necessary repairs, with or without prior approval from the contractor, and the Government will be reimbursed for the repair parts and labor costs.

l. Repair. A maintenance action required to restore an item to serviceable condition without affecting the warranty.

m. Supplies. All assemblies/parts referred to as General Support Parts identified in the approved Maintenance Allocation Chart (MAC). There are also Exclusive Vendor Extended Warranties that provide warranty coverage for additional supplies.

n. Supporting Repair Facility. The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart,

o. WARCO. Serves 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.

p. Warranty. A written agreement between a contractor and the Government which outlines the rights and obligations of both parties for defective supplies.

q. Warranty Claim. Action started by the equipment user for authorized warranty repair or reimbursement.

r. Warranty Expiration Date. The date the warranty is no longer valid. This date will be 18 months or 12,000 miles, whichever occurs first, from the Government final acceptance date. Exclusive Vendor Extended Warranties may be different.

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

t. Warranty Start Date. The date the warranty is put into effect (Government Final Acceptance).

3. Coverages-Specific.

a. This Technical Bulletin applies to the vehicles listed below. The items are manufactured by Tactical Vehicle Systems Division (TVS), a Division of Stewart & Stevenson Services, Inc., under DAAE07-92-C-ROO1 . Inquiries to Stewart & Stevenson Services, Inc. can be made by calling 1-800-221-3688. These are the M1083 series models and the National Stock Numbers (NSN) for each:

- TRUCK, CARGO, MTV, M1083; w/o wn 2320-01-354-3386, wlwn 2320-01-360-1895
- TRUCK, CARGO, MTV, W/MHE, MI 084; 2320-01-354-3387
- TRUCK, CARGO, MTV, LONG WHEELBASE, M1085; w/o wn 2320-01-354-4530, w/wn 2320-01-360-1897
- TRUCK, CARGO, MTV, LONG WHEELBASE, W/MHE, MI 086; 2320-01-354-4531
- TRUCK, TRACTOR, MTV, M1088; w/o wn 2320-01-355-4332, w/wn 2320-01-360-1892
- TRUCK, WRECKER, MTV, M1089; 2320-01-354-4528
- TRUCK, DUMP, MTV, M1090; w/o wn 2320-01-354-4529, w/wn 2320-01-360-1893
- TRUCK, CHASSIS, MTV, M1092; 2320-01-354-3382
- TRUCK, CARGO, MTV, AIR DROP, M1093; w/o wn 2320-01-355-3063, w/wn 2320-01-360-1896
- TRUCK, DUMP, MTV, AIR DROP, M1094; w/o wn 2320-01-355-3062, wlwn 2320-01-360-1894

- TRUCK, CHASSIS, MTV, LONG WHEELBASE, M1096; 2320-01-354-4527

b. The contractor warrants the supplies are free from defects in design, material, and workmanship for a period of 18 months (1-1 /2 years) or 12,000 miles, whichever occurs first, from warranty start date. Exclusive Vendor Extended Warranties may be different.

c. If a Safety Recall defect occurs during the vehicle warranty period, the contractor agrees to extend the terms of the warranty to the time required to make necessary safety defect corrections.

d. If a defect/failure is caused by (or falls within) any of the following categories, it is not considered warrantable and a claim should not be initiated:

- (1) Misuse or negligence
- (2) Accidents
- (3) Improper operation
- (4) Improper storage
- (5) Improper transport
- (6) Improper or insufficient maintenance service
- (7) Improper alterations or repairs
- (8) Defect/failure discovered or occurring after warranty expiration date
- (9) Fair wear and tear items (brake shoes, pads, armatures, brushes, etc)
- (10) Foreign object damage
- (11) Improper packing or handling
- (12) Combat damage

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(13) Consequential damages resulting from a defect or failure

(14) Non-GS parts/components.
Note: Exclusive Vendor Extended Warranties may provide coverage for "Non-GS parts/components".

e. In addition to the GS Supplies warranty, there are three "Exclusive Vendor Extended Warranties". These warranties take advantage of additional coverage (i.e., Non-GS Supplies and in some cases the warranty duration is longer) provided by the contractors vendors. REMEMBER, these warranties are in addition to the basic warranty. These warranties are provided by the following vendors, but will be administered by Stewart & Stevenson, through your local WARCO, for the time frames indicated below for each Vendor. (NOTE: To obtain services for these "Exclusive Vendor Extended Warranties", your local WARCO simply contacts Stewart & Stevenson at 1-800-221-3688, and asks for the Warranty Department.)

(a) Allison Transmission
P.O. Box 894
Indianapolis, IN 46206-0894
Phone: (317) 242-5000

Warranty Duration - 24 months from initial acceptance (Conditional or Final Acceptance, whichever occurs first, as identified in Block 3 of DD Form 250). If you are unsure if the transmission is under warranty, contact Stewart & Stevenson at 1-800-221-3688 and ask for their Warranty Department. Be prepared to provide both the vehicle and transmission serial numbers. (NOTE: If any transmission warranty remains after expiration of the 18 months/12,000 miles Final Acceptance Warranty, the local WARCO may contact Allison at 1-317-242-5000).

Warranty Coverage - Provides coverage for all genuine Allison parts (all levels of maintenance), to include the Transmission Assembly, Electronic Control Unit (ECU), Vehicle Interface Module and Throttle Position Sensor.

In addition to the above Warranty duration and Coverage, Allison will warranty the transfer case C6

Bearing against failure for a period of five (5) years from initial acceptance (Conditional or Final Acceptance, whichever occurs first, as identified in Block 3 of DD Form 250). This warranty applies to the C6 Thrust Bearing and any subsequent secondary damage adjudged to have occurred as a result of a C6 Thrust Bearing failure. This additional warranty coverage applies only to MD3070PT transmissions with a serial number earlier than 6510072174 and transfer cases with a serial number earlier than 3265. (NOTE: The C6 Thrust Bearing Warranty remaining after expiration of the 18 month/12,000 mile Stewart & Stevenson warranty, may be administered by the local WARCO with Allison at 1-317-242-5000).

Important Notes: This "Exclusive Vendor Extended Warranty" requires that all labor must be performed by an Allison authorized representative. Opening of any of the Allison components (excluding Vehicle Interface Module) voids the vendor extended warranty for that part.

(b) Caterpillar, Inc.
Defense & Federal Products, TC-A
P.O. Box 470
Mossville, IL 61552-0470
Phone: (309) 578-3295

Warranty Duration for Engine - 18 months from final acceptance date or 12,000 miles, whichever occurs first (same duration as GS Warranty).

Warranty Duration for Emission Related Components - 60 months from final acceptance date, 100,000 miles, or 3,000 operating hours, whichever occurs first. (NOTE: After the 18 months/12,000 miles Engine Warranty has expired, the local WARCO may contact Caterpillar directly for the remaining Emission Warranty, at 1-309-578-3295.)

Warranty Coverage for Engine - Provides coverage for complete engine (genuine Caterpillar components only), all levels of maintenance.

Warranty Coverage for Emission Related Components - Provides coverage for the following components (all levels of maintenance):

Fuel Injectors
Camshaft
Cam Followers
Turbo Cart
Comp Hsg
Turbine Hsg
intake Gasket
Air/Fuel Ratio
Aftercooler Core (Radiator)
Hoses, Clamps, Pipes, Insulation

Important Note: The engine must be left in the vehicle for Caterpillar to provide the "Exclusive Vendor Extended Warranty". Transportation to the Caterpillar dealer is provided by the vehicle owner.

(c) Rockwell International Corporation
2135 West Maple Road
Troy, MI 48084-7186
Phone: (810) 435-1461

Warranty Duration - 18 months from final acceptance date or 12,000 miles, whichever occurs first (same duration as GS Warranty).

Warranty Coverage - Provides coverage for replacement of the pinion seal and addition of a POSE seal for vehicles #1 through #3133.

Vehicle Serial Number Effectivity - Covers vehicle serial numbers 1 through 3133 identified by the third through sixth characters of the serial number.

f. Corrosion Warranty - In addition to the GS Supplies warranty, There is a specific corrosion warranty provided by Stewart & Stevenson and administered by Stewart & Stevenson through your local WARCO. (NOTE: To obtain services for this corrosion warranty, your local WARCO simply contacts Stewart & Stevenson at 1-800-221 -3688, and asks for the Warranty Department).

Warranty Duration - One hundred twenty (120) months from initial acceptance (Conditional or Final Acceptance, whichever occurs first, as identified in Block 3 of DD Form 250).

Warranty Coverage - Provides for Contractor repair or replacement for cabs, cargo beds, frame rails, and crossmembers exhibiting corrosion for all vehicles produced prior to February 28, 1997. The warranty shall not apply to cosmetic surface corrosion, corrosion which results from working surfaces, or corrosion resulting from scratches, accidents, war damage, or abuse. For the purposes of this warranty, corrosion which is the subject of this warranty is defined as "Any perforation or any other damage caused by corrosion requiring repair or replacement of parts".

4. Contractor Responsibilities.

a. When the owning unit has directed the contractor to correct the supplies, the contractor will furnish all material required to correct the defective supplies. Replacement parts shall be provided within ten (10) working days and correction of defects shall be initiated within thirty (30) working days after receipt of written claim notification.

b. When the contractor receives written notification requiring contractor repair, the contractor will have instructions as follows:

(1) To correct the supplies in the field unit location, or

(2) To return the vehicle or parts to the contractor's designated facility for correction.

When the contractor corrects the supplies, all labor involved shall be borne by the contractor. Additionally, the contractor shall arrange and bear all transportation costs of the supplies to its facility and return to user,

c. The contractor has the right to inspect any defective supplies (concurrently with the Government representative), wherever located, within thirty (30) working days of formal notification of warranty claim for the purpose of evaluating the cause of, or existence of the defect(s).

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d. In the event the contractor determines the defective supplies are clearly nonwarrantable (paragraph 3d), the contractor will initiate stopping repair work and notify the owning unit WARCO.

5. Government Responsibilities. The Major Subordinate Command for the M1083 Series, 5-Ton, 6X6, Medium Tactical Vehicles (MTV) is the U.S. Army Tank-automotive and Armaments Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty. Warranty claims will be reported to:

Commander
U.S. Army Tank-automotive and Armaments
Command
ATTN: AMSTA-IM-MBP
Warren, MI 48397-5000
Telephone: (DSN) 786-7423
Commercial: (810) 574-7423

a. TACOM will:

(1) Verify, review, process and if valid and complete, submit claims (reimbursable and/or disputes) to the contractor.

(2) Reject claims that are not valid and send them back to the local WARCO with a short explanation of why the claim is rejected.

(3) Request additional information for incomplete claims.

(4) Provide warranty claim acknowledgment/ closeout letters and/or parts/assemblies disposition instructions to the local WARCO.

(5) Insure the contractor performs in accordance with the terms of the contract.

b. Equipment owning unit will:

(1) Identify defects/failures and verify that the defects/failures are warrantable.

(2) Submit warranty claims, using DA Form 2407 and DA Form 2407-1 Maintenance Request Claims through channels to the supporting repair facility.

(3) Tag and retain parts, pieces of parts and/or assemblies removed at the owning unit level and as a result of a warrantable defect/failure and/or correction, in accordance with DA PAM 738-750, The Army Maintenance Management System (TAMMS) and the TB.

c. Supporting repair facility will:

(1) Identify defects/failures as warrantable (if owning unit has not already identified them). Verify defects/failures are warrantable.

(2) Review, process and submit valid warranty claims to the local WARCO if the DA Form 2407 and DA Form 2407-1 are complete and correctly filled out.

(3) Reject invalid warranty claims or request additional information for incomplete and incorrect claims.

(4) Coordinate with the owning unit and decide which option for repair is desired to correct the warrantable defect/failure.

(5) Depending upon which repair option was selected (Government or contract repair), provide labor/parts required to accomplish the warrantable repairs.

(6) Tag and retain (in accordance with DA PAM 738-750 and this Technical Bulletin) all parts, pieces or parts and/or assemblies removed as a result of warrantable defect/failure and/or correction .

d. Local WARCO will:

(1) Verify, administer, and process warranty claims to the TACOM WARCO (in accordance with DA PAM 738-750 and this Technical Bulletin).

(2) Act as a liaison with the owning unit, the contractor, supporting repair facility and TACOM.

(3) Notify the owning units of all warranty claim acknowledgments/close outs, information and/or instructions received from TACOM or the contractor.

(4) Act as a liaison between local dealers and the Army.

e. Alterations/Modifications.

Alterations/modifications shall not be applied unless authorized by TACOM.

f. Army Oil Analysis Program (AOAP). The manufacturers lubrication and service intervals must be followed. Only after the warranty has expired will AOAP apply to this equipment, unless oil sample results indicate the oil and filter of an assembly should be changed "PRIOR" to the manufacturer's service interval. Sampling intervals for AOAP will be published in TB 43-02 10 (if applicable).

6. Warranty Data Plate.

a. All vehicles will have a warranty data plate. The contractor is required to mount this data plate within clear view of the operator.

b. When the vehicle is received, the owning unit should locate the warranty data plate and check the warranty start date with date shown on the applicable DD Form 250 Material Inspection and Receiving Report. If these dates differ, disregard the data plate. The date shown on the DD Form 250 is the date to be used as a warranty start date.

7. Claim Procedures.

a. The procedures for reporting warranty claims are found in DA PAM 738-750 and this bulletin. Responsibilities of the Major Army Command (MACOM) are found in AR 700-139 Army Warranty Program, Concepts and Policies. Units should use DA Form 2407 and DA Form 2407-1 for making warranty claims. It is very important to fill in the blocks on the forms as accurately as possible.

b. The contractor shall be notified in writing, utilizing DA Form 2407 by the local WARCO following the discovery of a defect in supplies which requires contractor repair and/or replacement parts. This shall constitute formal notification of a warranty claim and initiate the time period for contractor responsibilities and action under the warranty. This notification shall include, but not be limited to fur-

nishing the equipment serial number, operating hours, part number or NSN of the defective part and circumstances surrounding the defect(s). At this time, the contractor will further be informed whether the owning unit has elected: (1) to correct the defect themselves or; (2) to direct the contractor to correct the defect. Upon completion of contractor repair, forward completed warranty claims (Information Only) to TACOM.

Additionally, the local WARCO will forward claims to TACOM utilizing DA Form 2407 for any warrantable repairs (parts and/or labor) accomplished by the owning unit which requires contractor reimbursement to the Government.

c. The contractor shall reimburse the Government for the cost of labor and/or replacement parts involved in the Government correction of the defect. The cost of labor involved shall be computed at the rate of \$34.00 per hour multiplied by the actual number of labor hours, not to exceed the labor hours in the FMTV Maintenance Allocation Chart (MAC). The reimbursement costs for parts shall be established based upon the prices set forth in the Unit of Issue price of the Army Master Data Files at the time of warranty claim. Furthermore, the owning unit may direct the contractor to provide the replacement parts that prove to be defective within the warranty period, without cost to the Government, directly to their location. The contractor shall furnish replacement parts within ten (10) working days after receipt of written claim notification. Warranty claims for reimbursement in which the combined labor and repair parts costs do not exceed \$150.00 for any GS part failure shall not be processed.

d . Identification of Failed Items. Failed warranty items shall be tagged/identified to prevent improper repair or use. Documents that describe the use of DA Form 2402 Exchange Tag and DA Form 2407 Maintenance Request shall be referenced. Items requiring special handling, storage or shipment during the processing of claims shall be identified.

e. Disposition. The repair activity shall retain defective supplies for thirty (30) working days following receipt of acknowledgment of a warranty claim from TACOM or contractor. If receipt of

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acknowledgment is not received, inquiries should be made to TACOM through your local WARCO. If receipt of acknowledgment is received but no instructions are forthcoming within thirty (30) working days of receipt, the supplies may be disposed of.

f. Invalid Warranty Claims. When supplies are inspected by the contractor and found to be non-warrantable, or the supplies are found to be serviceable, the repair activity submitting the claim will be required to make reimbursement for contractor services. All failed items returned for warranty claim action will be monitored by TACOM. Additionally, regarding contractor repair, the local WARCO must stipulate at the time of request for services that either no nonwarranty work be done or be prepared to pay for such work.

g. Air Force Warranty Claims. Air Force warranty claims shall be submitted as follows:

(1) For letter warranty claims:

WR-ALC/LVR
225 Ocmulgee CT
Robbins AFB, GA 31098-1647
DSN 468-7161
COML (912) 926-7126

(2) For Teletype warranty claims:

WR-ALC ROBBINS AFB GA/LVR

8. Reimbursement For Army Repair. The contractor shall reimburse the Government by submitting monies monthly to United States Army Tank-automotive and Armaments Command, ATTN: DFAS-IN/EMBED, Warren, Michigan 48397-5000. In the event that the repair activity should receive any reimbursement from the contractor, the monies must be forwarded to the above address.

9. Claim Denials/Disputes. TACOM will handle all denials or disputes.

10. Reporting. Reporting or recording action on a failed item shall be as specified in DA PAM 738-750. Forms that are unique to the Contractor or Repair Activity shall not be used.

11. Storage/Shipment/Handling.

- a. **Storage.** Not applicable.
- b. **Shipment.** See paragraph 4b and 7d.
- c. **Handling.** See paragraph 4b and 7d.

12. List of Warranted Supplies/Parts.

This list provides examples of assemblies that contain General Support (GS) level warranted supplies/parts. For an itemized list please refer to the vehicle Maintenance Allocation Chart (MAC).

Engine Assembly
Transmission Assembly
Axle Assembly
Frame Assembly
Material Handling Crane (Wrecker)
Material Handling Crane (Cargo)
Power Takeoff Assembly

By Order of the Secretary of the Army:

DENNIS J. REIMER
General United States Army
Chief of staff

Official:



JOEL B. HUDSON

Administrative Assistant to the
Secretary of the Army
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