

**DEPARTMENTS OF THE ARMY AND AIR FORCE TECHNICAL BULLETIN**

**WARRANTY PROGRAM**

FOR

**M1083A1 SERIES, 5 TON, 6X6,  
MEDIUM TACTICAL VEHICLES (MTV)**

Contract Number DAAE07-98-C-M005

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

**REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS**

You can help improve this publication. If you find any mistakes or if you know of a way to improve the procedures, please let us know. Submit your DA Form 2028-2 (Recommended Changes to Equipment Technical Publications), through the Internet, on the Army Electronic Product Support (AEPS) website. The Internet address is <http://aeeps.ria.army.mil>. If you need a password, scroll down and click on "ACCESS REQUEST FORM". The DA Form 2028 is located in the ONLINE FORMS PROCESSING section of the AEPS. Fill out the form and click on SUBMIT. Using this form on the AEPS will enable us to respond quicker to your comments and better manage the DA Form 2028 program. You may also mail, fax or email your letter, DA Form 2028, or DA Form 2028-2 direct to: Commander, U.S. Army Tank-automotive and Armaments Command, ATTN: AMSTA-LC-CIP-WT, Rock Island, IL 61299-7630. The email address is [TACOM-TECH-PUBS@ria.army.mil](mailto:TACOM-TECH-PUBS@ria.army.mil). The fax number is DSN 793-0726 or Commercial (309) 782-0726.

**1. General.** The FMTVA1 has an S&S Extended Warranty and Pass-Through Warranties, which are Vendor's (Allison, Caterpillar, Michelin) Commercial Warranties. Both are administered by Stewart & Stevenson Tactical Vehicle Systems, LP (TVSLP). The items identified in Table 1. Supplier Summary Section are items which have Pass-Through Warranties available. The terms, duration, warranty start dates, etc., vary greatly between the Vendors. For example, some Vendor's Warranties begin when the item is manufactured, others begin when the end item ships from TVSLP. For some warranties, TVSLP must review documentation to find out if an item is still covered by warranty. The items identified in Table 2. S&S Extended Summary Section are items warranted by TVSLP. To find out if a Pass-Through Warranty for an

item listed in Table 1. Supplier Summary Section or, an S&S Extended Warranty for an item listed in Table 2, is still in effect, simply contact your local WARCO. Your local WARCO can contact TVSLP at 1-800-221-3688, and ask for the Warranty Department. The Warranty Department will need the information in paragraph 3.b. to determine if the Warranty is still in effect. This bulletin provides implementation instructions for the Pass-Through and S&S Extended Warranties on the M1083A1 Series, 5 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 M1083A1 Series, 5 Ton, 6X6, Medium Tactical Vehicles (MTV) or any U.S. Army Tank-automotive and Armaments

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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 786-8081, COMMERCIAL (810) 574-8081. 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 3), 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.
- 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, in case of S&S Extended Warranty, date of shipment for purposes of fielding. Pass-Through Warranties may be different.
- 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. Pass-Through Warranty.** A vendor's (e.g., Caterpillar) commercial warranty that provides warranty coverage.
- h. Failure.** A part, component, or end item that fails to perform its intended use.
- i. Owning Unit.** The Army Unit authorized to operate, maintain, and use the equipment.
- j. Repair.** A maintenance action required to restore an item to serviceable condition without affecting the warranty.

**k. Supplies.** All assemblies, subassemblies, and down parts to the lowest level that comprise an end item.

**l. 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.

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

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

**o. Warranty Expiration Date.** The date the warranty is no longer valid. This date will vary depending on each vendors Pass-Through Warranty. The S&S Extended Warranty expires 16 months after the Government Acceptance Date.

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

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

**3. Coverages-Specific.** The FMTVA1 has S&S Extended and Pass-Through Warranties, which are Vendor's (Allison, Caterpillar, Michelin) Commercial Warranties, that are administered by Stewart & Stevenson Tactical Vehicle Systems, LP (TVSLP). The items identified in Table 1. Supplier Summary Section are items which have Pass-Through Warranties available. The terms, duration, warranty start dates, etc., vary greatly between the Vendors. For example, some Vendor's Warranties begin when the item is manufactured, while others begin when the end item ships from TVSLP. For some warranties, TVSLP must review documentation to find out if an item is still covered by warranty. The items identified in Table 2. S&S Extended Summary Section are items warranted by TVSLP. To find out if a Pass-Through Warranty for an item listed in Table 1. Supplier Summary Section or an S&S Extended Warranty for an item listed in Table 2. is still in effect, simply contact your local WARCO. Your local WARCO can contact TVSLP at 1-800-221-3688, and ask for the Warranty Department. The Warranty

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Department will need the information in paragraph 3.b. to determine if the Warranty is still in effect.. This Technical Bulletin applies to the vehicles listed. The items are manufactured by Stewart & Stevenson Tactical Vehicle Systems, LP (TVSLP) under contract number DAAE07-98-C-M005. Inquiries to TVSLP can be made by calling 1-800-221-3688. These are the M1083A1 series models and the National Stock Numbers (NSN) for each:

- TRUCK, CARGO, MTV, M1083A1; w/o wn 2320-01-447-3890, w/wn 2320-01-447-3884
- TRUCK, CARGO, MTV, W/MHE, M1084A1; 2320-01-447-3887
- TRUCK, CARGO, MTV, LONG WHEELBASE, M1085A1; w/o wn 2320-01-447-3891, w/wn 2320-01-447-3897
- TRUCK, CARGO, MTV, LONG WHEELBASE, W/MHE, M1086A1; 2320-01-447-3895
- TRUCK, TRACTOR, MTV, M1088A1; w/o wn 2320-01-447-3893, w/wn 2320-01-447-3900
- TRUCK, WRECKER, MTV, M1089A1; 2320-01-447-3892
- TRUCK, DUMP, MTV, M1090A1; w/o wn 2320-01-447-3899, w/wn 2320-01-447-6344
- TRUCK, CHASSIS, MTV, M1092A1; 2320-01-447-3894
- TRUCK, CHASSIS, MTV, LONG WHEELBASE, M1096A1; 2320-01-447-3885

**a. Defect.** 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:

- (a) Misuse or negligence
- (b) Accidents
- (c) Improper operation
- (d) Improper storage
- (e) Improper transport

- (f) Improper or insufficient maintenance service
- (g) Improper alterations or repairs
- (h) Defect/failure discovered or occurring after warranty expiration date
- (i) Fair wear and tear items (brake shoes, CTIS seals, pads, armatures, brushes, etc)
- (j) Foreign object damage
- (k) Improper packing or handling
- (l) Combat damage
- (m) Consequential damages resulting from a defect or failure

### **b. Pass-Through and S&S Extended**

**Warranties.** Take advantage of coverage provided by these warranties. Pass-Through Warranties are provided by the vendors in Table 1. Supplier Summary Section, but will be administered by TVSLP through your local WARCO. S&S Extended Warranties in Table 2. S&S Extended Summary Section, are supplied by TVSLP through your local WARCO. To obtain services for Pass-Through or S&S Extended Warranties, your local WARCO simply contacts TVSLP at 1-800-221-3688, asks for the Warranty Department, and provides the following information:

- 1) Vehicle S/N
- 2) Vehicle mileage
- 3) Defective Component P/N
- 4) Description of the Defect
- 5) Component Serial No. or Date Code, if available
- 6) Quantity
- 7) Person to Contact on the Request for Warranty, to include: telephone, fax number and shipping address. This information can be sent by your local WARCO via electronic mail ([m.esker@ssss.com](mailto:m.esker@ssss.com), [m.scott@ssss.com](mailto:m.scott@ssss.com), [l.hilzendager@ssss.com](mailto:l.hilzendager@ssss.com)) utilizing DA Form 2407.

### **c. Warranty Start Dates:**

- (a) Information to determine Pass-Through Warranty start dates for Allison, Caterpillar, and Michelin are listed later in the Bulletin. S&S Extended Warranties start at shipment of the vehicle for purposes of fielding.
- (b) For Pass-Through or S&S Extended Warranty, your local WARCO simply contacts TVSLP at 1-800-221-3688, asks for the Warranty Department, and provides the

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information in paragraph 3.b. TVSLP will obtain the warranty start date and notify the Government if the warranty period has expired.

### 4. Pass-Through Warranties.

**Table 1. Supplier Summary Section**

VENDOR	GOV'T PART NO	NSN	DESCRIPTION
Allison	12421787-002	2520-01-460-9681	ECU
Allison	12421786	-	Shift Selector
Allison	29534235	2520-01-467-8473	Transmission, Hydraulic
Caterpillar	129-3191	2815-01-470-5796	Camshaft Assembly
Caterpillar	7E6794	2815-01-360-4450	Camshaft Followers
Caterpillar	12422551-002	-	Electronic Control Module
Caterpillar	12421794-002	-	Engine, Diesel <sup>1</sup>
Caterpillar	173-9267	2910-01-470-6177	Fuel Injector
Caterpillar	144-3472	-	Intake Manifold Gasket
Caterpillar	143-5985	-	Turbo Compressor Housing
Caterpillar	166-0331	-	Turbo Turbine Housing
Caterpillar	145-6098	-	Turbocharger Cartridge
Michelin	12378858	2610-01-356-9098	Tire, Pneumatic

<sup>1</sup> Engine for Dressed Engine 12414398-006, NSN 2815-01-467-2373.

#### a. Allison

1. **Warranty Period.** The warranty start date is 3 months from date indicated in Block 3 of the DD250 and expires 24 months from that date, unless a failure occurs within the first 3 months from DD250 date, that failure date then becomes the warranty start date and expires 24 months later. It does not cover accident damage, misuse, alterations, damage due to lack of maintenance or use of fluids not recommended, normal maintenance such as filters, screens, and fluids, repairs by unauthorized dealers, and use of other than Allison transmission parts. The warranty includes the transmission, ECU and Shift Selector.

2. **Coverage.** Repairs or replacement, at Allison's option, to correct any transmission malfunction resulting from defects in material or workmanship during the warranty period. All repairs will be performed using the method

Allison determines most appropriate under the circumstances. Labor costs for the removal and reinstallation of the transmission are covered when necessary to make a repair. An authorized Allison distributor must perform all warranty repairs.

3. **Towing.** Towing to the nearest Allison Distributor or authorized Dealer is covered only when necessary to prevent further transmission damage. Field service is provided under this warranty. If the vehicle can be driven, at Allison's request, they may require the vehicle be delivered to the nearest authorized repair center within a reasonable amount of time. A reasonable amount of time must be allowed for the repair center to perform repairs.

4. **Procedure.** Unit will submit a DA Form 2407 to their WARCO for submittal to TVSLP for warranty consideration.

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### b. Caterpillar

1. **Warranty Period.** 36 months or 150,000 miles, from TVSLP's warranty start date, whichever occurs first. In addition, Caterpillar provides the 60 month, 100,000 mile, emissions warranty. This is a worldwide warranty. It covers genuine Caterpillar components only; this is not a dressed engine warranty.
2. **Towing.** The user must deliver the vehicle to the nearest Caterpillar dealer. If the vehicle is not in driving condition, Caterpillar will pay for towing.
3. **Procedure.** After submittal of warranty request to TVSLP, a Notification of Failure will be submitted to Caterpillar main office for forwarding to the nearest authorized Caterpillar dealer. The dealer is requested to contact the WARCO to arrange for warranty evaluation. The customer must provide access to electronic data stored in the ECU.
4. **Emissions Warranty Parts Covered.** Fuel Injectors, Camshaft Assembly, Engine Rocker Arms, Turbocharger, Intake Manifold Gasket, Electronic Control Module (ECM). (See

Parts Listing for Part Numbers). Items such as aftercooler core, pipes, hoses and clamps are TVSLP supplied items and are not covered by this warranty.

### c. Michelin

1. **Warranty Period.** 5 years from the date of manufacture of the tire or the life of the original usable tread down to 2/32nds of an inch of tread remaining.
2. **Coverage.** User must pay for the cost of a new tire on a pro-rata basis calculated by multiplying the current negotiated TACOM replacement price or the Government Open Market price, whichever is applicable, by the percentage of usable tread. This does not include any mounting, balancing or other charges.
3. **Procedure.** ALL CONUS claims must be addressed through the Michelin Government Sales Department at 1-800-TIRE-HELP. ALL OCONUS claims must be forwarded to TVSLP for processing through Michelin's 1-800-TIRE-HELP line.

### 5. S&S Extended Warranties.

**Table 2. S&S Extended Summary Section**

VENDOR	GOV'T PART NO	NSN	DESCRIPTION
C.E. Niehoff	N1506-1	6115-01-419-4033	Generator, Alternator
C.E. Niehoff	N2003	6130-01-502-2579	Device, Control, Load
Commercial Intertech	12419930	4320-01-425-3704	Pump, Rotary
Dana Chelsea	12378814-001	2520-01-362-3573	Power Take-off (PTO)
Dana Spicer	12421947-001	6150-01-470-3139	Cable Assembly, CTIS
Dana Spicer	12421947-003	6150-01-470-5891	Cable Assembly, CTIS
Dana Spicer	12378682-001	2530-01-470-5711	ECU, CTIS
Dana Spicer	12417381	5930-01-372-9484	Switch, Pressure
Dana Spicer	12417339-001	-	Valve Assembly, CTIS
Dana Spicer	12417383-002	4820-01-370-2751	Valve, Angle
Dana Spicer	12417383-003	4820-01-370-0133	Valve, Angle

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**Table 2. S&S Extended Summary Section (Cont)**

VENDOR	GOV'T PART NO	NSN	DESCRIPTION
Dana Spicer	12378688	2530-01-360-6198	Valve, Brake, Pneumatic
Dana Spicer	12418057	4820-01-372-2769	Valve, Regulating
Haldex	12414366-001	4730-01-361-2173	Air Drier and Cooler
Haldex	12378830-001	2530-01-361-5075	Compressor, Reciprocating
Holland	MS51117-1	2540-00-047-3926	Pintle Assembly
Kysor Cooling	12421971	2930-01-331-6660	Clutch, Fan
Meritor	12421817	2520-01-463-9188	Axle Assembly <sup>2</sup>
Meritor	12421816	2520-01-464-4568	Axle Assembly <sup>2</sup>
Meritor	RP-15611-NFSF-14	2520-01-464-5267	Axle Assembly <sup>2</sup>
Meritor	RP-15611-NFSF-16-780	2520-01-464-4569	Axle Assembly <sup>2</sup>
Meritor	RP-15611-NFSF-18-780	2520-01-464-4570	Axle Assembly <sup>2</sup>
Meritor	483-49-048-322	2520-01-478-7594	Drive Shaft Assembly
Meritor	483-49-050-210	2520-01-472-4495	Drive Shaft Assembly
Meritor	483-49-050-256	2520-01-472-4494	Drive Shaft Assembly
Meritor	483-49-050-335	2520-01-472-4496	Drive Shaft Assembly
Meritor	483-49-050-356	2520-01-472-4497	Drive Shaft Assembly
Meritor	483-94-002-167	2520-01-472-4498	Drive Shaft Assembly
Meritor	12422207	-	ECU, ABS
Sauer Sundstrand	12414372-001	2530-01-368-9501	Pump Assembly, Power
Sauer Sundstrand	12414359	4320-01-363-2294	Pump, Rotary
Serck	12422174	-	Cooler, Fluid, Transmission
Sprague	12417597	6220-01-376-3676	Control, Directional
Sprague	12414349	2540-01-361-5201	Motor, Windshield Wiper
Steyr	12417493-002	2540-01-376-3998	Handle, Door
Steyr	12417493-001	2540-01-376-3999	Handle, Door
Steyr	12417511	2430-01-377-6614	Housing, Steering
Steyr	12417884	2530-01-378-6001	Steering Wheel
Steyr	12418168	2510-01-420-9972	Support, Cab Assembly
Tex-A-Draulics	12421800	4820-01-470-5581	Valve, Thermal Bypass
Williams Controls	12422047	2540-01-470-6026	Pedal, Control, Accelerator

<sup>2</sup> Applies to down parts of axle assemblies only, not the complete axle assembly.

**a. Warranty Period.** The warranty period for all items listed in Table 2. S&S Extended Summary Section is 16 months and begins with shipment of the vehicle for purposes of fielding.

**b. Coverage.** This is a replacement party warranty only. Labor is not included. In the case of axles, this warranty only provides for replacement down parts of the axle assembly. Fair wear and tear items are not included

**c. Procedure.** Unit will submit a DA Form 2407 to their WARCO for submittal to TVSLP for warranty consideration. Upon claim approval, TVSLP will ship replacement parts to their Field Service

Representative. The Field Service Representative will exchange the replacement part for the defective part with the WARCO. OCONUS requirements (excluding Alaska and Hawaii) will be shipped to a Government provided APO. If the part is too heavy for APO shipment, the unit and WARCO must provide a CONUS Port of Embarkation and make arrangements for shipment from that CONUS Port. Installations not represented by a Field Service Representative will be provided replacement parts through their WARCO. The WARCO will be responsible for returning defective supplies to TVSLP using the replacement part/container.

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**6. Exhaust Brake Solenoid (Vehicles S/N 11438 - 17413. P/N 12421985-001, NSN 5945-01-480-0484).** Warranty period for exhaust brake solenoid on above listed vehicles is forty-eight (48) months from DD250 date. If exhaust brake fails to exhaust, remove exhaust brake from vehicle and check butterfly for damage. If butterfly is damaged, request brake kit P/N C10374. Kit comes with installation instructions. Both parts, the solenoid and brake kit, will be shipped to field location directly from Pac Brake.

**7. Radiator (Vehicles S/N 11438 – 21,728. P/N 12378882-005, NSN 2930-01-363-8145).** Warranty period for radiator on above listed vehicles is thirty-six (36) months from DD250 date. Radiator is warranted if it has poor fin-tube bonding, tank to header joint seam leaks, or outlet/inlet tube to header joint seam leaks. Follow the instructions in paragraphs 3B and 5c, S&S Extended Warranties.

**8. Secondary Battery Box Latch (Vehicles S/N ranges: 16307 – 16431, 16446 – 16710, 16759 – 16948, 16995 – 17211, 17264 – 17432, 17477 – 17689, 17739 – 17891, 17955 – 18101, 18117 – 18320, 18376 – 18514. P/N 12420089, NSN 6160-01-442-9783).** Warranty period for secondary battery box latch on above vehicles is thirty-six (36) months from shipment of vehicle. If plastic latch breaks, replacement latch kit and installation instructions will be shipped to repair battery box. Follow the instructions in paragraphs 3b and 5c, S&S Extended Warranties.

**9. Ohio Casting Produced Parts (Vehicle S/N range 21604 – 25268).** Warranty Period for Ohio Casting produced parts installed in above listed vehicles is fifty-four (54) months from DD250 date. Follow the instructions in paragraphs 3b and 5c, S&S Extended Warranties. Part numbers applying to Medium Tactical Vehicles (MTV) include:

<u>Gov't P/N</u>	<u>NSN</u>	<u>Description</u>
12414277	2530-01-369-4933	Supp Link, Rear Axle
12417307	2530-01-377-6617	Bracket, Steering
12417393	5340-01-371-1077	Plate, Spring Clamp
12417394	5340-01-369-1399	Plate, Spring Clamp
12417397	2510-01-369-4785	Supp, Shock-Rear Left
12417399	2510-01-443-3325	Supp, Shock-RearRight
12417404	2510-01-377-3206	Bracket, Stabilizer Bar
12417407	2510-01-370-2726	Bracket Spring, Front
12417408	2510-01-370-2725	Supp, Shock-Fwd Right

12417411 2510-01-387-8469 Bracket, Stiffener  
12417412 2510-01-370-4791 Supp, Shock-Fwd Left  
12417413 2510-01-370-4792 Supp, V-Rod Forward  
12417417 2510-01-370-4793 Supp, V-Rod Rear

**10. Intermediate Input Seal (Vehicle S/N range 11438 – 20216. P/N A-1205-D-2500, NSN 5330-01-432-2689).** Arvin Meritor will warrant leaking intermediate input seals on above vehicles for a period of three (3) years beginning 8 April 2003. Upon receipt of the information in paragraph 3.b, S&S will forward claim information to Arvin Meritor who will provide replacement parts and labor to complete the repair. This warranty is contingent upon not using the Central Tire Inflation System (CTIS) when outside temperature drops below 0F (-18C). When temperatures are below 0F (-18C) the CTIS switch must be in the "OFF" position and circuit breaker number forty (40) must be removed by maintenance personnel.

**11. Contractor Responsibilities.** The Pass-Through Warranties are provided by vendors in Table 1. Supplier Summary Section, but will be administered by TVSLP through your local WARCO. S&S Extended Warranties in Table 2. S&S Extended Summary Section are provided by TVSLP through your local WARCO. To obtain services for Pass-Through or S&S Extended Warranties, your local WARCO simply contacts TVSLP at 1-800-221-3688, asks for the Warranty Department, and provides the information in paragraph 3.b.

**12. Government Responsibilities.** The Major Subordinate Command for the M1083A1 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-AC-NML  
Rock Island, IL 61299-7630  
Email: tacom-tech-pubs@ria.army.mil  
Fax: DSN 793-0726  
Commercial: (309) 782-0726

**a. TACOM will:**

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

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

(c) Request additional information for incomplete claims.

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

(e) Ensure the Contractor performs in accordance with the terms of the contract.

### **b. Equipment owning unit will:**

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

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

(c) 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 this Technical Bulletin.

### **c. Supporting repair facility will:**

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

(b) 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.

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

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

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

(f) Tag and retain (in accordance with DA PAM 738-750 The Army Maintenance Management System (TAMMS) 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:**

(a) Verify, administer, and process warranty claims to the TACOM WARCO (in accordance with DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical Bulletin).

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

(c) Notify the owning units of all warranty claim acknowledgments/closeouts, information and/or instructions received from TACOM or the Contractor.

(d) 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 manufacturer's 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 43-0210 (if applicable).

## **13. Claim Procedures.**



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**a.** The procedures for reporting warranty claims are found in DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical 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, includes electronic mail ([m.esker@ssss.com](mailto:m.esker@ssss.com), [m.scott@ssss.com](mailto:m.scott@ssss.com), [l.hilzendager@ssss.com](mailto:l.hilzendager@ssss.com)) utilizing DA Form 2407 by the local WARCO following the discovery of a defect in supplies which requires Contractor/vendor repair and/or replacement parts. This shall constitute formal notification of a warranty claim. The notification shall include, but not be limited to furnishing the equipment serial number, operating hours, part number or NSN of the defective part and circumstances surrounding the defect(s). Upon completion of Contractor/vendor repair, forward completed warranty claims (Information Only) to TACOM.

**c. 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.

**d. Disposition.** The repair activity shall return defective supplies to the Contractor's representative or ship them back at their expense using the replacement part carton/container.

**e. Invalid Warranty Claims.** When supplies are inspected by the Contractor/vendor 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/vendor services. All failed items returned for warranty claim action will be monitored by TACOM. Additionally, regarding Contractor/vendor repair, the local WARCO must stipulate at the time of request for services that either non-warranty work be stopped at the time it is determined non-warrantable or be prepared to pay for completion of such work. In either case, the WARCO must be prepared to pay for diagnosis and trip charges for non-warranty service.

**f. 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

**14. Reimbursement for Army Repair.** The Contractor shall reimburse the Government by submitting monies quarterly to United States Army Tank-automotive and Armaments Command, ATTN: SFAE-CSS-TV-M (PM, MTV Office), Warren, Michigan 48397-5000. All checks will be made payable to the "Treasurer of the United States". In the event that the repair activity should receive any reimbursement from the Contractor, the monies must be forwarded to the above address.

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

**16. Reporting.** Reporting or recording action on a failed item shall be as specified in DA PAM 738-750 The Army Maintenance Management System (TAMMS). Forms that are unique to the Contractor or Repair Activity shall not be used.

**17. Storage/Shipment/Handling.**

**a. Storage.** Not applicable.

**b. Shipment.** See paragraphs 6. and 8.b.

**c. Handling.** See paragraphs 6. and 8.b.



By Order of the Secretary of the Army:

PETER J. SCHOOMAKER  
*General, United States Army*  
*Chief of Staff*

Official:



JOEL B. HUDSON  
*Administrative Assistant to the*  
*Secretary of the Army*  
0432005

By Order of the Secretary of the Air Force:

JOHN P. JUMPER  
*General, United States Air Force*  
*Chief of Staff*

Official:

GREGORY S. MARTIN  
*General, United States Air Force*  
*Commander, Air Force Materiel Command*

Distribution:

To be distributed in accordance with the initial distribution number (IDN) 381088, requirements for TB 9-2300-427-15.

PIN: 077747-000