

**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN**

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**WARRANTY PROGRAM  
FOR  
TRUCK, TRACTOR, LINE HAUL,  
52,000 GVWR, 6X4, M915A3  
(NSN 2320-01-432-4847)**



**Approved for public release. Distribution is unlimited.**

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

**28 MAY 2001**

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**REPORTING ERRORS AND RECOMMENDED 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://aeprs.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: Technical Publication Information Office, TACOM-RI, 1 Rock Island Arsenal, 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 M915A3 vehicles are warranted by their manufacturer, Freightliner Corporation, 4747 North Channel Ave., Portland, Oregon, 97217. The vehicles are covered by a design, material and workmanship warranty. This bulletin explains warranty coverage for the vehicles and how to file claims on those vehicles.

## 2. Explanation of Terms

a. Abuse. The improper use, maintenance, repair, or mishandling of warranted items that may cause the warranty of those items to become void.

b. Acceptance Date. The date the equipment is accepted in the Army's inventory as annotated on DD Form 250, Material Receiving and Inspection Report.

c. Acquiring Command or Activity. An activity that procures the items or material for a user.

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

e. Defect. Any condition or characteristic in any supplies furnished by Freightliner Corporation that is not in compliance with the requirements of the Contract or that does not function as intended.

f. Reimbursement. A written provision in a warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor, and the Government will be reimbursed for the repair parts and/or labor costs.

g. Repair. To restore an item to a serviceable condition without affecting warranty.

h. Repairable. An item that may be reconditioned or economically repaired for reuse.

i. Warranty. A written agreement between a contractor and the government that outlines the rights and obligations of both parties for defective supplies.

j. Warranty Claim. Action started by the equipment users for authorized warranty repair or reimbursement.

k. Warranty Period. Time during which the warranty is in effect.

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

## 3. Coverages-Specific

The vehicles are covered by a design, material and workmanship warranty. This warranty covers a period of 18 months. The 18-month period begins with the date of vehicle acceptance shown on the material receiving and inspection report (DD Form 250). (Check the vehicle data plate for warranty start date.) The warranty only covers those items that are removed/repaired at General Support or Depot maintenance. Refer to the Maintenance Allocation Chart to identify General Support and Depot parts. Also, warranty claims (parts and labor) must exceed \$50.00 to be submitted.

#### **4. Contractor Responsibilities**

The vehicle contract provides you with two options (contractor repair or Government repair) for correcting warranty defects. The choice of options is in the hands of the local unit or installation.

a. Contractor Repair. If you choose the contractor repair option, the contractor will give you a location where the vehicle or component may be taken for repair.

b. Government Repair. You may choose to repair the vehicle yourself. If you choose to do the work yourself, the contractor will reimburse the Government for your labor. You may choose to use your own parts or you may request that the vehicle contractor provide you with replacement parts. If you use your own replacement parts, you may request replacement parts instead of reimbursement of the cost of the parts. If you do not specifically request replacement parts the contractor will reimburse the Government for the cost of parts. The contractor shall bear the cost of shipping parts within CONUS.

#### **5. Government Responsibilities**

The US Army Tank-automotive and Armaments Command is the managing activity for the vehicles, contract, and warranty policy of these M915A3 Line Haul Trucks. Questions related to general warranty policy should be directed to the TACOM Warranty Coordinator (AMSTA-DSA-FP-IM), DSN 786-5236, Commercial (810) 574-5236; if unavailable, DSN 786-8929, Commercial (810) 574-8929.

#### **6. Government Maintenance/Nullification**

Scheduled maintenance for the vehicles is contained in TM 9-2320-302-10 and TM 9-2320-302-20. The fact that the vehicles are covered by a warranty does not relieve the user of the responsibility for proper operation, care and maintenance of these vehicles. Failure to perform the services scheduled within the vehicle's technical manuals could cause your warranty to be void. Additionally abuse of the vehicles or components could cause a warranty claim to be refused. The Operator's Manual provides instructions for proper operation of the vehicles.

#### **7. 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).

#### **8. Alterations/Modifications**

Alterations and modifications shall not be made during the warranty period unless expressly directed by the Force Projection and Enabling (AMSTA-DSA-FP-IM).

#### **9. Abuse Determination**

Freightliner Corporation does have the right to inspect returned parts as requested. Upon inspection, if the determination is made that the part has been abused, Freightliner Corporation will notify the Government in writing to advise of the finding.

## 10. Abuse Avoidance

The Government is responsible for advising all Commands of abuses as they become aware of them, and the proper steps to be taken to avoid future abuses.

## 11. Claim Procedures

### a. Contractor Repair

(1) If you prefer that the vehicle contractor make the warranty repairs, contact Freightliner Corporation by telephone, (503) 745-8760, and explain your problem. Record the date, time and the name of the Freightliner representative contacted.

(2) Freightliner Corporation will make all the arrangements with the dealership for receipt, inspection and repair of the vehicle. Freightliner Corporation will make every effort to provide telephonic instructions to you immediately. For those exceptions that cannot be handled immediately, the contractor will provide telephonic instructions to you within 5 working days.

(3) When instructed, deliver the vehicle to the designated dealership. Obtain a copy of the dealership job order and retain it as evidence of a warranty claim.

(4) If the vehicle is not repaired or not repaired to your satisfaction within 10 working days, contact the Freightliner representative originally contacted.

(5) When the vehicle is repaired to your satisfaction, forward copy of a completed DA Form 2407 (or DA Form 5504) as follows:

Send one (1) copy to:  
Warranty Administration  
Freightliner Corporation  
4747 N. Channel Ave.  
Portland, OR 97217

Only one claim may be submitted on each DA Form 2407 (or DA Form 5504). (See Appendix A for preparation of form.)

(6) If Freightliner Corporation or their authorized dealer disputes your warranty claim, immediately prepare and forward a DA Form 2407 (or DA Form 5504). (See Appendix A for preparation of form.)

### b. Government Repair

(1) If you wish to make repairs yourself and wish to use parts you have on hand, proceed immediately with the repairs. Within 30 days of completing repairs submit copies of DA Form 2407 (or 5504) as follows:

(2) If you wish to make repairs yourself but wish Freightliner Corporation to provide the parts, contact Freightliner Corporation, (503) 745-8760. Provide an accurate description of the problem and that you want Freightliner to ship the parts to you. Record the date, time and the name of the Freightliner representative contacted. Provide Freightliner Corporation with your MILSTRIP Document Number, Supplementary Signal Code. After the repair is completed, submit two copies of DA Form 2407 (or DA Form 5504).

(3) In making your own repairs, you may be required to return the defective part(s) to Freightliner Corporation. If so, drain the defective parts and tag them with DA Form 2402.

Send one (1) copy to:  
Warranty Administration  
Freightliner Corporation  
4747 N. Channel Ave.  
Portland, OR 97217

Clean, wrap and securely package the parts to prevent further damage. Freightliner Corporation will pay the transportation cost for shipping the defective parts when they request their return. Only ship parts to Freightliner Corporation if they request them. Defective parts should be held for 30 days after notifying Freightliner Corporation of your claim. If Freightliner Corporation does not request the defective parts within 30 days, you may dispose of them.

## 12. Warranty Dispute

If Freightliner Corporation declines to perform repairs on items for which you believe the Government has a valid warranty claim:

- (1) Perform the repairs yourself; use your own repair parts.
- (2) Immediately report the situation using a DA Form 2407 (or DA Form 5504).
  - a) Record "Warranty Dispute" and a complete description of the failure.
  - b) Enter name, activity and telephone number of the person submitting the warranty dispute.
  - c) Enter the name, address and telephone number of the Freightliner representative or dealership that refused the service.
  - d) Give specific reasons for the refusal.
  - e) Enter the specific facts/evidence that you feel will disprove Freightliner's reason for refusal. Include photographs and sketches as appropriate.
- (3) Submit copies of DA Form 2407 (or DA Form 5504) to:

Commander  
US Army Tank-automotive and Armaments Command  
ATTN: AMSTA-DSA-FP-IM  
Warren, MI 48397-5000

and

Warranty Administration  
Freightliner Corporation  
4747 N. Channel Ave.  
Portland, OR 97217

## APPENDIX A

### GOVERNMENT FORMS

#### A-1. DA FORM 2407 (or DA Form 5504)

a. Use of DA Form 2407 (or DA Form 5504). The DA Form 2407 (or DA Form 5504) is used to obtain parts and labor reimbursements and to report warranty claim actions after the work has been accomplished or when a dispute arises. Refer to Figure A-1 for an example of a DA Form 2407 (or DA Form 5504).

(1) The repairable exchange facility is responsible for forwarding DA Form 2407 (or DA Form 5504) when claims concern repairable items.

(2) DA Form 2407 (or DA Form 5504) is forwarded by the unit authorized to replace the item, when repairable exchange of the item is not involved.

(3) Evacuating units forward DA Form 2407 (or DA Form 5504) when all work is completed by Freightliner Corporation.

(4) DA Form 2407 (or DA Form 5504), when used to report a warranty dispute, is submitted by the unit authorized to replace the item. DA Form 2407 (or DA Form 5504) is filled out in accordance with this section.

b. Forwarding DA Form 2407 (or DA Form 5504). When DA Form 2407 (or DA Form 5504) is prepared after the work is accomplished, make sure that copy 3 is marked "For Information Only" and forward to:

Warranty Administration  
Freightliner Corporation  
4747 N. Channel Ave.  
Portland, OR 97217

c. Warranty Disputes. When DA Form 2407 (or DA Form 5504) is prepared for warranty disputes, make sure copies 2 and 5 are marked "Warranty Dispute" for forwarding to the addresses given in paragraph 13. To assist in the technical review and evaluation to minimize technical misunderstanding, include the following information:

Name, address, and telephone number of the Freightliner representative/  
dealership that refused the service.

Specific reason(s) for refusal.

Specific facts/evidence that you feel will refute Freightliner's reasons for  
refusal. Include photographs and sketches, if appropriate.

d. Completing DA Form 2407 (or DA Form 5504). DA PAM 738-750 governs the preparation of DA Form 2407 (or DA Form 5504). In addition to the instructions provided in DA PAM 738-750, the following information will assist you in filling out the form for the purpose of claims under these vehicles warranty. Refer to figure A-1 for an example of a completed DA Form 2407 (or DA Form 5504).

(1) Section I (to be filled out by originating organization).

a) Block 1. Enter the Freightliner vehicle chassis serial number found on the vehicles identification plate.

b) Use the following information to complete blocks 3, 5, 6:.

Block 3	Block 5	Block 6
Truck, Tractor, Line Haul	M915A3	2320-01-432-4847

c) Block 16. Enter "Warranty Claim Action" and give a complete description of the failure.

(2) Section II (to be filled in by the support activity). Fill in Section II by following the steps below:

a) Block 17. Fill in the name and address of the facility that made the repair.

b) Block 18. Check the appropriate box.



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.							C9GLD-1047(R11)		
SECTION I - EQUIPMENT DATA									
CONTROL NUMBER B27534		WORK ORDER NUMBER		WESDC	ORG PD	PD AUTHENTICATION			
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> MWO <input checked="" type="checkbox"/> WARRANTY CLAIM		1a. ORGANIZATION Co C 1st Sig Bn 4th Mech Div			b. LOCATION Ft. Green, PA 20022		c. UNIT IDENT CODE WT6413		
2. SERIAL NO. W24BE65434535		3. NOUN NOMENCLATURE 6 X 4 Truck Tractor Line Haul		4. LINE NO.	5. MODEL M915A3	6. NATIONAL STOCK NUMBER 2320-01-432-4847			
7. MAINTENANCE ACTIVITY 0 123BD Maint. Bn.		8. LEVEL 07	9. UTILIZATION CODE	10. MCR ITEM	4. ERC	5. PACING ITEM	10. HOURS 119		
11. MILES 0098				12. ROUNDS	13. STARTS				
14. FAILURE DETECTED DURING (Select one - use / or X)				15. FIRST INDICATION OF TROUBLE (Select one - use / or X)					
<input 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 checked="" type="checkbox"/> D Normal Op		<input type="checkbox"/> F Inspection		<input type="checkbox"/> H Other			
<input type="checkbox"/> 068 Inoperative				<input type="checkbox"/> 258 Overheating		<input type="checkbox"/> 780 Out of Adjustment			
<input checked="" type="checkbox"/> 1008 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)									
16a. REMARKS									
SECTION II - WORK ACCOMPLISHED									
17a. REPAIR ORGANIZATION/ACTIVITY Miller Truck Repair			c. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY ACCOMPLISHING WORK (Select one - use / or X)		19. AMS ACCOUNT CODE		
b. LOCATION Gainsville, PA 20022					<input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TD				
					<input checked="" type="checkbox"/> 3 CONTRACTOR				
20a. ACT CODE	FAILURE CODE b	c. COMPONENT/PART NOUN, SVC, OR MWO NO.			MANHOURS (Hrs & tenths) g	NATIONAL STOCK NUMBER A	PART SOURCE CODE I	QTY J	PARTS COST K
		d. CB CODE	e. REF DESIGNATOR	f. MFR CODE					
	WATER PUMP	MOH - 021490M			2.0	2930-01-003-5638			
		FILL IN AS SHOWN IN DA Pam 738-750							
					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
23. SUBMITTED BY Jim Greer		24. RECEIVED BY		25. WORK STARTED BY		26. INSPECTED BY		27. ACCEPTED BY	
JULIAN DATE 3090		JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE	
					22. <input type="checkbox"/> DATA TRANSCRIBED				
					<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				

DA FORM MAY 81 2407

EDITION OF JUL 78 IS OBSOLETE.

CONTROL COPY 3

Figure A-1. DA Form 2407 - Completed

A-3/(A-4 Blank)




## APPENDIX B

### GOVERNMENT FORMS

#### B-1. DA Form 2402

a. Use of Form 2402. The DA Form 2402 must be filled out and attached to any and all part(s) removed from the vehicle. Refer to Figure B-1 for an example of a completed DA Form 2402.

b. Block 11. Enter the Freightliner chassis serial number of the vehicle found on the vehicle data plate.

Edition of MAY 81 is obsolete.    ☆ U.S. GPO: 1986 - 161-818	DA Pams 736-750 and 738-751          EXCHANGE TAG	1. SUPPORT AGENCY (DODAAC)  <p style="text-align: center; font-weight: bold;">WGAPAD</p>		2. DATE  <p style="text-align: center; font-weight: bold;">3031</p>		
		3. ORGANIZATION (DODAAC) <p style="text-align: center; font-weight: bold;">WRCAAA</p>		4. <input type="checkbox"/> WARRANTY <input type="checkbox"/> EIR EXHIBIT <input checked="" type="checkbox"/> EXCHANGE		
		5. NSN <p style="text-align: center; font-weight: bold;">2815-00-746-1983</p>		6. NOUN NOMENCLATURE <p style="text-align: center; font-weight: bold;">STARTER</p>		
		7. PD <p style="text-align: center; font-weight: bold;">02</p>		8. PD AUTHENTICATION		
		END ITEM IDENTIFICATION		9. END ITEM NOUN NOMENCLATURE <p style="text-align: center; font-weight: bold;">TRUCK TRACTOR LINE HAUL 6 X 4</p>		
		10. MODEL <p style="text-align: center; font-weight: bold;">M915A3</p>		11. SERIAL NO. <p style="text-align: center; font-weight: bold;">176943</p>		
		12. DEFICIENCY OR SYMPTOM <p style="text-align: center; font-weight: bold;">WILL NOT CRANK ENGINE</p>				
		13. DATE ACCEPTED <p style="text-align: center; font-weight: bold;">3031</p>		14. SIGNATURE		15. NMCS <p style="text-align: center; font-weight: bold;">YES</p>
		16. JON		17. INITIALS		
		18. DATE REPAIRED		19. INITIALS		

COPY 1

DA FORM 2402  
DEC 85


Figure B-1. DA Form 2402 - Completed



By Order of the Secretary of the Army:

ERIC K. SHINSEKI  
*General, United States Army*  
*Chief of Staff*

Official:

  
JOEL B. HUDSON  
*Administrative Assistant to the*  
*Secretary of the Army*  
13905

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