

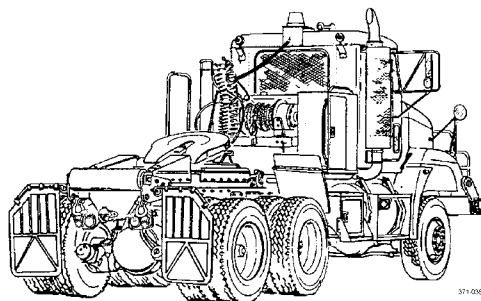
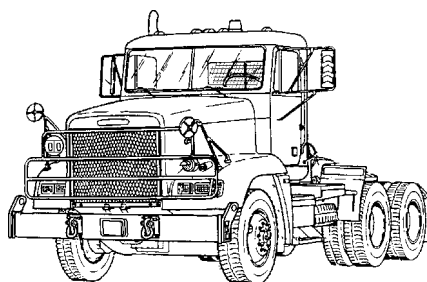
Warranty Technical Bulletin

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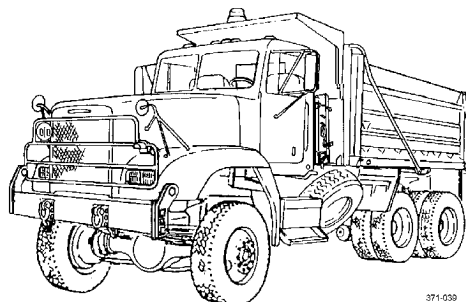
**TRUCK, TRACTOR, LINE HAUL:
52,000 GVWR, 6 X 4, M915A3
(NSN 2320-01-432-4847)**

**TRUCK, TRACTOR, LIGHT EQUIPMENT
TRANSPORTER (LET):
68,000 GVWR, 6 X 6, W/WINCH, M916A3
(NSN 2320-01-488-6962)**

**TRUCK, DUMP, HEAVY, CHASSIS:
68,000 GVWR, 6 X 6, 14 CU YD, ON-OFF HIGHWAY
M917A2 (NSN 3805-01-488-7442)
M917A2 W/MCS (NSN 3805-01-488-6963)**



371-030



374-030

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HEADQUARTERS, DEPARTMENT OF THE ARMY

30 November 2004

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://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: 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. The fax number is: DSN 793-0726 or Commercial (309) 782-0726.

1. General

The M915 Family of Vehicles (FOV), M915A3, M916A3 and M917A2s are warranted by their manufacturer, Freightliner LLC, 4747 North Channel Ave., Portland, Oregon, 97217. Freightliner warrants that the vehicles are free from defects in design, material and workmanship. 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 LLC 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. All components, interfaces and parts are covered under the basic vehicle warranty unless specifically identified herein. Freightliner's basic warranty for the M915 FOV covers a period of 24 months with coverage beginning on the date of vehicle acceptance. (Check the vehicle data plate for warranty start date.) The warranty covers bumper to bumper on all parts/labor and workmanship for the vehicles listed on the front cover of this TB. Also, warranty claims (parts and labor) must exceed \$50.00 to be submitted. Items excluded are parts that are subject to consumption during their normal service life and are routinely replaced during normal maintenance service. These excluded items include, but are not limited to: brake linings, clutch brakes, clutch linings, filters (fuel, air, oil, water, and desiccant cartridges), fluorescent ballast and tubes, upholstery/floor mats, fuses, light bulbs and non-reusable sealed light assemblies, mud flaps, receiver-drier/suction accumulator, glass breakage and

scratches and wiper blades. Other EXCLUSIONS from warranty would be routine maintenance services and adjustments, as defined in the applicable maintenance and driver's manual. Balancing of tires, alignment of axles and wheels including thrust angles, camber caster and tow settings. TIRES: The tire manufacture provides Warranty on the original tires provided on vehicle delivery and acceptance. Appendix C of this Warranty TB provides additional information regarding the Michelin Warranty.

If a safety defect occurs during the warranty period that deadlines a vehicle from operation, Freightliner will extend the warranty for each affected vehicle by a period of time from notification of the deadlined status until the vehicle is corrected and made operable.

Any supplies corrected or replaced under the warranty will carry the same warranty as when the vehicle was originally delivered.

Replacement parts distributed by Freightliner will be free from defects in material and workmanship arising from normal use and service for 12 months. Replacement part warranty coverage is effective from the date of retail sale.

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 trucks M915A3 Line Haul Trucks, M916A3 Light Equipment Transporter and M917A2 Trucks, Dump, Heavy Chassis. Questions related to general warranty policy should be directed to the TACOM Warranty Coordinator (SFAE-CSS-FP-I), DSN 786-5236, Commercial (586) 574-5236.

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. Alterations/Modifications

Alterations and modifications shall not be made during the warranty period unless expressly directed by the Project Manager Systems Force Projection. (SFAE-CSS-FP-I).

8. Abuse Determination

Freightliner LLC does have the right to inspect returned parts as requested. Upon inspection, if the determination is made that the part has been abused, Freightliner LLC will notify the Government in writing to advise of the finding. All parts related to any warranty repair must be retained for 30 days from the claim processing date or until notification of disposition is received.

9. 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.

10. Claim Procedures

a. Contractor Repair

(1) If you prefer that the vehicle contractor make the warranty repairs, you can contact or take your vehicle to your local Freightliner dealership who are considered Freightliner LLC representatives for the required warranty work. If there are any problems, issues or concerns that can be resolved at the dealership either they or yourself can contact Freightliner LLC, Mr. Roger Ewing by telephone, (503) 745-8760 or e-mail rogerewing@freightliner.com and explain your problem. (Have vehicle Serial Number available). Record the date, time and the name of the Freightliner representative contacted. If no Freightliner representative is available at the above number you can contact the Freightliner Customer Assistance Center at 1-800-FTL-HELP (385-4357) which is open 24 hours 7 days a week. for assistance.

(2) Freightliner LLC will make all the arrangements with the dealership for receipt, inspection and repair of the vehicle. Freightliner LLC 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 as follows:

Send one (1) copy to:
Warranty Administration
Freightliner LLC
4747 N. Channel Ave.

Portland, OR 97217

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

(6) If Freightliner LLC or their authorized dealer disputes your warranty claim, immediately prepare and forward a DA Form 2407. (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 as follows:

a.) If you wish to make repairs yourself but wish Freightliner LLC to provide the parts, contact Freightliner LLC, Mr. Roger Ewing by telephone, (503) 745-8760 or e-mail rogerewing@freightliner.com. 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.

b.) Provide Freightliner LLC with your MILSTRIP Document Number, Address and Supplementary Signal Code. After the repair is completed, submit two copies of DA Form 2407.

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

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

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

11. Warranty Dispute

If Freightliner LLC 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 to the TACOM Warranty Corinator at:

Commander
US Army Tank-automotive and Armaments Command
ATTN: SFAE-CSS-FP-I
Warren, MI 48397-5000

and

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

- 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.

APPENDIX A

GOVERNMENT FORMS

A-1. DA FORM 2407

a. Use of DA Form 2407. The DA Form 2407 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.

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

(2) DA Form 2407 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 when all work is completed by Freightliner LLC.

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

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

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

c. Warranty Disputes. When DA Form 2407 is prepared for warranty disputes, make sure copies 2 and 5 are marked "Warranty Dispute" for forwarding to the addresses given in paragraph 12. 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. DA PAM 738-750 governs the preparation of DA Form 2407. 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.

(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
	or	
Truck, Tractor, Light Equipment Transporter (LET)	M916A3	2320-01-488-6962
	or	
Truck, Dump, Heavy, Chassis	M917A2 M917A2 w/MCS	3805-01-488-7442 3805-01-488-6963

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.

TB 9-2320-302-15

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APPENDIX C



MICHELIN® TRUCK TIRE PRE-SALE WARRANTY INFORMATION

MICHELIN LIMITED WARRANTY

Every Michelin Truck tire bearing the Michelin name and complete serial and identification numbers is warranted for the life of the original usable tread, down to the level of the tread wear indicators (2/32nds of an inch tread remaining) at which time the tire is considered to be worn out.

Warranty claims can only be processed through an authorized Michelin dealer. If an inspection by MICHELIN shows that the tire has become unserviceable because of a defect in workmanship or materials, it will be replaced in accordance with this warranty.

The user must pay for the cost of a new Michelin tire on a pro-rata basis which will be calculated by multiplying the current Dealer selling price by the percentage of original usable tread which has been worn. The cost of mounting, balancing and any other dealer service charges or applicable taxes is payable by the user.

The vehicle on which the tire is used should be made available to a Michelin representative for inspection.

CONDITIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF THE VEHICLE, INCONVENIENCE OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

NO MICHELIN REPRESENTATIVE, EMPLOYEE, OR DEALER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT WHICH IN ANY WAY VARIES THE TERMS OF THIS WARRANTY.

THIS WARRANTY APPLIES ONLY IN THE UNITED STATES.

OTHER RIGHTS

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

MICHELIN SERVICE AREAS — U.S.A.

MICHELIN TIRE CORPORATION
Post Box 19001
Greenville, SC 29602-9001
1-800-847-3435

This pre-sale warranty information is provided by Michelin Tire Corporation pursuant to the Magnuson-Moss Act (15 USC 2301) and is intended to provide the consumer with information concerning the terms of Michelin's written warranty prior to their purchase of Michelin brand tires. The full text of the Michelin Truck Tire Limited Warranty will be provided by the Authorized Michelin Dealer to the consumer at the time of purchase.

**REMEMBER. . . TO AVOID DAMAGE TO
YOUR TIRES AND POSSIBLE ACCIDENT:**

- CHECK TIRE PRESSURES AT LEAST ONCE A WEEK WHEN TIRES ARE COLD.
- DO NOT UNDERINFLATE.
- DO NOT OVERLOAD.
- DRIVE AT MODERATE SPEEDS, OBSERVE LEGAL LIMITS.
- AVOID DRIVING OVER POTHOLES, OBSTACLES, CURBS OR EDGES OF PAVEMENT.
- IF YOU SEE ANY DAMAGE TO A TIRE, REPLACE WITH SPARE AND SEE ANY MICHELIN TRUCK TIRE DEALER AT ONCE.
- IF YOU HAVE ANY QUESTIONS, CONTACT YOUR MICHELIN TRUCK TIRE DEALER.

MICHELIN


MICHELIN NORTH AMERICA CORPORATION • P.O. Box 19001
Greenville, South Carolina 29602

MICHELIN TIRE CORPORATION, P.O. BOX 19001, GREENVILLE, SOUTH CAROLINA 29602-9001

By Order of the Secretary of the Army:

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

Official:


SANDRA R. RILEY
Administrative Assistant to the
Secretary of the Army

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