

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM
FORM878A2
TRUCK, TRACTOR, YARD, 4X2,
(NSN 2320-01-452-5579)

15 September 2003

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this bulletin. 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 (*Recommended Changes to Publications and Blank Forms*), through the Internet on the Army Electronic Product Support (AEPS) website. The Internet address is <http://aeps.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 e-mail your letter, DA Form 2028 direct to AMSTA-LC-CI/TECH PUBS, TACOM-RI, 1 Rock Island Arsenal, Rock Island, IL 61299-7630. The e-mail address is TACOM-TECH-PUBS@ria.army.mil. The fax number is DSN 793-0726 or Commercial (309) 782-0726.

1. General. This bulletin provides implementation instructions for the warranty on the M878A2 Yard Tractor. It contains instructions for obtaining services and/or parts covered under warranty. This bulletin also describes methods of processing warranty claims. For additional warranty information on the M878A2, 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 the TACOM Quality Assurance Office. The number to call is DSN 786-5932, COMMERCIAL (586) 574-5932. The caller should be prepared to provide (1) name, (2) DSN and commercial telephone numbers, (3) complete Unit Identifier Code (UIC), (4) identification of the vehicle to include engine serial number(s), (5) a brief description of the problem, and (6) the contract number (see paragraph 3a.).

2. Explanation of Terms.

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

c. Acceptance Data. The date an item of equipment is accepted into the Army's inventory by the execution of the acceptance block and signing of the DD Form 250 or approved 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 and services.

e. Correction. The elimination of a defect.

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

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

h. Manufacturer's Recall.

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

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

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

j. Reimbursement. A written provision in this warranty in which the using/support unit may make the necessary repairs with prior approval from the contractor.

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

l. Supplies. All assemblies/parts referred to as General Support/Depot parts identified in the approved Maintenance Allocation Chart (MAC).

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

n. Local Warranty Control Office/ Officer (WARCO). Serves as the intermediary between the troops owning the equipment and the local dealer, contractor, or manufacturer. All warranty claims actions will be processed through the WARCO.

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

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

q. Warranty Expiration Date. The date the warranty is no longer valid.

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

s. Warranty Start Date. The date the equipment is accepted.

3. Coverage-Specific.

a. This bulletin applies to the M878A2 Yard Tractor, LIN T60353, NSN 2320-01-452-5579. This end item is manufactured by CRANE Carrier Company under contract numbers GS-30F-96235 and DAAE07-03-D-S014.

b. **CRANE warrants** each new tractor

to be free from defects in materials and workmanship, under normal use and service, for a period not to exceed one year, or 3,000 operating hours from warranty start date. The first six months, or 1,500 hours will include repaired or replacement parts and labor. The second six months will include repaired or replacement parts only. CRANE also warrants each new tractor mainframe to be free from defects in materials and workmanship for a period not to exceed six years from warranty start date. A Warranty Registration Card is provided with each new truck. It is the obligation of the purchaser to complete and sign the warranty card and return to CRANE Warranty Service Department within 90 days receipt of the tractor. A signed copy of the DD 250 will be an acceptable alternative to the Warranty Registration Card. In the absence of a signed Warranty Registration Card, the warranty period will automatically start 90 days after the date of acceptance as shown on the DD 250.

(1) Emergency repairs may be made without pre-approval of the **CRANE** service department, however, any claims made after-the-fact will be honored at the sole discretion of the Crane service department. Under any circumstance, notice of repairs must be filed with the Crane service department within 48 hours of the start of repair procedures, and the defective part returned to Crane within 120 days after filing notice of repair.

(2) **CRANE** makes no warrant whatever with respect to engines, transmissions, front and rear axles, tires, starters, alternators, and capacitors, all of which are covered by the original equipment manufacturer's separate warranties listed below.

c. **Caterpillar Corporation warrants** each engine for 36 months from the Government acceptance date on the DD Form 250 or 3,600 operating hours including parts and labor. The warranty does not cover failures resulting from any use or installation which CAT judges improper; attachments, accessory items and parts not sold or approved by CAT; abuse, neglect and/or improper repair; user's delay in making the product available after being notified of a potential product problem; or unauthorized repair or adjustments and unauthorized fuel setting changes.

d. **Allison Transmission Corporation** warrants each transmission for six months from the Government acceptance date on the DD Form 250 with unlimited hours, for parts only. This warranty covers only malfunctions resulting from defects in material or workmanship. This warranty does not cover malfunctions resulting from unapproved installations, misuse, negligence, alterations, accident, or lack of performance of normal maintenance services; any transmission not repaired (in any way) by an authorized Allison Transmission Division service outlet; the replacement of maintenance items (such as filters, screens, transmission fluid) made in connection with normal maintenance services; loss of time, inconvenience, lost of the use of the vehicle, or other consequential damage.

e. **Eaton Corporation** warrants both the front and rear axles for 12 months from the Government acceptance date on the DD Form 250 with unlimited hours. The warranty does not cover any product that has been subjected to an accident; damage, negligence, abuse or misuse; improper installation or maintenance; abnormal operating conditions; alteration or modification; a purpose or application in any way different from that which it was designed; or damage by casualty or shipment.

f. **Goodyear Tire Company** warrants truck tires for 4 years from the Government acceptance date on the DD Form 250 or when the treadwear indicators become visible. Tires that become unserviceable due to a defect in workmanship or material during the first 2/32" treadwear or 12 months whichever comes first, will be replaced with a comparable new Goodyear tire without charge. You pay only for the mounting and balancing. Tires worn beyond the first 2/32" treadwear that become unserviceable due to a defect in workmanship or material will be replaced on a prorated basis. Casings will be warranted against defects in workmanship or material through 100% of the first retread for a period of 4 years from the date of the casing DOT serial number or proof of purchase, if available. Standard casing values will apply through the original tread. During the first retread, standard casing values apply through the first 25% wear and reduced casing values apply for the remainder of the first retread. This warranty does not cover irregular wear or tire damage due to – road hazards

(including punctures, cuts, snags, impact breaks, etc.); wreck, collision, or fire; improper inflation, overloading, high speed spinup, misapplication, misuse, negligence, racing, chain damage, or improper mounting or demounting; mechanical condition of the vehicle; ride disturbance after the first 2/32" treadwear or due to damaged wheels or any vehicle condition; any tire intentionally altered after leaving a factory producing Goodyear tires to change its appearance (example: white inlay on a black tire); tires with weather cracking which were purchased more than 4 years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured 4 or more years prior to presentation are not covered; material added to a tire after leaving a factory producing Goodyear tires (example, tire fillers, sealants, or balancing substances). If the added material is the cause of the tire being removed from service, the tire will not be adjusted; loss of time, inconvenience, loss of use of vehicle, incidental or consequential damage.

g. **Prestolite Electric Inc Limited** warrants each starter for 12 months from the Government acceptance date on the DD Form 250 with unlimited hours. Repaired or replaced Prestolite parts will be returned, transportation and handling charges collect. No charge will be made for labor or material in effecting such repairs. This warranty does not apply if in sole judgement of Prestolite, the product has been consumed, subject to accident, faulty repair, improper adjustment, installation, lubrication, or wiring, neglect, misuse; or is caused by failure of a part not manufactured by Prestolite. Also excluded from this warranty are parts subject to normal wear (i.e., brushes). This warranty shall not apply if any Prestolite product is used for a purpose for which it is not designed or altered in any way so as to effect adversely its performance and reliability.

h. **Kold-Ban International, Ltd (KBI)** warrants each capacitor against defects in material and workmanship for one year from the Government acceptance date on the DD Form 250. The KAPower is a sealed unit. If the KAPower does not operate properly, it must be returned to the factory, prepaid, for replacement. Failure due to accident, abuse, neglect, improper installation or maintenance, mishandling, and repairs or attempted repairs which have been made by others, are not

covered under the terms of this warranty. KIB shall not be liable for loss of use of the KAPower or other incidental or consequential costs, expenses or damages incurred by the purchaser or user. This warranty does not include labor for repair or replacement.

i. **C.E. Niehoff & Company** warrants each new alternator, including their original components, for 12 months or 1,500 hours of operation whichever occurs first from the Government acceptance date on the DD Form 250. For defects that appear in a new alternator within 90 days from date of delivery, the Company will replace with new alternator, rather than repairing it. For defects that appear after 90 days from date of delivery must be repaired by a factory authorized service distributor or replaced with a remanufactured alternator, at the Company's discretion. The Company is not responsible for and will not pay or reimburse the purchaser for any incidental or consequential damages incurred in connection with any warranted product. Incidental or consequential damages include vehicle "down time", cargo damage, losses from business interruption, and lost profits, and are not the Company's responsibility regardless of whether they arise from the Company's negligence, failure to provide instructions or warnings, liability, breach of warranty or breach of other legal duty.

j. Parts that are replaced or repaired under this warranty shall be warranted hereunder for the unexpired portion of the original warranty period.

k. 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) Not operated strictly in accordance with the Operator's Manual
- (4) Improper storage
- (5) Improper transport
- (6) Insufficient maintenance service and use of spare parts not authorized by manufacture.
- (7) Unauthorized alterations or repairs
- (8) Defect/failure discovered or occurring after warranty expiration date

- (9) Normal/fair wear and tear (brake shoes, pads, armatures, brushes, etc.)
- (10) Defect/failure not replaceable or repairable at General Support (GS) level.
- (11) Consumable parts (Unless it can be established that such part was defective at time of delivery).

4. Contractor Responsibilities.

a. All warranty claims will be processed by the responsible contractor (i.e., CRANE, Caterpillar, Allison, Eaton, Goodyear, Prestolite, Kold-Ban, C.E. Niehoff) within 20 days of a claim. The contractor will furnish all material required to correct the defect/failure.

Replacements parts shall be initiated/provided within 10 working days after receipt of written claim notification (except as the parties may otherwise agree in writing). If additional information is needed or partial approval/rejection of the claim occurs, the filing party will be notified within 20 working days of the claim being filed.

b. When the contractor receives written notification requiring contractor repair, they will have the option to:

- (1) correct the failure/defect in the field
- (2) return the vehicle or parts to the contractor's designated facility or authorized distributor/dealer for correction.

c. The contractor has the right to inspect any defective vehicle/component/part prior to repair within 5 working days of the initial notification. If, for any reason, the contractor needs to inspect the vehicle/component/part after repair, they can do so up to one week after completion of repair.

d. Safety Recalls are not subject to the warranty expiration date.

5. Government Responsibilities.

The Major Subordinate Command for the M878A2 Yard Tractor is the U.S. Army Tank-automotive and Armament Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty.

M878A2 Warranty claims shall be reported to:

Commander
US Army Tank-automotive and
Armaments Command
ATTN: AMSTA-LC-CHMG
Mailstop: 420
6501 East 11 Mile Road
Warren, MI 48397-5000

Telephone: DSN 786-2326
Commercial: (586) 753-2326

a. TACOM will:

(1) Verify, review and 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 data for incomplete claims.

(4) Provide warranty claim acknowledgment/close-out 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, DA Form 2407-1, (Maintenance Request Claims and Continuation Sheets) through channels to the supporting repair facility.

NOTE: DA Form 5504 or DA Form 5504-1 is the Continuation Sheet.

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

c. Supporting repair facility will:

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

(2) Review, process and submit valid warranty claims to the local WARCO if the DA

Form 2407 and DA Form 2407-1 is 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 on which repair option was chosen (Government or Contractor repair) provide labor/parts required to accomplish the warrantable repairs.

(6) Tag and retain (IAW DA PAM 738-750 and this TB) all parts, pieces of parts and/or assemblies removed as a result of the warrantable defect/failure and/or correction.

d. Local Warranty Control Office (WARCO) will:

(1) Verify, administer, and process warranty claims to the TACOM M878A2 System Manager (IAW DA PAM 738-750).

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

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

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

e. Army Oil Analysis Program (AOAP).

The manufacturer's lubrication and service intervals must be followed. Only after the warranty has expired does 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 are in DA PAM 738-750.

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

6. Claim Procedures.

a. The procedures for reporting warranty claims are found in DA PAM 738-750 and this bulletin. Responsibilities of the MACOM are found in AR 700-139 (The Army Warranty Program, Concepts and Policies). For all levels of maintenance operating under the Standard

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Army Maintenance System (SAMS), Warranty Claim Actions are processed on DA Form 2407 and DA Form 2407-1. 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 Warranty Control Office/Officer (WARCO) through TACOM following the discovery of a defect in supplies which requires contractor repair and/or replacement parts. This shall be considered formal notification of a warranty claim and start the time period for contractor responsibilities and action under the warranty. This notification shall include, but not be limited to, 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.

c. 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.

d. The contractor shall reimburse the Government for the cost of labor and/or replacement parts involved in the government correction of the defect. The unit will be reimbursed for labor using the established Department of Labor rates. Additionally, the cost of replacement parts obtained through the Government's supply channels will be determined by the amount identified in the contractor's current commercial dealer net price or Army Master Data File (AMDF) price, whichever is less. 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 10 working days after receipt of written claim

notification. Warranty claims for reimbursement, where repair labor costs and replacement costs combined do not exceed \$150.00 for any one failure will not be submitted to TACOM.

e. 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.

f. Disposition. The repair activity shall retain defective supplies for thirty (30) days following receipt of acknowledgment of a warranty claim from TACOM or contractor. If receipt of 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) days of receipt, supplies may be disposed of.

g. Invalid Warranty Claims. When supplies are inspected by the contractor and found to be non-warrantable due to abuse or improper maintenance, 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 non-warranty work be done or be prepared to pay for such work.

7. Claim Denial/Disputes. All denials or disputes will be handled by TACOM.

8. Reporting. Reporting or recording action on a failed item shall be as specified in DA PAM 738-750. Contractor or Repair Activity unique forms shall not be used.

By Order of the Secretary of the Army:

Official:



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