

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

**WARRANTY PROGRAM
FOR
TRUCK, TRACTOR, M1070, 8 X 8,
HEAVY EQUIPMENT TRANSPORTER (HET)
NSN 2320-01-318-9902
EIC:B50
CONTRACT DAAE07-90-C-0204**

**HEADQUARTERS, DEPARTMENT OF THE ARMY
31 MARCH 1994**

Reporting Errors and Recommending improvement

You can help improve this Technical Bulletin. If you know of a way to make the information more understandable, please let us know. Mail a letter or your DA Form 2026-2 (Recommended Changes to Publications and Blank Forms) directly to: Commander, U.S. Army Tank-Automotive Command, ATTN: AMSTA-MB, Warren, MI 48397-5000. A reply will be sent to you.

1. General. This bulletin provides implementation instructions for the Warranty on the Truck, Tractor, M1070. 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 HET Tractor or any U.S. Army Tank-Automotive Command (TACOM) equipment, contact your local Warranty control Mice/Officer (WARCO) or TACOM Logistics Assistance Representative (LAR). If your WARCO or TACOM LAR is not available or if additional information is required, contact TACOM. The number to call is DSN 786-7423, COMMERCIAL (313) 574-7423. The caller should be prepared to provide: (1) name, (2) DSN and commercial telephone numbers, (3) complete unit designation, (4) identification of the vehicles to include serial number(s), (5) a brief description of the problem, and (6) the contract number. (See para 3a.)

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, or using the vehicle for other than what is intended).

b. Acceptance Date. The date an item of equipment is accepted into the Army's inventory by the execution of the acceptance block and **signing** of a DD Form 250 or approved acceptance document, by an authorized representative or the Government.

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

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

Approved for public release: distribution is unlimited.

e. Correction. The elimination of a defect.

f. Defect. Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with requirements of the contract.

g. Extended Warranty. Warranty that is provided for assemblies/parts beyond the standard 12 months.

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

i. False Return. The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.

j. Manufacturer's Recall

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

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

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

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

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

n. Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

o. Support Repair Facility. The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart (MAC).

p. Supplies. All spares required to maintain and repair the vehicle.

q. Warranty Control Office (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.

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

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

t. Warranty Expiration Date. The date the warranty is no longer valid. This date will be twelve (12) months plus up to four (4) months authorized storage from the Government acceptance date (DD Form 250, Block 21A).

u. Warranty Period. Twelve (12) months from signature date on DD Form 250.

v. Warranty Start Date. The date the warranty is put into effect. Refer to warranty data plate on the inside driver's door panel.

3. Coverages - Specific

a. This bulletin applies to the Truck, Tractor, Heavy Equipment Transporter (HET) (NSN 2320-01 -31 8-9902). The item is manufactured by Oshkosh Truck Corporation under contract DAAE07-90-C-0204.

b. Inquiries to Oshkosh Truck Corporation can be made by calling their service administrator at (41 4) 235-9151, extension 2681, or FAX to (41 4) 233-9607.

c. Oshkosh warrants the supplies are free from defects in design, material, and workmanship for a period of 12 months from date of acceptance as shown on the vehicle warranty data plate in the cab. This warranty includes labor and materials to correct all defects in design, material, and workmanship.

d. This 12-month warranty is extended up to four (4) months from date of acceptance if the vehicle is put into Government storage before use. In this case, the warranty starts when the vehicle is either taken out of storage or until four (4) months from the warranty start date shown on the warranty data plate, whichever occurs first.

e. In addition to the 12-month warranty, the HET Tractor shall be warranted for a total service life of 10 years, including extended periods in a corrosion hazard environment. During this 10 year service life, there shall be no damage caused by corrosion requiring repair or replacement of parts. No actions beyond normal washing or replacement of accident-damaged paint shall be necessary to

maintain the corrosion protection in place. The contractor warrants and shall be responsible for all corrosion damage repair of the HET Tractor during that period.

f. Extended warranty provided for the engine and transmission is acquired thru Oshkosh. The engine is warranted 100% for 18 months. The transmission is warranted 100% for 12 months and for a portion of the parts and labor from 13 to 24 months. This is from the acceptance date of the vehicle. Refer to appendix B for the extended engine and transmission warranty.

g. If a vehicle is placed in Government storage following acceptance, the Government shall advise Oshkosh. Provide the vehicle serial number and date placed in storage. Also, advise Oshkosh the date vehicle is taken out of storage. Use the form shown in appendix A. This form is put into the vehicle when it leaves the factory.

h. When a vehicle is placed in Government storage for more than thirty (30) days, special maintenance is required to keep the vehicle warranty in effect. Refer to appendix A.

i. If a safety recall occurs during the vehicle warranty period, Oshkosh agrees to extend the term of the warranty by a period equal to the time period required to make necessary safety defect corrections. If the vehicle is in storage and the safety recall defect correction time does not affect the required removal dates, the warranty extension does not apply. The following brief summary of procedural steps is outlined for reference in the event a vehicle recall program is required for compliance with National Highway Traffic Safety Act (NHTSA) regulations.

(1) Once it has been determined by Oshkosh system safety engineering that the problem is safety related, it is the responsibility of Oshkosh to furnish a defect information report to the Office of Compliance, NHTSA, for each defect in Oshkosh's HET vehicle. This report will be submitted within five (5) working days after the defect on the vehicle or component is determined to be safety related. At the same time, Oshkosh will provide notification to:

Commander, USA TACOM
 Attn: AMSTA-MVA (Safety Recall)
 Warren, MI 48397-5000

(2) It will be the responsibility of Oshkosh to maintain a record of vehicles initially shipped to consignees identified on DD Form 250 (Material Inspection and Receiving Report). This list of addresses will be provided to NHTSA as part of the notification above.

(3) Once a campaign number has been assigned by the NHTSA, it will be the responsibility of Oshkosh to:

(a) Conduct the campaign in accordance with the National Highway Traffic Safety Act of 1966.

(b) Provide NHTSA with any reports required during the course of the campaign.

j. If a defect/failure is caused by or falls within any of the following categories, it is not considered warrantable. A claim should not be started.

- (1) Misuse or negligence.
- (2) Accident.
- (3) Improper operation.
- (4) Improper storage.
- (5) Improper transport.
- (6) Improper or insufficient maintenance service.
- (7) Improper alterations or repairs.
- (8) Defect/failure discovered or occurring after warranty expiration.
- (9) Use of parts/components not provided or authorized by Oshkosh or its authorized dealers.
- (10) False returns. Refer to para 7e.
- (11) Combat damage.
- (12) The replacement of expendable items (such as filters, lubricating oils, fan belts, belts, and light bulbs) made in connection with normal maintenance services.

4. Contractor Responsibilities

a. When the owning unit decides to have the contractor repair the supplies, the WARCO shall notify the contractor of the defect in writing or by telephone within 60 days. At that time, the contractor will provide a notification number which is to be referenced in all subsequent correspondence including DA Form 2407, Maintenance Request, and DA Form 2402, Exchange Tag.

b. When the owning unit has directed the contractor to correct the supplies, the contractor will furnish all material required to correct the defective supplies. Repairs shall be completed within ten (10) working days after receipt of telephonic or written claim notification. Furthermore, the contractor will provide a copy of the work order to owning unit upon completion of repair.

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

(1) to correct the supplies in the field, or

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

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

d. The contractor, within five (5) working days of receiving such notice, shall notify the warranty claimant by telephone as to the method of correction, dates work is to be performed, and by whom. At that time, the contractor will provide a notification number to track all activity.

e. The contractor has the right to inspect any defective supplies, wherever located, within 30 days of notification of warranty claim for the purpose of evaluating the cause or existence of the defect.

5. Government Responsibilities. The Major Subordinate Command for the HET Tractor is the U.S. Army Tank-Automotive Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty.

Warranty claims will be reported to:

Commander, USA TACOM
Attn: AMSTA-MMAP
Warren, MI 48397-5000
Telephone: DSN 786-7537
Commercial: (313) 574-7537

Warranty claims may be datafaxed to:

USA TACOM
Attn: AMSTA-MMAP
Telephone: DSN 786-8231
Commercial: (313) 574-8231

a. TACOM Responsibilities

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

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

(3) Request additional information for incomplete claims.

(4) Provide warranty claim acknowledgment/closeout letters.

(5) Ensure the contractor performs in accordance to the terms of the contract.

b. Owing Unit Responsibilities

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

(2) Submit warranty claims, using DA Form 2407 and DA Form 2407-1 or DA Form 5504 and DA Form 5504-1 through channels to the supporting repair facility.

(3) Tag and retain (in accordance with DA Pam 738-750 and this TB) 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.

c. Support Repair Facility Responsibilities

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

(2) Review, process, and submit valid warranty claims to the local WARCO if the DA Form 2407 and DA Form 2407-1 or DA Form 5504 and DA Form 5504-1 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 warrantable defect/failure.

(5) Depending on which repair option is chosen, provide labor as required to accomplish the warrantable repairs.

(6) Tag and retain (in accordance with 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) Responsibilities

(1) Verify, administer, and process warranty claims which are forwarded to the TACOM WARCO (in accordance with DA Pam 738-750).

(2) Act as liaison between owning unit, the manufacturer, support repair facility, and TACOM.

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

(4) Act as 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 will AQAP 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.

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

6. Warranty Data Plate

a. The HET vehicle will have a warranty data plate on the inside driver's door panel.

WARRANTY	
THIS VEHICLE IS WARRANTED FOR 12 MONTHS	
WARRANTY TECHNICAL BULLETIN NO:	TB-9-2320-360-14
GOVERNMENT ACCEPTANCE:	
<p>THIS VEHICLE CONFORMS TO ALL U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS AS APPLICABLE. FUTURE REPLACEMENT OF TIRE/WHEELS OF GREATER CAPACITY WILL NOT INCREASE GVRW SHOWN. OVERSPEEDING OR OVERLOADING WILL VOID WARRANTY.</p>	

b. When the vehicle is received, the owning unit should locate the warranty data plate and compare the warranty start date with the date shown on the applicable DD Form 250 or DD Form 1149. If these dates differ, disregard the data plate. The date shown on the DD Form 250 or DD Form 1149 is the date to be used as a warranty start date.

7. Claim Procedures

a. Reporting Reporting Warranty Claims. The procedures for reporting warranty claims are found in DA Pam 738-750 and this TB. Responsibilities of

TACOM are found in AR700-139. For all levels of maintenance operating under the Standard Army Maintenance System (SAMS), Warranty Claim Actions are processed on DA Form 5504 and DA Form 5504-1. For those units not operating under SAMS, use DA Form 2407 and DA Form 2407-1. It is very important to fill in the blocks on the forms as accurately as possible. Refer to example in appendix C.

b. Discovery of Defects. The contractor shall be notified telephonically or in writing, utilizing DA Form 2407 or DA Form 5504, by TACOM following discovery of a defect in supplies. This shall constitute formal notification of warranty claim and initiate the time period for contractor responsibility and action under the warranty. This notification shall include but not be limited to furnishing of the applicable equipment serial number, part number or NSN of the defective part, and circumstances surrounding the defect. At this time, the contractor will be further informed whether the Government has elected to: (1) correct the defect itself or (2) direct the contractor to correct the defect. The using unit will determine if they have the time and/or resources to correct the defect themselves. When the unit does elect to correct the defect, replacement parts will be ordered using the Government supply system.

c. Identification of Failed Items. Failed warranty items shall be tagged/identified to prevent improper repair or use. Include the contractor's notification number provided by the contractor at the time he is notified of the defect.

Refer to appendix C for the use of DA Form 2402, Exchange Tag, and DA Form 2407. Items requiring special handling, storage, or shipment during the processing of claims shall be identified.

d. Disposition. The repair activity shall retain defective supplies for thirty (30) days following receipt of acknowledgment of a warranty claim from TACOM. 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 maybe disposed of.

e. False Returns. When supplies are inspected by the contractor and found to be nonwarrantable due to abuse or improper maintenance, or the supplies are found to be serviceable, the repair activity submitting the claim may be required to make reimbursement for contractor services. All failed items returned for warranty claim action will be monitored by TACOM.

8. Reimbursement for Army Repair. The contractor shall reimburse the Government by submitting monies monthly to TACOM, ATTN: AMSTA-EFD, Warren, MI 48397-5000. In the event that the repair activity should receive any reimbursement from the contractor, the monies must be forwarded to the above address.

The contractor shall reimburse the Government for the cost of labor involved in the correction of the defect. The cost of labor involved shall be computed at the rate of \$30.00 per hour multiplied by the number of labor hours in such services appearing in the contractor's flat rate time schedule manual or the Government's MAC, whichever is less. Additionally, the cost of replacement parts required to correct the defect shall be reimbursed by the contractor, if such parts are obtained through the Government's supply channels. Warranty claims, for reimbursement, where repair labor costs and repair parts costs combined do not exceed \$150.00 for any one failure will not be submitted to TACOM.

9. Claim Denials/Disputes. All denials or disputes will be handled by TACOM. Refer to appendix D.

10. Reporting. Reporting or recording action on a failed item shall be as specified in DA Pam s co-750 or DA Pam 738-751. Contractor unique forms shall not be used.

11. Storage/Shipment/Handling

a. If the vehicles are stored at the contractor's facility prior to placing such system in service, the contractor agrees that the time period of the warranty will not begin for such stored vehicles until they are withdrawn from the contractor's storage or until four (4) months from the date of acceptance whichever occurs first. The Government, prior to placing each new vehicle system in storage and again at time of withdrawal, shall notify the contractor. Refer to Appendix A, Vehicle Storage.

b. In the event the contractor repairs the vehicle at the contractor's branch, dealership, or facility, the contractor shall be responsible for transportation costs. Receipt for such supplies by the contractor's local facility or dealership is considered proper notification by the Government. New supplies to replace defective supplies shall be shipped no charge to CONUS repair location. Replacement supplies shall be shipped no charge to OCONUS port of embarkation.

c. All supplies returned to the contractor shall be identified with the contractor's notification number provided at the time the contractor is contacted. All subsequent correspondence shall also be referenced with the contractor's notification number to assume proper and expeditious processing.

Appendix A. VEHICLE STORAGE

1. Purpose. A vehicle storage report (figure 1) must be partially partially for each newly delivered vehicle placed in Government storage and completed when each vehicle is removed from storage and placed in service. The preparation of this report is an important aspect of vehicle warranty terms between the Government and Oshkosh. It must be prepared properly and submitted in a timely manner (within 45 days from receipt of the vehicle) so the Government can fully realize the intended warranty benefits.

2. Use of Vehicle Storage Report. Oshkosh will provide blank report forms to the Government representative prior to vehicle removal from the plant. The forms will be filled in for each vehicle shipped from Oshkosh and distributed as follows:

a. Part I is completed by the Oshkosh Government representative when the vehicle leaves Oshkosh for the storage facility.

b. Part II is completed by the depot representative when the vehicle is placed in storage, with copies made and distributed as follows:

- (1) One to Oshkosh -
ATTN: Warranty Administration
P.O. Box 2566
Oshkosh, WI 54903-2566
- (2) One to vehicle
- (3) One to depot file
- (4) One to - Commander, USA TACOM
ATTN: SFAE-CS-TVH
Warren, MI 48397-5000

c. Part III is completed by the depot representative when the vehicle is removed from storage, with copies made and distributed as follows:

- (1) One to Oshkosh -
ATTN: Warranty Administration
P.O. Box 2566
Oshkosh, WI 54903-2566
- (2) One to vehicle
- (3) One to- Commander, USA TACOM
ATTN: AMSTA-MTC
Warren, MI 48397-5000
- (4) One to- Commander, USA TACOM
ATTN: SFAE-CS-TVH
Warren, MI 48397-5000
- (5) One to depot file

3. Storage Maintenance Procedures

a. Before placing a vehicle in storage, perform the following tasks:

(1) Clean the exterior, interior of cab, engine, and undercarriage. Wash any oil and grease from tires.

(2) Conduct a visual inspection of the vehicle. Check lubricant levels and tire pressures. Correct any discrepancies.

(3) Lubricate the chassis, ancillary equipment, winch cables, fifth wheel, and oil can points.

(4) Check the coolant level. Test the coolant to ensure that the cooling system is protected against corrosion and temperatures down to 30°F. Add antifreeze or corrosion inhibitors compatible with ethylene glycol base antifreeze if cooling system is not adequately protected.

(5) Ensure the fuel tank contains at least 20 gallons of treated fuel. The fuel should be treated with Biobor J. F. The addition of 3 teaspoons of Biobor to 20 gallons of fuel will provide adequate protection against fungus growth. When storing a vehicle in freezing conditions, the addition of 3 ounces of isopropyl alcohol to 20 gallons of diesel fuel will help prevent fuel line freeze up.

(6) All fuel that is added to the vehicle during storage must be treated. While in storage, there must always be at least 20 gallons of treated fuel in the vehicle's fuel tank.

(7) Check condition of engine air cleaner. Service if necessary.

(8) Coat all exposed unpainted surfaces such as spools, axle ball sockets, drive shafts, and shift cables with grease.

(9) Clean batteries and battery cables with a baking soda solution and rinse with fresh water. Do not allow the baking soda solution to enter the batteries. Add water to battery electrolyte if necessary. Check the specific gravity of the batteries regularly. Keep the batteries fully charged and clean.

(10) Protect spare tire from direct sunlight.

(11) If possible, store vehicles close together, out of direct sunlight, and away from electrical or generating equipment.

**VEHICLE STORAGE REPORT
HET TRACTOR, M1070
(CONTRACT DAAE07-90-C-0204**

I. VEHICLE DATA

1. CHASSIS SERIAL NO. _____

2. DD 250 ACCEPTANCE DATE _____

3. DD 250 SHIPMENT DATE _____

II. DEPOT STORAGE ENTRY DATA

1. LOCATION _____

2. STORAGE DATE _____

3. VEHICLE MILEAGE _____

4. DATA REPORT FORWARDED TO OSHKOSH _____

5. DEPOT REPRESENTATIVE SIGNATURE _____

III. DEPOT STORAGE REMOVAL DATE

1. REMOVAL DATE _____

2. VEHICLE MILEAGE _____

3. FINAL DESTINATION _____

4. DATE REPORT FORWARDED TO OSHKOSH _____

5. DEPOT REPRESENTATIVE SIGNATURE _____

Figure 1. Vehicle Storage Report

b. While vehicle is in storage, perform the following tasks monthly:

(1) Conduct visual inspection of the vehicle. Check lubricant, battery electrolyte, coolant levels, and tire pressures. Correct any discrepancies.

(2) Inspect oil can points. Lubricate if necessary.

(3) Shift transfer case to neutral, start engine, and idle for 10 minutes. After 10 minutes of engine idle, operate engine for 5 minutes at 1500 rpm or until the engine water temperature reaches 180°F. Shift the transmission slowly through all gear selector positions. Return the transmission to neutral and the transfer case to high range.

(4) Move vehicle 30 feet forward and reverse.

(5) Idle engine 10 minutes before shutdown.

c. While vehicle is in storage, perform the following tasks quarterly:

(1) Conduct a visual inspection of the vehicle. Check lubricant, battery electrolyte, coolant levels, and tire pressures. Correct any discrepancies.

(2) Shift transfer case to neutral, start engine, and idle for 10 minutes. After 10 minutes of engine idle, operate engine for 5 minutes at 1500 rpm or until the engine water temperature reaches 180°F. Shift the transmission slowly through all gear selector positions. Return the transmission to neutral and the transfer case to high range.

(3) Drive vehicle at least 1/4 mile. While driving, shift transmission through all gear ranges.

(4) Exercise all ancillary equipment and winches. While operating winches, lubricate winch cables.

(5) Idle engine 10 minutes before shutdown.

(6) Check grease coating on all chromium plated and unpainted surfaces. If grease was wiped from chromium plates and unpainted surfaces when vehicle was moved, recoat these surfaces.

d. While vehicle is in storage, perform the following tasks yearly:

(1) Clean the exterior, interior of cab, engine, and undercarriage. Wash any oil and grease from tires.

(2) Conduct a visual inspection of the vehicle. Check lubricant levels and tire pressures. correct any discrepancies.

(3) Lubricate the chassis, ancillary equipment, winch cables, fifth wheel, and oil can points.

(4) Check the coolant level. Test the coolant to ensure that the cooling system is protected against corrosion and temperatures down to -30°F. Add antifreeze or corrosion inhibitors compatible with ethylene glycol base antifreeze if cooling system is not adequately protected.

(5) Shift transfer case to neutral, start engine, and idle for 10 minutes. After 10 minutes of engine idle, operate engine for 5 minutes at 1500 rpm or until the engine water temperature reaches 180°F. Shift the transmission slowly through all gear selector positions. Return the transmission to neutral and the transfer case to high range.

(6) Drive vehicle at least 1/4 mile. While driving, shift transmission through all gear ranges.

(7) Exercise all ancillary equipment and winches. While operating winches, lubricate winch cables.

(8) Idle engine 10 minutes before shutdown.

(9) Change engine oil and oil and fuel filters.

e. When removing vehicle from storage, perform the following tasks:

(1) Conduct a visual inspection of the vehicle. Check lubricant levels and tire pressures. Correct any discrepancies.

(2) Lubricate the chassis, ancillary equipment, and oil can points.

Appendix B. EXTENDED WARRANTIES

1. Extended Engine Warranty. A schedule of extended engine service coverage has been agreed to and is outlined in the following schedule.

The coverage period will begin on the date the engine is accepted by the U.S. Government (DD Form 250).

a. This extended service coverage covers:

(1) Only malfunctions resulting from deficiency in material or workmanship under normal use and service.

(2) Labor costs necessary to make a warranty repair, including engine removal and installation.

(3) Service supplies (such as lubricating oil, filters, engine coolant, and belts) when such items are not reusable due to a warrantable action.

b. This extended service coverage does not cover:

(1) Conditions resulting from misuse, improper engine preservation, negligence, alteration, accident, or lack of performance of normal maintenance services.

(2) Any engine which has been repaired by other than an authorized DDC service outlet so as, in any way in the judgment of DDC, to affect adversely its performance and reliability.

(3) The replacement of maintenance items (such as filters, belts, lubricating oil, and antifreeze)

made in connection with normal maintenance services.

(4) Loss of time, inconvenience, loss of use of the engine or other consequential damages.

(5) DDC (through Oshkosh) is not responsible for the repair of mechanical braking devices installed on the Engine. Such devices are warranted by the brake manufacturer through Oshkosh.

In the event of a warranty failure, the Government Warranty Administrator will contact the Oshkosh Warranty Administrator, who will advise him of the nearest Detroit Diesel dealer equipped to handle the warranty problem. Oshkosh will make arrangements with the Detroit Diesel dealer for the required vehicle service. The Government Warranty Administrator may deliver the vehicle to the designated Detroit Diesel dealer for service.

Oshkosh shall be notified in writing within 60 days following discovery of a defect in the supplies. This notification shall include, but shall not necessarily be limited to, furnishing the applicable equipment serial number, engine serial number, operating hours or miles on the equipment, part number of the defective part, location of equipment, Unit Identifier Code (UIC), and a point of contact to include telephone number and circumstances surrounding the defect. At this time, Oshkosh shall further be informed whether the Government has elected:

EXTENDED SERVICE COVERAGE – HET TRACTOR			
Item	Limitation Months	Coverage	
		Parts	Labor
DDC Engine	0-18*	100%	100%

*Any vehicle accepted for depot storage will have an additional 6-month coverage. Oshkosh must be notified in writing within 60 days of any vehicle placed in storage.

- (1) To correct the defect itself or;
- (2) To authorize Oshkosh to correct the defect.

If the Government elects to correct the defective part, Oshkosh shall reimburse the Government for the cost of labor involved in the correction, inclusive of the cost of the end item disassembly and assembly. The cost of labor shall be computed utilizing actual labor hours to perform the repair not to exceed the Detroit Diesel Corporation (DDC) Labor Time Guide for on-highway truck applications by the actual labor cost which will not exceed the DDC distributor rate for the geographic area. When contacting the contractor, ask for the DDC distributor rate in your area.

Oshkosh shall reimburse the Government identified by claim number, Unit identifier Code (UIC), date of claim, and total dollars distributed between parts and labor. In the event of a warranty claim where it is later determined that the engine components were not defective, Oshkosh shall submit a claim to the Government for equitable price adjustment.

If Oshkosh is directed to correct the defect, the repair of deficient engine parts and optional equipment qualifying under this coverage will be performed by any authorized DDC services outlet within a reasonable time following the delivery of the engine/vehicle to the service outlet's place of business. The engine will be repaired using new parts or remanufactured parts designated reliabilt and sold by authorized DDC service outlets.

Additionally, a new part used to replace a defective part under this warranty, will carry a full 6-month parts warranty. Should the 18 months engine coverage extend beyond the 6-month parts warranty, the warranty on the installed new part will be the same as the remaining engine coverage.

The Government is responsible for the performance of regular maintenance services as specified in the technical manuals.

Should the Government plan to store the vehicle/engine, the engine must be preserved in accordance with appendix A.

THIS WARRANTY AND EXTENDED SERVICE COVERAGE IS ONLY APPLICABLE TO DETROIT DIESEL ENGINES FOR THIS CONTRACT AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DETROIT DIESEL CORPORATION DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THESE ENGINES. DETROIT DIESEL CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY.

2. Extended Transmission Warranty

a. Work performed under the extended warranty must be done by the Allison dealer.

b. Oshkosh warrants the transmission is free from defects in design, material, and workmanship, and will conform with the specifications and all other requirements of this contract for a period of 24 months from the date of acceptance as shown on the Material inspection and Receiving Report (DD Form 250), or 50,000 miles, whichever occurs first. Oshkosh warrants that it will repair any defective or malfunctioning part of the transmission in accordance with figure 2.

c. A new part used to replace a defective part will carry a full 6-month parts warranty. Should the transmission warranty extend beyond the 6-month parts warranty, the warranty on the installed new part will be the same as the remaining transmission warranty.

d. In the event of warranty failure, the Government Warranty Administrator will contact Oshkosh's Warranty Administrator who will advise him of the nearest Detroit Diesel Allison dealer equipped to handle the warranty problem. Oshkosh will make arrangements with the Detroit Diesel Allison dealer for the required vehicle service. The Government Warranty Administrator may deliver the vehicle to the designated Detroit Diesel Allison dealer for service.

Warranty Limitations (Whichever First Occurs)		Adjustment Charge To Be Paid By User	
Months	Transmission Miles	Parts	Labor
0-12	Up to 50,000 m (80,000 km)	No Charge	No Charge
13-15	12,001-20,000 m (19,201-32,000 km)	20%*	20%*
16-18	20,001-30,000 m (32,001-48,000 km)	40%*	40%*
19-21	30,001-40,000 m (48,001-64,000 km)	60%*	60%*
22-24	40,001-50,000 m (64,001-80,000 km)	80%*	80%*

*% of Detroit Diesel Allison Dealer's Normal Charge

Figure 2. Warranty Limitations and Adjustment Schedule

Appendix C. GOVERNMENT FORMS

1. DA Form 2407

a. Use of DA Form 2407. Use DA Form 2407 to obtain parts and labor reimbursements, and to report warranty claim actions after the work has been accomplished or when a dispute arises.

(1) The WARCO is responsible for forwarding DA Form 2407 when claims concern direct-exchange items. Refer to para 5d of this TB.

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

(3) Evacuating units forward DA Form 2407 when all work is performed by Oshkosh.

(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 prepared in accordance with this section.

b. Forwarding DA Form 2407. When DA Form 2407 is prepared after work is accomplished, make sure copies 2 and 5 are marked "FOR INFORMATION ONLY" or "FOR REIMBURSEMENT," then forwarded to:

Commander, USA TACOM
AITN: AMSTA-MMAP
Warren, MI 48397-5000

Also forward copy 3 to:

Oshkosh Truck Corporation
AITN: Warranty Administration
P.O. Box 2566
Oshkosh, WI 54903-2566

c. Warranty Disputes. When DA Form 2407 is prepared for warranty disputes, make sure copies 2 and 5 are marked "WARRANTY DISPUTES." Forward to the address given in appendix D for technical review and evaluation to minimize technical misunderstandings between you and Oshkosh whenever possible. You must include the following information:

(1) Name, address, and telephone number of the Oshkosh representative/dealership that refused service

(2) Specific reason for the refusal

(3) Specific facts/evidence you feel will refute Oshkosh's reason for refusal. Include photographs and sketches, if possible.

d. Completing DA Form 2407. DA Pam 738-750 governs preparation of DA Form 2407. In addition to instructions provided in DA Pam 738-750, the following information will assist you in filling out the form for the purpose of claims under HET vehicle warranty. Refer to figure 3 for an example of completed DA Form 2407.

(1) Section I. (To be filled in by equipment owning unit.)

(a) Block 2. Enter the Oshkosh vehicle chassis serial number found on vehicle identification data plate.

(b) Use following information to complete blocks 3,5, and 6:

BLOCK 3	Truck, Tractor
BLOCK 5	M1070
BLOCK 6	2320-01-318-9902

(c) Block 16. Enter "WARRANTY CLAIM ACTION," and give complete description of failure. Include Oshkosh notification number. Without this number, no reimbursement can be made by Oshkosh

(2) Section II. (To be filled in by repair activity.) Fill in section II by following steps below.

NOTE

If work was accomplished by Oshkosh or its designated representative, copy the information from the invoice and attach it with copy 4 of work order to this form.

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

(b) Block 18. Check appropriate box.

2. DA Form 2402

a. Use of DA Form 2402. DA Form 2402 must be filled out and attached to any and all defective parts removed from HET Tractor. Refer to figure 4 for an example of a completed DA Form 2402.

b. Block 11. Enter the Oshkosh chassis serial number of the vehicle found on vehicle data plate attached to the inside of the driver's door.

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.						CSGLD-1047(R 1)			
SECTION I - EQUIPMENT DATA									
CONTROL NUMBER		WORK ORDER NUMBER		WEBOC	ORG PD	PD AUTHENTICATION			
		A107352		B5C	03	Bob Jones CPT			
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> MWO <input checked="" type="checkbox"/> WARRANTY CLAIM		1a. ORGANIZATION			b. LOCATION		c. UNIT IDENT CODE		
		CoC 1st Sig Bn 4th Mech Div			Ft. Green, PA 20022		WT6413		
2. SERIAL NO.		3. NOUN NOMENCLATURE		4. LINE NO.	5. MODEL	6. NATIONAL STOCK NUMBER			
W24AE65437535		Truck Tractor		294119	M1070	2320-01-318-9902			
7. MAINTENANCE ACTIVITY		a. LEVEL	b. UTILIZATION CODE	c. MCSR ITEM	d. ERC	e. PACING ITEM	10. HOURS		
123rd Maint Div		F	0	Y			119		
							0098		
14. FAILURE DETECTED DURING (Select one - use / or X)				15. FIRST INDICATION OF TROUBLE (Select one - use / or X)					
<input checked="" type="checkbox"/> Scheduled Maintenance <input type="checkbox"/> Test <input type="checkbox"/> Storage <input type="checkbox"/> Flight <input type="checkbox"/> Handling <input checked="" type="checkbox"/> Normal Op <input type="checkbox"/> Inspection <input type="checkbox"/> Other				<input checked="" type="checkbox"/> Inoperative <input type="checkbox"/> Overheating <input type="checkbox"/> Out of Adjustment <input checked="" type="checkbox"/> Noisy <input type="checkbox"/> 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)									
Warranty claim action - water pump leaks during engine operation (Oshkosh Notification Number).									
16a. REMARKS									
SECTION II - WORK ACCOMPLISHED									
17a. REPAIR ORGANIZATION/ACTIVITY			c. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY ACCOMPLISHING WORK (Select one - use / or X)		19. AMS ACCOUNT CODE		
Miller Truck Repair					<input type="checkbox"/> TOE <input type="checkbox"/> TD <input checked="" type="checkbox"/> CONTRACTOR				
b. LOCATION									
Gainesville PA 20022									
20a. ACT CODE	FAILURE CODE	c. COMPONENT/PART NOUN, SVC, OR MWO NO.		MANHOURS (Hrs & tenths)	NATIONAL STOCK NUMBER	PART SOURCE CODE	QTY	PARTS COST	
		d. CB CODE	e. REF DESIGNATOR	f. MFR CODE					
A	945	Water Pump		2.0	2930-01-003-5638		1	261.11	
		MDH-02:1490M							
FILL IN AS SHOWN IN DA PAM 738-750									
l. TOTAL MANHOURS				m. TOTAL MANHOURS COST	n. TOTAL PARTS COST				
2.0				\$ 60 ⁰⁰	\$ 261 ¹¹				
21. DELAY (Select one)						22. DATA TRANSCRIBED			
<input type="checkbox"/> Parts <input type="checkbox"/> Manpower <input type="checkbox"/> Facilities <input type="checkbox"/> Funds <input type="checkbox"/> Tools						<input type="checkbox"/> To User <input type="checkbox"/> To Stock <input type="checkbox"/> Salvaged <input type="checkbox"/> Evacuation <input type="checkbox"/> Cannibalization			
23. SUBMITTED BY		24. RECEIVED BY		25. WORK STARTED BY		26. INSPECTED BY		27. ACCEPTED BY	
Jim Greer		Tom Gorham		Mike Berger		John Smith			
JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE	
3090		3090		3091		3100			

DA FORM MAY 81 2407

EDITION OF JUL 79 IS OBSOLETE.

NMP COPY 2

Figure 3. DA Form 2407- Completed

Edition of MAY 81
is obsolete.

☆ U.S. GPO: 1986 - 161-818

DA Para 738-750 and 738-751

1. SUPPORT AGENCY (DODAAC) WQAPAD WQAPAD		2. DATE	
3. ORGANIZATION (DODAAC) WRCAAA		4. <input checked="" type="checkbox"/> WARRANTY <input type="checkbox"/> EIR EXHIBIT <input type="checkbox"/> EXCHANGE	
5. NSN 2815-00-746-1983		6. NOUN NOMENCLATURE Starter	
7. PD 02	8. PD AUTHENTICATION Cpt JJ Emerson		
END ITEM IDENTIFICATION	9. END ITEM NOUN NOMENCLATURE TRUCK, TRACTOR, HET		
	10. MODEL M1070	11. SERIAL NO. 176943	
12. DEFICIENCY OR SYMPTOM will not crank engine			
13. DATE ACCEPTED 2173	14. SIGNATURE Bobby Clark		15. NMCS yes
16. JON		17. INITIALS.	
18. DATE REPAIRED		19. INITIALS	

EXCHANGE TAG

DA FORM 2402
DEC 85

COPY 1

Figure 4. DA Form 2402- Completed

Appendix D. WARRANTY DISPUTE CLAIM

1. Definition. Failure of the Government and Oshkosh to agree on any matters related to or arising under the contract warranty provision shall be resolved in accordance with the disputes clause of the contract and FAR 33.2.

2. Dispute Settlement. In situations where Oshkosh declines to perform repair on items for which the Government believes it has a valid warranty claim, or when Oshkosh furnishes parts and services to the Government and later claims the replaced part was not damaged due to defect in design, materials, or workmanship, the following procedure applies:

a. Oshkosh Declines Repair

(1) When Oshkosh or an authorized dealer declines to repair an item under warranty, proceed to perform repairs yourself. Use your own repair parts.

(2) immediately report situation using DA Form 2407 as follows:

(a) Record "WARRANTY DISPUTE" and complete description of failure.

(b) Enter name, activity, and telephone number of person submitting warranty dispute.

(c) Enter name, address, and telephone number of Oshkosh representative or dealership that refused service.

(d) Enter specific reasons given for refusal.

(e) Enter specific facts/evidence you feel will refute Oshkosh's reason for refusal. Include photographs and sketches, if possible.

(3) Submit copies 2 and 5 of DA Form 2407 to:

Commander, USA TACOM
ATTN: SFAE-CS-TVH
Warren, MI 46397-5000

Oshkosh Truck Corporation
ATTN: Warranty Administration
P.O. Box 2566
Oshkosh, WI 54903-2566

(4) PM-TV will try to resolve the warranty problem by mutual agreement. if necessary, the case will be presented to Warranty Administrator for review, analysis, and further investigation of facts.

b. Oshkosh Requests Reimbursement

(1) When Oshkosh makes analysis, then claims part failure is not covered by the contract warranty provision, the Government will be provided all the facts supporting this position and a request for reimbursement.

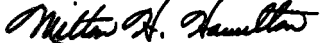
(2) Prior to any decision regarding settlement, units will be required to provide data to PM-TV to support Government's position.

(3) if Warranty Administrator decides Oshkosh's claim is valid, the unit which requested warranty support will submit a "direct fund cite" to Warranty Administrator for his/her recommendations to the contracting officer for decision regarding amount(s) due.

By Order of the Secretary of the Army:

GORDON R. SULLIVAN
General, *United States Army*
Chief of Staff

Official:


MILTON H. HAMILTON
Administrative Assistant to the
Secretary of the Army
06344

Distribution:

To be distributed in accordance with DA Form 12-38-E, Block No. 0980, requirements for TB 9-2320-360-14.

RECOMMENDED CHANGES TO EQUIPMENT TECHNICAL PUBLICATIONS



THEN... JOT DOWN THE DOPE ABOUT IT ON THIS FORM. CAREFULLY TEAR IT OUT. FOLD IT AND DROP IT IN THE MAIL!

SOMETHING WRONG WITH THIS PUBLICATION?

FROM: (PRINT YOUR UNIT'S COMPLETE ADDRESS)

Your mailing address

DATE SENT

Date you fill out this form

PUBLICATION NUMBER

TM X-XXXX-XXX-XX

PUBLICATION DATE

Date of TM

PUBLICATION TITLE

Title of TM

BE EXACT PIN-POINT WHERE IT IS

PAGE NO	PARA-GRAPH	FIGURE NO.	TABLE NO
3		2	
109		51	
2-8			2-1
12	1-6a		

IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:

Item 10. Change illustration. Reason: Tube end shown assembled on wrong side of lever cam.

Item 3. The NSN and P/N are not listed on the AMDF nor the MCRL. Request correct NSN and P/N be furnished.

Preventive Maintenance Checks and Services. Item 7 under "Items to be inspected" should be changed to read as follows: Firing linkage and firing mechanism pawl.

Since there are both 20- and 30- round magazines for this rifle, data on both should be listed.

SAMPLE

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER

SGT JOHN SMITH
MOTOR POOL SGT

SIGN HERE:

SGT John Smith

SAMPLE

FILL IN YOUR
UNIT'S ADDRESS



FOLD BACK

TEAR ALONG PERFORATED LINE

DEPARTMENT OF THE ARMY

Commander
US Army Tank-Automotive Command
ATTN: AMSTA-MB
Warren, Michigan 48397-5000

RECOMMENDED CHANGES TO EQUIPMENT TECHNICAL PUBLICATIONS



THEN... JOT DOWN THE DOPE ABOUT IT ON THIS FORM. CAREFULLY TEAR IT OUT. FOLD IT AND DROP IT IN THE MAIL!

SOMETHING WRONG WITH THIS PUBLICATION?

FROM: (PRINT YOUR UNIT'S COMPLETE ADDRESS)

DATE SENT

PUBLICATION NUMBER
TB 9-2320-360-14

PUBLICATION DATE
31 March 1994

PUBLICATION TITLE
Warranty Technical Bulletin, Truck, Tractor,
Heavy Equipment Transporter (HET)

BE EXACT... PIN-POINT WHERE IT IS

PAGE NO	PARA-GRAPH	FIGURE NO	TABLE NO

IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER

SIGN HERE:

FILL IN YOUR
UNIT'S ADDRESS



FOLD BACK

TEAR ALONG PERFORATED LINE

DEPARTMENT OF THE ARMY

**Commander
US Army Tank-Automotive Command
ATTN: AMSTA-MB
Warren, Michigan 48397-5000**

RECOMMENDED CHANGES TO EQUIPMENT TECHNICAL PUBLICATIONS



THEN... JOT DOWN THE DOPE ABOUT IT ON THIS FORM. CAREFULLY TEAR IT OUT. FOLD IT AND DROP IT IN THE MAIL!

SOMETHING WRONG WITH THIS PUBLICATION?

FROM: (PRINT YOUR UNIT'S COMPLETE ADDRESS)

DATE SENT

PUBLICATION NUMBER

TB 9-2320-360-14

PUBLICATION DATE

31 March 1994

PUBLICATION TITLE

Warranty Technical Bulletin, Truck, Tractor, Heavy Equipment Transporter (HET)

BE EXACT... PIN-POINT WHERE IT IS

PAGE NO	PARA-GRAPH	FIGURE NO	TABLE NO

IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER

SIGN HERE:

DA FORM 1 JUL 79 2028-2

PREVIOUS EDITIONS ARE OBSOLETE.

P.S.--IF YOUR OUTFIT WANTS TO KNOW ABOUT YOUR RECOMMENDATION MAKE A CARBON COPY OF THIS AND GIVE IT TO YOUR HEADQUARTERS.

FILL IN YOUR
UNIT'S ADDRESS

FOLD BACK

DEPARTMENT OF THE ARMY

TEAR ALONG PERFORATED LINE

Commander
US Army Tank-Automotive Command
ATTN: AMSTA-MB
Warren, Michigan 48397-5000



THEN... JOT DOWN THE DOPE ABOUT IT ON THIS FORM. CAREFULLY TEAR IT OUT. FOLD IT AND DROP IT IN THE MAIL!

SOMETHING WRONG WITH THIS PUBLICATION?

FROM: (PRINT YOUR UNIT'S COMPLETE ADDRESS)

DATE SENT

PUBLICATION NUMBER
TB 9-2320-360-14

PUBLICATION DATE
31 March 1994

PUBLICATION TITLE
Warranty Technical Bulletin, Truck, Tractor,
Heavy Equipment Transporter (HET)

BE EXACT... PIN-POINT WHERE IT IS

PAGE NO	PARA-GRAPH	FIGURE NO	TABLE NO
---------	------------	-----------	----------

IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER

SIGN HERE:

FILL IN YOUR
UNIT'S ADDRESS

FOLD BACK

DEPARTMENT OF THE ARMY

Commander
US Army Tank-Automotive Command
ATTN: AMSTA-MB
Warren, Michigan 48397-5000

TEAR ALONG PERFORATED LINE

