

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM
FOR
TRUCK, TRACTOR, LINE HAUL
50,000 GVWR, 6X4, M915A2
AND
TRUCK, TRACTOR,
LIGHT EQUIPMENT TRANSPORTER
68,000 GVWR, 6x6, M916A1

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

6 July 1992

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REPORTING ERRORS AND RECOMMENDED IMPROVEMENTS

The reporting of errors, omissions, and recommendations for improving this publication is recommended. Reports should be submitted on DA Form 2028 (Recommended Changes to Publications and Blank Forms) and forwarded direct to Commander, U.S. Army Tank- Automotive Command, ATTN: AMSTA-MB, Warren, MI 48397-5000. A reply will be furnished to you

1. General

The M915A2/M916A1 vehicles are warranted by their manufacturer, Freightliner Corporation, 4747 North Channel Ave., Portland, Oregon, 97217. The M915A2/M916A1 vehicles are covered by a design, material and workmanship warranty. This bulletin explains warranty coverage for the M915A2/M916A1 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, re-manufacture, design change, engineering change, and the like.

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

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

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

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

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

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

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

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

3. Coverage-Specific

The M915A2/M916A1 vehicles are covered by a design, material and workmanship warranty. This warranty covers a period of 18 months. The 18-month period begins with the date of vehicle acceptance shown on the material inspection and receiving report (DD Form 250). (Check the vehicle data plate for warranty start date.) The warranty

TB 9-2320-363-14

only covers those items that are removed/repared at General Support or Depot maintenance. Refer to the M915A2/M916A1 Maintenance Allocation Chart (in TM 9-2320-363-20) to identify General Support and Depot parts. Also, warranty claims (parts and labor) must exceed \$50.00 to be submitted.

4. Contractor Responsibilities

The M915A2/M916A1 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 M915A2/M916A1 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 Command is the managing activity for the M915A2/ M916A1 vehicles and contract. The TACOM Warranty Coordinator (AMSTA-MMA) manages warranty policy for all TACOM-managed equipment including the M915A2/M916A1 vehicles. Questions related to general warranty policy should be directed to the TACOM Warranty Coordinator, Warranty Hotline AV 786-7537 (24 hour), or Commercial (313) 574-7537.

6. Government Maintenance/Nullification

Scheduled maintenance for the M915A2/M916A1 vehicles is contained in TM 9-2320-363-10, LO 9-2320-363-12 and TM 9-2320-363-20. The fact that the M915A2/M916A1 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 M915A2/M916A1 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 M915A2/M916A1 Operator's Manual (TM 9-2320-363-10) provides instructions for proper operation of the M915A2/M916A1 vehicles.

7. Warranty Control Office Responsibilities

Warranty Control Offices (WARCO) established at the Intermediate General Support/Director of Industrial

Operations Level or equivalent that serve 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 Warranty Control Office (WARCO). Warranty Hotline AV 786-7537, or Commercial (313) 574-7537.

8. Army Oil Analysis Program (AOAP)

The following items are enrolled in the AOAP Maintenance Program:

- Engine
- Transmission
- Hydraulic Winch

See Lubrication Order LO 9-2320-363-12 for instructions and actions.

9. Alterations/Modifications

Alterations and modifications shall not be made during the warranty period unless expressly directed by the Project Manager for Heavy Tactical Vehicles (AMCPM-TVH).

10. Abuse Determination

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

11. Abuse Avoidance

The Government is responsible for advising all Commands of abuses it is aware of and the proper steps to be taken to avoid future abuses.

12. Claim Procedures

a. Contractor Repair

(1) If you prefer that the M915A2/M916AI contractor make the warranty repairs, contact Freightliner Corporation by telephone, (503) 283-8760, and explain your problem. Record the date, time and name of the Freightliner representative contacted.

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

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

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

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

- Send two (2) copies to:
 - Commander
 - US Army Tank Automotive Command
 - Attn: AMSTA-MMA
 - Warren, MI 48397-5000
- Send one (1) copy to:
 - Warranty Administration
 - Freightliner Corporation
 - 4747 N. Channel Ave.
 - Portland, OR 97217

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

(6) If Freightliner Corporation or their authorized dealer disputes your warranty claim, immediately prepare and forward a DA Form 2407 (or DA Form 5504) as described in paragraph 13. Then you should either repair the vehicle yourself or contract for repair. TACOM will pursue your dispute.

b. Government Repair

(1) If you wish to make repairs yourself and wish to use parts you have on hand, proceed immediately with the repairs. Within 30 days of completing repairs submit copies of DA Form 2407 (or DA Form 5504) as follows: Send two (2) copies to:

- Commander
- US Army Tank Automotive Command
- Attn: AMSTA-MMA
- Warren, MI 48397-5000
- Send one (1) copy to:
 - Warranty Administration
 - Freightliner Corporation
 - 4747 N. Channel Ave.
 - Portland, OR 97217

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

(2) If you wish to make repairs yourself but wish Freightliner Corporation to provide the parts, contact Freightliner Corporation, (503) 283-8760. Provide an accurate description of the problem and that you want Freightliner to ship the parts to you. Record the date, time, and the name of the Freightliner representative contacted. Provide Freightliner Corporation with your MILSTRIP Document Number, Supplementary Signal Code. After the repair is completed, submit two copies of DA Form 2407 (or DA Form 5504).

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

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

13. Warranty Dispute

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

(1) Perform the repairs yourself; use your own repair parts.

(2) Immediately report the situation using a DA Form 2407 (or DA Form 5504).

a) Record "Warranty Dispute" and a complete description of the failure.

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

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

d) Give specific reasons for the refusal.

e) Enter the specific facts/evidence that you feel will disprove Freightliner's reason for refusal. Include photographs and sketches as appropriate.

(3) Submit copies of DA Form 2407 (or DA Form 5504) to:

Commander

US Army Tank Automotive Command

Attn: AMCPM-TVH

Warren, MI 48397-5000

and

Warranty Administration

Freightliner Corporation

4747 N. Channel Ave.

Portland, OR 97217

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Appendix A Government Forms

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

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

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

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

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

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

b. Forwarding DA Form 2407 (or DA Form 5504). When DA Form 2407 (or DA Form 5504) is prepared after the work is accomplished, make sure that copies 2 and 5 are marked "For Information Only" and forward to:

Commander
US Army Tank-Automotive Command
Attn: AMSTA-MMA
Warren, MI 48397-5000
Also, forward copy 3 to:
Warranty Administration
Freightliner Corporation
4747 N. Channel Ave.
Portland, OR 97217

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

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

Specific reason(s) for refusal.

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

d. Completing DA Form 2407 (or DA Form 5504). DA PAM 738-750 governs the preparation of DA Form 2407

(or DA Form 5504). In addition to the instructions provided in DA PAM 738-750, the following information will assist you in filling out the form for the purpose of claims under the M915A2/M916A1 vehicle warranty. Refer to figure A-1 for an example of a completed DA Form 2407 (or DA Form 5504).

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

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

b) Use the following information to complete blocks 3, 4, and 5:

Block 3 Block 5 Block 6

Truck, Tractor, M915A2 2320-01-272-5029 Line Haul

Truck, Tractor M916A1 2320-01-272-5028

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

(2) Section II (to be filled in by the support activity).

Fill in Section II by following the steps below:

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

b) Block 18. Check the appropriate box

MAINTENANCE REQUEST					PAGE NO.	NO. OF PAGES	REQUIREMENT CONTROL SYMBOL		
For use of this form, see DA Pam 738-750; the proponent agency is DCSLOG.							CSGLD-1847(R11)		
SECTION I - EQUIPMENT DATA									
CONTROL NUMBER B27534		WORK ORDER NUMBER		WEEDC	ORG PD	PD AUTHENTICATION			
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> MWO <input checked="" type="checkbox"/> WARRANTY CLAIM		1a. ORGANIZATION Co C 1st Sig Bn 4th Mech Div			b. LOCATION Ft. Green, PA 20022		c. UNIT IDENT CODE WT6413		
2. SERIAL NO. W24BE65434535		3. NOUN NOMENCLATURE 6 X 4 Truck Tractor Line Haul		4. LINE NO.	5. MODEL M915A2	6. NATIONAL STOCK NUMBER 2320-01-272-5029			
7. MAINTENANCE ACTIVITY O 123BD Maint. Bn.		a. LEVEL 07	b. UTILIZATION CODE	c. MCSR ITEM	d. ERC	e. PACING ITEM	10. HOURS 119		
14. FAILURE DETECTED DURING (Select one - use / or X)				15. FIRST INDICATION OF TROUBLE (Select one - use / or X)					
<input checked="" type="checkbox"/> A Scheduled Maintenance		<input type="checkbox"/> C Test		<input type="checkbox"/> E Storage		<input type="checkbox"/> G Flight			
<input type="checkbox"/> B Handling		<input checked="" type="checkbox"/> D Normal Op		<input type="checkbox"/> F Inspection		<input type="checkbox"/> H Other			
<input type="checkbox"/> 068 Inoperative				<input type="checkbox"/> 258 Overheating		<input type="checkbox"/> 790 Out of Adjustment			
<input checked="" type="checkbox"/> X 1008 Nasty				<input type="checkbox"/> 387 Low Performance		<input type="checkbox"/> Other			
16. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURE IN EQUIPMENT TM (Do not prescribe repairs)									
16a. REMARKS									
SECTION II - WORK ACCOMPLISHED									
17a. REPAIR ORGANIZATION/ACTIVITY Miller Truck Repair			c. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY AC. COMPLISHING WORK (Select one - use / or X)		19. AMS ACCOUNT CODE		
b. LOCATION Gainsville, PA 20022					<input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TD				
					<input checked="" type="checkbox"/> 3 CONTRACTOR				
20a. ACT CODE	FAILURE CODE b	c. COMPONENT/PART NOUN, SVC, OR MNO NO. d. CB CODE e. REF DESIGNATOR f. MFR CODE		MANHOURS (Hrs & tenths) g	NATIONAL STOCK NUMBER h	PART SOURCE CODE i	QTY j	PARTS COST k	
		WATER PUMP BOH - 021490M		2.0	2930-01-003-5638				
FILL IN AS SHOWN IN DA Pam 738-750									
				l. TOTAL MANHOURS	m. TOTAL MANHOURS COST	n. TOTAL PARTS COST			
21. DELAY (Select one)				<input type="checkbox"/> 1 Parts	<input type="checkbox"/> 2 Manpower	<input type="checkbox"/> 3 Facilities	<input type="checkbox"/> 4 Funds	<input type="checkbox"/> 5 Tools	
22. DATA TRANSCRIBED		23. SUBMITTED BY Jim Greer						24. RECEIVED BY	
25. WORK STARTED BY		26. INSPECTED BY		27. ACCEPTED BY		28. DISPOSITION (Select one)			
JULIAN DATE 3090		JULIAN DATE		JULIAN DATE		<input type="checkbox"/> A To User <input type="checkbox"/> C Salvaged <input type="checkbox"/> B To Stock <input type="checkbox"/> D Evacuated <input type="checkbox"/> E Cannibalization			

DA FORM 2407 MAY 81

EDITION OF JUL 78 IS OBSOLETE.

CONTROL COPY 3

Figure A-1. DA Form 2407 - Completed A-2

**APPENDIX B
GOVERNMENT FORMS**

B-1. DA Form 2402

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

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


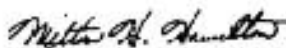
<p>Edition of MAY 81 is obsolete.</p>  <p>U.S. GPO: 1986 - 161-818</p>	DA Pams 736-750 and 738-751 EXCHANGE TAG	1. SUPPORT AGENCY (DODAAC) WGAPAD		2. DATE 3031	COPY 1 DA FORM 2402 DEC 85		
		3. ORGANIZATION (DODAAC) WRCAAA		4. <input type="checkbox"/> WARRANTY <input type="checkbox"/> EIR EXHIBIT <input checked="" type="checkbox"/> EXCHANGE			
		5. NSN 2815-00-746-1983		6. NOUN NOMENCLATURE STARTER			
		7. PD 02	8. PD AUTHENTICATION				
		END ITEM IDENTIFICATION	9. END ITEM NOUN NOMENCLATURE TRUCK TRACTOR LINE HAUL 6 X 4				
			10. MODEL M915A2	11. SERIAL NO. 176943			
		12. DEFICIENCY OR SYMPTOM WILL NOT CRANK ENGINE					
		13. DATE ACCEPTED 3031	14. SIGNATURE			15. NMCS YES	
		16. JON		17. INITIALS			
		18. DATE REPAIRED		19. INITIALS			

Figure B-1. DA Form 2404- Completed

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

01954

Distribution:

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PUBLICATION DATE

PUBLICATION TITLE

BE EXACT... PIN-POINT WHERE IT IS

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

PAGE NO.	PARA-GRAPH	FIGURE NO.	TABLE NO.
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TEAR ALONG PERFORATED LINE

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER

SIGN HERE:

DA FORM 2028-2 JUL 79

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.

