

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

**TRUCK, TRACTOR, LINE HAUL, 50,000 GVWR,
6X4, M915A3 (NSN 2320-01-432-4847)**

**TRUCK, TRACTOR, LIGHT EQUIPMENT
TRANSPORTER (LET), 68,000 GVWR, 6X6,
M916A2 (NSN 2320-01-431-1163)**

**TRUCK, DUMP, HEAVY, CHASSIS, 68,000
GVWR, 6X6, 14 CU YD, ON-OFF HIGHWAY,
M917A1
(NSN 3805-01-431-1165), and
M917A1 W/MCS (NSN 3805-01-432-8249)**

Approved for public release. Distribution is unlimited.

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

30 DEC 1997

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 and Armaments Command, ATTN: AMSTA-AC-NML, Rock Island, IL 61299-7630. A reply will be furnished to you. You may also provide DA Form 2028 information via datafax or e-mail. Datafax is: DSN 793-0726 or Commercial (309) 782-0726. E-mail address is: amsta-ac-nml@ria-emh2.army.mil

1. General

The M915A3, M916A2, and M917A1 vehicles are warranted by their manufacturer, Freightliner Corporation, 4747 North Channel Ave., Portland, Oregon, 97217. The vehicles are covered by a design, material and workmanship warranty. This bulletin explains warranty coverage for the vehicles and how to file claims on those vehicles.

2. Explanation of Terms

- a. Abuse. The improper use, maintenance, repair, or mishandling of warranted items that may cause the warranty of those items to become void.
- b. Acceptance Date. The date the equipment is accepted in the Army's inventory as annotated on DD Form 250, Material Receiving and Inspection Report.
- c. Acquiring Command or Activity. An activity that procures the items or material for a user.
- d. Alterations/Modifications. Any alteration after production, such as retrofit conversion, remanufacture, design change, engineering change and the like.
- e. Defect. Any condition or characteristic in any supplies furnished by Freightliner Corporation that is not in compliance with the requirements of the Contract or that does not function as intended.
- f. Reimbursement. A written provision in a warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor, and the Government will be reimbursed for the repair parts and/or labor costs.
- g. Repair. To restore an item to a serviceable condition without affecting warranty.
- h. Repairable. An item that may be reconditioned or economically repaired for reuse.
- i. Warranty. A written agreement between a contractor and the government that outlines the rights and obligations of both parties for defective supplies.
- j. Warranty Claim. Action started by the equipment users for authorized warranty repair or reimbursement.
- k. Warranty Period. Time during which the warranty is in effect.
- l. Warranty Start Date. The date the warranty is put into effect.

3. Coverages-Specific

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

4. Contractor Responsibilities

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

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

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

5. Government Responsibilities

The US Army Tank-automotive and Armaments Command is the managing activity for the vehicles and contract, The TACOM Warranty Coordinator (AMSTA-IM-OPIL) manages warranty policy for all TACOM-managed equipment including these vehicles. Questions related to general warranty policy should be directed to the TACOM Warranty Coordinator, DSN 786-7340, or Commercial (810) 574-7340.

6. Government Maintenance/Nullification

Scheduled maintenance for the vehicles is contained in TM 5-3805-264-14&P, TM 9-2320-363-10, LO 9-2320-363-12 and TM 9-2320-363-20. The fact that the vehicles are covered by a warranty does not relieve the user of the responsibility for proper operation, care and maintenance of these vehicles. Failure to perform the services scheduled within the vehicle's technical manuals could cause your warranty to be void. Additionally abuse of the vehicles or components could cause a warranty claim to be refused. The Operator's Manual provides instructions for proper operation of the vehicles.

7. Warranty Control Office Responsibilities

Warranty Control Offices (WARCO) established at the Intermediate General Support/Director of Industrial Operations Level or equivalent serve as the intermediaries between the troops owning the equipment and the local dealer, contractor or manufacturer. All warranty claim actions will be processed through the WARCO. Warranty Hotline (24 hour) at TACOM is DSN 786-7581, or Commercial (810) 574-7581.

8. Army Oil Analysis Program (AOAP)

The following items are enrolled in the AOAP Maintenance Program:

Engine

Transmission

Hydraulic Winch (M916A2)

Hydraulic Lift Cylinder (M917A1)

9. Alterations/Modifications

Alterations and modifications shall not be made during the warranty period unless expressly directed by the Project Manager for Tank Automotive Weapons Systems (AMSTA-PM-CS).

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 as they become aware of them, and the proper steps to be taken to avoid future abuses.

12. Claim Procedures

a. Contractor Repair

(1) If you prefer that the vehicle contractor make the warranty repairs, contact Freightliner Corporation by telephone, (503) 735-8760, and explain your problem. Record the date, time and the name of the Freightliner representative contacted.

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

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

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

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

Send two (2) copies to:
 Commander
 US Army Tank-automotive and Armaments Command
 ATTN: AMSTA-IM-O
 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). (See Appendix A for preparation of form.)

b. Government Repair

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

(2) If you wish to make repairs yourself but wish Freightliner Corporation to provide the parts, contact Freightliner Corporation, (503) 735-8760. Provide an accurate description of the problem and that you want Freightliner to ship the parts to you. Record the date, time and the name of the Freightliner representative contacted. Provide Freightliner Corporation with your MILSTRIP Document Number, Supplementary Signal Code. After the repair is completed, submit two copies of DA Form 2407 (or DA Form 5504).

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

Send two (2) copies to:
Commander
US Army Tank-automotive and Armaments Command
ATTN: AMSTA-IM-O
Warren, MI 48397-5000

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

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

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 and Armaments Command
ATTN: AMSTA-PM-O
Warren, MI 48397-5000

and

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

APPENDIX A

GOVERNMENT FORMS

A-I. 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-I for an example of a DA Form 2407 (or DA Form 5504).

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

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

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

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

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

Commander
US Army Tank-automotive and Armaments Command
ATTN: AMSTA-IM-O
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 these vehicles warranty. Refer to figure A-1 for an example of a completed DA Form 2407 (or DA Form 5504).

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

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

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

Block 3	Block 5	Block 6
Truck, Tractor, Line Haul	M915A3	2320-01-432-4847
Truck, Tractor LET	M916A2	2320-01-431-1163
Truck, Dump	M917A1	3805-01-431-1165
Truck, Dump W/MCS	M917A1	3805-01-432-8249

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 approving agency is OCELOG.							CSGLD-19471R11			
SECTION I - EQUIPMENT DATA										
CONTROL NUMBER 827534		WORK ORDER NUMBER		WESDC	ORG PD	PD AUTHENTICATION				
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> AMMO <input checked="" type="checkbox"/> WARRANTY CLAIM	1a. ORGANIZATION Co C 1st Sig Bn 4th Mech Div			1b. LOCATION Ft. Green, PA 20022			1c. UNIT IDENT CODE WT6413			
3. SERIAL NO. W24BE65434535		2. NOUN NOMENCLATURE 6 X 4 Truck Tractor Line Haul		4. LINE NO.	5. MODEL M915A3	6. NATIONAL STOCK NUMBER 2320-01-432-4847				
7. MAINTENANCE ACTIVITY 0 123BD Maint. Bn.		8. LEVEL 07	9. UTILIZATION CODE	10. MCSR ITEM	11. SRC	12. PACING ITEM	13. HOURS 119	14. MILES 0098	15. ROUNDS	16. STARTS
14. FAILURE DETECTED DURING (Select one - use J or X) <input type="checkbox"/> A Scheduled Maintenance <input type="checkbox"/> C Test <input type="checkbox"/> E Storage <input type="checkbox"/> G Flight <input type="checkbox"/> B Hanging <input checked="" type="checkbox"/> D Normal Op <input type="checkbox"/> F Inspection <input type="checkbox"/> H Other					15. FIRST INDICATION OF TROUBLE (Select one - use J or X) <input type="checkbox"/> 058 Inoperative <input type="checkbox"/> 258 Overheating <input type="checkbox"/> 750 Out of Adjustment <input checked="" type="checkbox"/> 108 Moley <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)										
18a. REMARKS										
SECTION II - WORK ACCOMPLISHED										
17a. REPAIR ORGANIZATION/ACTIVITY Miller Truck Repair				17b. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY AC-COMPLISHING WORK (Select one - use J or X) <input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TO <input checked="" type="checkbox"/> 3 CONTRACTOR		19. AMS ACCOUNT CODE		
17c. LOCATION Gainsville, PA 20022										
20a. ACT CODE	FAILURE CODE b	21. COMPONENT/PART NOUN, SVC, OR MNO NO. c. CB CODE d. REF DESIGNATOR e. MFR CODE		MANHOURS (Hrs & tenths) f	NATIONAL STOCK NUMBER g		PART SOURCE CODE h	QTY i	PARTS COST j	
WATER PUMP	MOH - 021490M			2.0	2930-01-003-5638					
FILL IN AS SHOWN IN DA Pam 738-750										
				22. TOTAL MANHOURS		23. TOTAL MANHOURS COST		24. TOTAL PARTS COST		
25. 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										
26. SUBMITTED BY Jim Greer		27. RECEIVED BY		28. WORK STARTED BY		29. INSPECTED BY		30. ACCEPTED BY		
JULIAN DATE 3090		JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE		
21. DISPOSITION (Select one) <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 Contribution										

DA FORM 2407 MAY 81

EDITION OF JUL 78 IS OBSOLETE.

CONTROL COPY 3

Figure A-1. DA Form 2407 - Completed

A-3/(A-4 Blank)




APPENDIX B

GOVERNMENT FORMS

B-1. DA Form 2402

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

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

Edition of MAY 81 is obsolete.  ☆ U.S. GPO: 1986 - 161-818	DA Form 736-750 and 738-751 EXCHANGE TAG	1. SUPPORT AGENCY (DODAAC) WGAPAD		2. DATE 3031		
		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 M915A3	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	

COPY 1

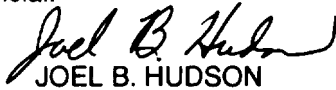
DA FORM 2402
DEC 85

Figure B-1. DA Form 2402 - Completed

By Order of the Secretary of the Army:

DENNIS J. REIMER
General, United States Army
Chief of Staff

Official:



JOEL B. HUDSON

Administrative Assistant to the
Secretary of the Army
04391

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