

TB 9-2520-272-15

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

**WARRANTY PROGRAM
FOR
UNIT, DIRECT SUPPORT AND
GENERAL SUPPORT MAINTENANCE
INCLUDING DEPOT MAINTENANCE**

**X200-4A TRANSMISSION
NSN 2520-01-397-1074**

Contract No. DAAE07-97-C-T476

HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON, D.C.

30 JUNE 1998

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS:

You can help improve this Technical Bulletin. If you know a way to make the information more understandable, please let us know. Mail a letter or your DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to: Commander, US Army Tank-automotive and Armaments Command, ATTN: AMSTA-AC-NML, Rock Island, IL. 61299-7630. A reply will be sent to you.

DISTRIBUTION STATEMENT

Approved for Public release; distribution is unlimited.

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1. General. This bulletin provides implementation instructions for the Warranty on the X200-4A Transmission. 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 this engine or any US Tank-automotive and Armaments Command (TACOM) equipment contact your local Warranty Control 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 786-7393, COMMERCIAL (810) 574-7393. The caller should be prepared to provide: (1) name, (2) DSN and commercial telephone numbers, (3) complete unit designation, (4) identification of the vehicle to include serial number(s), (5) a brief description of the problem and (6) the contract number (see paragraph 3.a).

2. Explanation of Terms.

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

b. Acceptance. The execution of the Acceptance Block and signing of DD Form 250 (Material Inspection and Receiving Report), by the authorized Government representative.

c. Acceptance Date. The date of acceptance by the Government of a production engine shall be established by the date of the DD Form 250 of the vehicle. The date of acceptance of a spare engine shall be established by the date of the Form DD 250 of the spare engine.

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

e. Correction. The elimination of a defect.

f. Defect Any condition or characteristic in any supplies furnished by the contractor that does not otherwise 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 or assembly which may affect safety.

(2) Service Recall An item is recalled to repair or replace a defective part(s) or assembly which 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 or without prior approval from the contractor, and the Government will be reimbursed for the repair parts.

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

l. Supplies. The end item and all assemblies/parts furnished by the contractor.

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. 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.

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. This date will be twelve (12) months from the Government acceptance date.

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

s. Warranty Start Date. The date the warranty is put into effect, (Government Acceptance).

3. Coverage- Specific.

a. This bulletin applies to the Transmission, Model No. X200-4A. The items are manufactured by Allison Transmission Division under Contract Number DAAE 07-97-C-T476. The warranty is serviced by Allison Transmission Division, P.O. Box 894, Indianapolis, IN 46206-0894. Inquiries to Allison Transmission Division can be made by calling 1-317-242-3908.

b. The contractor warrants the supplies are free from defects in design material, and workmanship for a period for fifteen (15) months from warranty start date.

c. If a Safety Recall defect occurs during the vehicle warranty period, the contractor agrees to extend the terms of the warranty to the time required to make necessary safety defect corrections. Also, if the contractor or his supplier(s) provide a greater warranty for the supplies furnished, the contractor will provide the greater warranty to the Government.

d. 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) Improper operation
- (4) Improper storage
- (5) Improper transport
- (6) Improper or insufficient maintenance service.
- (7) Improper alterations or repairs
- (8) Detect/failure discovered or occurring after expiration date.
- (9) Fair wear and tear items (filters, lubricants, etc.).

4. Contractor Responsibilities.

a. The contractor guarantees all items be free of all defects in material and workmanship that would cause the warranted items to fail.

b. In the event of a breach of warranty, the contractor shall be liable for corrective action set forth below:

(1) When notice of any alleged defect or nonconformance is given by the Government to the contractor within one year following delivery of the allegedly defective or non-conforming item, the contractor shall be given the opportunity to examine parts **or** supplies at the site where the malfunction is experienced or, if field examination cannot be accomplished, the allegedly defective parts or supplies will be returned freight, collect, via cheapest transportation to the contractor's plant. The

contractor shall make a quick exchange and ship "freight prepaid" back to the user, or if location is not within CONUS, to the port of embarkation.

(2) The contractor's total liability for transportation changes shall not exceed the cost of transporting the parts by the usual commercial surface method of shipment.

5. Government Responsibilities. The Major subordinate Command for the X200-4A Allison Transmission is the Tank-automotive and Armaments Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty. Warranty claims shall be reported to:

Commander
US Army Tank-automotive &
Armaments Command (TACOM)
ATTN: AMSTA-IM-OPIL
Warren, MI 48397-5000

Telephone: DSN 786-7393
Commercial (810) 574-7393

a. TACOM will:

(1) Verify, review, 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 information for incomplete claims.

(4) Provide warranty claim acknowledgement/close out letters and or parts/assemblies disposition instructions to the local WARCO.

(5) Insure the contractor performs in accordance to 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 or DA Form 5504, DA Form 5504-1 (Maintenance Request (Claims and Continuation Sheets) through channels to the supporting repair facility.

(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 and as a result of a warrantable defect/failure and/or correction.

c. Supporting Repair Facility will:

(1) Identify defects/failures as warrantable (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, DA Form 2407-1 or DA Form 5504, or DA Form DA Form 5504-1 is complete and correctly filled out.

(3) Reject invalid warranty claims or request additional information for incomplete or 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 contract 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 or parts and/or assemblies removed as a result of warrantable defect/failure and/or correction.

d. Local WARCO will:

(1) Verify, administer and process warrant claims to the TACOM WARCO (IAW DA PAM 738-750 and this TB).

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

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

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

e. Alterations/Modifications.

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

f. Army Oil Analysis Program (AOAP)

The manufacturer's lubrication and service intervals must be followed. Only after the warranty has expired will 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 published in TB 43-0210.

6. Transmission Serial and Model Number:

The Transmission model and serial number are stamped on the vehicle data plate.

7. Claim Procedures

a. The procedures for reporting warranty claims are found in DA PAM 738-750 and this TB. Responsibilities of the MACOM are found in AR 700-139 (The Army Warranty Program, Concepts and Polices). 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.

b. The contractor shall be notified in writing, utilizing DA Form 2407 or DA Form 5504 by the local Warranty Control Office/Officer (WARCO) following the discovery of a defect in supplies which requires contractor repair and/or replacement parts. This shall constitute formal notification of a warranty claim and initiate the time period for contractor responsibilities and action under the warranty. This notification shall include, but not be limited to furnishing of 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 be further informed whether the owning unit has elected to (1) to correct the defect themselves or: (2) to direct the contractor to correct the defect. Upon completion of contractor repair the contractor shall forward completed warranty claims (information only) to TACOM. Additionally, the local WARCO will forward claims to TACOM using DA Form 2407 or DA Form 5504 for warrantable repairs parts accomplished by the owning unit which requires contractor reimbursement to the Government.

c. 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 or DA 5504 Maintenance Request shall be referenced, Items requiring special handling, storage or shipment. during the processing of claims shall be identified.

d. The repair activity shall retain defective supplies for thirty (30) days following receipt of acknowledgment of a warranty of claim from TACOM or the contractor. If receipt of acknowledgment is not received inquiries should be made to TACOM through your local WARCO. If receipt of acknowledgment is received by no instructions are forthcoming within thirty (30) days of receipt supplies may be disposed of.

e. 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 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.

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, those monies must be forwarded to the above address.

9. Claim Denial/Disputes.

All denials and disputes will be handled by TACOM.

10. Reporting.

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

11. Storage/Shipment/Handling

a. Storage. Not applicable


b. Shipment. See paragraph 4.d

c. Handling. Not applicable

By Order of the Secretary of the Army:

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