

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

UNIT, DIRECT SUPPORT AND GENERAL SUPPORT MAINTENANCE
FOR
ENGINE, DIESEL, DETROIT DIESEL CORPORATION, 8V71T
MODEL 7083-7391
(NSN 2815-01-335-4579)
Contract Number DAAE07-93-D-A007

Headquarters, Department of the Army, Washington, DC

15 October 1994

REPORTING ERRORS AND RECOMMENDING IMPROVEMENT

You can help improve this bulletin. If you find any mistakes or if you know of a way to improve the procedures please let us know. Mail your letter, DA Form 2028 (Recommended Changes to Publications and Blank Forms) and forward direct to: Commander, U.S. Army Tank-automotive and Armament Command, ATTN: AMSTA-MMAA, Warren, MI 48397-5000. A reply will be furnished directly to you.

You may also provide DA Form 2028 information to TACOM via e-mail or datafax. Our fax number is DSN 786-6323. Our e-mail address is: amsta-mmaa@cc.tacom.army.mil

1. General. This bulletin provides implementation instructions for the Warranty on the 8V71T Engines. 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 Engine(s) or any U.S. Army Tank-automotive and Armament Command (TACOM) equipment, contact your local Warranty Control Office/Officer (WARCO) or TACOM Logistics Assistance Representative (LAR). If your WARCO or TACOM LAR is not available or if additional information is required, contact TACOM. The number to call is DSN 786-7356, COMMERCIAL (810) 574-7356. 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 engine serial number (s), (5) a brief description of the problem, and (6) the contract number (see paragraph 3a.).

2. Explanation of Terms.

a. Abuse. The improper use, maintenance, repair or handling of warranted items that cause the warranty of those items to become not applicable under warranty conditions.

b. Acceptance Data. The date an item of equipment is accepted into the Army's inventory by the execution of the acceptance block and signing of a DD Form 250 or approved acceptance document, by an authorized representative of the Government. The date of acceptance by the Government of a production engine (one installed on vehicle during production) shall be established by the date of the DD Form 250 of the engine. The date of acceptance by the Government for spare engine (stocked for replacement) shall be established by the date of DD Form 250 on the spare engine.

c. Contractor. The supplier of equipment who

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enters into an agreement directly with the Government to furnish supplies.

d. Correction. The elimination of a defect.

e. Defect. Any condition or characteristic in any supplies furnished by the contractor that does not function.

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

g. 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.

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

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

j. Supplies. The engine and all parts and accessories thereof.

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

l. WARCO. Serves as the intermediary between the troops owning the equipment and the local dealer, contractor, or manufacturer. All warranty claims actions will be processed through the WARCO.

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

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

o. Warranty Expiration Date. The date the warranty is no longer valid. This date will be one (1) year from the Government acceptance date (DD Form 250, Block 21 A.) p. Warranty Period. Time during which the warranty is in effect. Normally measures as the maximum number of years, months, days, miles, or hours used.

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

3. Coverage-Specific.

a. This bulletin applies only to the Detroit Diesel Corporation (DDC) Engines: 8V71T, Model No. 70837391, under Contract Number DAAE07-93-D-A007. The engine model and serial number are stamped on the upper right front corner of the block.

b. The contractor additionally warrants the SSI glow plug controller (P/N 23514748) beginning with engine serial number 8VA45336 and all subsequent engines delivered prior to 31 August 1994 for an extended two year, parts only, warranty used in the production of the 8V-71T LHR Model 7083-7391. The two year warranty will be implemented effective with the date of delivery to the U.S. Army for each glow plug controller.

c. The contractor warrants the supplies are free from defects in design, material, and workmanship for a period of 12 months from date of acceptance.

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) Defect/failure discovered or

occurring after warranty expiration date

4. Contractor Responsibilities.

a. When the owning unit has directed the contractor to correct the supplies, the contractor will pay for parts needed to repair the warrantable failure.

b. 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 engine or parts to the contractor's designated facility or authorized distributor/dealer for correction.

The contractor shall arrange and bear all transportation costs of the supplies to its facility and return to the user.

The contractor shall exchange defective supplies or parts, freight prepaid, to the location from which the defective or non-conforming supplies or parts were returned or, if such location is not within CONUS, to the port of embarkation or other location within the original 48 States or the District of Columbia prescribed by the Contracting Officer. DDC total liability for transportation charges shall not exceed the cost of transporting the item by the usual commercial surface method of shipment, from the shipping destination to the contractor's

plant and back. The Government shall reimburse DDC for all transportation expense in excess of such amount upon request. DDC shall exchange such parts and ship them freight prepaid to the location from which the defective parts were returned, provided DDC agrees that the warranty claim is valid.

5. Government Responsibilities. The Major Subordinate Command for the 8V71 T engines is the U.S. Army Tank-automotive and Armament Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty. Warranty will be reported to:

U.S. Army Tank-automotive and Armament
Command
ATTN: AMSTA-MMAA
Warren, MI 48397-5000
Telephone: (DSN) 786-7356
Commercial (810) 574-7356

a. TACOM will:

- (1) Verify, review and process warranty claim actions.
- (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 and/or parts/assemblies disposition instructions to the local WARCO, when appropriate.

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

b. Equipment owning unit will:

(1) Identify defects/failures and verify 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.

(4) Notice of any alleged defect or non-conformance shall be given to the contractor within thirty days of identifying the defective or non-conforming item.

(5) During the engine warranty, the Government is responsible for the cost of lubricating oil,

antifreeze, filter elements, hoses, belts, and other maintenance items replaced during warranty repairs except where such items are not reusable due to the warrantable failure.

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 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 the warrantable defect/failure.

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

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

d. Local Warranty Control Office (WARCO) will:

(1) Verify, administer, and process warranty claims to the TACOM WARCO (IAW DA PAM 738750).

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

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

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

e. Army Oil Analysis Program (AOAP). The manufacturer's lubrication and service intervals must be followed. Only after the warranty has expired 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 in DA PAM 738-750.

f. Alterations/Modifications.

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

6. Claim Procedures.

a. The procedures for reporting warranty claims are found in DA PAM 738-750 and this bulletin.

Responsibilities of the MACOM are found in AR 700139 (The Army Warranty Program, Concepts and Policies)

For all levels of maintenance operating under the Standard Army Maintenance System (SAMS), Warranty Claim Actions are processed on forms 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).

c. When DDC repairs defects, local distributors/dealers can be contacted by telephone. DDC's local distributor/dealer will make arrangements for receipt inspections and repair of the components only, unless the engine is requested by the local distributor/dealer. When instructed, deliver the necessary part(s) to the designated dealership. Obtain a copy of the dealership job order. Get a copy of the warranty repair order listing the replaced parts from the dealership that made the repairs.

d. Identification of failed items. Failed warranty items shall be tagged/identified to prevent improper repair or use. Documents that describe the use of DA Form 2402 Exchange Tag and DA Form 2407 or DA Form 5504 Maintenance Request shall be referenced. Items requiring special handling, storage or shipment during the processing of claims shall be identified.

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

f. Invalid Warranty Claims. When supplies are inspected by the contractor and found to be non-warrantable due to abuse or improper maintenance, or the

supplies are found to be serviceable, the repair activity submitting the claim will be required to make reimbursement for contractor services. All failed items returned for warranty claim action will be monitored by TACOM. Additionally, regarding contractor repair, the local WARCO must stipulate at the time of request for services that either no non-warranty work be done or be prepared to pay for such work.

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

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

9. Storage/Shipment/Handling/Shortage.

a. **Storage.** Not applicable.

b. **Shipment.** See paragraph 4b.

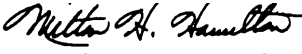
c. **Handling.** Not applicable.

d. **Shortage.** Any shortage on the engine must be reported within thirty (30) days following receipt.

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
06285

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