

**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN  
WARRANTY PROGRAM  
FOR  
CONTAINER CRANE, ROUGH TERRAIN,  
WHEEL MOUNTED, HYDRAULIC AND DIESEL POWERED  
Model RT 875 CC  
NSN 3810-01-205-2716  
INCLUDING DEPOT MAINTENANCE**

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**HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON D.C.  
21 DECEMBER 1988**

**REPORTING OF ERRORS AND RECOMMENDING IMPROVEMENTS**

You can help improve this Technical 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 2028-2. (Recommended Changes to Publications and Blank Forms) directly to: Commander, US Army Tank-Automotive Command, ATTN: AMSTA-MB, Warren, MI 48397-5000. A reply will be furnished directly to you.

**1. General.** This Technical Bulletin provides implementation instructions for the warranty on the Rough Terrain Container Crane (RTCC), manufactured by Grove Manufacturing Company, Shady Grove, PA. It contains instructions for obtaining services and/or supplies covered under warranty. Supplies in this warranty mean: (1) the assemblies/parts, as identified in the Rough Terrain Container Crane Maintenance Allocation Chart under the Depot (D) Level, or Intermediate General Support (IGS) (H) Level Maintenance Categories; (2) in the case of "lot defects", all other vehicle parts, referred to as Non-Depot/IGS parts. This bulletin also describes methods of processing warranty claims. For additional warranty information on the RTCC or any U.S. Army Tank-Automotive Command (TACOM) equipment, contact your local Warranty Coordinator (WARCO) or TACOM Logistics Assistance Representative (LAR). If your WARCO or TACOM LAR is not available, or if additional information is required, contact TACOM through the 24-hour hot line. The number to call is AUTOVON 786-7889, Commercial (313) 574-7889. The caller should be prepared to

provide: (1) name, (2) AUTOVON and commercial numbers, (3) complete unit designation, (4) identification of vehicle including serial number(s), (5) end item NSN, (6) a brief description of the problem and (7) the contract number (see paragraph 3a).

**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 into the Army's inventory by the final execution of an official document (DD 250) by an authorized representative of the Government accepting the end item.

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

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**d. Contractor Support.** Those services that are to be performed and those responsibilities that are placed upon the contractor by the Government as specified in the warranty contract/provision. This support, which may include such things as labor, parts, tools, training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

**e. Contractor.** Grove Manufacturing Company, Box 21, Shady Grove, PA 17256-0021.

**f. Correction.** The repair or replacement, including redesign where necessary, of defective supplies with the Government having the option to correct the defect or lot defect, or direct the Contractor to make the correction.

**g. Defect.** Any condition or characteristic in the Depot/GS parts that is not in compliance with the requirements of the contract that does not otherwise function or threatens not to function as intended.

**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. Lot Defect.** Any condition or characteristic in the Non-Depot/GS parts that is not in compliance with all requirements of this contract or that does not otherwise function, or threatens not to function, as intended; and which necessitates at the Government's election, corrective action on a lot basis from those end items previously accepted. Lot defect coverage shall only be required when the actual failure/defect rate on Non-Depot/GS parts exceeds 150% of the predicted failure rate of such parts.

**k. Manufacturer's Recall.** (1) Safety Recall. A manufacturer recalls an item to repair or replace a defective part or assembly which may affect public safety. (2) Service Recall. A manufacturer recalls an item to repair or replace a defective part or assembly which does not affect the safe use of the item.

**l. Prime Contractor.** A party that enters into an agreement directly with the United States Government to furnish part or all of the end item.

**m. Reimbursement.** A written provision in this 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.

**n. Repair.** To restore an item to serviceable condition without affecting the warranty.

**o. Repair Activity.** The activity authorized to perform repairs in accordance with the Maintenance Allocation Chart (MAC).

**p. Repairable.** An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

**q. 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.

**r. Supplies.** The end item and all parts and accessories furnished by the contractor, including related services required by contract.

**s. WARCO.** Warranty Control Offices who serve as the intermediary between the troops owning the equipment and TACOM. All warranty claims will be processed through the WARCO.

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

**u. Warranty Claim.** Action initiated by the equipment user for authorized warranty repair, replacement, or reimbursement made by the local dealer or manufacturer.

**v. Warranty Period.** The time during which the warranty is in effect.

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

**3. Coverage Specific.**

**a.** This bulletin applies only to the Container Crane, Rough Terrain, Wheel Mounted, Hydraulic and

Diesel/Powered, LIN C 39398, Model RT 875CC, Army Model RT875 CC, NSN 3810-01-205-2716, manufactured by Grove Manufacturing Company, Box 21, Shady Grove, PA 17256-0021, CAGE 12361, Contract Number DAAE07-87-C-J006.

b. The manufacturer warrants the supplies are free from defects in design, material, and workmanship and will conform with the specifications and all requirements of the contract for a period of eighteen months from date of acceptance.

c. The two specific Warranty Actions are:

(1) "Defect" means any condition or characteristic in Depot/IGS parts that is not in compliance with the requirements of the contract, or that does not otherwise function or threatens not to function.

(2) "Lot Defect" means any condition or characteristic in the Non-Depot/IGS parts that is not in compliance with all the requirements of the contract, or that does not otherwise function or threatens not to function as intended; and which necessitates at Government election, corrective action on a lot basis from those end items previously accepted. Lot defect coverage shall only be required when the actual failure/defect rate on Non-Depot/IGS parts exceed 150% of the predicted failure rate of such parts.

**4. Contractor's Responsibilities.**

a. The Government has the option (a) to require the contractor to correct the defect(s) or (b) to correct the defect(s) itself. If the Government directs the contractor to correct the defect or lot defect, the contractor shall have the option (a) to correct the defect in the field or (b) return the end item or parts thereof to the manufacturer's plant, branch, or dealer facility for correction. When the contractor corrects the defects or lot defect, all costs shall be borne by the contractor. Repairs shall be completed within ten (10) working days after receipt of formal notification of claim.

b. The contractor will advise the equipment owning activity, and the U.S. Army Tank-Automotive Command, (TACOM), AMSTA-MS, in writing within five (5) days after formal notification of claim with the following: The repair facility, location of facility, the time frame in which the defect(s) will be corrected, and what dealer or individual(s) will perform the work. Should the contractor fail to accomplish required warranty correc-

tions within ten (10) working days after formal notification of warranty claim, the contractor agrees to extend, at no additional cost, the terms of coverage of this warranty from time of Government formal notification of claim until the date the supplies are repaired.

c. The contractor shall retain the right to inspect any defective part wherever located within thirty (30) days of formal notification of warranty claim, for the purpose of evaluating the cause of/or existence of the defect(s). If instructions are not received within the thirty (30) day period, the Government will dispose of defective parts. The inspection described above does not relieve the contractor of his responsibility to immediately initiate the warranty replacement/repair action when notified by the Government of a warranty claim.

d. The Government may direct the manufacturer to provide the replacement parts. Contractor provided replacement parts shall be delivered as follows: With respect to defective supplies, wherever located, the warranty shall include the furnishing, without cost to the Government, Free on Board (F.O.B.) any CONUS destination at Government's direction, replacement parts to repair/replace any supplies that prove to be defective within the warranty period. The contractor shall provide replacement parts to this location within ten (10) working days after receipt of formal notification of claim. If Government elects to correct the defect or lot defect, the contractor shall reimburse the Government for the cost of labor in the correction, inclusive of the cost of the end disassembly and reassembly. The cost of labor shall be computed at the rate of \$17.00 per hour multiplied by the number of labor hours or portions thereof for such services in the contractor's flat rate time schedule manual submitted to the Government.

**5. Government Responsibilities.**

The Major Subordinate Command responsible for administration of the RTCC Warranty Program is U.S. Army Tank -Automotive Command (TACOM), ATTN: AMSTA-MV, Warren, Michigan 48397-5000. TACOM is responsible for managing the warranty and implementing the warranty clause in the contract. For additional information on the RTCC or any TACOM equipment, contact your local Warranty Coordinator (WARCO) or TACOM Logistics Assistance Representative (LAR). If additional information is required, contact TACOM through the 24 hour hot line. The number is AUTOVON 786-7889, commercial is (313)574-7889.

The caller should be prepared to provide: (1) name, (2) AUTOVON and commercial telephone numbers, (3) complete unit designation, (4) identification of vehicle to include serial numbers, (5) NSN of end item, (6) a brief description of the problem and (7) the contract number (see paragraph 3).

**a. Government Maintenance.** The provisions of the warranty allow the Government to perform corrective maintenance on warranty items. The maintenance functions and levels that may perform these functions on warranty items are listed in Maintenance Allocation Chart (MAC). Explanations covering evacuation, ship-ping, and handling are contained in paragraph 4, 9 and 10.

**b. Warranty Control Office (WARCO) Responsibilities.** All warranty claims will be processed through the WARCO as outlined in AR 700-139 and DA PAM 738-750.

**c. Army 011 Analysis Program (AOAP).** The Army Oil Analysis Program (AOAP) laboratory recommendation to change oils and filters will apply. However, oil and filter changes will not exceed the change interval (hours) established by the manufacturer during the warranty period. (refer to TB 43-0210).

**d. Alterations /Modifications.** Alterations and modifications shall not be made unless expressly authorized in writing by: Commander, U.S. Army Tank-Automotive Command, ATTN: AMSTA-MVB, Warren, MI 48397-5000.

**6. Design/Performance Specifications.** A warranty data plate shall be affixed to each crane and each component which has an extended warranty. The following specifications apply to the data plate.

**a.** The data plate shall measure 3" X 4" and shall be mounted in clear view of the operator.

**b.** It shall list the National Stock Number (NSN) and the Commercial and Government Entity (CAGE).

**c.** The date the warranty starts by year and month.

**d.** The date the warranty expires by year and month.

**7. Nullification.** Warranty provisions do not apply to

defects or failures resulting from:

- a.** Failure to perform prescribed maintenance.
- b.** Misuse or abuse of supplies.

**8. Claim Procedures.**

**a.** The procedures for reporting warranty claims are found in DA PAM 738-750. Detailed procedures are outlined in paragraph 5 of this bulletin. Responsibilities of the MACOM are found in AR 700-139.

**b.** The Warranty Coordinator will provide the following information when reporting a warranty claim:

**(1)** Name, location and commercial phone number of the Warranty Coordinator.

**(2)** Designation and location of the unit filing the claim.

**(3)** Serial Number, NSN and USA registration of the Crane upon which the claim is filed.

**(4)** The acceptance date for the vehicle as annotated on the DD Form 250, Material Receiving and Inspection Report.

**(5)** Full description of the problem.

**(6)** Date problem was identified.

**(7)** Applicable circumstances which may have led up to the problem.

**(8)** Cage number description of each failure or defective part.

**c.** The manufacturer shall be notified in writing, utilizing DA Form 2407, (copy #3) or DA Form 5504 (Copy #3) for Standard Army Maintenance System (SAMS) users and units supported by SAMS users, following discovery of a defect or lot defect in the supplies. This shall constitute formal notification of warranty claim and initiate the time period for manufacturer responsibility and action under this warranty clause. This notification shall include but not be limited to furnishing of the applicable equipment serial number, operating hours or miles on the equipment, part number

or NSN of the defective part, and circumstances surrounding the defect(s). At this time, the manufacturer will further be informed whether the Government has elected to: (1) correct the defect or lot defect itself, or: (2) direct the manufacturer to correct the defect or lot defect.

**9. Identification of Failed Item.** Any component, part, or assembly under warranty that fails during the warranty period becomes a warranty claim exhibit. All exhibits will carry a DA Form 2402 marked "Warranty Exhibit".

**10. Disposition.** The Government shall retain defective supplies for thirty (30) days, following formal notification to contractor. If instructions are not received within the thirty (30) day period, the Government will dispose of defective parts.

**a. False Returns.** In the event of a warranty claim, where it is later determined the supplies were not defective, the contractor shall submit a claim to the contracting officer for an equal adjustment of the contract price. False returns will be monitored by TACOM.

**b. Receipts/Verification of Contractor Repairs.** When supplies are submitted for contractor repair, the Government activity shall: (1) provide contractor with point of contact; (2) obtain location, name and telephone number of the contractor's representative for any required follow-up purposes; (3) the Government activity shall inspect all supplies after completion of repair(s) by the manufacturer to determine what service(s) were performed and/or what supplies were furnished. A copy of the contractor's repair order should be submitted with copy two (2) of DA Form 2407. This is required for problem trend evaluation by the National Maintenance Point (NMP) and must be identified on copy two (2) of DA Form 2407 annotated "for information only".

**II. Reimbursement for Army Repair.** Reimbursement actions to support a warranty claim shall be documented and include the following information:

- a. Claim number.
- b. Unit Identity Code (UIC) of each claim.

- c. Date of each claim.
- d. Total dollars (broken out between parts and labor).

**e.** Contract number(s). The warranty claim shall be documented and submitted on DA Form 2407 or DA Form 5504 for SAMS users, and units supported by SAMS users through the WARCO to: Commander, U.S. Army Tank-Automotive Command, ATTN: AMSTA-MW, Warren, MI 48397-5000.

**12. Claim/Denial Disputes.** All denials or disputes will be handled at TACOM.

**13. Reporting.** Reporting or recording action on a failed item shall be as specified in DA Form 738-750.

Contractor unique forms shall not be used.

**14. Storage/Shipment/Handling.**

**a. Storage.** Not applicable.

**b. Shipment.** See paragraph 4d. of this bulletin.

**c. Handling.** See paragraph 4d. of this bulletin.

**15. Referenced Documents.**

AR 700-139 Army Warranty Program.

DA Form 2402 Exchange Tag.

DA Form 2407 Maintenance Request (claim form).

DA PAM 738-750 The Army Maintenance Management System (TAMMS).

DA Form 5504 Maintenance Request.

DA Form 5504-1 Maintenance Request Continuation Sheet.

DD Form 250 Material Inspection and Receiving Report.

TB 43-0210 The Army Oil Analysis Program.

By Order of the Secretary of the Army:

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