

**TB 5-3820-272-12**

**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN**

**WARRANTY PROGRAM**

**FOR**

**Crushing, Screening, and Washing Plant (CSWP) – 150 TPH**

**Model M150**

**NSN 3820-01-435-5177**

**Contract Number**

**DAAE07-02-D-T024**

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**MARCH 2003**



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for

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

#### REPORTING 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. Submit your DA Form 2028 (Recommended Changes to Publications and Blank Forms), through the Internet on the Army Electronic Product Support (AEPS) website. The Internet address is <http://aeprs.ria.army.mil>. If you need a password, scroll down and click on the "ACCESS REQUEST FORM". The DA Form 2028 is located in the ONLINE FORMS PROCESSING section of the AEPS. Fill out the form and click on SUBMIT. Using this form on the AEPS will enable us to respond quicker to your comments and better manage the DA Form 2028 program. You may also mail, fax or e-mail your letter, DA Form 2028 direct to AMSTA-LC-CI/TECH PUBS, TACOM-RI, 1 Rock Island Arsenal, Rock Island, IL 61299-7630. The e-mail address is [TACOM-TECH-PUBS@ria.army.mil](mailto:TACOM-TECH-PUBS@ria.army.mil). The fax number is DSN 793-0726 or Commercial (309) 782-0726.

#### 1. GENERAL

- a. This Bulletin provides implementation instructions for for the Warranty on the Crushing, Screening, and Washing plant(CSWP). It contains instructions for obtaining services and/or supplies (end item/assemblies/parts) covered under Warranty. This bulletin also supercedes all previously published procedures for processing warranty claims on the CSWP. Warranty information on the nomenclature/description of any US Army Tank-automotive and Armaments Command (TACOM) equipment is available through the TACOM Product Manager's Office, DSN 786-6094 or Commercial Number (586) 574-6094.
- b. Any request for services and/or warranty repairs on the CSWP should be submitted by TACOM (not the end user) via E-mail or fax to Cedarapids Inc. DO NOT CONTRACT CEDARAPIDS INC. DIRECTLY. TACOM is your point of contact (POC) for Warranty issues.

#### 2. COVERAGE SPECIFIC

- a. This Warranty Bulletin is used in conjunction with the TACOM's contract with Cedarapids Inc.
- b. This bulletin applies to the Cedarapids Inc. CSWP Model M150, LIN: F49673, NSN 3820-01-435-5177, CAGE 31245, Part Number T6095-000-01. This end item is manufactured by Cedarapids Inc. under Contract DAAE07-02-D-T024. The CSWP, Model M150, is warranted for 18 months and begins on the date stamped on the warranty data plate. For inquires regarding CSWP parts or Warranty issues contact the TACOM Product Manager's Office at DSN 786-6094 or commercial (586) 574-6094.
- c. The TACOM Product Manager will contact and submit all warranty claims to Cedarapids Inc.
- 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) Abuse (misapplication, misuse or negligence).
  - (2) Accidents.

- (3) Improper Operation.
- (4) Improper Storage by Government.
- (5) Improper transport.
- (6) Improper or insufficient maintenance service by the government.
- (7) Improper alterations or repairs.
- (8) Defect/failure discovered or occurring after warranty expiration date.
- (9) Fair wear and tear items.
- (10) Total repair cost (parts/labor) is less than \$150.00.

### 3. CLAIM PROCEDURES.

- a. The following information must be provided to the TACOM Product Manager's Office to file a warranty claim with Cedarapids Inc:
  - Equipment model and serial number, warranty start date from the warranty data plate.
  - Contract number.
  - Detailed description of the problem. Unit personnel must diagnose the failure to identify the affected parts or assembly.
  - Cedarapids Inc. part numbers for any parts identified as requiring replacement.
  - Contact name, address, commercial phone number, fax number and e-mail address.
  - Address and commercial phone numbers for both a primary and alternate POCs.
- b. Cedarapids will acknowledge receipt of the request from TACOM within 1 business day, advise TACOM of the course of action proposed to resolve the problem and make arrangements with either Cedarapids Inc. or their local dealer. Cedarapids Inc. will provide TACOM with the dealer's POC, phone, fax number and e-mail address as well as an alternate POC.
- c. TACOM will follow up with the end user and Cedarapids Inc. in a timely manner to ensure the issues have been resolved to the end user's satisfaction.
- d. The CSWP will not be repaired (or be dismantled to remove the suspected defective component), until the contractor reviews the claim and officially provides the local unit with a decision on its liability under the Warranty.
- e. All Warranty claims will be processed through TACOM's Product Manager's Office by phone (586)574-6094, e-mail schwartd@tacom.army.mil, fax (586)574-5306.

- Upon receiving a warranty claim notice TACOM will:
- (1) Notify the Contractor by e-mail, fax or phone to: Cedarapids Inc. 909 17<sup>th</sup> Street NE, Cedar Rapids, IA 52402
  - (2) In the event of a warranty dispute arising between the Unit and the Contractor, TACOM will verify, administer, and process the warranty claim in accordance with DA PAM 738-750 and/or this Technical Bulletin.
  - (3) Alterations / modifications to equipment, by either the owning unit or the contractor, shall not be done unless authorized by TACOM.

- f. TACOM office may, after its investigation, ask that more information from the unit be submitted to properly evaluate the claim. It may also decide that the claim is not justified or covered by the Warranty.

### 4. CONTRACTOR RESPONSE TO WARRANTY CLAIM

The Manufacturer's obligation and liability under this warranty is limited to:

- a. Repairing or replacing (at the Manufacturer's option) free of charge any part proving so defective under normal use and service within 18 months from the date of government acceptance.
- b. The reasonable labor cost of repair and/or replacement of said part or parts within 18 months from the date of government acceptance.

### 5. WARCO-TACOM – RESPONSE.

Local Warranty Control Office (WARCO) will:

- (1) Verify, administer, and process warranty claims to the TACOM CSWP Program Manager (IAW DA PAM 738-750).
- (2) Act as a liaison between owning unit, the manufacturer, supporting repair facility, and TACOM.
- (3) Notify the owning units of all warranty claim/ acknowledgements/closeouts, information, and / or instructions received from TACOM or the contractor.
- (4) Act as a liaison between local dealers and the Army.

## 6. CONTRACTOR'S RESPONSIBILITY

- a. Warranty repairs done by the Contractor may be done in the field or in Contractor's designated facility for correction.
- b. If Contractor supplies a field service technician, the Contractor shall provide a field service report which will describe:
  - Equipment model and serial number.
  - Defective end item.
  - Defective component part number.
  - Detailed description of the problem.
  - Corrective action(s) taken to resolve the problem.
  - All replacement parts and labor hours.

A copy of the report will be furnished to the Unit.

## 7. GOVERNMENT RESPONSIBILITIES

- a. The Major Subordinate Command for the item or supplies is the US Army Tank-Automotive and Armaments Command, Warren MI, 48397-5000.
- b. TACOM's Product Manager's Office is responsible for intervening in any Warranty Claims disputes between the User/unit submitting a warranty claim and the Contractor.
- c. Local Unit will send copies of all warranty claims correspondence to TACOM, Product Manager, even when warranty claims are not in dispute. When warranty repairs are completed, the Unit will send a copy of the final Warranty Work Order to TACOM for filing.
- d. Alterations/Modifications to equipment, by either the owning unit or the contractor, shall not be done unless authorized by TACOM.
- e. Transport of equipment to and from Contractor's designated repair facility.
- f. Supply tools, lifting devices and miscellaneous supplies or consumables required to perform designated repairs.

## 8. AOAP

- a. AOAP (Army Oil Analysis Program) inspects samples of engine, transmission, and hydraulic systems for excessive metal content and contaminants. Returned AOAP reports advise users of oil change necessity to avoid excessive wear or potential failure.
- b. The Manufacturer's lubrication and service intervals must be followed. Normally, only after the warranty has expired will AOAP apply to this equipment.

- c. However, if fluid contamination is suspected, oil samples may be taken and sent in for analysis anytime during the time the warranty is in effect.
- d. If results returned from the AOAP Laboratory indicate the oil and filter of an assembly should be changed PRIOR to the manufacturer's service interval, this should be done.
- e. Oil sampling, after the 18-month warranty period, should be conducted every three months, unless oil contamination is suspected due to overheating, exposure to damaging weather conditions, abuse, abnormal oil appearance on dipstick, or an accident.

## 9. WARRANTY DATA PLATE

All main units of the CSWP will have a warranty data plate. When the CSWP is received, the owning unit should locate the warranty data plate and check the warranty start date.

## 10. EXPLANATION OF TERMS

### a. Abuse (misapplication, misuse or negligence)

The improper use, lack of maintenance, improper repairs or handling of warranted items that may void the warranty. (For example, not following recommended service intervals, or operating the equipment beyond its design parameters or capability as specified in PD 3820-0089(A)).

### b. Acceptance.

Transfer of Supplies (End Item/Assemblies/Parts) ownership from Contractor to Government. The signing of DD Form 250 in the Acceptance Block, by the authorized Government Representative, is required for each End Item to be accepted.

### c. Equipment Acceptance Date

The date supplies are accepted into the Army's inventory by an authorized representative of the Government on DD Form 250 or DD Form 1149.

### d. Delayed Equipment Acceptance Date

If supplies are not shipped, but are placed in storage by the Contractor, Acceptance Date remains the date they are accepted into the Army's inventory by an authorized representative of the Government on DD Form 250 or DD Form 1149.

**e. Warranty Start Date on Data Plate**

When the equipment is accepted, the Warranty Start Date is stamped on the Warranty Data Plate.

**f. Contractor**

Any manufacturer, business, distributor, dealership, vendor, or company, or organization that furnishes supplies under a contractual agreement with the Government.

**g. Correction**

The elimination of defect.

**h. Defect**

Any condition or characteristic in any supplies furnished by the contractor that does not otherwise function or threatens not to function as intended.

**i. Failure**

An End Item, part, assembly, or component, that fails to perform its intended use.

**j. Alterations/ Modifications**

Alterations/modifications shall not be applied unless authorized by the TACOM CSWP Product Manager.

**k. Owning Unit**

The Army unit that is authorized to operate and maintain the equipment.

**l. Parties**

The government, TACOM WARCO– Local WARCO office, the Contractor, and the owning unit of the supplies.

**m. Repair**

A maintenance action that restores an item to serviceable condition without affecting the Warranty.

**n. Supplies**

End items and all assemblies/parts furnished by the contractor, as warranty items. Supplies include any components, or parts furnished by the contractor or its vendors who furnish their own warranty, and purchased as part of the contractual end item or supplies.

**o. Supporting Repair Facility**

The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the MAC (Maintenance Allocation Chart), i.e., operator/unit, direct support or general support.

**p. Warranty –Manufacturer’s**

The warranty Cedarapids Inc. furnishes with each new CSWP Model M150 identifies their obligation to repair defects in material and workmanship for a period of 18 months.

**q. Warranty Technical Bulletin**

A written agreement between a contractor and the Government outlining the rights and obligations of both parties for defective supplies as defined in the Warranty TB and procedures to process any claims.

**r. Warranty Claim**

Action initiated by the user to advise the furnishing Contractor, of a needed repair, replacement, or reimbursement for a defect in supplies under warranty.

**s. Warranty Expiration Date/Warranty Period**

The date for the CSWP is 18 months from the date stamped on the warranty data plate.

By Order of the Secretary of the Army:

Official:



JOEL B. HUDSON

Administrative Assistant to the  
Secretary of the Army  
0225507

ERIC K. SHINSEKI  
General, United States Army  
Chief of Staff

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<p align="center"><b>RECOMMENDED CHANGES TO PUBLICATIONS AND BLANK FORMS</b></p> <p align="center"><small>For use of this form, see AR 25-30; the proponent agency is ODISC4.</small></p>	<p><small>Use Part II (reverse) for Repair Parts and Special Tool Lists (RPSTL) and Supply Catalogs/Supply Manuals (SC/SM).</small></p>	<p><small>DATE</small></p>
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<small>ITEM</small>	<small>PAGE</small>	<small>PARA-</small>	<small>LINE</small>	<small>FIGURE NO.</small>	<small>TABLE</small>	<small>RECOMMENDED CHANGES AND REASON</small>

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**PART II - REPAIR PARTS AND SPECIAL TOOL LISTS AND SUPPLY CATALOGS/SUPPLY MANUALS**

PUBLICATION NUMBER			DATE	TITLE				
PAGE NO.	COLM NO.	LINE NO.	NATIONAL STOCK NUMBER	REFERENCE NO.	FIGURE NO.	ITEM NO.	TOTAL NO. OF MAJOR ITEMS SUPPORTED	RECOMMENDED ACTION

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