

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM
for
WAREHOUSE CRANE
10,000 LB. CAPACITY, M469
WHEELED, DIESEL POWERED
NSN 3950-01-412-5345
(Grove Model AP 308T)

Headquarters, Department of the Army, Washington, DC

June 15, 1997

REPORTING ERRORS AND RECOMMENDING IMPROVEMENT

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 our DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to: Commander, US Army Tank-automotive and Armaments Command, ATTN: AMSTA-IM-OPIT, Warren, MI 48397-5000. A reply will be sent to you.

1. General. This bulletin provides implementation instructions for the Warranty on the AP308T Warehouse Crane. 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 (Nomenclature/Description) or any U.S. Army Tank-automotive and Armaments 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 766-8901, COMMERCIAL (313) 574-8901. 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 may 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, by the authorized Government representative, unless end items are placed in storage in which case acceptance shall mean date of shipment from storage facility as reflected on DD Form 1149 or DD Form 1348-1.

c. Acceptance Date. 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.

Approved for public release; distribution is unlimited.

TB 10-3950-672-14

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

i. 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 and labor costs.

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

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

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

m. 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.

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

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

p. Warranty Expiration Date. The date the warranty is no longer valid. This date will be 15 months CONUS/18 months OCONUS from the Government acceptance date

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

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

3. Coverage-Specific.

a. This bulletin applies to the AP 308T Warehouse Crane, NSN 3950 - 01 - 412 - 5345. CAGE 12361, SK950336. This item is manufactured by Grove Worldwide. Contract SPO 730-95-D-8000. For inquires to Grove Worldwide call 1-(717)-262-4006

b. The contractor warrants the supplies are free from defects in design, material, and workmanship for a period of 15 months CONUS/18 months OCONUS from Warranty start date.

c. 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.

(9) Fair wear and tear items (brake shoes, pads, armatures, brushes, etc).

4. Contractor Responsibilities.

a. When the WARCO has directed the contractor to correct the supplies, the contractor will furnish all material required to correct the defective supplies. Repairs and parts shall be initiated or parts provided within ten (10) working days after receipt of written claim notification except as the parties may otherwise agree in writing. Furthermore, the contractor will provide a copy of the work order to owning unit upon completion of repair.

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 vehicle or parts to the contractors designated facility for correction.

When the contractor corrects the supplies all labor involved shall be borne by the contractor. Additionally, the contractor shall arrange and bear all transportation costs of the supplies to its facility and return to user.

c. The contractor, within five (5) working days of receiving such notice, shall notify the warranty claimant by telephone as to the method of correction, date(s) work is to be performed and by whom.

d. The contractor has the right to inspect any defective supplies, wherever located, within thirty (30) days of notification of warranty claim for the purpose of evaluating the cause of, or existence of the defect(s).

e. The contractor will stop repair activity, and notify the owning unit, in the event the contractor determines the defective supplies are clearly non-warrantable (para 3d).

5. Government Responsibilities. The Major Subordinate Command for the (end item) is the U.S. Army Tank-

U.S. Army Tank-automotive and Armaments Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty.

a. 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 through channels to the supporting repair facility.

(3) Tag and retain (IAW DA PAM 736-750 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.

b. 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 (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.

c. Local WARCO will:

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

(2) Act as a 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.

(5) Submit warranty claims to:

Commander

U.S. Army Tank-automotive and Armaments Command. ATTN:AMSTA-IM-GC
Warren, MI 48397-5000

Telephone: (DSN) 786-6661
Commercial (313) 574-8661

d. 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 acknowledgment/close-out letters and/or parts/assemblies disposition instructions to the local WARCO.

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

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

1. 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 will be published in TB 43-210. (if applicable).

6. Warranty Data Plate.

a. All vehicles will have a warranty data plate. The contractor is required to mount this data plate within clear view of the operator.

b. When the vehicle is received, the owning unit should locate the warranty data plate and check the warranty start date with date shown on the applicable DO Form 250 or DD Form 1149. If these dates differ, disregard the data plate. The date shown on the DD Form 250 or DD Form 1149 is the date to be used as a warranty start date.

7. 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 700-139. 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). At this time, the contractor will further be informed whether the owning unit has elected: (1) to correct the defect themselves or: (2) to direct the contractor to correct the defect. Upon completion of contractor repair forward completed warranty claims (Information Only) to TACOM. Additionally, the local WARCO will forward claims to TACOM utilizing DA Form 2407 or DA Form 5504 for any warrantable repairs (parts and/or labor) accomplished by the owning unit which requires contractor reimbursement to the Government.

c. The contractor shall reimburse the Government for the cost of labor and/or replacement parts involved in the Government correction of the defect. The cost of labor involved shall be computed at the rate of \$48.00 per hour multiplied by the number of labor hours in such services appearing in the contractor's flat rate time schedule manual or the Government's Maintenance Allocation Chart (MAC) whichever is less. Additionally, the cost of replacement parts obtained through the Government's supply channels will be determined by the amount identified in the contractor's current commercial dealer net price or Army Master Data File (AMDF) price, whichever is less. Furthermore, the WARCO may direct the contractor to provide the replacement parts that prove to be defective within the warranty period, without cost to the Government, directly to their location. The contractor shall furnish replacement parts within ten (10) working days after receipt of written claim notification, Warranty claims for reimbursement, where repair labor costs and replacement parts costs combined do not exceed \$150.00 for any one failure will not be submitted to TACOM.

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.

8. Reimbursement For Army Repair. The contractor shall reimburse the Government by submitting monies monthly to TACOM, ATTN: AMSTA-EF, Warren, Michigan 48397-5000. In the event that the repair activity should receive any reimbursement from the contractor the monies must be forwarded to the above address.

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

10. 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.

11. Storage/Shipmen/Handling.

- a. Storage.** Not applicable
- b. Shipment.** See paragraph 4 b and 7 c.
- c. Handling.** See paragraph 4 b and 7 c.

RECOMMENDED CHANGES TO EQUIPMENT TECHNICAL PUBLICATIONS



THEN...JOT DOWN THE
DOPE ABOUT IT ON THIS FORM.
CAREFULLY TEAR IT OUT, FOLD IT
AND DROP IT IN THE MAIL.

SOMETHING WRONG WITH PUBLICATION

FROM: (PRINT YOUR UNIT'S COMPLETE ADDRESS)

DATE SENT

PUBLICATION NUMBER

PUBLICATION DATE

PUBLICATION TITLE

BE EXACT PIN-POINT WHERE IT IS

PAGE
NO.

PARA-
GRAPH

FIGURE
NO.

TABLE
NO.

IN THIS SPACE, TELL WHAT IS WRONG
AND WHAT SHOULD BE DONE ABOUT IT.

TEAR ALONG PERFORATED LINE

PRINTED NAME, GRADE OR TITLE AND TELEPHONE NUMBER

SIGN HERE

By Order of the Secretary of the Army:

Official:



Handwritten signature of Joel B. Hudson in black ink.

JOEL B. HUDSON

*Administrative Assistant to the
Secretary of the Army*

03712

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

DISTRIBUTION:

To be distributed in accordance with the initial distribution number (IDN) 256447 requirements for TB 10 -3950-672- 14.

