

## DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

**WARRANTY PROGRAM  
FOR  
ADVANCED AVIATION FORWARD AREA REFUELING SYSTEM  
(AAFARS)  
(NSN 4930-0414-3804856)  
Contract Number DAAK01-93-C-0036**

Headquarters, Department of the Army, Washington, DC  
1 MARCH 1999

**REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS**

You can help improve this publication If you find any mistakes or if you know of a way to improve the procedures, please let us know. Submit your DA Form 2028-2 (Recommended Changes to Equipment Technical Publications), through the Internet, on the Army Electronic Product Support (AEPS) website. The Internet address is <http://aeps.ria.army.mil>. If you need a password, scroll down and click on "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 email your letter, DA Form 2028, or DA Form 2028-2 direct to: Commander, U.S. Army Tank automotive and Armaments Command, ATTN: AMSTA-AC-NML, Rock Island, IL 61299-7630. The email address is [amsta-ac-nml@ria.army.mil](mailto:amsta-ac-nml@ria.army.mil). The fax number is DSN 793-0726 or Commercial (309) 7820726.

**1. General.** This bulletin provides implementation Instructions for the warranty on the AAFARS. 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 AAFARS 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 788-4158, COMMERCIAL (810) 574-4158. The caller should be prepared to provide: (1) name, (2) DSN and commercial telephone numbers, (3) complete unit designation, (4) identification of the equipment with the NSN, (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.** The execution of the acceptance block and signing of the DD Form 250 by an authorized government representative, unless the AAFARSs 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. Data.** The date an item of equipment is accepted into the Army 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.

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

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**e. . The elimination of defect.**

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

**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(s) or assembly that may affect safety.

(2) Service Recall. An item is recalled to repair or replace a defective part(s) or assembly that does not affect the safe use of this item.

**i. Owning Unit.** The Army unit authorized to operate and maintain 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 and labor costs.

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

**l. Supplies.** The engine, transmission, axle, and fluid brake system.

**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. LOCAL 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 LOCAL 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 **6 Months** from the Government acceptance date (DD Form 250, Block 21A.)

**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 only to the AAFARS, NSN 4930-01-380-4856, Macron Astronics Inc., under Contract Number DAAK01-93-C-0036 who manufactures this item. The contractor warrants that supplies are free from defects in design, material, and workmanship for a period of 6 months from date of acceptance. 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. Contractor: Marconi Astronics Inc. AAFARS Program Mgr.-Steve Zezuto, Toll-Free 1-800600-2478, Commercial 310-915-6913, Fax 6997, Email [Steve.Zezuto@marconiastronics.com](mailto:Steve.Zezuto@marconiastronics.com), 1930 S. Vineyard Ave., Ontario, Ca. 91761-5000

b. When TACOM has directed the contractor to correct the supplies, the contractor will pay for parts needed to repair the warrantable failure. Repairs and parts shall be initiated or parts provided within 10 workdays after receipt of written claim notification except as the parties may otherwise agree in writing. The contractor shall also supply a copy of the work order to

the owning unit upon completion of repair. 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 AAFARS or parts to the contractor's designated facility or authorized distributor/dealer for correction.

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

c. Within 5 work days, the contractor shall notify the warranty claimant by phone as to method of correction, date(s) work is to be performed and by whom.

d. Contractor -has the right to inspect any defective supplies within 30 days of notification of the warranty claim for the purpose of evaluating the cause or existence of the defects.

e. The contractor will halt repair activity and notify the owning unit in the event the contractor determines the defective supplies are non-warrantable.

**5. Government Responsibilities.**

The Major Subordinate Command for the AAFARS 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 claims shall be reported to:**

**Commander US Army Tank-automotive and Armaments Command  
ATTN: AMSTA-IM-JA  
Warren, MI 48397-5000**

**Telephone: DSN 786-4158  
Commercial: (810) 574-4158**

**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 with 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, (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 and 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 nonconformance shall be given to the contractor within thirty days of identifying the defective or non-conforming item.
- (5) During the AAFARS 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 and verify defects/failures as warrantable (if owning unit has not already identified them).
- (2) Review, process, and submit valid warranty claims to the local WARCO if the DA Form 2407, Form 2407-1, is complete and correctly filled out.
- (3) Reject invalid warranty claims or request additional information for incomplete 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 and 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 (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/acknowledgments/closeouts, information, and/or instructions received from TACOM or the contractor.
- (4) Act as a liaison between local dealers and the Army.

**e. Warranty Data Plate.** All vehicles will have a warranty data plate. The data plate be mounted in clear view of the operator. When the vehicle is received, the owning unit should locate the warranty data plate and check the warranty start date with the date shown on the DD 250 Form or DD Form 1149. If dates differ, disavow the data plate. The Date on DD Form 250 or 1149 is date to use as the warranty start date.

**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 700-139 (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 DA Form 2407 and DA Form 2407-1. It is very important to fill in the blocks on the forms as accurately as possible.

The contractor shall be notified in writing, utilizing DA Form 2407 by the local 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. At this time, the contractor will 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 to TACOM. The local WARCO will forward claims to TACOM using DA form 2407 for any warrantable repairs (parts and labor) accomplished by the owning unit which requires contractor reimbursement to the government.

d. 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 MAC, whichever is less money. The cost of replacement parts obtained thru the government supply channels will be determined by the contractor's current commercial dealer net price or the AMDF price, whichever is less. The PM 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 10 workdays 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.

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

f. Disposition. The repair activity shall retain defective supplies for thirty (30) days following

receipt of acknowledgment of a warranty 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 but no instructions are forthcoming within thirty (30) days of receipt, supplies may be disposed.

g. **Invalid Warranty Claims.** When supplies inspected by the contractor are 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 738750. 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.

**10. Reimbursement for Army Repair.** The contractor shall forward payment quarterly, for all reimbursable warranty claims submitted by the Government during the previous quarter.

Payments shall be sent to:  
**Commander US Army Tank-automotive and Armaments Command**  
**ATTN: AMSTA-DSA-TA-PW**  
**Warren, MI 48397-5000**

**Make checks payable payable to:**  
**Treasurer of the United States**

The payment shall be accomplished by a statement identifying the user's warranty claim number, Unit Identify Code (UIC) of each claim, date of each claim, -amount of each claim broken out by parts and labor, and contract number(s).

By Order of the Secretary of the Army:

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

Official:

JOEL B. HUDSON  
*Administrative Assistant to the  
Secretary of the Army*  
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