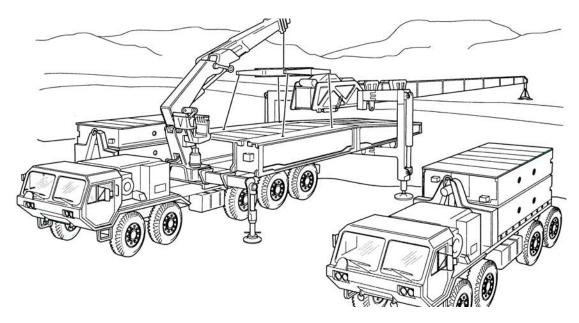
DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

DRY SUPPORT BRIDGE LAUNCHER M1975, (NSN 5420-01-469-7478) AND DRY SUPPORT BRIDGE SECTIONS M19, (NSN 5420-01-470-5823)



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Headquarters, Department of the Army, Washington D.C.

14 APRIL 2003

REPORTING ERRORS AND RECOMMENDED 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, direct to: AMSTA-LC-CI/TECH PUBS,TACOM-RI, 1 Rock Island Arsenal, Rock Island, IL 61299-7630. The email address is: tacom-tech-pubs@ria.army.mil. The fax number is: DSN 793-0726 or Commercial (309) 782-0726.

LIST OF EFFECTIVE PAGES

Dates	of is	sue	for	original	and	changed	pages/	work	packages	are:

Original 14 April 2003

TOTAL NUMBER OF PAGES ON THIS PUBLICATION IS 16, CONSISTING OF THE FOLLOWING:

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1. General. This bulletin provides implementation instructions for the warranty on the Dry Support Bridge, (DSB). It contains instructions for obtaining services and/or parts covered under warranty. This bulletin also describes methods of processing warranty claims. For additional information on the DSB, 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 the TACOM DSB Program Manager Major DiMarco. The number to call is DSN 786-3951, COMMERCIAL (586) 574-3951. The caller should be prepared to provide (1) name, (2) DSN and commercial telephone numbers, (3) complete Unit Identifier Code (UIC), (4) identification of the vehicle to include 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.** The execution of the acceptance block and signing of the DD Form 250 by an authorized government representative.
- **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 the proper 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 parts and services.
 - e. Correction. The elimination of a defect.
- **f. Defect.** Any condition or characteristic in any parts 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. Repair.** A maintenance action required to restore an item to serviceable condition without affecting the warranty.
- **k. Supporting Repair Facility.** The repair activity authorized to accomplish repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart.
- I. Local Warranty Control Office/Officer (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 parts.
- **n. Warranty Claim.** Action started by the equipment user for authorized warranty repair or reimbursement.
- **o. Warranty Period.** Time during which the warranty is in effect. Normally measured in the maximum number of years, months, days, miles, or hours used. Warranty length is stamped on warranty data plate for each component.
- **p. Warranty Start Date.** The date the warranty is put into effect.

3. Coverage-Specific.

- a. This bulletin applies to the Dry Support Bridge (DSB) Launcher, Model Number M1975, NSN 5420-01-469-7478, CAGEC 19207 and DSB Bridge Sections, Model Number M19, NSN 5420-01-470-5823, CAGEC 19207. The item is manufactured by WFEL LIMITED, UK under contract number DAAE07-00-C-L032. For PLS Chassis Warranty please see TB 9-2330-364-15.
- b. The contractor warrants that the supplies are free from defects in design, material, and workmanship for a period of 12 months from the date of unit hand-off.
- 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 neglect
- (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) GFE Chassis and any other components.
 - (10) Fair wear and tear items.
- (11) Use of spare parts not authorized by WFEL.
- (12) Consumable parts unless it can be established that such part were defective at the time of delivery to the original owner.
- d. Under all circumstances the liability of WFEL for any damages shall be limited to the purchase price of the product.

4. Contractor Responsibilities.

- a. When the contractor receives written notification requiring repair, they will have the option:
- (1) To correct the failures/defects in the field, or
- (2) Have the DSB or parts returned to the contractor's designated facility or authorized distributor/dealer for correction.
- b. When the contractor corrects the warranted defect, parts and labor involved shall be paid by the contractor. The contractor will arrange and pay all transportation costs of the supplies to its facility and return to user.
- c. WFEL will provide replacement parts for warranty issues wherever possible within 5 workdays after receipt of written claim notification.
- d. The contractor has the right to inspect any defective machine/part before and after repair. If the contractor wishes to inspect the machine/part prior to the repair, they can do so within 5 days of

the initial notification. If for any reason they need to inspect the machine after the repair, they may inspect the vehicle up to 30 days after completion of repairs.

5. Government Responsibilities.

The Major Subordinate Command for the Dry Support Bridge (DSB) is the U.S. Army Tankautomotive and Armament Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty.

Warranty claims shall be reported to the TACOM DSB Program Manager:

Commander
US Army Tank-automotive and
Armaments Command
ATTN: AMSTA-DSA-HT MAJ. DiMarco
Warren, MI 48397-5000

Telephone: DSN 786-3951 Commercial: (586) 574-3951

a. TACOM DSB Program Manager will:

- (1) Verify, review and process warranty claim actions.
- (2) Reject claims that are not valid and send them back to the local Project Manager with a short explanation of why the claim is rejected.
- (3) Request additional data for incomplete claims.
- (4) Provide warranty claim information to the local WARCO as appropriate.
- (5) Insure that the contractor performs in accordance with the terms of the contract.

b. Equipment owning unit will:

- (1) Identify defects/failures and verify that 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. See Appendix A for form examples.
- (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 as a result of a warrantable defect/failure and/or correction.
- (4) During the DSB warranty period, the Government is responsible for the cost of routine mechanical adjustments and consumable parts

unless it can be established that such part(s) was defective at the time of delivery to the original purchaser.

c. Supporting repair facility will:

- (1) Identify and verify defects/failures as warrantable (if owning unit has not already identified them).
- (2) Report all defects as soon as possible, but no later than 90 days after discovery of the defect. Any reported defect shall be inspected and confirmed by technical personnel from an authorized dealer or service agent of WFEL unless otherwise agreed to in writing.
- (3) 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. Claims can also be submitted through the AEPS website http://aeps.ria.army.mil/ See Appendix A for examples.
- (4) Reject invalid warranty claims or request additional information for incomplete claims.
- (5) Provide labor as required to accomplish the warrantable repairs, if the contractor directs repairs to be accomplished by the owning unit (see paragraph 6c.).
- (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. The removed part shall be tagged by machine serial number or registration number and held for up to 45 days. If the part(s) is required to be returned to the contractor, WFEL will pay/reimburse for all freight charges to return the suspect part if it is required to rule on the warranty claim. In many cases WFEL will inform the user to destroy or dispose of the part locally.

d. LOCAL Warranty Control Office (WARCO) will:

- (1) Verify, administer, and process warranty claims to the TACOM DSB 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/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 DSB will not be enrolled into the program.

- **f. Warranty Data Plate.** All vehicles will have a warranty data plate. 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.
- **g. Alterations/Modifications.** Alterations/ modifications shall not be applied unless authorized by the TACOM DSB Program Manager.

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. See Appendix A for form examples.
- b. The contractor shall be notified in writing, by the TACOM DSB Program Manager following the discovery of a defect in supplies which requires contractor repair and/or replacement parts. This shall be considered formal notification of a warranty claim and start the time period for contractor responsibilities and action under the warranty. This notification shall include, but not be limited to, the equipment serial number, operating hours, part number or NSN of the defective part and circumstances surrounding the defect(s).
- c. At the time of receipt of written notification, the contractor will determine whether the owning unit will:
 - (1) Correct the defect themselves or:
 - (2) The contractor will correct the defect.
- d. Upon completion of repair, the owning unit will 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.
- e. The contractor shall reimburse the government for the cost of labor and/or WFEL approved replacement parts involved in the contractor authorized government correction of the defect.

- f. Identification of failed items. Failed warranty items shall be tagged/identified by machine serial number or registration number 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.
- g. Disposition. The repair activity shall retain defective parts for 45 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 the TACOM DSB Program Manager through your local WARCO. If receipt of acknowledgment is received but no instructions are forthcoming within 45 days of receipt, parts may be disposed of.
- h. Replaced Parts. When replaced parts are required to be returned to WFEL, the return will be arranged and paid for by WFEL.. Any defective

- parts that are replaced become the property of WFEL.
- i. Invalid Warranty Claims. When parts inspected by the contractor are found to be non-warrantable due to abuse or improper maintenance, 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 the TACOM DSB Program Manager.
- **7. Claim Denial/Disputes.** All denials or disputes will be handled by the TACOM DSB Program Manager.
- **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.

APPENDIX A

GOVERNMENT FORMS

A-1. DA FORM 2407 (or DA Form 5504)

- a. Use of DA Form 2407 (or DA Form 5504). The DA Form 2407 (or DA Form 5504) is used to obtain parts and labor reimbursements and to report warranty claim actions after the work has been accomplished or when a dispute arises. Refer to Figure A-1 for an example of a DA Form 2407 (or DA Form 5504).
- (1) The repairable exchange facility is responsible for forwarding DA Form 2407 (or DA Form 5504) when claims concern repairable items.
- (2) DA Form 2407 (or DA Form 5504) is forwarded by the unit authorized to replace the item, when repairable exchange of the item is not involved.
- (3) Evacuating units forward DA Form 2407 (or DA Form 5504) when all work is completed by WFEL Limited.
- (4) DA Form 2407 (or DA Form 5504), when used to report a warranty dispute, is submitted by the unit authorized to replace the item. DA Form 2407 (or DA Form 5504) is filled out in accordance with this section.
- b. Forwarding DA Form 2407 (or DA Form 5504). When DA Form 2407 (or DA Form 5504) is prepared after the work is accomplished, make sure that copy 3 is marked "For Information Only" and forward to:

WFEL Limited P.O. Box 41 Crossley Road Heaton Chapel Stockport SK4-5BD United Kingdom

c. Warranty Disputes. When DA Form 2407 (or DA Form 5504) is prepared for warranty disputes, make sure copies 2 and 5 are marked "Warranty Dispute" for forwarding to the addresses given in paragraph 13. To assist in the technical review and evaluation to minimize technical misunderstanding, include the following information:

Name, address, and telephone number of the WFEL representative/ dealership that refused the service.

Specific reason(s) for refusal.

Specific facts/evidence that you feel will refute WFEL's reasons for refusal. Include photographs and sketches, if appropriate.

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- d. Completing DA Form 2407 (or DA Form 5504). DA PAM 738-750 governs the preparation of DA Form 2407 (or DA Form 5504). In addition to the instructions provided in DA PAM 738-750, the following information will assist you in filling out the form for the purpose of claims under these vehicles warranty. Refer to figure A-1 for an example of a completed DA Form 2407 (or DA Form 5504)
- (1) Section I (to be filled out by originating organization).
- a) Block 1. Enter the DSB vehicle serial number found on the vehicles identification plate.
 - b) Use the following information to complete blocks 3, 5, 6:.

Block 3 Block 5 Block 6

Truck, Tractor, M915A3 2320-01-432-4847
Line Haul

- c) Block 16. Enter "Warranty Claim Action" and give a complete description of the failure.
- (2) Section II (to be filled in by the support activity). Fill in Section II by following the steps below:
 - a) Block 17. Fill in the name and address of the facility that made the repair.
 - b) Block 18. Check the appropriate box.

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Figure A-1. DA Form 2407 - Completed

APPENDIX B

GOVERNMENT FORMS

B-1. DA Form 2402

- a. Use of Form 2402. The DA Form 2402 must be filled out and attached to any and all part(s) removed from the vehicle. Refer to Figure B-1 for an example of a completed DA Form 2402.
- b. Block 11. Enter the DSB serial number of the vehicle found on the vehicle data plate.

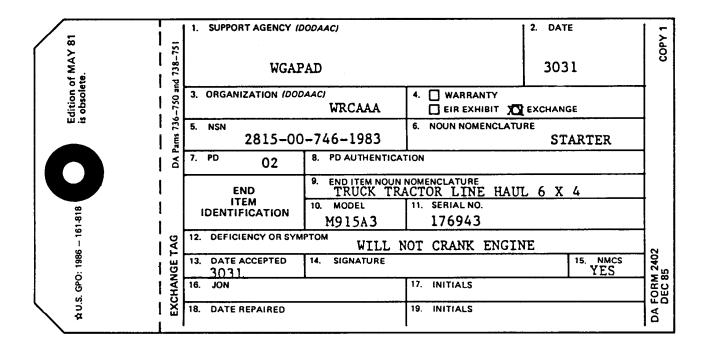


Figure B-1. DA Form 2402 - Completed

By Order of the Secretary of the Army:

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

Official:

JOEL B. HUDSON
Administrative Assistant to the
Secretary of the Army
0301601

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RECOMMENDED CHANGES TO PUBLICATIONS AND BLANK FORMS For use of this form, see AR 25-30; the proponent agency is ODISC4.							Special Too	ol Lists (F	I for Repair Parts and RPSTL) and Supply and Supply anuals (SC/SM).	DATE
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