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**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN**

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**WARRANTY PROGRAM  
FOR  
GENERATOR SET, TACTICAL QUIET  
30kW, 50/60 AND 400 Hz MEP-805B AND MEP-815B  
PROCURED UNDER CONTRACT DAAK01-96-D-0062 WITH MCII INC.**

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

1 NOVEMBER 2000

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**REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS**

You can help improve this manual. 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 (Recommended Changes to Publications and Blank Forms) or DA Form 2028-2 located in back of this manual directly to: Commander, US Army Communications-Electronics Command and Fort Monmouth, ATTN: AMSEL-LC-LEO-D-CS-CFO, Fort Monmouth, New Jersey 07703-5006. The fax number is 732-532-1413, DSN 992-1413. You may also e-mail your recommendations to AMSEL-LC-LEO-PUBS-CHG@mail1.monmouth.army.mil.

In any case, we will send you a reply.

**1. General.**

- a. This Warranty Agreement provides guidance for the Communications-Electronics Command (CECOM) Warranty Control Office (WARCO) and user activities in managing and complying with the manufacturer's warranty for the Diesel Engine Generator Sets, 30 kW, 50/60 and 400 Hz, designated MEP-805B and MEP-815B. The generator sets were manufactured by MCII under prime contract DAAK01-96-D-0062.
- b. Due to warranty claim(s) processing time, the warranty may not be an appropriate vehicle for maintaining readiness of Tactical Quiet Generators (TQGs). The requisitioning of replacement parts should be considered in addition to processing a warranty claim when the rapid restoration of generator set operation is essential to maintain readiness.
- c. The warranty provides that the generator sets and all components at the time of acceptance or delivery will conform to design and manufacturing requirements, be free from all defects in materials and workmanship, and conform to all performance requirements delineated in the applicable specifications of the contract. The warranty will be for 1800 operating hours on each unit, or thirty-six (36) months, whichever occurs first, from the date that the unit has been accepted by the Government. This warranty shall include furnishing of new or repaired items to replace any items that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished without cost to the Government.
- d. When repair or replacement requires transportation of the nonconforming or defective items, shipping cost to MCII's plant and return shall be at the expense of MCII. A Return Material Authorization (RMA) must be obtained from MCII in order to secure transportation back to their plant.

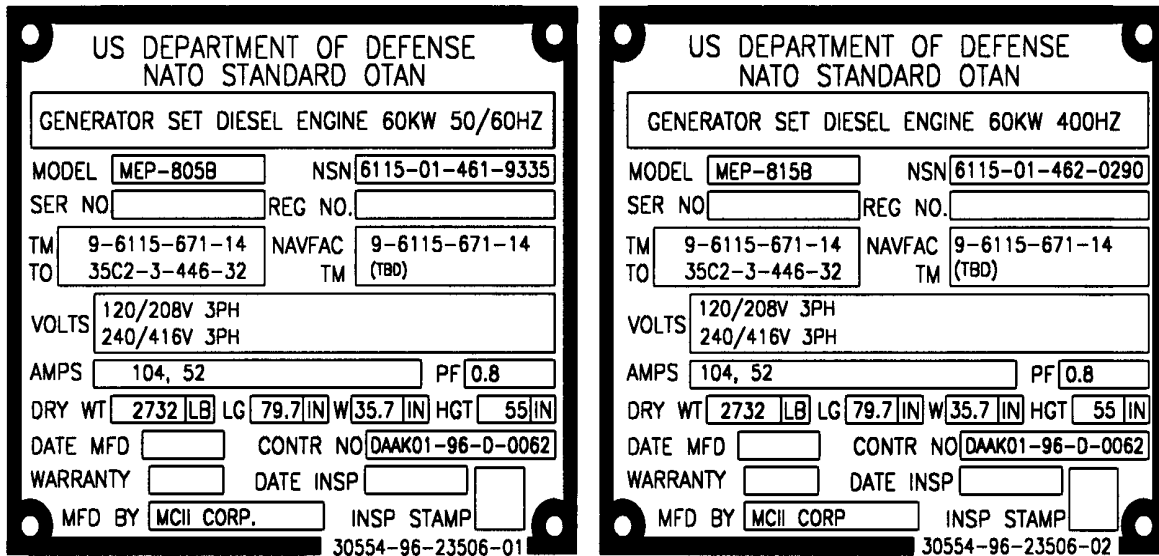


FIGURE 1. IDENTIFICATION PLATE, MEP 805-B AND MEP 815-B

- e. This TB provides information on manufacturer's warranties for generator set components. The warranty period begins on the date of generator shipment to the government, as defined by the warranty date on the generator set data plate (See Figure 1, Identification Plate).
  - f. Warranty Service may be obtained with two methods. 1) Warranty service can be obtained by contacting the actual warranted components manufacturer listed in column 1. Each manufacturer will provide instructions on filing a claim. 2) Fill out a warranty claim per DA PAM 738-750. The preferred warranty claim Form is the SF-368, Product Quality Deficiency Report. The DA Form 2407, Maintenance Request, is also acceptable.
  - g. If you have difficulty with the warranty process or any questions, please contact your local CECOM LAR or the CECOM Generator Branch, DSN: 992-1313, (732) 532-1313.
2. **Explanation of Terms.** The following terms apply to the warranty program:
- a. Improper use. The improper use, repair, or handling of items such that the warranty may become void.
  - b. Defect. Any condition or characteristic in any supplies furnished by MCII under the contract that fails to conform to the design and manufacturing requirements, or fails to meet the standards or materials of workmanship, or is a departure from performance requirements as delineated in the specifications of this contract.
  - c. Failed Item. A part, component, or end item that fails to perform its intended use as defined herein.
  - d. Systemic Defect. Defects of a repetitive nature that are the same and have the same root cause and effect a specific group or population of items.
  - e. Warranty. A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purpose of this warranty agreement is to outline the rights and obligations of MCII and the Government for defective items and services.
  - f. Warranty Claim. An action started by the Government for warranted items, which have failed. The claim is issued by U.S. Army Communications – Electronics Command (CECOM) Warranty Control Office (WARCO) in conjunction with the Contracting Officer.

- g. Warranty Control Office (WARCO). An office established at CECOM to handle and process warranty claims which originate by field users.
- h. Warranty Period. Time that the warranty is in effect. Coverage begins with the acceptance of the equipment and ends after 36 months or 1800 operating hours, whichever comes first.
- i. Return Material Authorization (RMA). The authorization from the contractor to return the failed item(s) back to their plant at their expense.

3. **Coverage – Specific.** Table 1 identifies the generator sets covered by the Warranty Technical Bulletin.

Table 1. Specific Coverages

Nomenclature	Line Item Number	Model Number	NSN	Mfg (CAGE) Part No.	Contract No./ Prime Contractor	Serial Number	Warranty Type Coverage
Generator Set, 30 kW 50/60 Hz	G74575	MEP-805B	6115-01-461-9335	30554	DAAK01-96-D-0062 MCII Tulsa, OK	HX 32000 & UP	Time 36 Mos, or 1800 Oper Hrs
Generator Set, 30 kW 400 Hz	G74643	MEP-815B	6115-01-462-0290	30554	DAAK01-96-D-0062 MCII Tulsa, OK	HX 30000 to 31999	Time 36 Mos, or 1800 Oper Hrs

4. **MCII Responsibilities**

- a. MCII guarantees the supplies and parts at the time of acceptance or delivery conform to the design and manufacturing requirements, are free from all defects in materials and workmanship, and conform to all performance requirements delineated in the applicable specifications of the prime contract DAAK-96-D-0062. This guarantee will be for 1800 operating hours on each unit, or thirty-six (36) months, whichever occurs first, from the date that the unit has been accepted by the Government as shown on the Material Inspection and Receiving Report (DD Form 250). The guarantee shall include furnishing of new or repaired items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished without cost to the Government. MCII will pass on to the government any commercial warranties received from his suppliers or subcontractors that extend beyond the warranty period listed above.
- b. The MCII warranty does not cover field costs associated with the removal and installation of defective or failed warranted items when this activity is part of authorized field maintenance functions.
- c. Transportation Cost. When repair or replacement requires transportation of the warranted items, shipping cost to the MCII plant (or other designated consignee point) shall be at the expense of MCII as long as the method of transportation provided in the Return Material Authorization (RMA) is used. Return transportation from MCII to the warranty claimant’s location will be at the expense of MCII.
- d. Upon notification of a warranty claim, the Prime Contractor will review the warranty claim and recommend one of the following:
  - (1) Request return of the failed item using the Material Return Authorization number, which will be assigned by MCII at the time the return decision, is made.
  - (2) Determine that the failure or item is not covered under warranty.

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- (3) Upon receipt of the warranted item, the contractor shall repair or replace the warranted item at their discretion and return the item to the warrantee claimant, providing an information copy of the contractor's return paperwork to the CECOM WARCO. If the claim is not valid, CECOM will be notified and disposition instructions requested.

### 5. Government Responsibilities/Identification.

- a. CECOM Warranty Office. The CECOM Customer Feedback Office (CFO), AMSEL-LC-LEO-D-CS-CFO is responsible for administrative functions of the warranty program. The CFO maintains a warranty claims central database for reporting and tracking. To access this database, use the following Web address: <http://aep.ria.army.mil>. This website is where you submit a warranty claims action or request warranty claim status. It is recommended that you bookmark the last page to expedite future inquiries. If you experience any difficulties with this process, personnel points of contact will be available through the "Help" feature. The Army Electronic Product Services (AEP) home page will first prompt you to accept or reject a security notice; you want to "accept". On the following page, select "Access Request Forms"; this will allow you to enter pertinent information in order to obtain a Password and User ID. Your information will be evaluated and, if accepted, you will be provided your personnel Password and User ID, by email. After you have received your Password and User ID, re-enter the Web address: <http://aep.ria.army.mil> to enter into the AEPS site. On the next page you will see "Tabs" at the top of the page, below the tab line click on the word "Supply". This will take you to the page named "Supply Services", on this page, select the drop down "On Line Supply Function". Under "On-Line Supply Function" drop down, select "Product Quality Deficiency Reports" and then select "Continue". This will bring up the Product Quality Deficiency Report Form, SF 368. All reporting of warranty claims will be accomplished through the use of this form. Select the radial button for "Warranty Claims Action" and proceed to complete form as required. To request warranty claim status, at the "On-line Supply Function" drop down, select "PQDR Database Search" instead of "Product Quality Deficiency Report". The CECOM Warranty Program Manager can be reached at DSN 992-5721 or Commercial (732) 532-5721. A warranty hotline DSN 992-4190 operates 24 hours a day. All calls will receive a response within 48 hours. The warranty office FAX is DSN 992-1413 or Commercial (732) 532-1413. Further processing of warranty claims from the field units are handled by the CECOM Generator Branch, AMSEL-LC-CCS-G-GN. The Government will initiate Warranty Claim Actions (WCA) for warranty items and Product Quality Deficiency Reports (PQDRs) for systematic failures in accordance with DA PAM 738-750 and this Technical Bulletin. The Generators Branch will coordinate warranty claims with the contractor and CECOM Contracting Officer as appropriate.
- b. Field Responsibilities. The field is responsible for the proper care and maintenance of the generator set. Failure to do so could void the warranty or warranty claim. The field is also responsible for sending the item to MCII per disposition instructions provided by the RMA. Troubleshooting should be performed to the level of the failed part, to the extent authorized in the Technical Manuals furnished with the TQG Generator set, with the exception of the Diesel Engine, the Starter, the Battery Charging Alternator and the Main Alternator. Troubleshoot the Diesel Engine, Starter, Battery Charging Alternator and Main Alternator to the minimum extent necessary to determine that the component has failed, and submit the warranty claim listing the component, symptoms, and troubleshooting results. Teardown of Diesel Engine, Starter, Battery Charging Alternator and Main Alternator or other components not specifically described in the Technical Manuals, to determine the failed part inside the warranted component may invalidate the warranty.

### 6. Claim Procedures. The following procedures provide instructions for processing warranty claims (refer to DA PAM 738-750).

- a. Identification of Failed Items. Generator sets and components thereof that experience a warranty failure shall be tagged/identified to prevent improper repair or use. Complete an SF-368 (PQDR) or Maintenance Request Form, DA Form 2407 (refer to DA PAM 738-750). There are no items requiring special handling, storage, or shipment during the processing of warranty claims. The completed warranty claim form shall be provided through local procedures to the CECOM CFO. The submitting unit shall await disposition instructions from CECOM.
- b. Disposition. Upon notification by CECOM WARCO that the item is to be returned to the Prime Contractor, the using activity will package and return the item directly to the address noted in the disposition instructions. A copy of the SF-368 and/or Maintenance Request Form, DA Form 2407, as appropriate, will be forwarded with the failed item using the Return Material Authorization (RMA) provided by MCII.

- c. **Repair Notification.** Upon notification of repair or replacement by the contractor, the CECOM WARCO will advise the claimant activity that the item has been repaired or replaced and the claim shall be considered closed upon receipt and satisfactory inspection of the repaired/replaced item.
  
- d. **Receipts of Contractor Repaired/Replaced Items.** Upon receipt of the repaired components, the Warranty claimant activity will inspect the returned item and its accompanying documentation and verify that the warranty repair has been satisfactorily performed. If the repair is unsatisfactory, the activity should notify the CECOM WARCO and the claim shall be reopened.

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

# SOMETHING WRONG WITH THIS PUBLICATION

FROM: (PRINT YOUR UNIT'S COMPLETE  
Commander  
Stateside Army Depot  
ATTN: AMSTA-US  
Stateside, N.J. 07703-5007

DATE SENT  
10 July 1975

PUBLICATION TM 11-5840-340-12	PUBLICATION DATE 23 Jan 74	PUBLICATION Radar Set AN/PRC-
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BE EXACT PIN-POINT WHERE IT				IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:
PAGE NO	PARA GRAPH	FIGURE NO	TABLE NO	
2-25	2-28			<p>Recommend that the installation antenna alignment procedure be changed throughout to specify a 20 IFF antenna lag rather than 10.</p> <p>REASON: Experience has shown that with only a 10 lag, the antenna servo system is too sensitive to wind gusting excess of 25 knots, and has a tendency to rapidly accelerate and decelerate as it hunts, causing strain to the drive train. Hunting is minimized by adjusting the lag to 20 degradation of operation.</p>
3-10	3-3		3-1	<p>Item 5, Functional column. Change "2 dB" to "3 dB".</p> <p>REASON: The adjustment procedure for the TRANS POWER FAULT indicator calls for a 3 dB (500 watts) adjustment to light the TRANS POWER FAULT indicator.</p>
5-6	5-8			<p>Add new step f.1 to read, "Replace cover plate removed in step e.1 above."</p> <p>REASON: To replace the cover plate.</p>
		FO-3		<p>Zone C 3. On J1-2, change "+24 VDC" to "+5 VDC".</p> <p>REASON: This is the output line of the 5 VDC power supply. +24 VDC is the input voltage.</p>

PRINTED NAME, GRADE OR TITLE AND TELEPHONE SSG I. M. DeSpirito 999-1776	SIGNATURE 
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**SAMPLE**

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