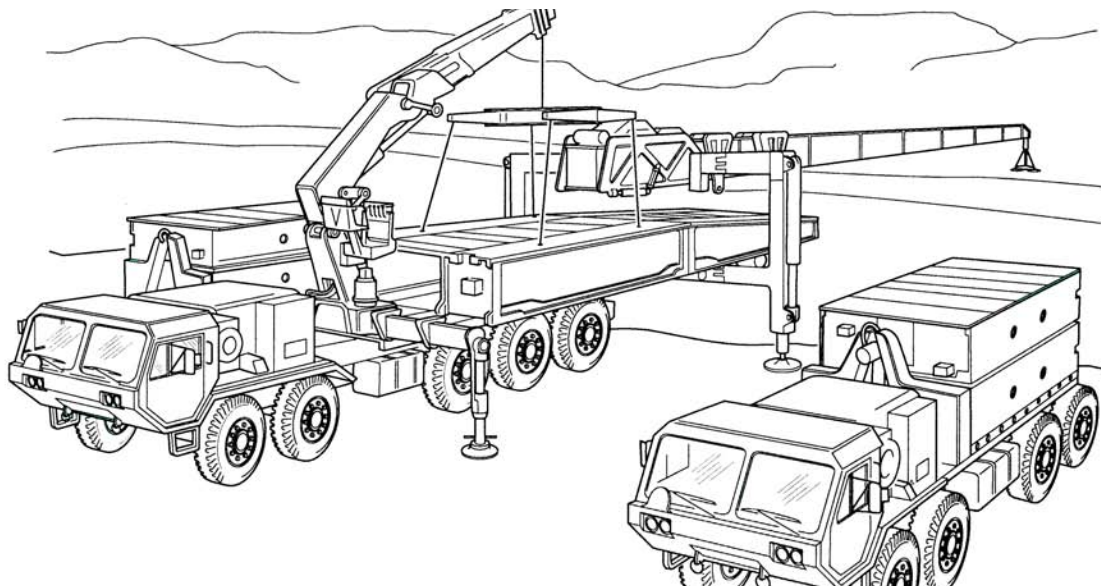


DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

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://aeaps.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.

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.

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, Line Haul	M915A3	2320-01-432-4847

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.

[illegible]