

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.

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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 inquiries 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
- (6) 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-