

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN
WARRANTY PROGRAM
FOR
CONTAINER CRANE, ROUGH TERRAIN,
WHEEL MOUNTED, HYDRAULIC AND DIESEL POWERED
Model RT 875 CC
NSN 3810-01-205-2716
INCLUDING DEPOT MAINTENANCE

HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON D.C.
21 DECEMBER 1988

REPORTING OF ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this Technical Bulletin. 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 2028-2. (Recommended Changes to Publications and Blank Forms) directly to: Commander, US Army Tank-Automotive Command, ATTN: AMSTA-MB, Warren, MI 48397-5000. A reply will be furnished directly to you.

1. General. This Technical Bulletin provides implementation instructions for the warranty on the Rough Terrain Container Crane (RTCC), manufactured by Grove Manufacturing Company, Shady Grove, PA. It contains instructions for obtaining services and/or supplies covered under warranty. Supplies in this warranty mean: (1) the assemblies/parts, as identified in the Rough Terrain Container Crane Maintenance Allocation Chart under the Depot (D) Level, or Intermediate General Support (IGS) (H) Level Maintenance Categories; (2) in the case of "lot defects", all other vehicle parts, referred to as Non-Depot/IGS parts. This bulletin also describes methods of processing warranty claims. For additional warranty information on the RTCC or any U.S. Army Tank-Automotive Command (TACOM) equipment, contact your local Warranty Coordinator (WARCO) or TACOM Logistics Assistance Representative (LAR). If your WARCO or TACOM LAR is not available, or if additional information is required, contact TACOM through the 24-hour hot line. The number to call is AUTOVON 786-7889, Commercial (313) 574-7889. The caller should be prepared to

provide: (1) name, (2) AUTOVON and commercial numbers, (3) complete unit designation, (4) identification of vehicle including serial number(s), (5) end item NSN, (6) a brief description of the problem and (7) the contract number (see paragraph 3a).

2. Explanation of Terms.

a. Abuse. The improper use, maintenance, repair, or mishandling of warranted items that may cause the warranty of those items to become void.

b. Acceptance Date. The date the equipment is accepted into the Army's inventory by the final execution of an official document (DD 250) by an authorized representative of the Government accepting the end item.

c. Alterations/Modifications. Any alteration after production such as retrofit, conversion, remanufacture, design change, engineering change, and the like.

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d. Contractor Support. Those services that are to be performed and those responsibilities that are placed upon the contractor by the Government as specified in the warranty contract/provision. This support, which may include such things as labor, parts, tools, training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

e. Contractor. Grove Manufacturing Company, Box 21, Shady Grove, PA 17256-0021.

f. Correction. The repair or replacement, including redesign where necessary, of defective supplies with the Government having the option to correct the defect or lot defect, or direct the Contractor to make the correction.

g. Defect. Any condition or characteristic in the Depot/GS parts that is not in compliance with the requirements of the contract that does not otherwise function or threatens not to function as intended.

h. Failed Item. A part, component, or end item that fails to perform its intended use.

i. False Return. The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.

j. Lot Defect. Any condition or characteristic in the Non-Depot/GS parts that is not in compliance with all requirements of this contract or that does not otherwise function, or threatens not to function, as intended; and which necessitates at the Government's election, corrective action on a lot basis from those end items previously accepted. Lot defect coverage shall only be required when the actual failure/defect rate on Non-Depot/GS parts exceeds 150% of the predicted failure rate of such parts.

k. Manufacturer's Recall. (1) Safety Recall. A manufacturer recalls an item to repair or replace a defective part or assembly which may affect public safety. (2) Service Recall. A manufacturer recalls an item to repair or replace a defective part or assembly which does not affect the safe use of the item.

l. Prime Contractor. A party that enters into an agreement directly with the United States Government to furnish part or all of the end item.

m. Reimbursement. A written provision in this warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor and the Government will be reimbursed for the repair parts and/or labor costs.

n. Repair. To restore an item to serviceable condition without affecting the warranty.

o. Repair Activity. The activity authorized to perform repairs in accordance with the Maintenance Allocation Chart (MAC).

p. Repairable. An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

q. Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

r. Supplies. The end item and all parts and accessories furnished by the contractor, including related services required by contract.

s. WARCO. Warranty Control Offices who serve as the intermediary between the troops owning the equipment and TACOM. All warranty claims will be processed through the WARCO.

t. Warranty. A written agreement between a contractor and the Government which outlines the rights and obligations of both parties for correcting defective supplies.

u. Warranty Claim. Action initiated by the equipment user for authorized warranty repair, replacement, or reimbursement made by the local dealer or manufacturer.

v. Warranty Period. The time during which the warranty is in effect.

w. Warranty Start Date. The date the warranty is put into effect.

3. Coverage Specific.

a. This bulletin applies only to the Container Crane, Rough Terrain, Wheel Mounted, Hydraulic and