

Department of the Army Technical Bulletin

Warranty Program

For

TRACTOR, FULL TRACKED, SECTIONALIZED,
AIRBORNE/AIRMOBILE
NSN 2410-01-270 -1192
Model D5BS1

19 February 1988

Headquarters, Department of the Army, Washington, DC

REPORTING OF ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this Technical Bulletin If you find any mistakes, or if you know a way to make the information more understandable, please let us know Mail your letter DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to' Commander, U S Army Tank-Automotive Command, ATTN AMSTA-NMB, Warren, Michigan 48397-5000. A reply will be sent to you.

1. **General.** This bulletin provides implementation instructions for the warranty for the Tractor. 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 Tractor, or any U S. Army Tank-Automotive Command (TACOM) equipment, contact your local Warranty Coordinator (WARCO) If additional in-formation is needed 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 telephone number(s) , (3) complete unit designation, (4) identification of vehicle to include serial number(s) , NSN, and Model Number, (5) a brief description of the problem, and (6) the contract number (see paragraph 3a).

2. **Explanation of Terms**

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

b. Acceptance. The execution of the Acceptance Block by signing of a DD Form 250 by the authorized Government representative, unless the vehicles are placed in storage in which case acceptance shall mean date of shipment from the contractor's facility

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

d. Contractor. Caterpillar Inc Defense Products Department 100 N E Adams St, Peona, Illinois 61629

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e. Defect. Any condition or characteristic of any supplies furnished by the contractor that not in compliance with the requirements of the contract or that does not otherwise function or threatens not to function as intended

f. Reimbursement. A written provision in 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 part and/c labor costs

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

h. Repair Activity. The activity authorize to perform repairs IAW the Maintenance Allocation Chart (MAC).

i. Supplies. In the case of defects, all assemblies, subassemblies, and parts identified in the applicable Maintenance Allocation Chart under the Depot (D Level) or Intermediate General Support (H Level) Maintenance Categories. Also, all non Intermediate General Support/Depot parts incidental to the removal and replacement of the defective Intermediate General Support/Depot assembly, subassembly or part.

j. WARCO. Warranty Control Office which serves as the Intermediary between the troop owning the equipment and the local dealer contractor, or manufacturer. All warranty claims will be processed through the WARCC

k. Warranty Period. Time during which the warranty is in effect

l. Warranty Start Date. The date the warranty is put into effect. The warranty start date is the same as the date of acceptance

3. Coverage-Specific.

a. This bulletin applies to the Sectionalized Full Tracked Tractor, NSN 2410-01-270-1192, Part number 5R8014 FSCM 11083. This item is manufactured by

Caterpillar Inc Peoria, Illinois, under Contract DAAE07-87-C-J050

b. A warranty data plate will be installed on the vehicle mounted in clear view of the operator

c. Warranty coverage under this contract starts at the time of government acceptance of the vehicles (signing of DD Form 250) and extends for 18 months thereafter. If a defect occurs during the 18 month warranty period which could impair personal safety or otherwise endanger the vehicle, the contractor, agrees to extend the term of the warranty for affected end items by a period of time equal to the time from formal notification of claim until the time required to complete necessary corrections

4. Contractor Responsibilities.

a. The time period for contractor responsibility and action under this warranty is initiated by the initial advisement of a defect. This initial advisement can be either verbal, with confirmation in writing, or in writing (DA Forms 2407 or 5504)

b. The Government may provide the replacement parts for the defective supplies through its own supply channels and be reimbursed by the contractor or may direct the contractor to provide replacement parts free of charge. If the government chooses to have the contractor provide replacement parts the contractor will pay all costs to transport the parts to the repair location within 10 working days. If the government chooses to correct the defect itself the contractor shall bear the cost of any labor used. The cost of any non GS/Depot parts and the labor needed to remove and replace such parts to access the warranted parts shall be paid by the contractor

c. When the Government has directed the