DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

TRUCK, FORKLIFT, 4000 LB. CAPACITY
ROUGH TERRAIN, DED, PNEUMATIC TIRE

ARMY MODEL MHE-270 (WITHOUT CAB)
(NSN 3930-01330-8907)

ARMY MODEL MHE-271 (WITH CAB)
(NSN 3930-01-330-8906)

Headquarters, Department of the Army, Washington, DC

19 July 1994

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help Improve this manual. If you find any mistakes, or If you know a way to Improve the procedures please let us know. Mall your letter or DA Form 2028 (recommended changes to publications and blank forms) directly to: Commander, U.S. Army Tank-Automotive Command, ATTN: AMSTA-MMAA, Warren, Mi. 48397-5000 A reply will be sent directly to you.

1. General. This bulletin provides implementation instructions for the Warranty on the 4K Rough Terrain Forklift, Model 8908. 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 4K Forklift or any U.S. Army Tank-Automotive 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 786-7423, COMMERCIAL (313) 574-7423. 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. Vehicle acceptance occurs upon the execution of the Acceptance Block and signing of a DD Form 250 by the authorized Government representative (see paragraph 2.r).

c. Contractor. The supplier of equipment who enters into an agreement directly with the Government to furnish supplies.

d. Correction. The elimination of a defect.

e. Defect. Any condition or characteristic in any supplies furnished by the Contractor that does not function or threatens not to function as intended.

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f. Failure. A part, component, or end item that fails to perform its intended use.

g. Manufacturer's Recall.

(1) Safety Recall. An item is recalled to repair or replace a defective part or assembly which may affect safety.

(2) Service Recall. An item is recalled to repair or replace a defective part(s) or assembly which does not affect the safe use of this item.

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 owning 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. Supporting Repair Facility. The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart.

l. Supplies. The end item(s) and all parts and accessories furnished by the Contractor under the contract.

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/ replacement from the Contractor.

p. Warranty Expiration Date. The date the warranty is no longer valid. This date will be 18 months from the Government acceptance date (DD Form 250, Block 21.A).

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. This is the date the warranty becomes effective. Normally, this is the date of acceptance (see para 2.b.). However, in the event the end item is placed in storage, the warranty start date shall be as follows:

(1) Contractor Storage: Date of shipment from Contractor's storage facility, as annotated on DD Form 1149 or DD Form 1348-1.

(2) Government Storage: Date of shipment from Government storage facility, as annotated on DD Form 1149 or DD Form 1348-1; not to exceed 6 months from Government acceptance.

3. Coverage-Specific.

a. This bulletin applies to the Forklift, Rough Terrain, 4k, Model 8908, NSN 3930-01-330-8906 w/ Cab, NSN 3930-01-330-8907 w/o Cab. The item is manufactured by the Entwistle Company under Contract Number DAAE07-90-C-J003.

b. The Contractor warrants the supplies are free from defects in material and workmanship for a period of 18 months from the warranty start date.

c. If a Safety Recall defect occurs during the vehicle warranty period that deadlines the end item(s), the Contractor agrees to extend the terms of the warranty to the time required to make necessary safety defect corrections. Also, if the Contractor or his supplier(s) provide a greater warranty for the supplies furnished, the Contractor will provide the greater warranty to the Government.

d. 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

(8) Defect/failure discovered or occurring after warranty expiration date

(9) Warranty claims for reimbursement, where owning unit repair labor costs and repair parts costs combined do not exceed $150.00 for any one failure, will not be submitted to TACOM.

(10) Fair wear and tear items (brake shoes and wiper blades).

4. Contractor Responsibilities.