

DEPARTMENT OF THE ARMY

WARRANTY PROGRAM

FOR

M871A3, 22 ½ TON DROP DECK, BREAKBULK/CONTAINER TRANSPORTER,

NSN 2330-01-458-6865, CAGE 0FBD6

GS-30F-96136

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

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Headquarters, Department of the Army, Washington, DC

20 May 2003

1. **General.** This bulletin provides implementation instructions for the Warranty on the (nomenclature and description). 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 Armament Command (TACOM) equipment contract your local Warranty Control Office or 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 786-7340. 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 3a.).

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 place 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 DD Form 250 or approved acceptance document, by an authorized representative of the Government.

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2. Explanation of Terms (cont.).

- d. **Contractor.** The supplier of equipment who enters into an agreement directly with the Government to furnish supplies.
- e. **Connection.** 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. **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.
- i. **Owning Unit.** The Army unit authorized to operate, maintain and use the equipment.
- j. **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.
- k. **Repair.** A maintenance action required to restore an item to serviceable condition without affecting the warranty.
- l. **Supplies.** All assemblies/parts referred to as General Support/Depot parts identified in the approved Maintenance Allocation Chart (MAC).
- m. **Supporting Repair Facility.** The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart.
- n. **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.
- o. **Warranty.** A written agreement between a contractor and the Government which outlines the rights and obligations of both parties for defective supplies.
- p. **Warranty Claim.** Action started by the equipment user for authorized warranty repair or reimbursement.
- q. **Warranty Expiration Date.** The date the warranty is no longer valid. This date will be 12) months from the Government acceptance date.
- r. **Warranty Period.** Time during which the warranty is in effect. Normally measured as the maximum number of years, months, days, miles, or hours used.
- s. **Warranty Start Date.** The date the warranty is put into effect (Government Acceptance).