
DEPARTMENT OF THE ARMY TECHNICAL BULLETIN
WARRANTY PROGRAM

FOR

SEMITRAILER, TANK: 5,000 GALLON, BULK HAUL,
SELF LOAD/UNLOAD M967A1 (NSN 2330-01-155-0046)

SEMITRAILER, TANK: 5,000 GALLON, FUEL DISPENSING,
AUTOMOTIVE M969A1 (NSN 2330-01-155-0048)

SEMITRAILER, TANK: 5,000 GALLON, FUEL DISPENSING,
UNDER/OVERWING AIRCRAFT M970
(NSN 2330-01-050-5635)

Headquarters, Department of the Army, Washington, DC

21 NOVEMBER 1990

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-MB, Warren, MI 48397-5000. A reply will be sent to you.

1. General. This bulletin provides implementation instructions for the Warranty on the M967A1, M969A1, and M970, 5,000 gallon fuel tank semitrailers procured under contract DAAE07-89-C-J020 from Canadian Commercial Corporation. 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 regarding the 5,000 gallon fuel tank semitrailers 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 hotline. The number to call is AUTOVON 786-7537, Commercial (31 3) 574-7537. The caller should be prepared to provide: (1) name, (2) AUTOVON and commercial telephone number(s), (3) complete unit designation, (4) identification of the 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 use, repair, or handling of warranted items such that the warranty may become void.

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

c. Defect. Any condition or characteristic in any supplies furnished by the Contractor not in compliance with the requirements of the contract.

d. Supplies. The end item and all parts and accessories thereof, furnished by the Contractor, and any related services required.

e. WARCO. Warranty Control Offices established at the General Support/Director of Industrial Operations Level or equivalent who serve 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.

3. Coverages-Specific.

a. This warranty applies to the Semitrailer, Tank: 5,000 Gallon, Bulk Haul, Self Load/Unload M967A1 (NSN 2330-01-155-0046); Semitrailer, Tank: 5,000 Gallon, Fuel Dispensing, Automotive M969A1 (NSN 2330-01-155-0048); and the Semitrailer, Tank: 5,000 Gallon, Fuel Dispensing, Under/Overwiring Aircraft M970 (NSN 2330-01-050-5635) under contract DAAE07-89-C-J020. This item is manufactured by 138170 Canada, Inc./REMCOR/REMTEC, 933 Simard Boulevard, Chambly, Quebec, Canada J3L-4B7.

b. The Contractor warrants that the supplies are free from defects in material and workmanship and will comply with contract specifications and all other contract requirements for a period of 18 months from date of acceptance.

c. The warranty does not apply to any damage or failure to perform caused by misuse or abuse of the vehicle or by the Government's failure to perform proper maintenance or service on the vehicle.

4. Contractor Responsibilities.

a. Remedies - New Replacement Supplies.

When the Government has directed the Contractor to correct the supplies, the Contractor will furnish all material required to correct the defective supplies. Contractor will provide copy of work order to owning unit to be submitted by user to TACOM along with DA Form 2407 or DA Form 5504 for informational purposes.

b. Remedies - Labor for Warranty Repairs.

When the Government requires the Contractor to correct the supplies, the Contractor will have the option (1) to correct the supplies in the field or (2) return the vehicle or parts thereof to the Contractor's designated facility for correction. When the Contractor corrects the supplies, the cost of labor involved in the correction shall be borne by the Contractor. When the Contractor returns the vehicle or parts thereof to the Contractor's facility for correction, the Contractor shall arrange and bear all transportation costs to the Contractor's facility and return.

c. When the Government submits a warranty claim and directs the Contractor to correct the defect(s); the Contractor, within five working days of receiving such notice, and in any event before initialing corrective action, shall notify both TACOM (AMSTA-MW) in writing, and the warranty claimant, by telephone, whether he elects to correct the defect(s) in the field (where the failed supplies are located) or in a Contractor/dealer facility. This notification shall include the name and location of the repair facility, if a Contractor/dealer facility will be used, and shall in all cases, indicate the date(s) on which the repair work will be done and identify the dealer or individual(s) who will perform the work. Should the Contractor fail to accomplish required warranty corrections within ten working days after notification of warranty claim, the Contractor agrees to extend at no additional cost, the terms of coverage of this warranty for a time equal to the period beginning with Government formal notification of claim until such date the supplies are corrected.

d. Reimbursement Procedures. Contractor shall reimburse the Government by submitting monies monthly to TACOM, ATTN: AMSTA-EFD, identified by claim number, Unit Identity Code (UIC) of each claim, date of each claim, total dollars (broken out between parts and labor) and contract