TECHNICAL BULLETIN

WARRANTY PROCEDURES

F O R

30 KW

COMMERCIAL TRAILER-MOUNTED

GENERATOR SET ASSEMBLY

CONTRACT NO. DAAK01-86-D-C079

NSN: 6115-01-304-8183

MODEL CTMGSA-30

Approved for public release; distribution is unlimited.

*This manual supersedes TB 5-6115-637-23, 27 March 1987.

HEADQUARTERS, DEPARTMENT OF THE ARMY 25 JULY 1990

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this manual. If you find any mistake or if you know of a way to improve the procedures, please let us know. Mail your letter, DA Form 2028 (Recommended Changes to Publications and Blank Forms), to: Commander, U. S. Army Troop Support Command, ATTN: AMSTR-MCTS, 4300 Goodfellow Boulevard, St. Louis, MO 63120-1798. A reply will be furnished directly to you.

Approved for public release; distribution is unlimited. SECTION I

GENERAL

- **1-1. GENERAL.** The purpose of this technical bulletin is to outline the procedures for identifying warranted items/components of the 15 kW commercial trailer-mounted generator set assembly being procured under contract DAAK01-86-D-C079 from Stewart & Stevenson Services, Inc., Houston, Texas.
- 1-2. EXPLANATION OF TERMS. Not applicable to this technical bulletin.
- **1-3. COVERAGE.** The contractor, Stewart & Stevenson Services, Inc. guarantees the Commercial Trailer-Mounted Generator Set and all parts thereof, to be free of defects in material and workmanship for a period of 24 months from the time of acceptance or delivery, or 1500 operating hours, whichever occurs first except as noted in the forecoming paragraph. Since all components and parts are warranted except as noted in paragraph 1-4 no specific listing will be provided. The contractor, Stewart & Stevenson Services, Inc., is responsible for parts only; no field labor.
- **1-4. EXCEPTIONS TO WARRANTY.** The warranty does not apply to repair or replacement required to restore the unit to operation in the following instances:
- a. Expandable items such as V-belts, filters (air, fuel and oil) or any expendable items provided as part of overpack spares to support preventive maintenance only, are not covered under the terms of this warranty.
- b. Failure or performance deficiencies attributable to installation, utilization, or operation not in accordance with the operating instructions and technical data provided with the unit.
- c. Failure or performance deficiencies attributable to operation, repair, or alteration by individuals not trained in proper operation or maintenance of the unit.
- d. Failure or performance deficiencies attributable to activation of the BATTLE SHORT Switch, or resulting from accidental or combat damage.
- e. Failure or performance deficiencies attributable to repairs with, or an addition of, parts or components not supplied by or approved by Stewart & Stevenson Services, Inc.

^{*}This manual supersedes TB 5-6115-637-23, 27 March 1987.

SECTION II

RESPONSIBILITIES

2-1. CONTRACTOR RESPONSIBILITIES.

- a. The contractor is responsible for furnishing new items to replace any that prove to be nonconforming and/or defective within the warranty period. All defective or nonconforming parts shall be sent to Stewart & Stevenson to be evaluated by Stewart & Stevenson for fail wear and tear.
- b. If the contractor fails to replace any items that prove to be nonconforming and/or defective within 30 days after proper notification, the contractor shall pay cost incurred by the Government in procuring such parts from another source.

2-2. TRANSPORTATION.

- a. In all situations when repair or replacement requires transportation of the nonconforming or defective item(s), shipping costs from line item delivery point to contractor's plant and return shall be at the expense of the contractor.
- b. On items used within the continental 48 states of the United States and the District of Columbia, the guarantee shall include the furnishing of new items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished without cost to the Government, F.O.B. manufacturer's nearest dealer or branch, or to the original line item destination, whichever is more advantageous to the Government.
- c. On items used outside the continental 48 states of the United States and outside the District of Columbia, the guarantee shall include the furnishing of new items to replace any that prove to be nonconforming and/or defective within the warranty period Such items shall be delivered via air by the contractor to the destination point designated by the Government. The contractor shall be responsible for transportation costs not to exceed the greater of F.O.B. manufacturer's nearest dealer or branch, or the original line item destination, whichever is more advantageous to the Government. Return of defective items to the contractor shall be at the option and at the expense of the contractor.
- **2-3. GOVERNMENT RESPONSIBILITIES.** User activity shall notify local Warranty Control Officer (WARCO) if defective parts are discovered. User activity shall perform all necessary field labor, including installation of requisitioned parts to restore item to mission capable. Defective parts will be tagged using DA Form 2402. Defective parts will be retained by the user activity until notified by TROSCOM of disposition actions.

SECTION III

FORMS AND PROCEDURES

- **3-1. CLAIMS.** All warranty claims will be processed using either DA Form 2407 or Standard Form 368 in accordance with DA PAM 738-750 and this warranty technical bulletin. The claims must show date of manufacture, hour meter reading, and a detailed list of defective parts replaced. Each defective part listed must be tagged and waiting disposition instructions.
- **3-2. NOTIFICATION OF FAILURES.** The contractor, Stewart & Stevenson, shall be notified by the TROSCOM WARCO of defective or nonconforming parts. The TROSCOM WARCO will also give disposition instructions to the user activity.
- **3-3. GOVERNMENT MAINTENANCE.** Contractor warranty prohibits using units from repairing any component of the generator set. Using units are allowed to perform troubleshooting, preventive maintenance and replacement of defective components as authorized by the Maintenance Allocation Chart.
- **3-4. ALTERATIONS.** Alterations and/or modifications shall not be made to this equipment unless authorized by USATROSCOM.
- **3-5. NULLIFICATION.** Failure to perform operation and maintenance in accordance with the applicable technical manuals and maintenance allocation chart may be cause for nullification of the warranty.
- **3-6. REPORTING.** Reporting or recording action in a failure item shall be specified in DA PAM 738-750.
- **3-7. FORMS.** DA Forms 2407 and 2402 are used by the field in reporting warranty claim actions (WCA's). The purpose of these forms is to have the contractor, Stewart & Stevenson, replace defective/nonconforming parts discovered by the user activity.

3-8. GOVERNING OF WCA'S.

- a. End items under warranty have either a decal, data plate, or label on them and/or entry on the DA Form 2408-9, Acceptance Report, giving the warranty period.
 - b. WCA's can be started by any maintenance level.
- c. Selecting exhibits. A component, part or assembly under warranty that is defective due to design or workmanship becomes a warranty claim exhibit. All exhibits will carry a DA Form 2402 marked "Warranty Exhibit."

- d. If a Reliability Improvement Warranty (RIW) is involved, go to the instructions in the supply bulletin that covers the PIN.
- e. Local commands will set up an office to handle local warranty claims. The office will also deal with warranty actions between its activities, the local dealer or manufacturer, and the National Maintenance Point (NMP). Report warranties settled locally by printing "For Information Only" in Block 16a of the DA Form 2407.
- f. Non-direct exchange (non-DX) claim items. When the warranted item is not handled through DX, the unit prepares and sends a completed DA Form 2402 (with exhibit) and DA Form 2407 to the warranty claims office. The office then deals with the DA Form 2407 as follows:
- (1) Send copy #1, #2, and #5 to: CDR, TROSCOM, ATTN: AMSTR-Q, 4300 Goodfellow Blvd., St. Louis, MO 63120-1798. One of these copies will go to the item manager to show a supply demand.
- (2) Keep copy #3 for 180 days (with exhibit and DA Form 2402), unless you are told differently. If you receive no instructions after 90 days, contact: CDR, TROSCOM, ATTN: AMSTR-Q, 4300 Goodfellow Blvd., St. Louis, MO 63120-1798, telephone number, 314-263-3478 for information.
- (3) Copy #4 gives you the authority to tell the claim creator to get the new item through supply. Copy #4 is kept, at most, for 180 days or until you get notice that the claim has been honored.
- g. Direct exchange (DX) claim items. When the warranted item is handled through DX, the unit starting the claim action fills out the same forms and deals with them the way they do for a non-DX item except as follows:
- (1) The unit running the DX shop starts the replacement action for supported units. The DX shop uses Copy #4 of the DA Form 2407 to start the action.
- (2) Normal DX replacement actions will be made by the DX shop for like serviceable items in stock.
- h. Final processing of approved claims. Support or depot maintenance units will handle all WCA's promptly. These units will send approved claims to the creator whose address and MILSTRIP document number is in Block 20 of DA Form 2407. The support or depot unit will also return to the replacing unit all labor costs used in replacing the bad items.

3-9. DA FORM 2407. The following are instructions on completing DA Form 2407 by block number and title heading:

| | ITENANCE REQUEST TM 38-780: the proponent agency is | PAGE NO. | NO. OF PAGES | REQUIREMENT CONTROL SYMBOL CSGLD-1047(R1) | |
|---------------------------------|---|-----------------|--------------|--|--------------------------|
| | SECT | TON I - EQUIPME | ENT DATA | | |
| LOB610- | MORK ORDER NUMBER | WESDC | ORG PD | PD AUTHENT | ICATION |
| WOAK REQUEST MWO WARRANTY CLAIM | 1e. ORGANIZATION | | b LOCATION | N | c UNIT IDENT CODE |
| 2. SERIAL NO | D. NOUN NOMENCLATURE | A. LINE NO. | 5. MODEL | | 6. NATIONAL STOCK NUMBER |

Page No/No of Pages Enter the page number. Total pages will be entered when entries in Section II are complete.

Work Order Number Leave blank,

WESDC Leave blank.

ORG PD Leave blank.

PD Authentication Leave blank.

Work Request Leave blank.

MWO Leave blank.

Warranty Mark this block.

- $\ensuremath{\text{1a}}$ $\ensuremath{\text{ORGANIZATION}}$ Enter location of organization sending in the report.
- ${\bf 1b}$ ${\bf LOCATION}$ Enter name of organization writing the request (overseas list APO only).
- $\mbox{\bf ic}$ $\mbox{\bf UNIT}$ $\mbox{\bf IDENT}$ $\mbox{\bf CODE}$ $\mbox{\bf Enter}$ unit identification code (UIC) of the unit shown in block 1a.
- 2. SERIAL NO
- a. For nontactical wheeled vehicles, list the USA registration number. $% \left(1\right) =\left(1\right) \left(1\right) \left($
- b. For ammunition, put in the lot number.
- c. For all other items, list the serial number, if known. For floating craft, list the Department of Army Hull number. If more than one serial number, leave blank,
- d. When using this form for more than one item or component, leave blank.
- ${\bf 3.}$ NOUN NOMENCLATURE $\,$ Put in name abbreviation of equipment for which the form was started.
- 4. LINE NO Leave blank.
- 5. Model Put in the item model number.
- 8. National Stock Number Put in the National Stock Number of equipment in block 3. When completing this form for many items having several NSNs, leave blank.

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 $\boldsymbol{a.}$ Level \mbox{Put} in the code of the maintenance level doing the maintenance.

- O Organizational (ORG)
- F Direct Support (DS)
- H General Support (GS)
- D Depot

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- L Special Repair Activity
- 9. MCSR Item Leave blank.
- 9a. ERC Leave blank.
- 9b. Pacing Iteam Leave blank.
- 10. Hours Put in the hour reading (rounded to the nearest hour) from the hour meter on the equipment in block 3.
- 11. Miles Put in the mileage (rounded to the nearest mile) of the equipment in block 3.
- 13. "Starts" For turbine engines, put in the number of hot starts. If not needed, leave blank.
 - 14. Failure Detected During Mark the box that best describes when the failure was found.
- 15. FIRST INDICATION OF TROUBLE Mark the box that best describes the conditions when you first found the trouble. Write in a code number from the table below. Leave blank if block 14 is left blank or when listing sampled items for

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Description
Code
 008.
              Noisy
 068
              Inoperative
 258
              Overheating
 387
              Low performance
              Out of adjustment
790
*360
              Intermittent
*432
              Off frequency
*680
              Unstable
*077
              Accident (motor vehicle)
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*The asterisk shows code numbers not listed in block 15, DA Form 2407. If you select one of these codes, the proper code number must be put in the space called "Other," block 15.

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 ${\bf 200d.}$ ${\bf CB}$ ${\bf C000E}$ Put in the name of the part or assembly underwarranty.

 ${\bf 20e.}$ ${\bf REF}$ ${\bf DESIGNATOR}$ Put in the serial number of the part or assembly under warranty.

20g. Put in the estimated number of hours needed to replace the bad part. Use the proper technical bulletin time schedule guide to get the estimated hours. If you can't get the guide, use actual hours.

20i. j. k Leave blank.

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20a thru 20k Using the remaining spaces in block 20a--20k, put in this information: The NSN of the defective item.

The name of the defective item.

The date of the failure.

such as type of operation and land and weather conditions.

State clearly your opinion as to why the part failed.

201 Total Manhours Self explained.

20m Total Manhour Cost Leave blank.

20n Total Parts Cost Self-explained.

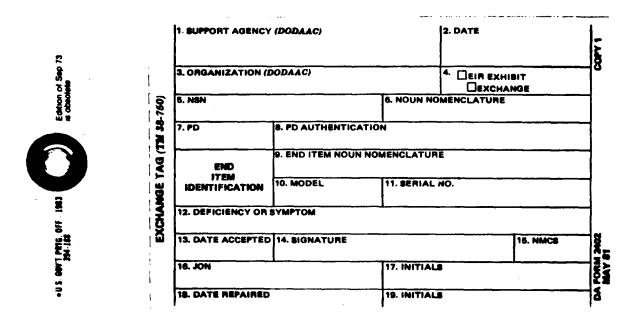
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3-10. DA Form 2402. The following are instructions on completing DA Form 2402 by block number and title:



- 1. SUPPORT AGENCY (DODAAC) Enter the DODAAC of the support activity that will exchange the item for you. When this form is used for other than exchanges, use the DODAAC or UIC.
- 2. DATE Enter the Julian date the item was prepared for exchange.
- 3. ORGANIZATION (DODAAC) Enter the DODAAC of the unit or organization needing to exchange the item. When this form is used for other exchanges, use the DODAAC or UIC.
- 4. EIR EXHIBIT/EXCHANGE Mark the block to show an exchange or EIR exhibit. When used for warranty claims, put a "W" in the open space to the right of EIR EXHIBIT.
- 5. NSN Enter the NSN of the item.
- **6. NOUN NOMENCLATURE** Print the noun abbreviation of the item to be exchanged.
- 7. PD Enter the priority designator (PD) that applies to the action. The unit or organization listed in Block 3 normally assigns the PD. When the exchange supports a customer maintenance request, use the PD of the maintenance request.

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- b. Enter the job order number when a PD of 01 through 10 is taken from a maintenance request.
- 9. END ITEM NOMENCLATURE Enter the noun abbreviation of the end item for the part or component in Block 6.

- 11. SERIAL NO. Enter the serial number of the end item.
- 12. DEFICIENCY OR SYMPTOM Briefly describe the problem.
- 13. DATE ACCEPTED When the form is used as a receipt, the exchange facility will enter the Julian date.
- 15. NMCS Print the word "Yes" for an NMCS condition.

- 16. JON The facility that will repair the item enters the job order number.
- 17 INITIALS The narran careinian the item for coonir
 - 18. DATE REPAIRED The person doing the work enters the date the work was finished.
 - 19. INITIALS The person doing the work initials in this block.

SECTION IV

STORAGE AND SHIPMENT

- **4-1. STORAGE**. Storage of the equipment or its components shall be as prescribed in applicable technical manuals.
- **4-2. SHIPMENT.** Instructions for shipment of components will be provided by the TROSCOM Warranty Control Officer.

APPENDIX A
TROSCOM WARRANTY CONTROL OFFICES (WARCO's)

| Command | Location/Station | Address | Phone AV/COMM |
|---------|--------------------|--|-------------------|
| TROSCOM | HEADQUARTERS | Cdr, TROSCOM ATTN: AMSTR-Q 4300 Goodfellow Blvd. St. Louis, MO 63120-1798 | 693-3478 |
| USACSLA | FT. HUACHUCA | Cdr, USA CSLA ATTN: SELCL-MMP-MM Ft. Huachuca, AZ 85613-7090 | 879-6037 |
| USAEMRA | VINT HILL FARMS | Cdr, USA EMRA ATTN: SELEM-A Vint Hill Farms Station Warrenton, VA 22186 | 249-6781 |
| USAREUR | Belgium, Chivres | Cdr, 47th Area Spt Group ATTN: AERUK-Q APO NY 09075 | 243-1274 |
| USAREUR | GE, ANSBACH | Crd, 1st AD ATTN: AETS-KGD-M APO NY 09326 | ETS 468-8467 |
| USAREUR | GE, BAD KREUZNACH | Cdr, 8th DMMC ATTN: AETH-MC APO NY 09111 | ETS 490-7181/7148 |
| USAREUR | GE, BERLIN | Cdr, USA Berlin ATTN: AEBA-MA-O APO NY 09742 | ETS 332-3249/3189 |
| USAREUR | GE, BREMERHAVEN | Cdr, 543D Area Support Gp ATTN: AERB-GM APO NY 09069 | ETS 342-8285/8588 |
| USAREUR | GE, CHIVRES BERLIN | Cdr, 80th Area Support Gp ATTN: AERSH-LM APO NY 09088 | ETS 361-5454 |
| USAREUR | GE, DARMSTADT | Cdr, 32D AADCOM ATTN: AETL-GD-CM APO NY 09175 | ETS 348-6532/7186 |
| USAREUR | GE, FRANKFURT | Cdr, 3D DMMC (3d AD) ATTN: AETFOE-MMO-MAT APO NY 09039 | ETS 328-7221/8281 |
| USAREUR | GE, FRANKFURT | Cdr, V Corps ATTN: AETV-GDM-M APO NY 09079 | ETS 320-6062/5773 |

APPENDIX A (Continued)

TROSCOM WARRANTY CONTROL OFFICES (WARCO's)

| Command | Location/Station | Address | Phone AV/COMM |
|---------|--------------------|--|-------------------|
| USAREUR | GE, FULDA | Cdr, 11th ACR ATTN: AETO-CSS-MMC APO NY 09146 | ETS 321-3679/3779 |
| USAREUR | GE, GARLSTEDT | Cdr, 2D Armd Div (FWD) ATTN: AEUAD-498-MAT APO NY 09355 | ETS 342-6730-6728 |
| USAREUR | GE, GOEPPINGEN | Cdr, 1st Inf Div Fwd ATTN: AETSGSB-MM-MMD APO NY 09137 | ETS 425-3637/3753 |
| USAREUR | GE, GRAFENWOEHR | Cdr, 7th ATC ATTN: AETT-DOL-SM-E APO NY 09114 | ETS 476-2567/2767 |
| USAREUR | GE, GRAFENWOEHR | Chief, M1 Mat Fielding Team ATTN: AMCPM-GCM-MFT-E APO NY 09114 | ETS 476-2757/2612 |
| USAREUR | GE, HEIDELBERG | Cdr, 7th MEDCOM ATTN: AEMLO-L APO NY 09102-3304 | ETS 370-2718/2719 |
| USAREUR | GE, HEIDELBERG | Cdr, 26th Spt Gp ATTN: AEUSG-LG-M APO NY 09102-0161 | ETS 370-8319/6478 |
| USAREUR | GE, KAEFERTAL | Cdr, 51st Maint Bn ATTN: AERAB-MO APO NY 09086 | ETS 380-6773/7416 |
| USAREUR | GE, KAISERSLAUTERN | Cdr, 9th Spt Ctr ATTN: AERLM-LS APO NY 09325-3704 | ETS 483-7561/8625 |
| USAREUR | GE KAISERSLAUTERN | Cdr, 29th Area Support Gp ATTN: AERAS-MM APO NY 09054 | ETS 483-7347/8235 |
| USAREUR | GE, KAISERSLAUTERN | Cdr, HHD 66th Maint Bn ATTN: AERAS-W-D APO NY 09227 | ETS 489-6636/6676 |

APPENDIX A (Continued)

TROSCOM WARRANTY CONTROL OFFICES (WARCO's)

| Command | Location/Station | Address | Phone AV/COMM |
|---------|------------------|--|-------------------|
| USAREUR | GE, KARLSRUHE | Cdr, 18th Eng Bde ATTN: AEUEG-S APO NY 09164-2934 | ETS 376-6069/7102 |
| USAREUR | GE, MANNHEIM | Cdr, CBT Equip Gp Europe ATTN: AERSE-M-SMO APO NY 09166-3768 | ETS 380-7686/6285 |
| USAREUR | GE, MOEHRINGEN | Cdr, VII Corps ATTN: AETS-GD-MR APO NY 09107 | ETA 421-2622/2382 |
| USAREUR | GE, MUNICH | Cdr, 66th MI GP ATTN: IAGPE-LO-MM APO NY 09108-4827 | ETS 440-7306/6433 |
| USAREUR | GE, NELLINGEN | Cdr, 800th CMMCS ATTN: AETS-SC-CMMC-OP APO NY 09061 | ETS 421-6500/6372 |
| USAREUR | GE, NELLINGEN | Cdr, 2d SUPCOM Corps ATTN: AETS-SC-GE-TAAEM APO NY 09160 | ETS 421-6385 |
| USAREUR | GE, NEU ULM | Cdr, 55th Maint Bn ATTN: AEUATS-MMC APO NY 09035 | ETS 427-6189/7193 |
| USAREUR | GE, NUERNBERG | Cdr, 2d ACR ATTN: AETSAC-AL-RMO APO NY 09093 | ETS 460-5757/5805 |
| USAREUR | GE, OBERURSEL | Cdr, 4th TRANSCOM ATTN: AEUTR-SVC-M APO NY 09451-4006 | ETS 325-2743/2808 |
| USAREUR | GE, PIRMASENS | Cdr, 59th Ord Bn ATTN: AEUSA-DMM APO NY 09189 | ETS 495-7216/7276 |
| USAREUR | GE, RHEINBERG | Cdr, 7th SUPCOM ATTN: AERSC-LM APO NY 09712 | Comm 02843_70757 |
| USAREUR | GE, RHEINBERG | Cdr, 54 Area Support GP ATTN: AERV-L APO NY 09712 | Comm 02843-70674 |

APPENDIX A (Continued)

TROSCOM WARRANTY CONTROL OFFICES (WARCO's)

| Command | Location/Station | Address | Phone AV/COMM |
|---------|------------------|--|------------------------------|
| USAREUR | GE, SANDHOFEN | Cdr, 70th TRANS BN ATTN: AERSS-S APO NY 09028 | ETS 382-6110/7236 |
| USAREUR | GE, SECKENHEIM | Cdr, HQ AMC Europe ATTN: AMXEU-CQ APO NY 09333 | 380-6222 Comm 0621-478791 |
| USAREUR | GE, WIESBADEN | Cdr, 19th Support Center ATTN: AETV-SCM-PF APO NY 09757-5000 | ETS 337-5851/5377 |
| USAREUR | GE, WORMS | Cdr, 5th SIGCOM ATTN: ASELG-M APO NY 09056 | ETS 383-7554/7548 |
| USAREUR | GE, WUERZBERG | Cdr, 3d ID ATTN: AETSBGD-MR APO NY 09036 | ETS 350-7188/6226 |
| USAREUR | GE, WUERZBERG | Cdr, 3d ID ATTN: AETSBSC-DM-(WARCO) APO NY 09701 | ETS 355-2603/2782 |
| USAREUR | GE, ZWEIBRUECKEN | Cdr, 60th Ord Gp ATTN: AEROD-LM APO NY 09052-3818 | ETS 494-6275/7398 |
| USAREUR | GE, ZWEIBRUECKEN | Cdr, 200th TAMMC ATTN: AEAGD-MMC-RL-W APO NY 09052-5356 | ETS 494-6568/8268 |
| USAREUR | IT, LIVORNO | Cdr, 201st MMC (USASETAF) ATTN: AESE-MMX-M APO NY 09019 | ETS 633-7002/7087 |
| USARJ | JAPAN, ZAMA | Cdr, USA Garrison Honshu ATTN: AJGH-ID-MS-Q APO San Francisco 96343-0071 | 228-4194 |
| WESTCOM | FT. SHAFTER | Cdr, USASCH ATTN: APZV-DLM Ft. Shafter, HI 96858 | 438-1410 |

APPENDIX B

REFERENCES

DA PAM 738-750 DA FORM 2407 DA FORM 2402 DA FORM 2408-9 The Army Maintenance Management System (TAMMS) Maintenance Request Exchange Tag Acceptance Report

APPENDIX C

DEALERS

CALIFORNIA

465 California San Francisco, CA 94104 (415) 982-7830

COLORADO

5840 Dahlia St. Denver, CO 80022 (303) 287-7441

TEXAS

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