

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

COMMON BRIDGE TRANSPORTER (CBT)

W/Winch, NSN 2320-01-443-8023
 WO/Winch, NSN 2320-01-442-1940

DAAE07-97-C-X039

Headquarters, Department of the Army, Washington, DC
 15 July 1999

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this manual. If you find any mistakes or if you know of a way to improve procedures, please let us know. Submit your DA form 2028-2 (Recommended Changes to Publications and Blank forms), through the Internet, on the Army Electronic Product Support (AEPS) website. The Internet address is <http://aeprs.ria.army.mil>. If you need a password, scroll down and click on "ACCESS REQUEST FORM". The DA Form 2028 is located in the ONLINE FORMS PROCESSING section of AEPS. Fill out the form and click SUBMIT. Using this form on AEPS will enable us to respond quicker to your comments and better manage the DA Form 2028 program. You may also mail, fax or email your letter, DA Form 2028, or DA Form 2028-2 direct to: Commander, U.S. Army Tank-Automotive and Armaments Command, ATTN: AMSTA-LC-CI (TECH PUBS CONTROL POINT), Rock Island, IL 61299-7630. The email address is amsta-lc-ci@ria.army.mil. The fax number is DSN 793-0726 or Commercial (309) 782-0726.

1. General. This bulletin provides implementation instructions for the Warranty of the Common Bridge Transporter (CBT). It contains instructions for obtaining services and/or supplies covered under warranty. This bulletin also describes methods for processing warranty claims. For additional warranty information on the CBT or any US Army Tank-automotive and Armament Command (TACOM) equipment contact your local Warranty Control Office or Officer (WARCO) or TACOM Logistics Assistance Representative (LAR). For Warranty claims contact TACOM. The number to call is DSN 786-7393. The caller should be prepared to provide: (1) name, (2) DSN and Commercial telephone numbers, (3) complete unit designation, (4) identification of 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 be void (for example, not following service intervals, using the vehicle for other than what it 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 placed 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.** See paragraph 6.

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

e. **Correction.** The elimination of a defect.

f. **Defect.** Any condition or characteristic in any supplies furnished by the contractor that does not otherwise function or threaten 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 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. **Supporting Repair Facility.** The repair activity authorized to accomplish warrantable repairs at the appropriate level of maintenance identified in the Maintenance Allocation Chart (MAC).

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 that 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.

p. **Warranty Expiration Date.** The date the warranty is no longer valid. This

date will be thirteen (13) months from the contractor shipment date. This warranty period covers the basic 12 months plus one additional month for shipping time.

q. **Warranty period.** Time during which the warranty is in effect. Normally measured as the maximum numbers of years, months, days, miles, or hours used.

r. **Warranty Start Date.** The date the warranty is put into effect (contractor shipment date).

3. Coverage-Specific.

a. This bulletin applies to the Common Bridge Transporter, M1977, (NSN 2320-01-443-8023, CBT WO/Winch and NSN 2320-01-442-1940, CBT W/Winch). The item is manufactured by Oshkosh Truck Corporation, Oshkosh Wisconsin, under contract DAAEO7-97-C-X039. Inquires to Oshkosh Truck Corp can be made by calling (414) 235-9151, ext. 2681 or Fax (414) 233-9607.

b. The contractor warrants the supplies are from defects in design, material and workmanship for a period of 13 months from warranty start date.

c. If a Safety Recall defect occurs during the vehicle warranty period, 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) Fair wear and tear items (brake shoes, pads, armatures, brushes, etc.)

e. In addition to the 13 month warranty, the vehicles will be warranted for a total service life of 10 years including extended periods in a corrosion hazard military environment.

During this 10 year service life, there will be no damage caused by corrosion requiring repair or replacement of parts. No actions beyond normal washing or replacement of accident damaged paint shall be necessary to maintain the corrosive protection in place.

4. Contractor Responsibilities.

a. When the owning unit has directed the contractor to correct the supplies, the contractor will furnish all material to correct the defective supplies. Repairs and parts shall be initiated/provided within ten (10) working days after receipt of written claim notification except as parties may otherwise agree in writing. Furthermore, the contractor will provide a copy of the work order to the owning unit upon completion of repair.

b. When the contractor receives written notification requiring contractor repair, they will have the option:

(1) to correct the supplies in the field, or

(2) return the vehicle or parts to the contractor's designated facility for correction. When the contractor corrects the supplies all labor involved shall be borne by the contractor. Additionally, the contractor shall arrange and bear all transportation costs of the supplies to its facility and return to user.

c. The contractor, within five (5) working days of receiving the notice, shall notify the warranty claimant by telephone as the method of correction, date(s) work is to be performed and by whom.

d. The contractor has the right to inspect any defective supplies, wherever located, within thirty (30) days of notification of warranty claim for the purpose of evaluating the cause of, or existence of the defect(s).

e. The contractor will initiate the work stoppage of repair actions, and notify the owning unit, in the event the contractor determines the defective supplies are clearly non-warrantable (para.3).

5. Government Responsibilities.

The Major Subordinate Command for the Common Bridge Transporter is the U.S. Army Tank-automotive and Armament Command (TACOM), Warren, MI. TACOM is responsible for managing and imple-

menting the warranty. Warranty claims will be reported to: Commander, U.S. Army Tank-automotive and Armament Command, ATTN: AMSTA-IM-OPIA, Mr. John Vandermark, Warren, MI 48397-5000, Telephone (DSN) 786-7574, Comm: (810) 574-7574.

a. TACOM will:

(1) Verify, review, process and if validated and complete, submit claims (reimbursable and/or disputes) to the contractor.

(2) Reject claims that are not valid and send them back to local WARCO with a short explanation of why the claim is rejected.

(3) Request additional information for incomplete forms.

(4) Provide warranty claim acknowledgement/close-out letters and/or parts/assemblies/disposition instructions to the local WARCO.

(5) Insure the contractor performs in accordance to the terms of the contract.

b. Equipment owning unit will:

(1) Identify defects/failures and identify defects and failures are warrantable.

(2) Submit warranty claims using DA Form 2407, DA Form 2407-1 or DA Form 5504, DA Form 5504-1 through channels to the supporting repair facility.

(3) Tag and retain (IAW DA Pam 738-750 and this TB). parts and pieces of parts and/or assemblies removed at the owning unit level and as a result of a warrantable defect/failure and/or correction.

c. Supporting repair facility will:

(1) Identify defects/failures as warrantable (if owning unit has not already identified them). Verify defects/failures are warrantable.

(2) Review, process and submit valid warranty claims to the WARCO if the DA Form 2407, DA Form 2407-1 Or DA Form 5504 Or DA Form 5504-1 is complete and correctly filled out.

(3) Reject invalid warranty claims or request additional information for incomplete or incorrect claims.

(4) Coordinate with the owning unit and decide which option for repair is desired to correct the warrantable defect/failure.

(5) Depending on which repair option was chosen (Government or contract

repair) provide labor/parts required to accomplish the warrantable repairs.

(6) Tag and retain (IAW DA Pam 738-750 and this TB) all parts, pieces of parts and/or assemblies removed as a result of warrantable defect/failure and/or correction.

d. Local WARCO will:

(1) Verify, administer and process warranty claims to the TACOM WARCO (IAW DA Pam 738-750 and this TB).

(2) Act as liaison between owning unit, the contractor, supporting repair facility and TACOM.

(3) Notify the owning units of all warranty claim acknowledgements/close-outs, information and/or instructions received from TACOM or the contractor.

(4) Act as a liaison between local dealers and the Army.

e. Alterations/Modifications. Alterations/modifications shall not be applied unless authorized by TACOM.

f. Army Oil Analysis Program (AOAP). The manufacturer's lubrication and service intervals must be followed. Only after the warranty has expired will the AOAP apply to the equipment, unless oil sample results indicate the oil and filter of an assembly should be changed PRIOR to the manufacturer's service interval. Sampling intervals for AOAP will be published in TB 43-0210 (if applicable).

6. Warranty Data Plate.

a. All vehicles will have a warranty data plate. The contractor is required to mount this data plate within clear view of the operator.

b. When the vehicle is received, the owning unit should locate the warranty data plate and check for a warranty expiration date. If a warranty expiration date is not shown, check the applicable DA 3161 and other vehicle issue paperwork for this information.

7. Claim Procedures.

a. The procedures for reporting warranty claims are found in DA Pam 738-750 and this TB. Responsibilities of the MACOM are found in AR 700-139. For all levels of maintenance operating under the Standard

Army Maintenance System (SAMS), Warranty Claim Actions are processed on DA Form 5504 and DA Form 5504-1. For those units not operating under SAMS, use DA Form 2407 and DA Form 2407-1. It is very important to fill in the blocks on the forms as accurately as possible.

b. The contractor shall be notified in writing within 30 days, utilizing DA Form 2407, by the local Warranty Control Officer (WARCO) following the discovery of a defect in supplies which requires contractor repair and/or replacement parts. This shall constitute formal notification of a warranty claim and initiate the time period for contractor responsibilities and action under the warranty. This notification shall include but not be limited to furnishing the equipment serial number, operating hours, part numbers or NSN of the defective part and circumstances surrounding the defect(s). At this time, the contractor will further be informed whether the owning unit has elected: (1) to correct the defect themselves or; (2) to direct the contractor to correct the defect. Upon completion of contractor repair, forward completed warranty claims (Information Only) to TACOM. Additionally, the local WARCO will forward claims to TACOM utilizing DA Form 2407 for any warrantable repairs (parts and/or labor) accomplished by the owning unit which requires contractor reimbursement to the Government.

c. The owning unit may direct the contractor to provide the replacement parts that prove to be defective within the warranty period, without costs to the Government, directly to their location or F.O.B, U.S. Port of Embarkation for OCONUS. The contractor shall furnish replacement parts within ten (10) working days after receipt of written claim notification. Warranty claims for reimbursement, where repair labor costs and replacement parts costs combined do not exceed \$150.00 for any one failure will not be submitted to TACOM.

d. Identification of failed items. Failed warranty items shall be tagged/identified to prevent improper repair or use. Documents that describe the use of DA Form 2402 Exchange Tag and DA Form 2407 Maintenance Request shall be referenced. Items requiring special handling, storage or shipment during the processing of claims shall be identified.

e. Disposition. The repair activity shall retain defective supplies for thirty (30) days following receipt of acknowledgement of a warranty claim from TACOM or contractor. If receipt of acknowledgement is not received, inquiries should be made to TACOM through your local WARCO. If receipt of acknowledgement is received but no instructions are forthcoming within thirty (30) days of receipt, supplies may be disposed of.

f. Invalid Warranty Claims. When supplies are inspected by the contractor and found to be non-warrantable due to abuse or improper maintenance, or the supplies are found to be serviceable, the repair activity submitting the claim will be required to make reimbursement for contractor services. All failed items returned for warranty claim action will be monitored by TACOM. Additionally regarding contractor repair, the local WARCO must stipulate at the time of request for services that non-warranty work be done. If performed the contractor shall be responsible for all costs associated with non-warranty work.

8. Claim Denial/disputes. All denials or disputes will be handled by TACOM.

9. Reporting. Reporting or recording action on a failed item shall be as specified in DA Pam 738-750. Contractor or Repair Activity unique forms shall not be used.

10. Storage/Handling.

- a. Storage. Not applicable.
- b. Shipment. See para 4b. and 4c.
- c. Handling. See para 4b. and 7c.

By Order of the Secretary of the Army:

Official:



JOEL B. HUDSON

*Administrative Assistant to the
Secretary of the Army*

9914805

ERIC K. SHINSEKI
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IN THIS SPACE, TELL WHAT IS WRONG
AND WHAT SHOULD BE DONE ABOUT IT.

TEAR ALONG PERFORATED LINE

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The Metric System and Equivalents

Linear Measure

1 centimeter = 10 millimeters = .39 inch
 1 decimeter = 10 centimeters = 3.94 inches
 1 meter = 10 decimeters = 39.37 inches
 1 dekameter = 10 meters = 32.8 feet
 1 hectometer = 10 dekameters = 328.08 feet
 1 kilometer = 10 hectometers = 3,280.8 feet

Weights

1 centigram = 10 milligrams = .15 grain
 1 decigram = 10 centigrams = 1.54 grains
 1 gram = 10 decigrams = .035 ounce
 1 dekagram = 10 grams = .35 ounce
 1 hectogram = 10 dekagrams = 3.52 ounces
 1 kilogram = 10 hectograms = 2.2 pounds
 1 quintal = 100 kilograms = 220.46 pounds
 1 metric ton = 10 quintals = 1.1 short tons

Liquid Measure

1 centiliter = 10 milliliters = .34 fl. ounce
 1 deciliter = 10 centiliters = 3.38 fl. ounces
 1 liter = 10 deciliters = 33.81 fl. ounces
 1 dekaliter = 10 liters = 2.64 gallons
 1 hectoliter = 10 dekaliters = 26.42 gallons
 1 kiloliter = 10 hectoliters = 264.18 gallons

Square Measure

1 sq. centimeter = 100 sq. millimeters = .155 sq. inch
 1 sq. decimeter = 100 sq. centimeters = 15.5 sq. inches
 1 sq. meter (centare) = 100 sq. decimeters = 10.76 sq. feet
 1 sq. dekameter (are) = 100 sq. meters = 1,076.4 sq. feet
 1 sq. hectometer (hectare) = 100 sq. dekameters = 2.47 acres
 1 sq. kilometer = 100 sq. hectometers = .386 sq. mile

Cubic Measure

1 cu. centimeter = 1000 cu. millimeters = .06 cu. inch
 1 cu. decimeter = 1000 cu. centimeters = 61.02 cu. inches
 1 cu. meter = 1000 cu. decimeters = 35.31 cu. feet

Approximate Conversion Factors

To change	To	Multiply by	To change	To	Multiply by
inches	centimeters	2.540	ounce-inches	newton-meters	.007062
feet	meters	.305	centimeters	inches	.394
yards	meters	.914	meters	feet	3.280
miles	kilometers	1.609	meters	yards	1.094
square inches	square centimeters	6.451	kilometers	miles	.621
square feet	square meters	.093	square centimeters	square inches	.155
square yards	square meters	.836	square meters	square feet	10.764
square miles	square kilometers	2.590	square meters	square yards	1.196
acres	square hectometers	.405	square kilometers	square miles	.386
cubic feet	cubic meters	.028	square hectometers	acres	2.471
cubic yards	cubic meters	.765	cubic meters	cubic feet	35.315
fluid ounces	milliliters	29.573	cubic meters	cubic yards	1.308
pints	liters	.473	milliliters	fluid ounces	.034
quarts	liters	.946	liters	pints	2.113
gallons	liters	3.785	liters	quarts	1.057
ounces	grams	28.349	liters	gallons	.264
pounds	kilograms	.454	grams	ounces	.035
short tons	metric tons	.907	kilograms	pounds	2.205
pound-feet	newton-meters	1.356	metric tons	short tons	1.102
pound-inches	newton-meters	.11296			

Temperature (Exact)

°F	Fahrenheit temperature	5/9 (after subtracting 32)	Celsius temperature	°C
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