TECHNICAL BULLETIN

WARRANTY PROCEDURES FOR 5 KW COMMERCIAL TRAILER-MOUNTED GENERATOR SET ASSEMBLY CONTRACT NO. DAAK01-86-D-C079 NSN: 6115-01-303-1484

MODEL CTMGSA-5

Approved for public release; distribution is unlimited.

*This manual supersedes TB 5-6115-635-23, 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.

Approves 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 5-6115-635-23, 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. 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.

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:

	TENANCE REQUEST	OCSLOG	PAGE NO.	ND. OF PAGE		IT CONTROL SYMBOL
	SECT	10N I - EQUIPM	INT DATA			
LOB610	WORK ORDER NUMBER	WESDC	ORG PD	PD AUTHENT	CATION	
WORK REQUEST	Te ORGANIZATION		+ LOCATION			C UNIT IDENT CODE
2. SERIAL NO	B NOUN NOMENCLATURE	A LINE NO	S. MODEL		S. NATIONAL ST	OCK NUMBER

Page No/No of Pages Enter the page number. Total pages will be entered when entries in Section 11 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.

Werranty Mark this block.

1a ORGANIZATION Enter location of organization sending in the report.

1b LOCATION Enter name of organization writing the request (overseas list APO only).

Ic UNIT IDENT CODE Enter unit identification code (UIC) of the unit shown in block Ia.

2. SERIAL NO

a. For nontactical wheeled vehicles, list the USA registration number.

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 then one serial number, leave blank,
d. When using this form for more than one item or component.
leave blank.

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.

6. 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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"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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17a thru 19 Leave blank.

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20d. CB CODE Put in the name of the part or assembly under warranty.

20e. REF 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.

20h. NATIONAL STOCK NUMBER Put in the NSN of the bed part. If an NSN is not found, use the part number.

201. j. k Leave blank.

20e 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.

The complete telephone number (AUTOVON/commercial with area code) of the person creating the form. State clearly all factors which added to the failure. Include factors 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.

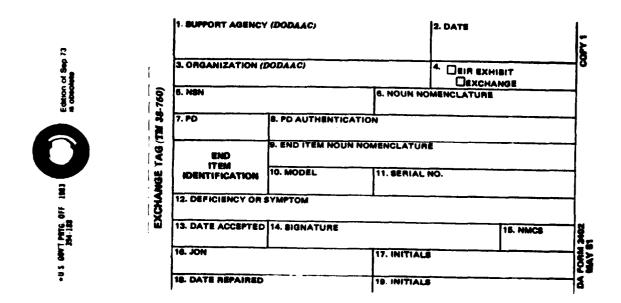
21 thru 22 Leave blank.

23 Submitted The person authorized to send DA Form 2407 signs here

24 thru 28 Leave blank.

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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. NBN Enter the NSN of the item.

6. NOLN 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.

8

8. PD AUTHENTICATION

a. The commander or the designated representative signs when a PD of 01 through 10 is in Block 7.

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.

10. MODEL Enter the model number of the end item.

11. SERIAL ND. 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.

14. SIGNATURE The person who receives the item for exchange signs.

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 person receiving the item for repair initials in this block.

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 SHI PMENT

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

Command	Locati on/Stati on	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, CHI VRES BERLI N	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)

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Command	Locati on/Stati on	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 Di∨ (FWD) ATTN: AEUAD-498-MAT APC NY 09355	ETS 342-6730-6728
USAREUR	GE, GOEPPI NGEN	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, MlMat Fielding Team ATTN: AMCPM-GCM-MFT-E APO NY 09114	ETS 476-2757/2612
USAREUR	GE, HEI DELBERG	Cdr, 7th MEDCOM ATTN: AEMLO-L APO NY 09102-3304	ETS 370-2718/2719
USAREUR	GE, HEI DELBERG	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, KAI SERSLAUTERN	Cdr, 9th Spt Ctr ATTN: AERLM-LS APO NY 09325-3704	ETS 483-7561/8625
USAREUR	GE KAI SERSLAUTERN	Cdr, 29th Area Support Gp ATTN: AERAS-MM APO NY 09054	ETS 483-7347/8235
USAREUR	GE, KAI SERSLAUTERN	Cdr, HHD 66th Maint Bn ATTN: AERAS-W-D APO NY 09227	ETS 489-6636/6676

APPENDIX A (Continued)

Command	Locati on/Stati on	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, MUNI CH	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, PI RMASENS	Cdr, 59th Ord Bn ATTN: AEUSA-DMM APO NY 09189	ETS 495-7216/7276
USAREUR	GE, RHEI NBERG	Cdr, 7th SUPCOM ATTN: AERSC-LM APO NY 09712	Comm 02843_70757
USAREUR	GE, RHEI NBERG	Cdr, 54 Area Support GP ATTN: AERV-L APO NY 09712	Comm 02843-70674

APPENDIX A (Continued)

Command	Locati on/Stati on	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, WI ESBADEN	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, ZWEI BRUECKEN	Cdr, 60th Ord Gp ATTN: AEROD-LM APO NY 09052-3818	ETS 494-6275/7398
USAREUR	GE, ZWEI BRUECKEN	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

DAPAM738-750DAFORM2407DAFORM2402DAFORM2408-9

The Army Maintenance Management System (TAMMS) Maintenance Request Exchange Tag Acceptance Report APPENDIX C

DEALERS

CALI FORNI A

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

COLORADO

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

TEXAS

3919 Irving Blvd. Dallas, TX 75247 (214) 631-5370

Spur 122, South of Loop 410 San Antonio, TX 78221

WYOMI NG

4813 Yellowstone Hwy-P.O. Box 2559 Casper, WY 82064 (307) 234-6975 By order of the Secretary of the Army:

CARL E. VUONO General, United States Army Chief of Staff

Official:

THOMAS F. SIKORA

Brigadier General, United States Army The Adjutant General

DISTRIBUTION:

To be distributed in accordance with DA Form 12-25E, (qty rqr blk no. 4412).

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