

DEPARTMENTS OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

**M1078, M1078A1 SERIES, 2-1/2 TON, 4X4,
LIGHT MEDIUM TACTICAL VEHICLES (LMTV)
M1083, M1083A1 SERIES, 5 TON, 6X6
MEDIUM TACTICAL VEHICLES (MTV)**

FMTV RESET

Contract Number W56HZV-04-C-0260

Headquarters, Department of the Army, Washington, DC

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this publication. If you find any mistakes or if you know of a way to improve the procedures, please let us know. Submit your DA Form 2028-2 (Recommended Changes to Equipment Technical Publications), 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 the AEPS. Fill out the form and click on SUBMIT. Using this form on the 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-CIP-WT, Rock Island, IL 61299-7630. The email address is TACOM-TECH-PUBS@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 on the FMTV RESET. It contains instructions for obtaining services and/or supplies covered under warranty. This bulletin also describes methods of processing warranty claims. For additional information on the FMTV RESET or any U.S. Army Tank-automotive and Armaments Command (TACOM) equipment, contact your local Warranty Control Office/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 786-8081, COMMERCIAL (810) 574-8081. 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 the serial

number(s), (5) a brief description of the problem, (6) the contract number (see paragraph 3), and (7) operating hours or miles on the equipment.

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.

DISTRIBUTION STATEMENT A. Approved for public release; distribution is unlimited.

30 MAY 2004

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 a DD Form 250.

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 supplies furnished by the Contractor that does not function as intended.

g. Failure. A part, component, or end item that fails to perform its intended use.

h. Owning Unit. The Army Unit authorized to operate, maintain, and use the equipment.

i. Repair. A maintenance action required to restore an item to serviceable condition without affecting the warranty.

j. Supplies. All assemblies, subassemblies, and down parts to the lowest level that comprise an end item.

k. 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.

l. Warranty. A written agreement between a Contractor and the Government which outlines the rights and obligations of both parties for defective supplies.

m. Warranty Claim. Action started by the equipment user for authorized warranty repair or reimbursement.

n. Warranty Expiration Date. The date the warranty is no longer valid. The FMTV RESET Warranty expires thirteen (13) months after the shipment of the end item from the contractor's facility, not to exceed sixteen (16) months from Government acceptance of the end item.

o. Warranty Period. Time during which the warranty is in effect. Normally measured as the maximum number of years, months, days, miles, or hours used.

p. Warranty Start Date. The date the warranty is put into effect. For purposes of FMTV RESET, this date is shipment of the end item from the contractor's facility (contractor ship date, DD1149), not to exceed sixteen (16) months from Government acceptance.

3. Coverages-Specific. This bulletin applies to the following:

- TRUCK, CARGO, LMTV, M1078; w/o wn 2320-01-354-3385, w/wn 2320-01-360-1898
- TRUCK, CARGO, LMTV, M1078A1; w/o wn 2320-01-447-6343, w/wn 2320-01-447-3888
- TRUCK, VAN, LMTV, M1079; w/o wn 2320-01-354-3384, w/wn 2320-01-360-1891
- TRUCK, VAN, LMTV, M1079A1; w/o wn 2320-01-447-4938, w/wn 2320-01-447-4933
- TRUCK, CHASSIS, LMTV, M1080; w/o wn 2320-01-353-9098
- TRUCK, CHASSIS, LMTV, M1080A1, w/o wn 2320-01-447-6345
- TRUCK, CARGO, LMTV, AIR DROP, M1081; w/o wn 2320-01-355-3064, w/wn 2320-01-360-1899
- TRUCK, CARGO, MTV, M1083; w/o wn 2320-01-354-3386, w/wn 2320-01-360-1895
- TRUCK, CARGO, MTV, M1083A1; w/o wn 2320-01-447-3890, w/wn 2320-01-447-3884
- TRUCK, CARGO, MTV, W/MHC, M1084; 2320-01-354-3387
- TRUCK, CARGO, MTV, W/MHC, M1084A1; 2320-01-447-3887
- TRUCK, CARGO, MTV, LONG WHEELBASE, M1085; w/o wn 2320-01-354-4530, w/wn 2320-01-360-1897
- TRUCK, CARGO, MTV, LONG WHEELBASE, M1085A1; w/o wn 2320-01-447-3891, w/wn 2320-01-447-3897
- TRUCK, CARGO, MTV, LONG WHEELBASE W/MHC, M1086; 2320-01-354-4531

TB 9-2320-318-14

- TRUCK, CARGO, MTV, LONG WHEELBASE W/MHC, M1086A1; 2320-01-447-3895
- TRUCK, TRACTOR, MTV, M1088; w/o wn 2320-01-355-4332, w/wn 2320-01-360-1892
- TRUCK, TRACTOR, MTV, M1088A1; w/o wn 2320-01-447-3893, w/wn 2320-01-447-3900
- TRUCK, WRECKER, MTV, M1089; 2320-01-354-4528
- TRUCK, WRECKER, MTV, M1089A1; 2320-01-447-3892
- TRUCK, DUMP, MTV, M1090; w/o wn 2320-01-354-4529, w/wn 2320-01-360-1893
- TRUCK, DUMP, MTV, M1090A1; w/o wn 2320-01-447-3899, w/wn 2320-01-447-6344
- TRUCK, CHASSIS, MTV, M1092; 2320-01-354-3382
- TRUCK, CHASSIS, MTV, M1092A1; 2320-01-447-3894
- TRUCK, CARGO, MTV, AIR DROP, M1093; w/o wn 2320-01-355-3063, w/wn 2320-01-360-1896
- TRUCK, DUMP, MTV, AIR DROP, M1094; w/o wn 2320-01-355-3062, w/wn 2320-01-360-1894
- TRUCK, CHASSIS, MTV, LONG WHEELBASE, M1096; 2320-01-354-4527
- TRUCK, CHASSIS, MTV, LONG WHEELBASE, M1096A1; 2320-01-447-3885

a. These items may have been rebuilt by Stewart & Stevenson Tactical Vehicle Systems, LP (TVSLP) under contract number W56HZV-04-C-0260. Inquiries to TVSLP can be made by calling 1-800-221-3688 and asking for the Warranty Department.

b. The contractor warrants the supplies are free from defects in material and workmanship for a period of thirteen (13) months from the warranty start date, not to exceed sixteen (16) months from the Government acceptance date.

c. **Defects.** 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:

- (a) Misuse or negligence
- (b) Accidents
- (c) Improper operation

- (d) Improper storage
- (e) Improper transport
- (f) Improper or insufficient maintenance service
- (g) Improper alterations or repairs
- (h) Defect/failure discovered or occurring after warranty expiration date
- (i) Fair wear and tear items (brake shoes, CTIS seals, pads, armatures, brushes, etc)
- (j) Foreign object damage
- (k) Improper packing or handling
- (l) Combat damage
- (m) Consequential damages resulting from a defect or failure
- (n) Total value of parts required, per claim, is less than \$300.00.

d. To obtain services for this warranty, your local WARCO contacts TVSLP at 1-800-221-3688, asks for the Warranty Department, and provides the following information:

- 1) Vehicle S/N
- 2) Vehicle mileage
- 3) Defective Component P/N
- 4) Description of the Defect
- 5) Component Serial No. or Date Code, if available
- 6) Quantity
- 7) Person to Contact on the Request for Warranty, to include: telephone, fax number and shipping address. This information can be sent by your local WARCO via electronic mail (m.esker@ssss.com) utilizing DA Form 2407.

4. Contractor Responsibilities. When the owning unit has directed the contractor to provide replacement parts, the contractor will ship replacement parts within three (3) working days of written claim notification. If the contractor is unable to meet the three (3) working days, the site will be notified of any delay and the anticipated contractor ship date. CONUS requirements, including Alaska and Hawaii, will be shipped to the repair location. OCONUS requirements will be shipped to a Government provided APO when the weight and cube of the packaged material is within postal guidelines. All other OCONUS requirement will be shipped to a Government provided CONUS Port of Embarkation.

5. Government Responsibilities. The Major Subordinate Command for the Family of Medium Tactical Vehicles (FMTV) is the U.S. Army Tank-automotive and Armaments Command (TACOM), Warren, MI 48397-5000. TACOM is responsible for managing and implementing the warranty. Warranty claims will be reported to:

Commander
U.S. Army Tank-automotive and Armaments
Command
ATTN: AMSTA-AC-NML
Rock Island, IL 61299-7630
Email: tacom-tech-pubs@ria.army.mil
Fax: DSN 793-0726
Commercial: (309) 782-0726

a. TACOM will:

- (a) Verify, review, process and if valid and complete, submit claims and/or disputes to the Contractor.
- (b) Reject claims that are not valid and send them back to the local WARCO with a short explanation of why the claim is rejected.
- (c) Request additional information for incomplete claims.
- (d) Provide warranty claim acknowledgment/ closeout letters and/or parts/assemblies disposition instructions to the local WARCO.
- (e) Ensure the Contractor performs in accordance with the terms of the contract.

b. Equipment owning unit will:

- (a) Identify defects/failures and verify that the defects/failures are warrantable. (See paragraph 3.c.)
- (b) Submit warranty claims, using DA Form 2407 and DA Form 2407-1 Maintenance Request Claims through channels to the supporting repair facility.
- (c) Tag and retain parts, pieces of parts and/or assemblies removed at the owning unit level and as a result of a warrantable defect/ failure and/or correction, in accordance with DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical Bulletin.

c. Supporting repair facility will:

- (a) Identify defects/failures as warrantable (if owning unit has not already identified them). Verify defects/failures are warrantable. (See paragraph 3.c.)
- (b) Review, process and submit valid warranty claims to the local WARCO if the DA Form 2407 and DA Form 2407-1 are complete and correctly filled out.
- (c) Reject invalid warranty claims or request additional information for incomplete and incorrect claims.
- (d) Coordinate with the owning unit and decide which shipping option is required to correct the warrantable defect/failure. (OCONUS only, see paragraph 4.)
- (e) Provide labor required to accomplish the warrantable repairs upon receipt of parts from the contractor.
- (f) Tag and retain (in accordance with DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical Bulletin) all parts, pieces or parts and/or assemblies removed as a result of warrantable defect/failure and/or correction.

d. Local WARCO will:

- (a) Verify, administer, and process warranty claims to the TACOM WARCO (in accordance with DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical Bulletin).
- (b) Act as a liaison with the owning unit, the Contractor, supporting repair facility, and TACOM.
- (c) Notify the owning units of all warranty claim acknowledgments/closeouts, information and/or instructions received from TACOM or the Contractor.

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 AOAP apply to this 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. **Claim Procedures.**

a. The procedures for reporting warranty claims are found in DA PAM 738-750 The Army Maintenance Management System (TAMMS) and this Technical Bulletin. Responsibilities of the Major Army Command (MACOM) are found in AR 700-139 Army Warranty Program, Concepts and Policies. Units should use DA Form 2407 and DA Form 2407-1 for making warranty claims. It is very important to fill in the blocks on the forms as accurately as possible.

b. The Contractor shall be notified in writing, includes electronic mail (m.esker@ssss.com) utilizing DA Form 2407 by the local WARCO following the discovery of a defect in supplies which requires Contractor replacement parts. This shall constitute formal notification of a warranty claim. The notification shall include the requirements listed in paragraph 3.d. Upon completion of repair, forward completed warranty claims (Information Only) to TACOM.

c. **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.

d. **Disposition.** The repair activity shall return defective supplies to the Contractor's representative or ship them back at contractor expense using the replacement part carton/container. If the contractor does not claim defective supplies within thirty (30) days of shipment of the replacement parts, defective supplies may be disposed of locally.

e. **Invalid Warranty Claims.** When supplies are inspected by the Contractor and found to be non-warrantable, or the supplies are found to be serviceable, the repair activity submitting the claim will be required to make reimbursement for Contractor supplied material and shipping services. All failed items returned for warranty claim action will be monitored by TACOM.

7. **Claim Denials/Disputes.** TACOM will handle all denials or disputes.

8. **Reporting.** Reporting or recording action on a failed item shall be as specified in DA PAM 738-750 The Army Maintenance Management System (TAMMS). Forms that are unique to the Contractor or Repair Activity shall not be used.

9. **Storage/Shipment/Handling.**

a. **Storage.** Not applicable.

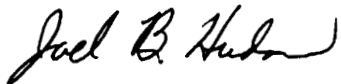
b. **Shipment.** See paragraphs 4. and 6.b.

c. **Handling.** See paragraphs 4. and 6.b.

By Order of the Secretary of the Army:

PETER J. SCHOOMAKER
General, United States Army
Chief of Staff

Official:



JOEL B. HUDSON
Administrative Assistant to the
Secretary of the Army
0414601

Distribution:

To be distributed in accordance with the initial distribution number (IDN) 381137,
requirements for TB 9-2320-318-14.

