

Maintenance of Supplies and Equipment
FORT HOOD WARRANTY PROGRAM

HISTORY. This supersedes Fort Hood Regulation 750-10 dated 31 July 1989.

SUMMARY. This regulation establishes objectives and policies, and assigns responsibilities for the application of the Army Warranty Program at Fort Hood.

APPLICABILITY. This regulation applies to all units and activities assigned or attached to Fort Hood for maintenance support. During full mobilization, requirements of this regulation remain in effect.

SUPPLEMENTATION. Local supplementation of this regulation

is prohibited without approval of the Directorate of Logistics (DOL) Maintenance Division.

CHANGES. Changes to this regulation are not official unless authenticated by the Directorate of Information Management. Changes are issued when regulation or policy changes dictate.

SUGGESTED IMPROVEMENTS. The proponent of this regulation is the DOL, Maintenance Division. Users are invited to send comments and suggested improvements to the Commander, III Corps and Fort Hood, ATTN: AFZF-DL-MNT-Q, Fort Hood, Texas 76544-5000.

FOR THE COMMANDER:

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Contents

Overview•1, *page 2*

References•1a, *page 2*

Abbreviations and Terms•1b, *page 2*

Scope•1c, *page 2*

Exemptions•1d, *page 2*

Responsibilities•2, *page 3*

Directorate of Logistics (DOL)•2a, *page 3*

Chief, Maintenance Division•2b, *page 3*

Commanders•2c, *page 3*

Identification of Equipment Under Warranty•3, *page 3*

Identification•3a, *page 3*

Reporting Items of Equipment Under Warranty•3b, *page 4*

Warranty Claim Action•3c, *page 4*

Reporting Equipment Needing Repair•3d, *page 4*

Bill-Back Warranty•3e, *page 5*

Warranty Coordinator•3f, *page 5*

On-Site Repairs •3g, *page 5*

OVERVIEW

	<u>1</u>
References	Required and related publications are listed in appendix A.
	<u>1a</u>
Abbreviations and Terms	Abbreviations and terms are explained in the glossary.
	<u>1b</u>
Scope	<p>This regulation covers managing and applying warranties for all Army acquired and managed material items on non-Army acquired material items used by the Army.</p> <p>This regulation does not cover</p> <ul style="list-style-type: none"> • Industrial production items. • Items bought with nonappropriated funds. • Special intelligence property administered under AR 381-143 (Logistic Policies and Procedures). • Corps of Engineers civil works activities. • General Services Administration interagency motor pool vehicles and commercial design nontactical vehicles either purchased, leased, or rented. • Real property obtained or built by the Corps of Engineers, or items of equipment that are an integral part of the facilities (that is, air conditioners, heaters, and dining equipment). • Procurement of unprogrammed requirements in support of special operations under AR 700-9 (Policies of the Army Logistics System). • Subsistence and clothing bought by the Defense Logistics Agency.
	<u>1c</u>
Exemptions	<p>The following programs are exempt from coverage in this regulation</p> <ul style="list-style-type: none"> • Reliability improvement warranties defined in AR 702-3 (Army Material Systems Reliability, Availability and Maintainability (RAM)) and considered reliability improvement incentives. • Manufacturing dimension and tolerance warranties used for ammunition programs; in effect, these warranties are a delayed final inspection acceptance and are not executed outside the manufacturing and load assembly environment. • Vehicle safety recall campaign directives in compliance with section 1402, title 15, United States Code (USC), implemented by AR 750-10 (Modification of Materiel and Issuing Safety-Of-Use Messages and Commercial Vehicle Safety Recall Campaign Directive).
	<u>1d</u>

RESPONSIBILITIES

2

DOL DOL has direct responsibility for the warranty program at Fort Hood.

2a

Chief,
Maintenance
Division

Chief, Maintenance Division, DOL

- Serves as the warranty coordinator.
- Manages the Warranty Program.

2b

Commanders

Commanders

- Identify,
- Report,
- Evacuate all equipment under warranty in timely manner, and
- Ensure warranties are not void due to
 - Improper operation, or
 - Unauthorized maintenance or repair.

2c

IDENTIFICATION OF EQUIPMENT UNDER WARRANTY

3

Identification Identify items under warranty by

- Published TBs (for example, TB 9-2300-295-15/9-series, warranty procedures, procurement contracts).
- Teletypewriter exchange.
- Letters of Instruction.
- Material Fielding Plans.
- Warranty card packaged with item when shipped.
- Equipment identification data plate.

The user will provide to the DOL Warranty Office, proof of purchase and warranty provisions for preparation of a warranty label for warranty expiration date.

The Warranty Office will affix a label on equipment brought to the warranty office.

Users will affix all other labels to equipment at unit locations.

- Affix labels near the item's number.

3a

Reporting Items Of Equipment Under Warranty

Users submit a list of all items received and covered by warranty to the Warranty Coordinator, ATTN: AFZF-DL-MNT-Q, with

- Nomenclature.
- Model.
- National stock number.
- Manufacturer (include address, if known).
- Serial numbers for all serial numbered items, e.g.,
 - Trucks.
 - Tractors.
 - Typewriters.
 - Televisions.
- Contract number.
- DD Form 250 (Material Inspection and Receiving Report) acceptance date.
- Miles and/or hours.
- Date of receipt by unit or activity and proof of purchase, including warranty provisions.

3b

Warranty Claim Action

To request warranty repairs,

- Use a DA Form 2407/5504 (Maintenance Request) to request warranty repairs according to DA Pamphlet 738-750.

Users will provide proof of purchase and warranty provisions on each warranty claim action.

- Do not destroy the first copy of the DA Form 2407/5504 until warranty equipment has been repaired and returned to the user.
- The first copy is a receipt for the using unit, if equipment is evacuated to DOL.

Complete the DA Form 2404 (Equipment Inspection and Maintenance Worksheet) and attach to the DA Form 2407/5504 listing all deferred maintenance and missing items.

3c

Reporting Equipment Needing Repair

All equipment, including office machines, requiring warranty repair is reported to DOL Maintenance Division, Warranty Section, for verification and inspection.

- By a government repair facility is evacuated through normal maintenance evacuation channels according to Fort Hood Regulation 750-18 (Maintenance Support).

Hand-carry the paper work for equipment to be repaired on-site (DA Forms 2407/5504 and 2404). The Warranty Section contacts the repair facilities for all warranty repairs.

3d

Bill-Back
Warranty

Some warranties allow repairs by organic maintenance instead of civilian repair facilities.

The Warranty Coordinator authorizes warranty repairs under the Bill-Back provisions of the warranty, with or without prior approval of the contractor.

Submit a Warranty Claim Action for reimbursements of parts and labor funds to the government.

Follow instructions in DA Pamphlet 738-750 when completing the DA Form 2407/5504.

- Identify unserviceable parts, assemblies, and components for return to the contractor on a
 - DA Form 2402 (Exchange Tag), and
 - Completed DA Form 2407/5504.
- Completed.
- Protected from damage, and
- Evacuated to DOL Maintenance Division Warranty Section..

3e

Warranty
Coordinator

The warranty coordinator quickly evacuates and returns all equipment requiring warranty repair.

3f

On-Site Repairs

The contractor may accomplish on-site warranty repairs at the unit or at the DOL maintenance facilities.

3g

GLOSSARY

ACRONYMS

DOL Directorate of Logistics

TERMS**User**

The organization or unit assigned the item for use.

Warranty

A written guarantee of the integrity of a product and maker's responsibility for the repair or replacement of defective parts.

Pass-through Warranty

The manufacturer of an assembly or component guarantees the performance of the product for a specific period and provides this warranty to the

owner of the end item. Items such as tires, batteries, and electrical components are covered under this type warranty.

Latent Defect

A defect not detected by normal inspection procedures. The government has the right to require contractor correction or compensation, whether or not the item is under a current warranty.

Organic Maintenance

Maintenance operations performed by military or civilian personnel using government-owned or controlled facilities, spares, tools, labor, and test equipment, repair parts.

Bill Back

Contractor reimbursement to the Government for parts and labor used when warranty repairs are performed by organic maintenance instead of designated civilian repair.

**Appendix A
References**

**SECTION I
Publications**

AR 381-143

Logistics Policies and Procedures
(cited in paragraph 1c)

AR 700-9

Policies of the Army Logistics System
(cited in paragraph 1c)

AR 700-139,

The Army Warranty Program Concepts and Policies

AR 702-3

Army Materiel Systems Reliability, Availability, and
Maintainability (RAM) (cited in paragraph 1d)

AR 750-1

The Army Materiel Maintenance Policies and Retail
Maintenance Operations

AR 750-10

Modification of Materiel and Issues Safety-Of-Use
Messages and Commercial Vehicles Safety Recall
Campaign Directive (cited in paragraph 1d)

DA Pamphlet 738-750

Functional Users Manual for The Army maintenance
Management System (TAMMS) (cited in para 3c)

Fort Hood Regulation 750-18

Maintenance Support Responsibilities
(cited in paragraph 3d)

United States Code, Section 1402, Title 15

(cited in paragraph 1d)

SECTION II

FORMS

DA Form 2407

Maintenance Request

DA Form 2404

Equipment Inspection and Maintenance Worksheet

DD Form 250

Materiel Inspection and Receiving Request

