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:

WILLIAM J. LENNOX, JR.
Brigadier General, USA
Chief of Staff

MICHAEL R. BORDERS
LTC, SC
DOIM

DISTRIBUTION: IAW FH FORM 1853, S

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OVERVIEW

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Required and related publications are listed in appendix A.

1a

Abbreviations and Terms

Abbreviations and terms are explained in the glossary.

1b

Scope

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.

This regulation does not cover

• 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.

1c

Exemptions

The following programs are exempt from coverage in this regulation

• 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.

RESPONSIBILITIES

DOL

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

Chief, Maintenance Division, DOL

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

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.

IDENTIFICATION OF EQUIPMENT UNDER WARRANTY

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.
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.

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.

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.
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.

Warranty Coordinator

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

On-Site Repairs

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

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<td>DA Pamphlet 738-750</td>
<td>Functional Users Manual for The Army maintenance Management System (TAMMS) (cited in para 3c)</td>
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<tr>
<td><strong>United States Code, Section 1402, Title 15</strong></td>
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**FORMS**

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