

DATA ITEM DESCRIPTION

TITLE: Warranty Performance Report

Number: DI-SESS-81639

AMSC Number: F7490

DTIC Applicable: No

Preparing Activity: F/10

Applicable Forms: None

Approval Date: 10 JAN 03

Limitation: N/A

GIDEP Applicable: No

Use/Relationships: Warranty reports provide information on items under warranty; contractor repair, replacement, and reimbursement; and equipment failure data associated with Reliability Improvement Warranties (RIWs).

Data is used to track and assess the effectiveness and implementation of the contract warranty provisions; to apprise the government of the type, severity, and frequency of failures; to verify warranty coverage for each item delivered; and to document warranty periods and delivery schedules.

This data item description (DID) provides instructions for reporting data products generated by the specific and discrete task requirements as delineated by the contract. The warranty status portion is geared to warranty provisions where individual warranted item identification is needed, and remedies include repair/replacement and reimbursement. The warranty data portion is geared to warranty provisions where a Reliability Improvement Warranty (RIW) is delineated in the contract or data on reliability/performance achievement is necessary.

It is not intended that all the requirements contained herein should be applied to every contract. Portions of this DID may be tailored out according to the needs of the procuring agency.

This DID supercedes DI-MNTY-81217, Warranty Performance Reports.

Requirements:

1. Format. The report shall be in contractor format and shall delineate data for each contract line item (CLIN) covered by the warranty.

2. Content.

2.1. Warranty status information

2.1.1. Header Information. The header shall include the following:

- a. Contract number
- b. Calendar reporting period covered by the report
- c. Warrantor's name
- d. Repair facility address (including city, state, and zip code)

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- e. Warrantor's Commercial and Government Entity (CAGE) code
- f. Warrantor's Department of Defense Activity Address Code (DoDAAC)

2.1.2. Warranted Item Information. The report shall include the following information for each CLIN covered by a warranty delivered to the government during the reporting period:

- a. CLIN
- b. National Stock Number (NSN)
- c. Nomenclature (noun)
- d. Serial Number
- e. Part Number
- f. Delivery date (date of government acceptance by execution of DD Form 250, or scheduled date for future deliveries)
- g. Shipping date
- h. Destination
- i. In-service date (date when the warranted items are turned over to field users)
- j. Contract date
- k. Warranty date
- l. Warranty length
- m. Warranty end date
- n. Applicable weapon system(s)
- o. Cumulative data of section 2.1.2 for CLIN items delivered under the contract to the government from contract award to the end of the reporting period.
- p. Cumulative data of section 2.1.2 for CLIN items delivered under the contract to the government for which the warranty has expired from contract award to the end date of the reporting period.

2.1.3. Contractor's plant warranty repair/replacement. For CLINs returned for repair/replacement at the contractor's plant during the reporting period, information shall include:

- a. NSN and nomenclature of the returned CLIN
- b. Date received at plant
- c. Serial Number
- e. Action taken (repaired/replaced/awaiting action/shipped)
- f. NSN, part number, and quantity of repair parts used
- g. Cost of repair/replacement (parts and labor)
- h. Cost of failure

2.1.4. On-site contractor warranty repair/replacement. For CLINs repaired/replace on-site (local contractor facilities, dealerships, representatives) by the contractor or contractor's designated representative during the reporting period, information shall include:

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- a. NSN and nomenclature of the CLIN item
- b. Serial number
- c. Action taken (repaired/replaced)
- d. NSN, part number, and quantity of repair parts used
- e. Cost of repair/replacement (parts and labor)
- f. Cost of failure

2.1.5. Contractor reimbursements to government for warranty repair. For warranty claims submitted to contractor for reimbursement of government costs for warranty repair during the reporting period, information shall include:

- a. Government warranty claim number
- b. NSN and nomenclature
- c. Government claim amount
- d. Contractor reimbursement amount
- e. Reason for denial of reimbursement, if applicable
- f. Reason for lesser amount of reimbursement than government claim amount, if applicable
- g. Status of claim

2.1.6. Cumulative data. For paragraphs 2.1.3, 2.1.4, and 2.1.5, report cumulative data from contract award to the end date of the reporting period.

2.1.7. Remarks. Provide contractor comments and recommendations as required.

2.2. Warranty data.

2.2.1. Program summary. The program summary shall include the following:

- a. Program detail. The program/RIW start date, reporting period start and cut-off date.
- b. Utilization details. The average quantity of installed systems average operating time (AOT) and total operating hours (TOH).
- c. Repair detail. The quantity of units returned subdivided by: exclusions (expressed both as a quantity as well as a percent of total units returned), non-verified failures (expressed both as a quantity as well as a percent of total units returned), and quantity of warranted failures; warranty units repaired and total repair days expressed as a quantity.
- d. Performance statistics. The achieved mean time between failures (MTBF) and average turn-around time (TAT).
- e. Program status. The number of days and operating hours, contract warranty, warranty used and warranty remaining.

2.2.2. Unit summary. Summary of the activity for each type unit [line replaceable unit (LRU)/shop replaceable unit (SRU)] as follows:

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- a. Delivery/processing status. The number of total units delivered and units returned subdivided by: exclusions (expressed as both a quantity as well as a percentage of total units returned), non-verified failures (expressed as both a quantity as well as a percentage of total units returned), and quantity of warranted failures; quantity in repair, quantity in secure storage, quantity shipped, quantity condemned/lost, quantity on consignment, repair man hours, and repair parts and material costs.
- b. Utilization details. The average quantity of units installed and total operating hours (TOH).
- c. Unit cycle time. The logistical pipeline in average days for the following segments: shipment to contractor receipt, contractor receipt to storage, storage to shipment, shipment to installation, installation to removal, and removal to shipment.
- d. Unit performance. MTBF guaranteed and achieved, TAT guaranteed and achieved.
- e. Unit/detail. Historical activity of all delivered units as follows: unit serial number, date to storage, date of material release order (MRO), date shipped, elapsed time indicator (ETI) read out, configuration code, shipping destination, date installed, aircraft/equipment type and tail/serial number, date removed, date shipped to contractor, date received by contractor, originating activity, ETI reading in and RIW repair code (i.e. warranty exclusion, non-verified failure, warranty failure).

2.2.3. Modification status summary. Each type unit (LRU/SRU) shall contain all engineering change proposals (ECPs) submitted for reliability improvements as follows: ECP number, date submitted, date approved, status code (e.g. government approval, automatic approval, disapproved), configuration code, production effectivity (date) and quantity as well as total percent of units affected and completed.

2.2.4. Consignment spares inventory. A listing, indicating units (LRU/SRU) on consignment (loan) to the government, including the nomenclature, serial number, and date of consignment.

2.2.5. Parts consumption. An alphanumerical listing of all parts contained in the equipment under warranty, indicating the total quantity of each part consumed during repair actions. Data shall include all repair actions from the warranty start date through the required report cut-off date.

3. End of DI-SESS-81639.