

NOT MEASUREMENT
SENSITIVE

**MIL-PRF-63034B(TM)
W/Amendment 3
28 February 2013
SUPERSEDING
MIL-PRF-63034B(TM)
W/Amendment 2
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PERFORMANCE SPECIFICATION BULLETINS, TECHNICAL: WARRANTY, PREPARATION OF

This specification is approved for use by the Department of the Army and is available for use by all Departments and Agencies of the Department of Defense.

1. SCOPE.

1.1 Scope. This specification contains requirements for the preparation of warranty technical bulletins (WTBs).

1.2 Purpose. WTBs provide guidelines for warranty control officers and user activities on how to manage and apply warranties in full.

1.3 Application. This specification is only applicable to WTBs for Army materiel acquired under the Army Warranty Program. A WTB may be applicable to an equipment system or may be consolidated to cover a multiple number of equipment systems as determined by the contracting activity.

Comments, suggestions, or questions on this document should be addressed to: USAMC Logistics Support Activity, Logistics Engineering Center, ATTN: AMXLS-AP, Redstone Arsenal, AL 35898-7466 or e-mailed to usarmy.redstone.logsa.mbx.tmss@mail.mil. Since contact information can change, you may want to verify the currency of this address information using the ASSIST Online database at <http://assist.dla.mil/online/start/>.

AMSC A7306

AREA TMSS

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

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2. APPLICABLE DOCUMENTS

2.1 General. The documents listed in this section are specified in sections 3, 4, and 5 of this specification. This section does not include documents cited in other sections of this specification, recommended for additional information, or as examples. While every effort has been made to ensure the completeness of this list, document users are cautioned that they must meet all specified requirements documents cited in sections 3, 4, and 5 of this specification, whether or not they are listed.

2.2 Government documents.

2.2.1 Specifications, standards, and handbooks. The following specifications, standards, and handbooks form a part of this specification to the extent specified herein. Unless otherwise specified, the issue of these documents are those cited in the solicitation or contract.

STANDARDS

DEPARTMENT OF DEFENSE

MIL-STD-38784	Standard Practices For Manuals, Technical: General Style and Format Requirements.
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(Copies of the these documents are available online at <http://assist.dla.mil/quicksearch/> or from the Standardization Document Order Desk, 700 Robbins Avenue, Building 4D, Philadelphia, PA 19111-5094.)

2.2.2 Other Government documents, drawings, and publications. The following other Government documents, drawings, and publications form a part of this document to the extent specified herein. Unless otherwise specified, the issues of these documents are those cited in the solicitation or contract.

AR 25-52	Authorized Abbreviations, Brevity Codes, and Acronyms
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(Application for copies should be addressed to Commander, U. S. Army Publishing Directorate, Media Distribution Division, ATTN: JDHQSVPAS, 1655 Woodson Road, St. Louis, MO 63114-6128 or online at <http://www.apd.army.mil/>.)

DODM 5200.01, Volume 1	Information Security Program: Overview, Classification, and Declassification
DODM 5200.01, Volume 2	Information Security Program: Marking of Classified Information
DODM 5200.01, Volume 3	Information Security Program: Protection of Classified Information
DODM 5200.01, Volume 4	Information Security Program: Controlled Unclassified Information (CUI)

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DODI 5230.24

Distribution Statements on Technical Documents

(Copies of DoD documents are available online at <http://www.dtic.mil/>.)

Joint Pub 1-02

DOD Dictionary of Military and Associated Terms

(Copies of these publications are available from the U. S. Army Publishing Directorate, Media Distribution Division, 1655 Woodson Road, St. Louis, MO 63114-6128)

2.3 Non-Government publications. The following document form a part of this document to the extent specified herein. Unless otherwise specified, the issues of these documents are those cited in the solicitation or contract.

AMERICAN SOCIETY OF MECHANICAL ENGINEERS

ASME Y14.38

Abbreviations and Acronyms

(Copies are available from the American Society of Mechanical Engineers, 3 Park Avenue, New York, NY 10016-5990 or online at www.asme.org. DOD users may obtain copies at <http://www.us.army.mil/suite/page/468324>.)

2.4 Order of precedence. Unless otherwise noted herein or in the contract, in the event of a conflict between the text of this document and the references cited herein, the text of this document takes precedence. Nothing in this document, however, supersedes applicable law and regulations unless a specific exemption has been obtained.

3. REQUIREMENTS

3.1 General.

3.1.1 Style and format. Except when specified otherwise herein, the general style and format of warranty technical bulletins (WTB) shall be in accordance with MIL-STD-38784.

3.1.2 National stock numbers (NSNs) and part numbers. National stock numbers shall not be used in the procedures or the narrative portion of the WTB. Unless essential for identification, manufacturer's part numbers shall not be used in procedures or the narrative portion of the WTB.

3.1.3 Level of coverage. The information provided in the WTB for preparation of warranty shall be directed to the least experienced personnel expected to use it. The reading grade level shall be the level specified by the contracting activity and evaluated in accordance with MIL-STD-38784 (see 6.2).

3.1.3.1 Language. The text shall be concise, accurate, and simple. The most simple words that will convey the intended message shall be used.

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3.1.3.2 Abbreviations and acronyms. Use of acronyms shall be consistent throughout the WTB but shall be held to a minimum. The first use of abbreviations and acronyms shall be spelled out completely with the abbreviation or acronym in parentheses immediately after the word(s). Use of abbreviations and acronyms shall follow the following criteria:

- a. Common abbreviations and acronyms shall be taken from ASME Y14.38.
- b. DOD unique abbreviations and acronyms shall be taken from JP 1.02.
- c. Army abbreviations and acronyms shall be taken from <https://www.rmda.army.mil/abbreviation>.
- d. Any new abbreviations and acronyms shall be developed in accordance with AR 25-52.

3.1.3.3 Equipment names and nomenclature. Only approved names and approved nomenclature shall be used. Terms, names, and nomenclature shall be used consistently throughout the WTB.

3.1.4 Illustrations. Unless otherwise specified by the contracting activity, only line drawings shall be used. Illustrations shall be integrated with the text and shall be used when text alone cannot adequately communicate the message. Illustrations shall be black and shades of blacks (one color) (see 6.2).

3.1.5 Referencing. Reference to other documents and information within the WTB shall be held to a minimum. Reference shall not be made to other documents unless they are normally available to the user. If reference to other documents is necessary, reference shall include the document name and publication number only. Reference made within the WTB shall include the necessary location data only. For example, if the entire chapter is applicable, only the chapter number shall be referenced. If the information needed is found in one or more paragraph(s), reference to the paragraph number(s) shall be made.

3.1.6 Security classification markings. Security classification markings, if required, shall be applied in accordance with DODM 5200.01 volumes 1 through 4.

3.2 Order of presentation. The content of WTBs shall be formatted as follows:

- a. Cover/title page.
- b. General.
- c. Explanation of terms.
- d. Coverage - specific.
- e. Contractor responsibilities.
- f. Government responsibilities.
- g. Design/performance specifications (if specified by the contracting activity. See 6.2).
- h. Nullification (if specified by the contracting activity. See 6.2).

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- i. Claim procedures.
- j. Storage/shipment/handling.
- k. Appendixes.
- l. DA Form 2028 (Recommended Changes to Publications and Blank Forms).

3.3 Content. The content of WTBs shall be as specified in 3.3.1 through 3.3.11.

3.3.1 Cover/title page. The general layout of the title page shall be as that depicted in figure 1 and shall contain the following:

- a. TB designation number. Upper right hand corner.
- b. Heading. "DEPARTMENT OF THE ARMY TECHNICAL BULLETIN" centered on page below the WTB designation number.
- c. Title. "WARRANTY PROGRAM for (name of equipment/item, model number and nomenclature under the warranty)".
- d. Headquarters/date. "Headquarters, Department of the Army, Washington, DC (date: day, month, year)". The date shall be the copy freeze date (the last date information was applied to copy before printing).
- e. Reporting of errors. A Reporting of Errors Statement shall appear as follows:

"REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this bulletin. If you find any mistakes, or if you know of a way to improve the publication, please let us know. Mail your letter or DA Form 2028 (Recommended Changes to Publications and Blank Forms) located in the back of this bulletin directly to: *(name and address of proponent)*. You may also send your recommended changes via electronic mail or by fax. Our fax number is *(insert DSN and commercial number of proponent)*. Our e-mail address is *(insert address of proponent)*. A reply will be furnished to you."

- f. Text. The text shall begin immediately below the Reporting of Errors Statement, beginning with paragraph 1.
- g. Distribution statement, destruction notice, and export controlled warning notice. The appropriate distribution statement, destruction notice, and export control warning notice shall be placed on the cover, in accordance with DoD Instruction 5230.24, as provided by the contracting activity.

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3.3.2 Paragraph 1, General. This paragraph shall state the general intent and coverage of the WTB and shall identify the type of warranty (performance, time and material, workmanship, reliability, design). Subparagraphs such as applicability, limitations, and purpose shall be included when appropriate. When the warranty covers major components of an end item, the end item shall be identified. These subparagraphs, however, shall not include any detailed specifics that are normally part of paragraph 3.

3.3.3 Paragraph 2, Explanation of Terms. All terms used within the WTBs that are peculiar to warranty and contract terminology shall be explained. As a minimum, all applicable terms used in the WTB that are listed in 6.4 shall be included. Terms shall be listed in alphabetical order. Terms not used in the WTB shall not be listed.

3.3.4 Paragraph 3, Coverages - Specific. This paragraph shall cover all information necessary to identify the item(s) covered and the terms of coverage. Each component/part of the item(s) having different coverages, such as time coverage or limited coverage, shall be clearly identified. When possible, tables shall be developed to identify all pertinent information. More than one table shall be developed when it will make it easier to distinguish different coverages applicable to the warranty. Each separate table shall key on a particular subject such as: extent/duration of coverage (components covered for one year or 50,000 miles, or components covered for 15,000 hours of operation). Tables shall include all data listed below, if applicable:

- a. Nomenclature
- b. Line item number
- c. Model numbers
- d. National stock numbers
- e. Manufacturer and part number (use Commercial and Government Entity Code (CAGEC))
- f. Serial numbers (identification numbers)
- g. Contract number(s) - prime contractor
- h. Applicable dates, hours, mileage, length of time coverage
- i. Type of coverage

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3.3.5 Contractor responsibilities. This paragraph shall contain the obligations imposed on the contractor. It shall address how the warranty claims will be handled by the contractor. It shall state the extent of coverage involved such as: "The item(s) determined to be defective, due to defective material or workmanship, shall be replaced with a new item(s) at no cost to the Government" or "at the option of the contractor the defective equipment shall be replaced or repaired, with the contractor assuming all expenses." Handling and shipping costs (both ways), and time allowed for the contractor to settle legitimate claims shall be addressed. When detailed responsibilities for handling, shipping, and others are explained in other paragraphs, reference shall be made to those paragraphs. When responsibilities apply to subcontractor(s) rather than the prime contractor, the responsible subcontractor shall be identified. When contractor support is not available or planned, reference shall be made to instructions provided under Government responsibilities. A complete and current worldwide listing of applicable contractors, subcontractors, and their associated claim/service addresses shall be provided. When this data is excessive (more than one page of printed material), an appendix shall be prepared and referenced in this paragraph.

3.3.6 Government responsibilities/identification. The Major Subordinate Command's (MSC), contracting activity, or other Government activity responsible for administrative functions relative to ensuring that the pertinent warranty program is effective shall be identified. As a minimum, this identification shall include the command(s) name, telephone number (DSN and commercial), business hours (e.g., 0800-1630 EST), point of contact (Continental U.S. (CONUS) and outside CONUS (OCONUS)), and emergency contact information. The responsibilities of the activity(s) shall be listed.

3.3.6.1 Government maintenance. When the provisions of the warranty allow the Government to perform corrective maintenance on warranty items, the maintenance functions and the maintenance level that may perform these functions on these warranty items shall be listed or referenced. These maintenance functions shall be the same level as authorized in the maintenance allocation chart (MAC) of the applicable TM. Normal care, servicing, and preventive maintenance procedures required to keep the warranty effective shall be included in this paragraph. Any authorized deviation from normal maintenance and repair procedures shall be listed. An explanation covering evacuation, shipping, or handling details shall be made when contractor support is not available. When these details are covered in another paragraph of the WTB or another document (e.g., TM or TB), reference shall be made to the applicable paragraph or document.

3.3.6.2 Owning unit responsibilities. This paragraph shall include responsibilities of the owning unit. When these responsibilities are identified elsewhere within the WTB, reference shall be made to the paragraph where these responsibilities are identified.

3.3.6.3 Warranty control office responsibilities. This paragraph shall describe the responsibilities of the warranty control office (WARCO) (see 6.4.23) pertaining to the specific warranty contract. When responsibilities of the MSC or installation warranty control office are different from the activity warranty control office, separate subparagraphs shall be included to distinguish these differences.

3.3.6.4 Army oil analysis program (AOAP). This paragraph shall identify warranty items enrolled in the AOAP. It shall specify the oil and oil filter change interval required by the warranty contractor and reference applicable AOAP documents that direct AOAP sampling. Instructions shall be provided to indicate what action must be taken when AOAP sample reveals incipient failure or the AOAP laboratory recommends maintenance action(s) that may negate the warranty.

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3.3.6.5 Alterations/modifications. This paragraph shall contain the following statement: "Alterations and modifications shall not be made unless expressly authorized or directed by: (enter name, address, and telephone number (DSN and commercial) of the authorizing command)".

3.3.7 Design/performance specifications. When design performance specifications are clearly defined in the contract, this paragraph shall describe or identify the physical and performance specifications of the warranty item(s) that the accepting command should verify to determine whether or not the specifications are met. A description or illustration showing content (figure 2) and location of warranty labels identifying warranty items shall be made. This description shall include content and location of any bar coded warranty information concerning the item of equipment (figure 3). When they are shown in other available publications, reference shall be made to these publications. The methods for testing or measuring the actual design performance of item(s) shall be described or identified either by placing details in this paragraph or by reference to document(s) containing these details. Testing and measuring methods shall be identified with the maintenance level capable of performing these functions. These testing or measuring methods shall apply to the initial acceptance criteria as well as item/equipment performance for the duration of the warranty. When acceptance criteria and continued performance criteria differ, they shall be clearly identified.

3.3.8 Nullification. This paragraph shall identify any action taken by the Government that may nullify the warranty such as: certain maintenance/repair, improper use or operation, abuse (see 6.4.1), improper environmental exposure, and method of installation. The nullification actions identified shall be specific enough to avoid misunderstanding. Also, actions that must be taken to keep the warranty in effect or prevent the warranty from becoming void shall be provided or referenced in this paragraph.

3.3.8.1 Abuse determination. This paragraph shall state what action shall be taken, and by whom, when abuse is not obvious, but suspected. This action shall indicate the responsibility of both the warranty contractor and the Government in making a determination as to whether or not abuse has taken place. When abuse is determined, the action required to keep the item functional shall be stated.

3.3.9 Claim procedures. This paragraph shall include all procedures necessary to process claims and shall identify who shall perform these procedures. As a minimum, these procedures shall include the functions identified in 3.3.9.1 through 3.3.9.5 and identify the command hot line (DSN or commercial). Reference shall be made to DA Pam 750-8, The Army Maintenance Management System (TAMMS) Users Manual or DA PAM 738-751, Functional Users Manual for the Army Maintenance Management System - Aviation (TAMMS-A).

3.3.9.1 Identification of failed items. This paragraph shall state that failed warranty items shall be tagged/identified to prevent improper repair or use. Documents that describe the use of DA Form 2402, Maintenance 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.

3.3.9.2 Disposition. This paragraph shall include procedures for handling, repair, and evacuation of failed warranty items. These procedures shall identify who will do what, when, and where. Procedures shall include documentation required and how to document or refer to instructions for completion of documentation.

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a. False returns. An explanation shall be provided to warn that when items returned to the contractor for repair are found to be serviceable, the submitting Government unit will be penalized (cost, loss of time, nonavailability of item, etc.) Also, a statement shall be made that false returns will be monitored by the responsible activity (usually the commodity command).

b. Receipts/verification of contractor repairs. Instructions shall include actions to be taken, and by whom, when contractors repair and return a warranty item. Instructions shall include, but not be limited to, procedures for recording and reporting the action and verification of repair.

c. Special area requirements. When limitations exist and adjustments or changes are required at different commands, theaters, or locations; these conditions shall be identified. When the list of these exceptional conditions is extensive, it shall appear in the WTB appendix and be referenced in the text.

3.3.9.3 Reimbursement for Army repair. This paragraph shall describe the conditions and provide procedures for obtaining/requesting reimbursement when the Army performs authorized maintenance (3.3.6.1). These procedures shall state that reimbursement actions to support the claim shall be documented and submitted through the warranty control office.

3.3.9.4 Claim denials/disputes. This paragraph shall describe the procedures that must be performed when a warranty claim denial or dispute occurs. Specific elements or organizations within each geographical area to which disputes must be referred for resolution shall be identified.

3.3.9.5 Reporting. This paragraph shall state: "Reporting or recording action on a failed item shall be as specified in DA Pam 750-8 or DA Pam 738-751. Contractor unique forms shall not be used."

3.3.10 Storage/shipment/handling. When applicable, warranty requirements pertaining to storage, shipment, and handling shall be provided. When these requirements are provided in more detail in other available documents, reference shall be made to these documents.

3.3.10.1 Storage. This paragraph shall include storage requirements that will pertain to the warranty contract. These storage requirements shall include the time prior to use of the materiel, regular storage, administrative storage, storage during maintenance and repair, and storage in the depot, installation or field environment. Instructions shall include any special packing, preservation, and depreservation techniques required.

3.3.10.2 Shipment. Shipment requirements, regular or special, associated with the warranty shall be identified. The responsibilities on the part of both the Government and the warranty contractor shall be specified. These responsibilities shall include cost and funding allocations as well as action required. A statement shall be made to indicate that no shipment shall be made without direct authority from the supporting warranty control office. Any additional authorization required shall be stated. If cost of transportation and shipment must be recovered from the warranty contractor, recovery procedures shall be provided.

3.3.10.3 Handling. When special handling of warranty items is necessary because potential hazards exist or damage may be caused to the items or other items/equipment when improperly handled, instructions shall be provided.

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3.3.11 Appendixes. Appendixes shall be used when it is not appropriate to use tables integrated within the text of the WTB. Extensive information such as an applicable worldwide list of warranty service and claim offices shall be placed within an appendix. These listings shall be arranged by geographical areas or a method that is self explanatory. When the TB is a consolidated TB, specific details such as a listing of all equipment names and models, NSNs, serial numbers, contract numbers and effective dates shall be covered in an appendix titled Equipment Under Warranty. The format shall be that specified by the contracting activity. The number of appendixes used will be determined by the extent of the warranty (see 6.2).

3.4 DA Form 2028. A filled out sample DA Form 2028, Recommended Changes to Publications and Blank Forms, shall be placed in back of the WTB when the WTB is more than eight printed pages and is not classified.

4. VERIFICATION

4.1 Verification. Verification shall be as specified by the contracting activity in the contract or order (see 6.2).

5. PACKAGING

5.1 Packaging. For acquisition purposes, packaging requirements shall be as specified in the contract or order (see 6.2). When actual packaging of material is to be performed by DoD or in-house contractor personnel, these personnel need to contact the responsible packaging activity to ascertain requisite packaging requirements. Packaging requirements are maintained by the Inventory Control Point's packaging activity within the Military Service or Defense Agency, or within the military service's system command. Packaging data retrieval is available from the managing Military Department's or Defense Agency's automated packaging files, CD-ROM products, or by contacting the responsible packaging activity.

5.2 DELETED.

6. NOTES

(This section contains information of a general or explanatory nature which may be helpful, but is not mandatory).

6.1 Intended use. Warranty technical bulletins are for use by warranty control officers and user activities. They provide guidance for management and application of warranties. The requirements in this specification address contractors. When the Government prepares the WTB, the requirements for the WTB apply to the same extent as when the contractor prepares them. This provision must be acknowledged to assure uniformity and quality of WTB. The contracting activity is responsible for tailoring out requirements of this specification that are not applicable to the specific acquisition.

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6.2 Acquisition requirements. Acquisition documents should specify the following items:

- a. Title, number, and date of this specification.
- b. DELETED.
- c. Level of coverage (see 3.1.3).
- d. Illustrations (see 3.1.4).
- e. Design/performance specifications of the WTB (see 3.2g).
- f. Nullification of the WTB (see 3.2h).
- g. Appendices (see 3.3.11).
- h. Verification requirements (see 4.1).
- i. Packaging requirements (see 5.1).
- j. Completed Content/Format Selection Summary (Appendix A).

6.3 Technical manual acquisition. The requirement for technical manuals should be considered when this specification is applied on contract. If technical manuals are required, specifications and standards that have been authorized and assigned an Acquisition Management Systems Control (AMSC) number must be listed on a separate Contract Data Requirements List (DD Form 1423) which is included as an exhibit to the contract. The technical manuals must be acquired under separate line item in the contract.

6.4 Definitions.

6.4.1 Abuse. The improper use, repair, or handling of warranted items such that the warranty may become void.

6.4.2 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 or approved acceptance document, by an authorized representative of the government.

6.4.3 Acquiring command or activity. An activity which procures the items or materiel for a user.

6.4.4 Alterations/Modifications. Any alteration after production such as retrofit, conversion, remanufacture, design change, engineering change and the like.

6.4.5 Consolidated warranty technical bulletin. A WTB that covers a multiple number of equipment systems that are not covered by separately numbered TMs.

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6.4.6 Contractor support. Those services that are to be performed and those responsibilities that are placed upon the contractor by the government as specified in the warranty contract/provisions. This support, which may include such things as labor, parts, tools, training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

6.4.7 Defect. Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with the requirements of the contract.

6.4.8 Failed item. A part, component, or end item that fails to perform its intended use.

6.4.9 False return rate. The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.

6.4.10 Manufacturer's recall.

a. Safety recall. A manufacturer recalls an item to repair or replace a defective part or assembly which may affect public safety.

b. Service recall. A manufacturer recalls an item to repair or replace a defective part or assembly which does not affect the safe use of the item.

6.4.11 Primary damage. The damage suffered by a part, component, or end item itself upon its failure.

6.4.12 Prime contractor. A party that enters into an agreement directly with the United States to furnish part or all of a weapon system.

6.4.13 Reimbursement. A written provision in a warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor and the Government will be reimbursed for the repair parts and/or labor costs.

6.4.14 Repair. To restore an item to serviceable condition without affecting the warranty.

6.4.15 Reparable. An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

6.4.16 Secondary damage. The damage suffered by an item because of a failure of another item within the same configuration.

6.4.17 Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

6.4.18 Subcontractor. Any supplier, distributor, vendor, or firm that furnishes supplies or service to or for a prime contractor or another subcontractor.

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6.4.19 Tailoring. The process of evaluating individual potential requirements to determine their pertinence and cost effectiveness for a specific system or equipment acquisition, and modifying these requirements to ensure that each contributes to the optimal balance and cost. The tailoring of data requirements should consist of determining the essentialness of potential CDRL items and should be limited to the exclusion of information requirement provisions.

6.4.20 Turnaround time. The amount of time that is permitted for an item to be replaced/repared by the contractor/maintenance repair facility and returned to the user. The time is measured from the time the contractor/repair facility receives the request.

6.4.21 Validation. The process by which the contractor tests/measures the WTB to ensure its accuracy as it pertains to the warranty item(s).

6.4.22 Verification. The process of determining the accuracy and adequacy of the WTB provided by the contractor. This process is performed by the Government/user.

6.4.23 WARCO. Warranty Control Offices established at the intermediate General Support/Director of Industrial Operations level or equivalent who serve 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.

6.4.24 Warranty. A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purposes of a warranty in a government contract are to outline the rights and obligations of the contractor and the government for defective items and services. It also serves to foster quality performance by the contractor, but is not a substitute for an adequate quality assurance program.

6.4.25 Warranty claim. Action started by the equipment user for authorized warranty repair, replacement, or reimbursement made from the local dealer or manufacturer.

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

6.4.27 Warranty start date. The date the warranty is put into effect.

6.5 Subject term (key word) listing.

WARCO

Warranty TB

6.6 Amendment notations. The margins of this specification are marked with vertical lines to indicate the modifications generated by this amendment. This was done as a convenience only and the Government assumes no liability whatsoever for any inaccuracies in these notations. Bidders and contractors are cautioned to evaluate the requirements of this document based on the entire content irrespective of the marginal notations.

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TB X-XXXX-XXX-XX

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN
WARRANTY PROGRAM

FOR

*Insert System Name***MODEL NUMBERS**

NSNs

Contract Number (*Insert number*)

Headquarters, Department of the Army, Washington, DC
DATE (*Insert Date*)**REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS**

You can help improve this bulletin. If you find any mistakes, or if you know of a way to improve the procedures, please let us know. Mail your letter or DA Form 2028 (Recommended Changes to Publications and Blank Forms) located in the back of this bulletin directly to: *Insert mailing address*. You may also send your recommended changes via electronic mail or by fax. Our fax number is (*insert DSN and commercial number of proponent*). Our e-mail address is (*insert e-mail address of proponent*). A reply will be furnished to you.

1. General. This bulletin provides implementation instructions for the Warranty on the (*Insert Weapon System*). It contains instructions for obtaining services and/or supplies covered under warranty. This bulletin also describes methods of processing warranty claims. For additional warranty information, on the (*Insert Weapon System*) or any (*Insert Command Name*) equipment, contact your local Warranty Control Office/Officer (WARCO) or Command Logistics Assistance Representative (LAR). If your WARCO or Command LAR is not available or if additional information is required, contact TACOM. The number to call is DSN 786-7423, Commercial (313) 574-7423. 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 serial number(s), (5) a brief description of the problem and (6) the contract number (see paragraph 3 a.).

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, unless end-items are placed in storage in which case acceptance shall mean date of shipment from storage facility as reflected on DD Form 1149 or DD Form 1348-1A.

Distribution authorized to U.S. Government agencies only for technical or operational purposes only. This determination was made on *insert date*. Other requests for this document shall be referred to: *Insert address*.

DESTRUCTION NOTICE - Destroy by any method that will prevent disclosure of contents or reconstruction of the document.

FIGURE 1. Example - title page layout.


WARRANTY	
NSN	<input type="text"/>
PIIN	<input type="text"/>
MFR	<input type="text"/> SN <input type="text"/>
TM	<input type="text"/>
DATE	<input type="text"/> LIMIT <input type="text"/>
	

FIGURE 2. Example - warranty label.

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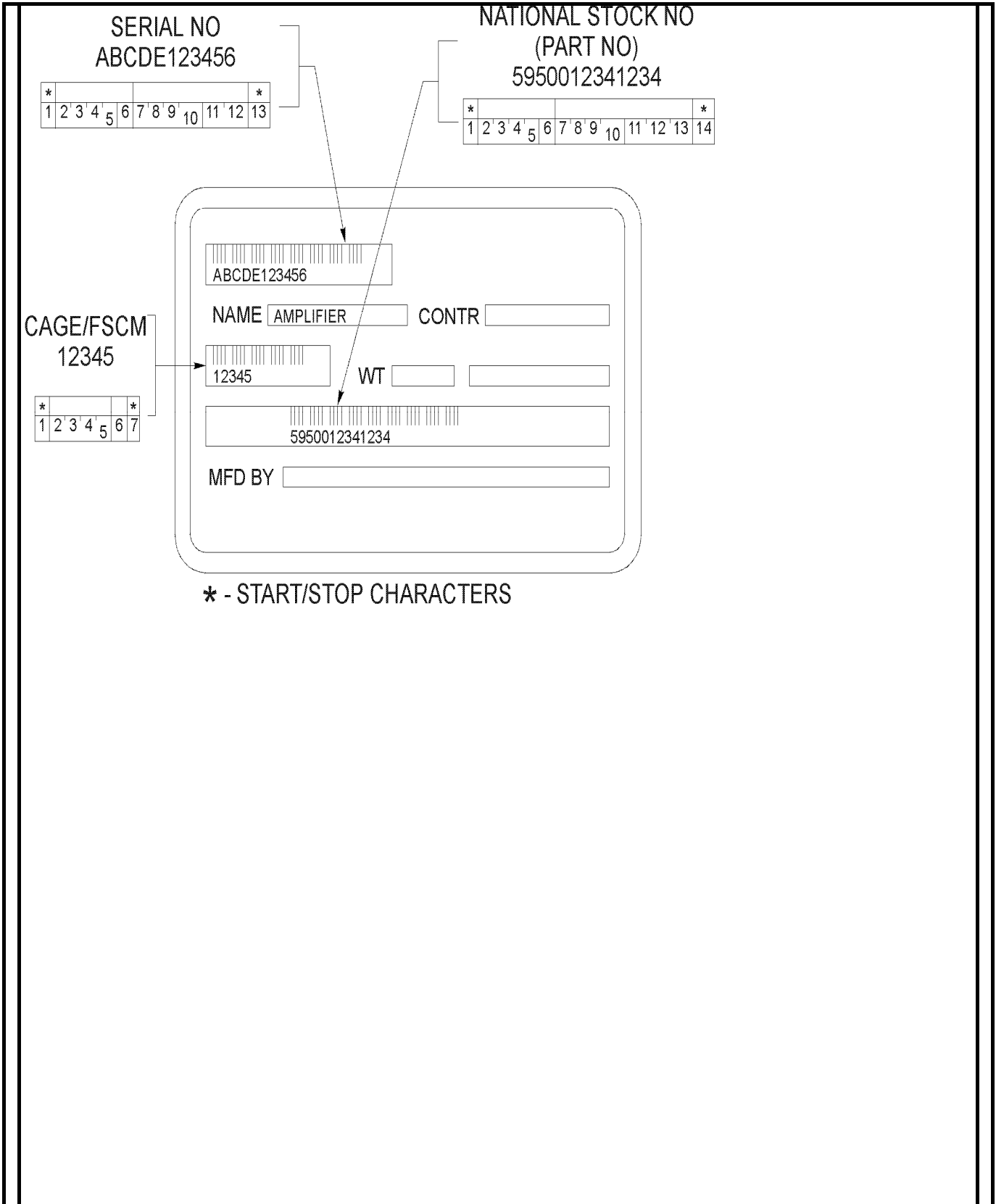


FIGURE 3. Example - ID plate with bar code.

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APPENDIX A

**CONTENT/FORMAT SELECTION SUMMARY FOR
PREPARATION OF WARRANTY TECHNICAL BULLETINS**

A.1 GENERAL.

A.1.1 Scope. This appendix facilitates the tailoring of requirements for technical manuals for warranty technical bulletins contained in the body of this specification. This appendix is a mandatory part of this specification. The information contained herein is intended for compliance when the Content/Format Selection Summary is completed by the Government.

A.1.2 Application. This appendix is intended to be copied/reproduced, completed, used for contract solicitation, and incorporated into the contract.

A.1.3 Tailoring. The contracting activity should evaluate the individual requirements of this specification to determine the extent to which they are most suitable for the acquisition and modify the requirements to ensure that each achieves the optimal balance between operational needs and cost. Exclusions of sections, paragraphs, or sentences shall be indicated on the Content/Format Selection Summary. When necessary, remarks should be expanded and included on a separate sheet of paper attached to the Summary List. In all cases, tailoring shall be compatible with this specification.

A.1.4 Explanation of columns - content/format selection summary:

- a. Column (1), Item no., self explanatory.
- b. Column (2) is the type of requirement.
- c. Column (3) identifies the applicable paragraph in the specification.
- d. Column (4) Options Selected, subcolumn (a) "yes", should be marked with an "X" for each item/requirement applicable to the solicitation/acquisition as written.
- e. Column (4), subcolumn (b), "no" should be marked with an "X" for each item that is not applicable to the solicitation/acquisition.
- f. Column (4), subcolumn (c), this column is used when further explanation of requirements is needed.

A.2 APPLICABLE DOCUMENTS.

This section is not applicable to this appendix.

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APPENDIX A

CONTENT/FORMAT SELECTION SUMMARY SHEET

EQUIPMENT NAME/NOMENCLATURE _____

CONTRACT NO. _____

NOTE: Applicable requirements are indicated by an "x" in column 4a or explained in column 4b.

(1) Item No.	(2) Requirements	(3) Applicable Paragraph No.	(4)		
			(a)	(b)	(c)
			Options Selected		Explanation/Remarks
			(yes)	(no)	
1	Level of coverage	3.1.3			
2	Illustrations	3.1.4			
3	Design/Performance Specifications of WTB	3.2g			
4	Nullification of WTB	3.2h			
5	Format of appendices	3.3.11			
6	Verification Requirements	4.1			
7	Packaging	5.1			

NOTE: The above selected requirements tailoring options identified by an "X" in the Options Selected column 4, subcolumn 4(a) or 4(b), or the explanation provided in the Remarks subcolumn 4(c) are a mandatory part of this contract.

COMPLETED BY: _____
(authorized signature)

PUBLICATIONS ACTIVITY: _____ DATE: _____

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CONCLUDING MATERIAL

CUSTODIAN:
Army - TM

PREPARING ACTIVITY:
Army - TM

REVIEW ACTIVITIES:
Army - AR, AT, AV, CR, EA, MI, PT

PROJECT TMSS 2012-008

NOTE: The activities listed above were interested in this document as of the date of this document. Since organizations and responsibilities can change, you should verify the currency of the information above using the ASSIST Online database at <http://assist.dla.mil/>.