

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM

FOR

TRUCK, 5-TON, 6X6 M939A2 SERIES

TRUCK, CARGO: 5-TON, 6X6, DROPSIDE, M923A2 (2320-01-230-0307)
M925A2 (2320-01-230-0308) TRUCK, CARGO: 5-TON, 6X6, XLWB,
M927A2 (2320-01-230-0309) M928A2 (2320-01-230-0310)
TRUCK, DUMP: 5-TON, 6X6 M929A2 (2320-01-230-0305)
M930A2 (2320-01-230-0306) TRUCK, TRACTOR: 5-TON, 6X6
M931A2 (2320-01-230-0302) M932A2 (2320-01-230-0303)
TRUCK, VAN EXPANSIBLE: 5-TON, 6X6 M934A2 (2320-01-230-0300)
M935A2 (2320-01-230-0301) TRUCK, MEDIUM WRECKER: 5-TON
6X6 M936A2 (2320-01-230-0304)

HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON, DC

11 JUNE 1990

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, DA Form 2028 (Recommended Changes to Publications and Blank Forms), or DA Form 2028-2 located in the back of this manual direct to: Commander, U.S. Army Tank-Automotive Command, ATTN: AMSTA-MB, Warren, Michigan 48397-5000. A reply will be furnished to you.

NOTICE

In the event of a conflict between the language of this Technical Bulletin and the provisions of Contract DAAE07-86-CJ111, the provisions of the contract shall prevail.

Approved for public release; distribution is unlimited.

1. GENERAL

- a. **Warranty Type.** This TB covers the Material and Workmanship warranty and the Design/Manufacturing/Conformance warranty for M939A2 supplies.
- b. **Limitations.** This TB does not exclude or deviate from requirements or agreements in Contract DAAE07-86-C-J111 and its modifications. Where conflict between information contained in this TB and the contract exists, the terms of Contract DAAE07-86-C-J111 will apply.
- c. **Purpose.** Warranty Technical Bulletin, TB 9-2320-358-24P provides guidelines for warranty control officers and user activities on how and when to file a warranty claim. This document describes procedures which implement the warranty agreement contained in Contract DAAE07-86-C-J111 between the US Army Tank-Automotive Command, hereafter referred to as "TACOM", and BMY, Division of HARSCO Corporation, hereafter referred to as the "Contractor".

2. EXPLANATION OF TERMS.

- a. **Abuse.** Improper use, repair or operation of warranted supplies such that any warranty claim may become an invalid claim.
- b. **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.
- c. **Alterations/Modifications.** Any alteration after production such as retrofit, conversion, remanufacture, design change, engineering change and the like.
- d. **Correction.** The elimination of a defect in warranted supplies.
- e. **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.
- f. **Failed Item.** A part, component, or end item that fails to perform its intended use.
- g. **Invalid claim.** Any warranty claim for supplies returned for repair that are found to be serviceable, or for improperly repaired supplies, or for improperly maintained supplies, or for any other condition in conflict with this warranty is an invalid claim.
- h. **Prime contractor/contractor.** A party that enters into an agreement directly with the United States to furnish part or all of a weapon system.
- i. **Repair.** To restore an item to serviceable condition without affecting the warranty.
- j. **Serviceable.** The condition of an item which may be new or repaired that meets all the requirements and performs the functions for which it was originally intended.
- k. **Subcontractor.** Any supplier, distributor, vendor or firm that furnishes supplies or service to or for a prime contractor/contractor or another subcontractor.
- l. **Supplies.** Means any or all of the seventeen items identified in Table 1.
- m. **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.

n. Warranty. A promise or statement of fact from a seller to purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purpose of a warranty in a government contract is 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.

o. Warranty claim. Action started by the equipment user for authorized warranty repair, or replacement.

p. Warranty period. Time during which the warranty is in effect.

3. SPECIFIC COVERAGES

a. Material and Workmanship Warranty. The contractor hereby warrants for 18 months from the acceptance date that the supplies, at time of final acceptance, are free from all defects in material and workmanship.

b. Design/Manufacturing/Conformance Warranty. The contractor hereby warrants for 18 months from the acceptance date that the supplies will conform to all design and manufacturing requirements included in contract DAAE07-86-CJ111, or any modification thereto. Design and manufacturing requirements include, but are not limited to, all structural and engineering plans and manufacturing particulars including precise measurements, tolerances, materials, processes and finished product tests for the supplies being produced. See Table 1.

Table 1. Description of Warrented Supplies

<u>Item</u>	<u>Nomenclature</u>	<u>ESCM</u>	<u>Part Number</u>	<u>NSN</u>
1	Engine	19207	12363631	2815-01-265-6971
2	Fuel Injectors	15434	3908513	
3	Fuel Injection Pump	15434	3911352	2910-01-268-8757
4	Transmission	19207	5704512	2520-01-117-3010
5	Transfer	19207	5704517	2520-01-144-1528
6	Front Axle	78500	FM-1240-RSAX-14-644	2520-01-291-9992
7	Rear Axle (Forward Rear)	78500	M-1240-RDAX-29-644	2520-01-291-9993
8	Rear Axle (Rear Rear)	78500	M-1240-RDA)(-30-644	2520-01-291-9994
9	Front Winch Hydraulic Pump	62983	26VQ14A-1C-20	520-01-106-2061
10	Hoist Cylinder Power Controls (M936A2 Only)	19207	11621116	2590-01-130-7930
11	Hydraulic Pump (M936A2 Only)	19207	11669335	4320-01-090-7632
12	Control Valve, Gondola (M936A2 Only)	19207	11621117-1	4810-01-117-0590
13	Boom Elevating Cylinder (M936A2 Only)	19207	10876213	2590-00-972-2638
14	Boom Elevating Cylinder Extension (M936A2 Only)	19207	10876307	3040-01-101-0085
15	Hydraulic Swing Motor & Gearbox (M936A2 Only)	19207	10876151	2520-00-504-9030
16	Hydraulic Motor, Hoist Winch (M936A2 Only)	19207	2048341	2520-00-504-8999
17	Central Tire Inflation Installation	47457	20510394	Not Applicable

c. Combat damage is not covered by these warranties to the extent the defect in question is proximately caused by combat damage.

4. CONTRACTOR RESPONSIBILITIES. Warranted item(s) determined to be defective by TACOM due to material and workmanship will be replaced with a new or repaired item(s) at the option of the contractor at no cost to the government. All claims will be handled in a timely manner and transportation costs, up to an amount equal to the cost of transportation by the usual commercial method, will be assumed by the contractor, including disputed claims pending resolution. Contractor will bear responsibility for supplies while in transit.

a. Corrective Action

(1) Contracting Officer will, upon notification from the WARCO (see 5. below), promptly notify the contractor in writing, of the existence of a defect in supplies within 80 days of discovery of the defect.

(2) The contractor will promptly analyze each warranty claim to determine the cause of failure, including inspection of the defective supplies, and submit its recommendations for corrective action to the Contracting Officer within 30 days after receipt of notice.

(3) Contracting Officer will, upon receipt of contractor's analysis and recommendations, issue a written instruction to the contractor directing either contractor correction or giving notice of the Government's Intent to correct the defects and charge the contractor the reasonable costs. Notice of the Contracting Officer's direction to the contractor will also be furnished to the user, through the WARCO, to enable the user to either prepare the defective supplies for contractor shipment for repair/replacement, or to effect repairs on behalf of the Government as appropriate.

(4) To avoid incurring any unauthorized commitments for repair or replacement costs or transportation charges, users must hold defective supplies until receipt of notice of directions from the Contracting Officer forwarded through the WARCO. Because of the delays which can be expected, users are encouraged to remove the defective supplies from vehicles if removal can be effected without destroying evidence of the suspect defect.

(5) New replacement supplies will be furnished at contractor's expense, at TACOM's option as follows:

- FOB CONUS destination
- FOB U.S. Port of Embarkation (OCONUS)

5. GOVERNMENT RESPONSIBILITIES/IDENTIFICATION. The acquiring command administrative responsibilities point of contact is:

Commander
U.S. Army Tank-Automotive Command
Attn: AMSTA-MMAP
Warren, Michigan 48397-5000
WARRANTY HOTLINE: (AUTOVON 786-7430 (313) 574-7430)

a. Using Unit's Standard Operating Procedures (SOP's) implementing these guidelines must be established at a practical level to ensure that the procedures in this bulletin are followed. This is mandatory for you, the User, and the Government to realize all benefits the vehicle warranty is intended to provide.

b. A single point of contact should be designated for an installation or predetermined command/geographical area. The number of personnel/units contacting the contractor must be kept to a minimum. Submit warranty claims through the WARCO (refer to DA PAM 738-750).

(1) CONUS - Active Army and USAR units should process warranty claims through support maintenance channels to the Director, Industrial Operations (DIO) of the Installation which normally provides maintenance/supply support.

(2) National Guard units should process warranty claims through the State Maintenance Officer.

(3) OCONUS - Units should process warranty claims through support maintenance channels to a single point of contact established within the Theater subordinate command(s) exercising management control of General Support maintenance.

c. Notification

(1) Written notification (through the WARCO/Contracting Officer) to the contractor will be submitted to the contractor within 60 days after discovery of the defect.

(2) Prior to the expiration of the warranty period, TACOM will notify the contractor of any outstanding warranty claims.

(3) Notification must be submitted on a completed DA Form 2407 (refer to Appendix A) or appropriate claim form.

(4) Notification must be submitted, through the WARCO, to: Commander U.S. Army Tank-Automotive Command Attn: AMSTA-MMAP Warren, Michigan 48397-5000 (AUTOVON 786-7430 (313) 574-7430)

d. The user must retain all defective supplies for thirty (30) days, wherever located, after notification for contractor inspection. If instructions are not received within thirty days, the user may dispose of the defective supplies.

e. Any repair labor cost and repair parts cost combined, that does not exceed fifty (50) dollars, shall not be claimed.

6. GOVERNMENT MAINTENANCE.

a. Normal care and servicing is required to keep the warranty in effect. The preventive maintenance checks and services (PMCS) (refer to TM 9-2320-272-10, TM 9-2320-272-20-1 and TM 9-2320-358-24&P) must be performed and documented.

b. The user may disassemble the vehicle, remove defective supplies, install new replacement supplies from Government stock, and reassemble the vehicle at the discretion of the user, provided that such disassembly and removal does not destroy evidence of the suspected defect nor make it impossible to determine the cause of the suspected defect. If deadlining of the vehicle is not possible to save evidence of a defect in supplies, the user may, at discretion of local commanders, waive the warranty with regard to the defective item and return the vehicle to service without voiding the vehicle warranty.

c. All user maintenance will be performed in accordance with TM 9-2320-358-24&P, TM 9-2320-272-20-2 Maintenance Allocation Chart, and LO 9-2350-272-12.

7. OWNING UNIT RESPONSIBILITIES. Refer to paragraphs 6 and 9.

8. WARRANTY CONTROL OFFICE RESPONSIBILITIES. The responsibilities of the WARCO are to serve as the intermediary between the Owning Unit and the Contracting Officer/Contractor, manufacturer or local dealer. All claims will be processed through the WARCO to the Contracting Officer. Any independent action initiated directly between the Owning Unit and the Contractor, manufacturer or local dealer without the authority of the Contracting Officer will beat the risk of the Owning Unit to satisfy liabilities incurred.

9. ARMY OIL ANALYSIS PROGRAM (AOAP). The engine and transmission are enrolled in the AOAP. Refer to Table 1 for identification and LO 9-2320-272-12 for proper change intervals.

10. NULLIFICATION. The warranty claim is nullified with respect to items or vehicles if the item or vehicles are abused, improperly operated, or subject to unauthorized or improper maintenance or repair (refer to para 6). These warranties will not be voided by any Government performed repair, accomplished in accordance with standard Military Service maintenance procedures, of any item, or component, covered by these warranties.

11. CLAIMS PROCEDURES.

a. Identification of failed items. Failed warranty items shall be tagged/identified with DA Form 2402 to prevent Improper use (refer to DA PAM 738-750). ADA form 2407 Maintenance Request or acceptable maintenance form will be filled out and submitted to TACOM. Refer to Appendix A for procedures to fill out government forms.

b. Disposition. All claims on failed items (user must retain failed items), and any additional warranty claim information will be directed through the WARCO to: Commander U.S. Army Tank-Automotive Command Attn: AMSTA-MMAP Warren, Michigan 48397-5000 (AUTOVON 786-7430 (313) 574-7430)

For information regarding contractor repair, contact:

BMV, Division of Harsco
Wheeled Vehicles Division
13311 Industrial Parkway
Marysville, Ohio 43040

Attn: Warranty Administration Department
Phone: (513) 644-0041

c. Invalid Claims. When supplies returned for warranty repair or replacement are found to be serviceable, or subjected to abuse, or are found in conflict with the conditions of this warranty the contractor shall notify TACOM. The user shall pay all reasonable costs incurred.

d. Denials/Claim Disputes. Maximum cooperation between the contractor or their representatives, TACOM/WARCO, and the User is both desirable and necessary. Warranty claims should not deadline equipment. Specific facts/evidence, including photographs and/or sketches should be forwarded through the WARCO to TACOM as quickly as possible to enable TACOM to provide notice to the contractor and to enable the Contracting Officer to evaluate the contractor's analysis and recommendations and issue a determination to the contractor as to action to be taken. Follow the local SOP and the Procedures detailed in this bulletin when there is a sufficient evidence that a warranted part(s) is defective and that replacement parts and/or services are due the Government. All disputes will be handled by TACOM in conjunction with the contractor or their representatives.

e. Reporting. Repotting and recording actions on failed items shall follow specifications in DA PAM 738-750 or DA PAM 738-751.

f. How to Fill Out Warranty Claims and Identification Tags. Refer to Appendix A for complete procedures.

12. STORAGE/SHIPMENT/HANDLING. For shipment and storage of equipment refer to TM 740-90, TM 746-10, MIL-STD-129, AR-700-15 and DA PAM 738-750.

APPENDIX A

GOVERNMENT FORMS

1. PREPARATION OF DA FORM 2407

- a. DA Form 2407, or appropriate form containing the following information, must be used to submit warranty claim actions for defective supplies (Refer to Table 1).
- b. Warranty Disputes. If a dispute arises, immediately forward copies 2 and 5 of a prepared DA Form 2407 marked 'WARRANTY DISPUTE' for forwarding to the address given below for technical review and evaluation to minimize misunderstandings between you and the contractor. You must include the following information:
 - Specific reason(s) for the refusal; and
 - Specific facts/evidence that you feel will refute the contractors reason(s) for refusal. Include photographs and sketches, if possible.

Commander
U.S. Army Tank-Automotive Command
ATTN: AMSTA-MTB
Warren, Michigan 48090

- c. Completing DA Form 2407. DA PAM 738-750 governs the preparation of DA Form 2407. The following information will assist you in filling out the form for the purpose of claims under the M939A2 Series vehicle warranty for supplies in Table 1. Refer to Figure A-1 for an example of a completed DA Form 2407.
 - (1) Heading. Enter an "x" in the space marked "Warranty".
 - (2) Enter the W/EDSC if the primary system is Material Condition Status Reportable
 - (3) Enter appropriate priority designator code. The unit Commander or Chief will authenticate, by a signature, a priority of 01 through 08.
 - (4) Space is provided for entering the page number and total pages when entries in Section II are complete.
 - (5) Block 1a. Enter the name of the organization submitting the report.
 - (6) Block 1b. Enter the location of the organization initiating the request; units overseas enter APO only.
 - (7) Block 1 c. Enter the unit identification code of the unit identified in block 1a.
 - (8) Block 2.
 - (a) For commercial design vehicles, enter the USA registration number.
 - (b) For ammunition, enter the lot number.

- (c) For all other items enter the serial number, if applicable, for floating craft, enter the Department of the Army hull number. For multiple serial number application, leave blank.
- (d) When preparing this form for multiple items or components; i.e., clothing, rifles, starters, turbochargers and protective masks, leave blank.
- (9) Block 3. Enter the noun abbreviation of equipment for which the form was initiated.
- (10) Block 4. Leave blank.
- (11) Block 5. Enter the item model number.
- (12) Block 6. Enter the National Stock Number (NSN) of equipment listed in block 3. When completing this form for multiple items having multiple NSN's, leave blank.
- (13) Block 7. Enter the name of the supporting activity.
- (14) Block 7a. Enter the symbol of the maintenance category performing the maintenance.
- O - Organizational Maintenance
F - Direct Support Maintenance
H - General Support Maintenance
D - Depot Maintenance
L - Special Repair Activity
- (15) Block 8. Enter the appropriate utilization code from Table A-1. For commercial and military designed vehicles in administrative use, enter utilization code "V".
- (16) Block 9. Enter the word "yes" or a "Y" if the item is Material Condition Status Reportable, otherwise leave blank.
- (17) Block 9a. Enter the Equipment Readiness Code (ERC) if applicable.
- (18) Block 9b. Enter the word "yes" or a "Y" if the item is a pacing item.
- (19) Block 10. Enter the hour reading (rounded to the nearest hour) from the hour meter mounted on the equipment listed in block 3. If not applicable, leave blank.
- (20) Block 11. Enter the mileage reading (rounded to the nearest mile) of the equipment listed in block 3. If not applicable, leave blank.
- (21) Block 12. Leave blank.
- (22) Block 13. Leave blank.
- (23) Block 14. Enter an "X" in the space provided to indicate when the failure was detected (See Table A-2).
- (24) Block 15. Place an "X" in the space provided that most accurately describes the conditions at time of first indication of trouble. For "other", place an "X" in the space provided and enter the code number selected from Table A-2. An asterisk (*) denotes code numbers not listed in Block 15, DA Form 2407. When selecting one of these codes, the appropriate code must be entered in the space designated "OTHER", Block 15.
- (25) Block 16. Enter "Warranty Claim Action/Symptoms".
- (26) Block 16, column a. Enter date vehicle was accepted by unit.

- (27) Block 20, column d. Enter noun identifying the part or assembly under warranty.
- (28) Block 20, column e. Enter serial number of the part or assembly under warranty.
- (29) Block 20, column g. Enter the number of man-hours required for the task of replacing the defective supplies, using the Maintenance Allocation Chart (MAC) in TM 9-2320-358-24&P or TM 9-2320-272-20-2 as a guide.
- (30) Block 20, column h. Enter NSN of the defective part, or manufacturer's part number when NSN has not been assigned.
- (31) Block 20, columns i, j and k. Self-explanatory.
- (32) Block 20, column l. Leave blank.
- (33) Block 20, column m. Multiply the value of block 20, l times twenty-five dollars (\$25) and enter the product in block 20, column m.
- (34) Block 20, column n. Self-explanatory.
- (35) Block 23. Enter signature of the individual authorized to submit DA Form 2407.
- (38) Blocks 24-28. Leave blank.
- (37) Utilizing the available blank columns in block 20, enter the following information:
 - (a) Enter the NSN of the defective component, part or assembly.
 - (b) Enter nomenclature of the defective component, part or assembly.
 - (c) Enter the date of failure.
 - (d) Enter the complete telephone number (AUTOVON/commercial with area code) of the originator. State in clear terms all factors which contributed to the failure. Include type of operation, terrain and climatic conditions. Clearly state an opinion as to cause of failure. If additional space is needed, use a continuation sheet, DA Form 2407-1. Sketches and photographs should be attached when needed to fully explain the condition, equipment failure or other basis for warranty submission. Include manufacturer's name and contract/order number if available. In addition, include date the part failed; the contract number and date warranty period began; USA registration number of the end item, if applicable; complete accounting classification for unit to be credited for cost of labor expended; the MIL-STRIP document number and supplementary address of the unit which is to receive disposition instructions and notice of favorable claim actions.

MAINTENANCE REQUEST				PAGE NO.	N.O. OF PAGES	REQUIREMENT CONTROL SYMBOL CSGLD-1047(R1)	
SECTION I - EQUIPMENT DATA							
CONTROL NUMBER		WORK ORDER NUMBER		WESDC	ORG PD	PD AUTHENTICATION	
<input type="checkbox"/> WORK REQUEST <input type="checkbox"/> MWO <input checked="" type="checkbox"/> WARRANTY CLAIM		1a. ORGANIZATION C Co, 122d Mt Bn		b. LOCATION APO 09174		c. UNIT IDENT CODE WABCTO	
2. SERIAL NO. 82AF663		3. NOUN NOMENCLATURE TRK C60.5TON		4. LINE NO. X39429	5. MODEL M939A2	6. NATIONAL STOCK NUMBER 2520-00-682-4111	
7. MAINTENANCE ACTIVITY 122d Mt Bn		8. LEVEL F	9. UTILIZATION CODE 0	10. MCHSR ITEM	11. PACING ITEM	12. HOURS 1016	13. MILES 31,826
14. FAILURE DETECTED DURING (Select one - use / or X) <input type="checkbox"/> A Scheduled Maintenance <input type="checkbox"/> C Test <input type="checkbox"/> E Storage <input type="checkbox"/> G Flight <input type="checkbox"/> B Handling <input checked="" type="checkbox"/> D Normal Op <input type="checkbox"/> F Inspection <input type="checkbox"/> H Other				15. FIRST INDICATION OF TROUBLE (Select one - use / or X) <input type="checkbox"/> 068 Inoperative <input type="checkbox"/> 258 Overheating <input type="checkbox"/> 790 Out of Adjustment <input type="checkbox"/> 008 Noisy <input checked="" type="checkbox"/> 387 Low Performance <input type="checkbox"/> Other			
16. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURE IN EQUIPMENT TM (Do not prescribe repairs) "WARRANTY CLAIM ACTION/SYMPTOMS"							
16a. REMARKS 29 MAY 90							
SECTION II - WORK ACCOMPLISHED							
17a. REPAIR ORGANIZATION/ACTIVITY		c. UNIT IDENT CODE		18. TYPE ORGANIZATION/ACTIVITY ACCOMPLISHING WORK (Select one - use / or X) <input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TD <input type="checkbox"/> 3 CONTRACTOR		19. AMS ACCOUNT CODE	
b. LOCATION							
20a. ACT CODE	FAILURE CODE b	c. COMPONENT/PART NOUN, SVC, OR MWO NO. d CB CODE e REF DESIGNATOR f MFR CODE		MANHOURS g (hrs & tenths)	NATIONAL STOCK NUMBER h	PART SOURCE CODE i	QTY j
		ENGINE 123987456		8.0	2815-01-280-2969	PA	1
		DEFECTIVE COMPONENT: 2815-01-280-2969					
		NOMENCLATURE: ENGINE.					
		DATE FAILED: 29 JUN 91.					
		ADDITIONAL INFORMATION:					
				i. TOTAL MANHOURS 8.0	m. TOTAL MANHOURS COST 200.00	n. TOTAL PARTS COST 4,825.00	
21. DELAY (Select one) <input type="checkbox"/> 1 Parts <input type="checkbox"/> 2 Manpower <input type="checkbox"/> 3 Facilities <input type="checkbox"/> 4 Funds <input type="checkbox"/> 5 Tools		22. DATA TRANSCRIBED		23. SUBMITTED BY S Helms		24. RECEIVED BY	
25. WORK STARTED BY		26. INSPECTED BY		27. ACCEPTED BY		28. DISPOSITION (Select one) <input type="checkbox"/> A To User <input type="checkbox"/> C Salvaged <input type="checkbox"/> B To Stock <input type="checkbox"/> D Evacuated <input type="checkbox"/> E Cannibalization	
JULIAN DATE 1197		JULIAN DATE		JULIAN DATE		JULIAN DATE	

2. PREPARATION OF DA FORM 2402

- a. Use of DA Form 2402. The DA Form 2402 must be filled out and attached to any and all defective supplies removed from the vehicle. DA PAM 738-750 governs the preparation of DA Form 2402. Refer to Figure A-2 for an example of completed DA Form 2402.
- b. Completing DA Form 2402. Fill out form as follows:
 - (1) Block 1. Enter the Support Agency where the part is to be exchanged.
 - (2) Block 2. Enter the Julian date the item was prepared for exchange.
 - (3) Block 3. Enter the unit or organization originating the exchange.
 - (4) Block 4. Place an "X" in the block to identify an exchange or EIR exhibit. When used for warranty claim identification, place a "W" in the EIR block.
 - (5) Block 5. Enter the National Stock Number (NSN) of the item.
 - (6) Block 6. Enter the noun nomenclature of the item to be exchanged; e.g. starter, turbocharger, etc.
 - (7) Block 7. Enter the priority designator as determined from the urgency of need and force activity designator.
 - (8) Block 8. When a priority designator of 01 through 08 is assigned in block 7, the commander or his designated representative will sign this block.
 - (9) Block 9. Enter the nomenclature of the end item from which the part was removed.
 - (10) Block 10. Enter the model number of the end item; e.g., M923A2, if applicable.
 - (11) Block 11. Enter the serial number of the end item.
 - (12) Block 12. Enter a brief description of the failure of the Direct Exchange (DX) Item.
 - (13) Blocks 13 and 14. When used as a receipt, the exchange facility will enter the Julian date and signature in blocks 13 and 14, respectively, and return the top portion to the customer at each level. At the level where the item is to be repaired, the Direct Exchange Activity will prepare a Maintenance Request, DA Form 2407, for repair of the item. The Priority Designator (PD) will be the highest authorized for use by the customer unit.
 - (14) Block 15. Identify a Not Mission Capable for Supply (NMCS) condition by entering the word "yes" in the NMCS block. Each successive category of maintenance will enter a "yes" if repair or exchange cannot be accomplished.
 - (15) Blocks 16 through 19. They are used for DX transactions as follows:
 - (a) Block 16. The repairing facility will enter the job order number.
 - (b) Block 17. The individual receiving the item at the repairing facility will enter his initials.
 - (c) Blocks 18 and 19. The individual accomplishing the repair will enter the date and his initials in blocks 18 and 19, respectively.

Table A-1. Utilization Codes

Code	Description
ON	Army Components (except as otherwise listed)
1	Depot stock
2	Post supply activities
3	(Not used)
4	Operational Readiness Float (ORF)
5	Installation Maintenance and Service Equipment
6	(Not used)
7	Army National Guard, except Mates
8	Army National Guard, Mates
9	Air Force National Guard units
A	Army Reserve units, except equipment pools
B	Army Reserve units, equipment pools
c	Air Force Reserve
D	Army ROTC
E	Air Force ROTC
F	Forces Command (FORSCOM) (all TOE units assigned direct FORSCOM)
G	Defense Atomic Support Agency
H	US Army Intelligence and Security Command (INSCOM)
J	Defense Communications Security Agency
K	US Army Training and Doctrine Command (TRADOC)
L	US Army Test and Evaluation Command (TECOM)
M	Labor service units
N	Prepositioned stock
P	Depot installation equipment
Q	Equipment assigned to service schools and training centers
R	Military Assistance Program (MAP)
S	Overhaul facility, military
T	Overhaul facility, commercial
U	Manufacturing facility
X	Repair Cycle Float (RCF)

Table A-2 First Indication of Trouble Codes

Code	Description
008	Noisy
068	Inoperative
258	Overheating
387	Low performance
790	Out of adjustment
360	Intermittent
432	Off frequency
680	Unstable
007	Accident (motor vehicle)
777	Mid-service life 099

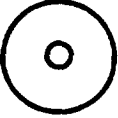
Edition of MAY 81 is obsolete. 	EXCHANGE TAG DA Pams 736-750 and 736-751	1. SUPPORT AGENCY (DODAAC) WDAKAC		2. DATE 1197			
		3. ORGANIZATION (DODAAC) WDAKAA		4. <input checked="" type="checkbox"/> WARRANTY EIR EXHIBIT <input type="checkbox"/> EXCHANGE			
		5. NSN 2815-01-280-2969		6. NOUN NOMENCLATURE ENGINE			
		7. PD 03		8. PD AUTHENTICATION Carl Bump LTC OD			
		END ITEM IDENTIFICATION		9. END ITEM NOUN NOMENCLATURE TRK. CGO. STON.			
				10. MODEL M939A2			
				11. SERIAL NO. 82AF663			
		12. DEFICIENCY OR SYMPTOM LOSS OF POWER					
		13. DATE ACCEPTED		14. SIGNATURE		15. NMCS	
		16. JON		17. INITIALS			
18. DATE REPAIRED		19. INITIALS					

Figure A-2. DA Form 2402- Completed

By Order of the Secretary of the Army:

CARL E. VUONO
General, United States Army
Chief of Staff

Official:

THOMAS F. SIKORA
Brigadier General, United States Army
The Adjutant General

Distribution

To be distributed in accordance with DA form 12-38-E, Block 0385, Operator maintenance requirements for TB 9-2300-358-24.

