DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM FOR GENERATOR SET, TACTICAL QUIET

5KW, 60 HZ, MEP-802 A 5 KW, 400 HZ, MEP-812 A

Headquarters, Department of the Army, Washington, D.C.

1 May 2009

* This bulletin supersedes TB 9-6115-641-24, dated 30 October 1996

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

You can help improve this manual. If you find any mistakes or if you know of a way to improve the procedures, please let us know. Reports, as applicable by the requiring Service, should be submitted as follows:

Mail your letter or DA Form 2028 (Recommended Changes to Publications and Blank Forms) located in the back of this manual, directly to: Commander, U.S. Army CECOM Life Cycle Management Command (LCMC) and Fort Monmouth, ATTN: AMSEL-LC-LEO-E-CM, Fort Monmouth, NJ 07703-5006. You may also send in your recommended changes via electronic mail or by fax. Our fax number is 732-532-3421, DSN 992-3421. Our e-mail address is MONM-AMSELLEOPUBSCHG@conus.army.mil. Our online web address for entering and submitting DA Form 2028s is http://edm.monmouth.army.mil/pubs/2028html.

A reply will be furnished to you.

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

1. General.

- a. This bulletin provides guidance for the Warranty on the Diesel Engine Generator Set, 5 KW, 60 HZ, MEP-802A and 5 KW, 400 HZ, MEP-812A, respectively. It contains instructions for obtaining service and/or supplies covered under warranty. This bulletin also describes methods of processing warranty claims. For additional warranty information 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 CECOM customer feedback officer. The number to call is DSN 922-4839, Commercial (732) 532-4839. The caller should be prepared to provide: (1) name, (2) DSN and commercial telephone numbers, (3) complete unit designation, (4) identification of the Generator Set to include serial number(s), (5) a brief description of the problem and (6) the contract number (see below paragraph a.(1)).
- (1) The MEP-802A and MEP-812A Generator sets are manufactured by Engineered Electric Company (Fermont), Bridgeport, CT are under prime contracts DAAK01-97-D0034 and W15P7T-08-D-A005. Refer to Appendix A for serial number effectivity.
- b. These warranties are designed to indemnify the Government and provide an additional incentive for the manufacturers to deliver a quality product. <u>Due to warranty claim(s) processing time, the warranty is not an appropriate vehicle for maintaining readiness of Tactical Quiet Generators. The normal supply system should be used to maintain readiness. Parts provided in response to warranty claims should be used to replenish your supply stocks.</u>
- c. These warranties provide that the generator set and all components at the time of acceptance or delivery will conform to design and manufacturing requirements, be free from all defects in materials and workmanship, and conform to all performance requirements delineated in the applicable specifications of these contracts. The warranty for all sets will be for 1800 operating hours on each unit, or thirty-six (36) months, whichever occurs first, from the date that the unit has been accepted by the Government as shown on the Material Inspection and Receiving Report (DD Form 250). This warranty shall include furnishing of new items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished without cost to the Government.
 - d. When repair or replacement requires transportation of the nonconforming or defective items, shipping cost from the line item delivery point (irrespective of the f.o.b. point or the point of acceptance) to the Contractor's plant and return shall be at the expense of the Contractor.
- f. The warranty period begins on the date of generator acceptance by the government, as defined on the DATE INSPECTED block and the DATE MANUFACTURED block on the generator set data plate The WARRANTY block on the data plate contains the warranty period (hours/time limit) that the warranty covers. See Figure 1. Generator Set Data Plate.

2. Explanation of Terms.

- a. **Abuse**. The improper use, maintenance, repair, or handling of warranted items such that may cause the warranty of those items to become void (for example, not following service intervals; using the Generator Set for other than what is intended).
- b. **Acceptance**. The execution of the Acceptance Block and signing of the DD Form 250, by the authorized Government representative, unless end-item 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.
- c. **Acceptance Date**. The date the unit has been accepted by the Government as shown on the Material Inspection and Receiving Report (DD Form 250). The Acceptance Date is the date of manufacture listed on the Generator Set Data Plate.
- d. *Alterations/Modifications*. Any alteration after delivery such as retrofit, conversion, remanufacture, whether or not authorized by a design change or engineering change.

- e. Correction. The elimination of a defect.
- f. **Defect**. Any condition or characteristic in any supplies furnished by the Contractor under the contract which fails to conform to the design and manufacturing requirements, or fails to meet the standards or materials of workmanship, or is a departure from performance requirements as delineated in the specifications of this contract.
- g. *Failed Item*. A part, component, or end item that fails to perform its intended use as defined herein.
- h. *False Return.* The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.
- I. **Prime Contractor**. A party that enters into an agreement directly with the United States to furnish part or all of a weapon system.
 - j. Reimbursement. To repay or make restitution for claims and/or false returns, etc.
 - k. *Repair*. To restore an item to serviceable condition.
- I. **Supplies**. The commodities purchased under the contract and all original constituent components/parts thereof delivered under the contract, excluding Government-furnished property (GFP). It also includes all new contractor-supplied or contractor overhauled replacement components/parts as may be installed on the original commodities delivered under the contract to remedy a defect in an original component/part.
- m. *Validation*. The process by which the contractor shall test/measure the WTB to assure its accuracy as it pertains to the warranty items(s).
- n. *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.
- o. *Warranty Claim*. An action started by the Government for warranted items which have failed and the claim is issued by CECOM Warranty Control Office (WARCO) in conjunction with the Contracting Officer.
- p. *Warranty Control (WARCO*). An agency established at CECOM to handle and process warranty claims which originate by field users.
 - q. Warranty Start Date. The date the warranty becomes effective.
- r. Warranty Technical Bulletin (WTB). A document that provides guidelines for warranty control officers and user activities on how to manage and apply warranties in full.

3. Warranty Coverage – Specific. This warranty provides both individual item and systemic defect coverage as follows fro all warranted items shown in Table 1.

Table 1	1. Sı	pecific	Coverage
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Nomenclature	Line Item Number	Model Number	NSN	Mfg Cage (Part No.)	Contract No./Prime Contractor	Serial Number	Warranty Type
Generator Set 5 kW 60 Hz	611966	MEP 802-A	6115-01-274- 7387	30554	W15P7T-08- D-A005	FZ09490 & Up	Time 36 Mos, or 1800 Oper Hrs
Generator Set 5 kW 400 Hz	612102	MEP 812-A	6115-01-274- 7391	30554	W15P7T-08- D-A005	RZB1609 5 & Up	Time 36 Mos, or 1800 Oper Hrs

- **4.** Contractor Responsibilities Engineered Electric Company (Fermont). The following paragraphs pertain to all generator sets.
- a. The Prime Contractor, Engineered Electric Company (Fermont), guarantees the supplies and parts at the time of acceptance or delivery conform to the design and manufacturing requirements, are free from all defects in materials and workmanship, and conform to all performance requirements delineated in the applicable specifications of the contract. This guarantee will be for 1800 operating hours on each unit, or thirty-six (36) months, whichever occurs first, from the date that the unit has been accepted by the Government as shown on the Material Inspection and Receiving Report (DD Form 250).

The guarantee shall include furnishing of new items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished without cost to the Government. When repair or replacement requires transportation of the nonconforming or defective items, shipping cost from the line item delivery point (irrespective of the f.o.b. point or the point of acceptance) to the Contractor's plant and return shall be at the expense of the Contractor.

- b. The Contractor's warranty will extend only to the proper installation of Government-furnished property (GFP), unless the Contractor performs some modification or other work on the property, in which case the full warranty will extend to the modification or other work.
- c. The Contractor is not obligated to correct or replace supplies if the facilities, tooling, drawings, or other equipment, or supplies necessary to accomplish the correction or replacement have been made unavailable to the Contractor by action of the Government. In the event that correction or replacement has been directed, the Contractor will promptly notify the Contracting Officer, in writing, of the nonavailability.
- d. The Contractor will be allowed ten (10) legal working days from the receipt of the warranty claim form to process and validate the CECOM WARCO warranty claims. The WARCO will be notified in writing at the end of this 10 day period of the recommended action.
- e. The following paragraphs describe the Prime Contractor's understanding of the warranty process and responsibilities in handling a warranty claim.
 - (1) Generator set fails. User completes DA Form 2402, Exchange Tag.

NOTE

Prior to using SF 368 Product Quality Deficiency Report form, read DA PAM 750-8 for detailed preparation instructions.

- (2) Using activity prepares and submits SF 368 Product Quality Deficiency Report to CECOM WARCO.
- (3) CECOM WARCO or the CECOM Contracting Office notifies the Contractor that a failure has occurred within 10 days after receipt of a failure notice from the using activity. Notification should be sent to: Engineered Electric Company (Fermont), 141 North Avenue, Bridgeport, CT 06606, ATTN: Warranty Claims.
- (4) Upon notification, the Prime Contractor will review the warranty claim and recommend one of the following within 10 days after receiving the warranty claim:
 - (a) Return item for warranty replacement using Material Return Authorization number which will be assigned by the Engineered Electric Company (Fermont) at the time the return decision is made.
 - (b) Return item for failure analysis and evaluation of warranty using Material Return Authorization number.
 - (c) Item is not covered under warranty.
- (5) Upon notification by CECOM WARCO that the item is to be returned to Engineered Electric Company (Fermont), the using activity will package and return the item to the Engineered Electric Company (Fermont) according to the disposition instructions provided by the CECOM WARCO.
- (6) The contractor shall repair or replace the warranted item within 90 days from the date when both the WARCO notification and the item are received. The contractor shall promptly provide all material, labor, facilities and tools needed to affect repairs and commence to repair/replace such parts in accordance with published service/repair procedures.
- (7) Contractor shall notify an authorized Government representative upon receipt of the warranted item to witness the opening of the warranted item shipping containers at that facility. The Government representative will verify contractor actions concerning warranted/non-warranted repair requirements of the item. If a Government representative is not available within 3 working days, the contractor may proceed and the 90 day turnaround-time will commence at that time.
- (8) If the claim is not valid, the CECOM WARCO will be notified and disposition instructions requested.
- (9) Warranty Performance Reports will be prepared and submitted to CECOM WARCO upon request by the Contracting Officer or WARCO for as long as the warranty is in effect.
- **5. Government Responsibilities/Identification.** The Government activity responsible for administrative functions of the warranty program is the Commander, US Army CECOM LCMC, ATTN: AMSEL-LC-LEO-D-SS-QM, Fort Monmouth, NJ 07703-5000; DODAAC W15GK9. Call or send message to Voice (732) 532-4839 or DSN 992-4839; FAX (732) 532-2929 or DSN 992-2929. Email: AMSEL-LC-LEO-D-CS-CFO@conus.army.mil. The following paragraphs describe the responsibilities of each Government activity.
- a. Government Maintenance. Failure to follow published maintenance procedures at the maintenance levels specified in the appropriate technical manual could result in a warranty claim being declared invalid. The following maintenance requirements must be performed:

- (1) Preventive Maintenance Checks and Services (PMCS). All PMCS requirements contained in the Operator's Manual (TM 9-6115-641-10) and the Unit, Direct and General Support Maintenance Manuals (TM 9-6115-641-24).
 - (2) Lubrication Order. All lubrication requirements are outlined in LO 9-6115-641-12.
- (3) Corrective maintenance for the equipment is given in TM 9-6115-641-24 based upon the approved Maintenance Allocation Chart (MAC). Any deviations from the normal maintenance and repair procedures is not authorized.
- b. The owning unit is responsible for operating and maintaining the generator sets in accordance with the technical manuals. All PMCS and lubrication order requirements must be met. In addition, all operating procedures will be strictly followed while observing all warnings, cautions, and notes. Upon experiencing a warranty related failure, the owning unit shall prepare the required documentation in accordance with paragraphs 3(2).
- c. Warranty Control Office Responsibilities. The CECOM WARCO will handle all warranty claims generated by the field units with the exception of FMS customers. The WARCO will determine whether or not each claim is a candidate for warranty consideration. The Government will initiate Warranty Claim Actions (WCA) for warranty items and Quality Deficiency Reports (QDR) for systematic failures in accordance with DA PAM 750-8 and this Technical Bulletin. The CECOM WARCO will coordinate warranty claims with the CECOM Contracting Officer as appropriate. FMS customers will administer their own WCA and QDRs.
- d. Army Oil Analysis Program (AOAP). There are no warranty components of the generator set enrolled in the AOAP.
- e. Alteration/Modifications. Alterations and modifications shall not be made unless expressly authorized or directed by: Commander, U.S. Army CECOM Life Cycle Management Command (LCMC) Fort Monmouth, ATTN: AMSEL-LC-LEO-E-CM, Fort Monmouth, NJ 07703-5006. Commercial (732) 532-3234; (DSN) 992-3234.

6. Design/Performance Specifications.

- a. Design and performance specifications for the generator set are contained in the Operator's Technical Manual (TM 9-6115-641-10) and the Unit, Direct and General Support Maintenance Manuals (TM 9-6115-641-24) which also contain maintenance procedures and authorized maintenance levels. Testing and measuring methods designed to check generator set performance are contained in the maintenance manuals.
- b. The generator set data plate (Figure 1) is located at the front of the generator set. When generating a warranty claim, information from the data plate must be used in completing the required DA/SF forms.
- **7. Nullification.** The following examples of actions which will nullify the warranty are examples only, and are not inclusive and do not alter the terms of the contract warranty provisions.
- a. Any maintenance/repair procedure, improper use or operation, abuse, improper environmental exposure, and installation methods which are outside of the published guidelines and procedures contained in the technical manuals can be cause for nullifying a warranty claim.

- b. In addition, the following actions will be cause for nullification of the warranty:
 - (1) Subsequent damage to components as a result of continued use after a component malfunction.
 - (2) Damage caused by combat conditions or acts of war.
 - (3) Operation of the unit with the battle short switch on.
 - (4) Operation of the unit in an environment beyond that specified in the Operator's Technical Manual TM 9-6115-641-10.
 - (5) Installation of equipment not in accordance with the technical manuals.
 - (6) Any abuse, such as improper use, repair, or handling of warranted items.
 - (7) Any damage caused by (1) acts of God or the public enemy, (2) acts of the Government in either its sovereign or contractual capacity, (3) fires, (4) floods, or (5) unusually severe weather beyond the performance specifications.
- c. Abuse Determination. In cases where generator set abuse is suspected (i.e., not obvious), the CECOM WARCO or Prime Contractor shall initiate an inquiry into the circumstances leading up to the generator set failure. The Prime Contractor must submit a letter requesting an inquiry through the CECOM WARCO and Contracting Office.
 - (1) The CECOM WARCO will review the Prime Contractor's request and provide a response to the Prime Contractor through the Contracting Office.
 - (2) This warranty is void for any generator set for which abuse is determined. The generator set may be returned to a functional condition by performing the necessary repair procedures in TM 9-6115-641-24.
 - (3) The Prime Contractor will identify warranty claims that are under investigation in the quarterly Warranty Status Report, if supplied.
- d. Abuse Avoidance. When abuse (intentional or unintentional) has been determined, a statement shall be made by the abuse determination activity as to how abuse can be avoided in the future.
- **8. Claim Procedures.** The following procedures provide instructions for processing warranty claims (refer to DA PAM 750-8).
- a. Identification of Failed Items. Generator sets and components thereof that experience a warranty failure shall be tagged/identified to prevent improper repair or use. Tag the generator set with an Exchange Tag, DA Form 2402 and complete the SF 368 form (refer to DA PAM 750-8). There are no items requiring special handling, storage, or shipment during the processing or warranty claims. Warranty claims can be electronically submitted through the Army Electronic Product Support (AEPS) website under Submit Quality Deficiency Reports. The Website is located at http://aeps.ria.army.mil.
- b. Disposition. Upon notification by CECOM WARCO that the item is to be returned to the Prime Contractor, the using activity will package and return in accordance with the disposition instructions provided by the CECOM WARCO (paragraph 3.e(5). A copy of the Product Quality Deficiency Report, SF 368 (refer to DA PAM 750-8) will be forwarded with the failed item.

- (1) Receipts/Verification of Contractor Repairs. Upon receipt of the repaired components, the using activity will review the accompanying documentation. The repaired part will be tagged by the Prime Contractor service department. The using activity will also visually inspect the repaired part for evidence of physical damage incurred during shipping. No item testing will be required to ensure that the component was repaired properly. The Prime Contractor assumes all responsibility for testing after repair.
- (2) Special Area Requirements. There are no special limitations or adjustments/changes required at different commands, theaters, or locations.
- c. Reimbursement for Army Repair. Reimbursement for Army repair is not authorized by this warranty.
- d. Claim Denials/Disputes. Claim denials or disputes will be coordinated through the Prime Contractor Warranty Administrator and the CECOM WARCO.
- e. Reporting. Reporting or recording action on a failed item shall be as specified in DA PAM 750-8. Contractor unique forms shall not be used.

9. Storage/Shipment Handling.

- a. Storage. There are no special storage requirements pertaining to the warranty contract.
- b. Shipment. The returned item must be packaged and shipped collect to the Prime Contractor according to the disposition instructions provided by the CECOM WARCO (paragraph 3.e (5)). No shipment shall be made without authority from CECOM WARCO.
 - c. Handling. There are no special handling requirements for the generator sets or components.

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GENERATOR SET-DIESEL ENGINE- 5 KW-60 HZ									
MODEL MEP-802A NSN 6115-01-274-7387 SER NO. FZ REG NO.									
TM 9-6115-641-10 NAVFAC 9-6115-641-10 TM 35C2-3-456-11									
VOLTS 120V 1PH, 120/240V 1PH 120/208v 3PH									
AMPS 52, 26, 17 PF 0.8									
DRY WT 800 LB LG 50.6 IN W 32 IN HGT 37 IN									
DATE MFD CONTR NO. DAAK01-97-D0034									
WARRANTY DATE INSP									
MFD BY FERMONT DIV INSP STAMP 30554-88-20063-01									

US DEPARTMENT OF DEFENSE NATO STANDARD OTAN
GENERATOR SET-DIESEL ENGINE- 5 KW-60 HZ
MODEL MEP-802A NSN 6115-01-274-7387 SER NO. FZ REG NO.
TM 9-6115-641-10 NAVFAC 9-6115-641-10 TM 35C2-3-456-11
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AMPS 52, 26, 17 PF 0.8
DRY WT 800 LB LG 50.6 IN W 32 IN HGT 37 IN
DATE MFD CONTR NO. W15P7T-08-D-A005
WARRANTY DATE INSP
MFD BY FERMONT DIV INSP STAMP 30554-88-20063-01

Figure 1. Generator Set Data Plate Sample

TB 9-6115-641-24 APPENDIX A

EQUIPMENT UNDER WARRANTY

MEP-802A	W15P7T-08-D-A005 (Contract Number)
LINE ITEM NUMBERS	SERIAL NUMBERS
611966	FZ40500,FZ00011 THRU FZ00015, AND FZ28000 THRU FZ55999 FZ09490 & UP
MEP-812A	W15P7T-08-D-A005 (Contract Number)
LINE ITEM NUMBERS	SERIAL NUMBERS
612102	RZB16095 & UP

These are the instructions for sending an electronic 2028

The following format must be used if submitting an electronic 2028. The subject line must be exactly the same and all fields must be included; however only the following fields are mandatory: 1, 3, 4, 5, 6, 7, 8, 9,10, 13, 15, 16, 17, and 27.

From: "Whomever" ~whomever@avma27.army.mil

To: cfo@cecom2.monmouth.army.mil

- 1 From: Joe Smith
- 2 Unit: home
- 3 Address: 4300 Park
- 4 **City**: Hometown
- 5 **St.**: MO
- 6 **Zip:** 77777
- 7 **Date Sent**: 19-OCT-93 8 **Pub no**: 55-2840-229-23
- 9 **Pub Title:** TM
- 10 **Publication Date:** 04-JUL-85
- 11 Change Number: 7
- 12 Submitter Rank: MSG
- 13 **Submitter FName:** Joe
- 14 Submitter MName: T
- 15 **Submitter LName:** Smith
- 16 **Submitter Phone**: 123-1 23-1 234
- 17 **Problem: 1**
- 18 Page: 2
- 19 Paragraph: 3
- 20 Line: 4
- 21 NSN: 5
- 22 Reference: 6
- 23 Figure: 7 24. Table: 8
- 1 Item: 9
- 2 Total: 1 23
- 3 Text:This is the text for the problem below line 27.

RECOMMENDED CHANGES TO PUBLICATIONS AND BLANK FORMS

For use of this form, see AR 25-30; the proponent agency is OAASA

Use Part II (reverse) for Repair Parts and Special Tool Lists (RPSTL) and Supply Catalogs/Supply Manuals (SC/SM).

DATE

30 August 2002

TO: (Forward to proponent of publication or form) (Include ZIP Code)

Commander, US Army CECOM LCMC ATTN: AMSEL-LC-LEO-E-ED Fort Monmouth, NJ 07703-5006

FROM: (Activity and location) (Include ZIP Code)
Jane Q. Doe, SFC

Jane Q. Doe, SFC 1234 Any Street Anytown, AL 34565

PART I - ALL PUBLICATIONS (EXCEPT RPSTL AND SC/SM) AND BLANK FORMS

PUBLICATION/FORM NUMBER TM 11-1234-567-14

DATE 16 Sep 2001

Operator, Field and Sustainment Support Maintenance Manual for Radio, AN/ABC-123

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GEORGE W. CASEY, JR General, United States Army Chief of Staff

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