

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

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WARRANTY PROGRAM

FOR

600 GPH REVERSE OSMOSIS WATER PURIFICATION UNIT (ROWPU)

MODEL NUMBERS: WPES-10 AND H-9518-1

Approved for public release; Distribution is unlimited.

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HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON, D.C.

15 September 1997

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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 directly to Commander, U. S. Tank-Automotive and Armaments command, Attn: AMSTA-AC-NML Rock Island, IL 61299-7630. You may also submit your recommended changes by E-mail directly to amsta-ac-nml@ria-emh2.mil, or fax number 309/782-0726/DSN 793-0726. A reply will be furnished directly to you. Instructions for sending an electronic 2028 may be found at the back of this manual immediately preceding the hard copy 2028

1. General. This warranty technical bulletin identifies warranty conditions and procedures that apply to the 600 GPH Reverse Osmosis Water Purification Unit (ROWPU) NSN 4610-01-341-6289 and NSN 4610-01-420-7547, as supplied under Contract DAAK01-91-C-0178 and Contract DAAK01-95-D-0024. Warranty coverage is for the period of two Years from date of issue and not to exceed four years from date of delivery as shown on the Material Inspection and Receiving Report (DD Form 250).
2. Explanation of Terms. The following terms apply to the ROWPU warranty program:
  - a. Abuse The improper use, repair or handling of warranted items such that the warranty may become void. Failure to Perform Preventive maintenance or improperly performed corrective maintenance also constitutes abuse.
  - b. Acceptance Date. The date an item of equipment is accepted into DOD inventory by the execution and signing of a DD Form 250 or an approved acceptance document by an authorized Government representative.

\*This manual supersedes TB10-4610-241-24, dated 18 September 1992

2. Explanation of Terms - cont.
  - c. Contractor support. Those services that are to be performed and those responsibilities that are placed on the contractor by the Government as specified in the warranty contract/provisions of contract DAAK01-91-C-0178 or DAAK01-95-D-0024. This support, which may include items such as labor, parts, tools, training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.
  - d. Latent defects. Latent defects are defects that are not immediately obvious as a result of systematic engineering review of designs or documentation,
3. Coverage - Specific. Engineered Air System, Inc. (EASI), or Highland Engineering, Inc. (HEI), (the contractors) warrants that each 600 GPH Reverse Osmosis Purification Unit (ROWPU) and each component of the ROWPU is manufactured to conform to specific performance requirements identified in contract DAAK01-91-C-0178 or DAAK01-95-D-0024. Additionally, Engineered Air Systems, Inc. or Highland Engineering, Inc. warrants that each ROWPU and components of that same ROWPU are free from defects in materials and workmanship that would cause the ROWPU to fail to conform to performance requirements specified in contract DAAK01-91-C-0178 or DAAK01-95-D-0024. These conditions apply for a period of two years from date of issue not to exceed four years from date of delivery as shown on the Material Inspection Receiving Report (DD Form 250). This warranty applies only to components originally installed by Engineered Air Systems, Inc. or Highland Engineering, Inc. which can be identified by serial number as factory-installed on a specific ROWPU or to components repaired under the conditions of this warranty. The sole obligation of Engineered Air Systems or Highland Engineering shall be, at its option, to repair or replace any article or part which is proven to be other than warranted. For Engineered Air Systems, Inc. or Highland Engineering, Inc. to be obligated under this warranty, Engineered Air Systems or Highland Engineering, Inc. must be notified in writing within thirty days of discovery of a failed component or item. Upon determination that a defect is covered by this warranty, Engineered Air Systems or Highland Engineering, Inc. will replace or repair (at its option) without charge to the U. S. Government. If the defect is determined not to be covered by this warranty, EASI or HEI will advise the Warranty Administration Office (WARAO) and will not proceed until written authorization and costing information is agreed upon. Under this warranty, the contractor is limited to the repair or replacement of a defective article. If repair or replacement is impossible or cannot be accomplished in time to meet Government schedules, the contractor will refund the purchase price including transportation. If the contractor determines that a unit or component is not for any reason covered by this Warranty, no warranty work will be performed except at the written direction of the Contracting Officer for Contract DAAK001-91-C-0178 or DAAK01-95-D-0024. Thereafter the matter will proceed through the "Disputes" clause of this document. In the case of Government-furnished equipment or property, Engineered Air Systems, Inc. or Highland Engineering, Inc. warrants that installation to (or of) Government-furnished property by Engineered Air Systems, Inc. or Highland Engineering will not degrade the performance or reliability of that Government-furnished property. Modification of Government furnished property by Engineered Air Systems, Inc. or Highland Engineering, Inc. (other than installation of equipment) is warranted for two years from the date of acceptance.
4. Contractor Responsibilities. Engineered Air Systems, Inc. or Highland Engineering, Inc. is responsible for providing repair or replacement of warranted items/components within 120 days after receipt of warranted item and all documentation by EASI or HEI. Engineered Air Systems, Inc. is located at 1270 North Price Road, St. Louis, MO, 63132 (314) 993-5880. Highland Engineering, Inc. is located at 1153 Grand Oaks, Howell, M148843 (517) 548-4372. The items determined to be defective due to defective material or workmanship, will be replaced with new or rebuilt items at no cost to the Government.
5. Government Responsibilities. Using activities are responsible for reporting failures to U. S. Army Tank-automotive and Armament Command. Warren MI. 48397-5000, Attn: AMSTA-IM-OPIL. DSN 786-7340, Commercial (810)574-7340, or 1800-325-2920, ext. 4-7393. U. S. Army Tank- automotive and Armament Command shall be responsible for administering the warranty program for the ROWPU.

6. Government Maintenance. The Government will be responsible for completing preventive and corrective maintenance in accordance with the approved Maintenance Allocation Chart. The Government will also be responsible for maintaining and providing to EASI or HEI appropriate maintenance records for each ROWPU by serial number and each maintenance action performed on each ROWPU or ROWPU component by serial number (if applicable). The Government will make these records available for contractor examination to determine warranty coverage for components and/or end items.
7. Owning Unit Responsibilities. The owning unit responsibilities shall be the same as those identified in the Government Responsibilities and Government Maintenance paragraphs.
8. Warranty Administration Office (WARAO) Responsibilities. The Warranty Administration Office for ROWPU is U. S. Army Tank-automotive and Armaments Command, Warren MI, 48397-5000. WARAO responsibilities are identified in the Government Responsibilities paragraph.
9. Army Oil Analysis Program (AOAP). The Army Oil Analysis Program does not apply to the ROWPU.
10. Alterations/Modifications. Alterations and modifications shall not be made unless expressly authorized or directed by: U. S. Army Tank-automotive and Armaments Command, Warren MI, 48397-5000.
11. Design/Performance Specifications. Equipment performance is as specified in the appropriate technical manual.
12. Nullification. Actions taken by Government personnel which will void ROWPU end item or component warranties are:
  - a. Failure to operate the ROWPU and/or components in accordance with approved Technical Manuals;
  - b. Failure to maintain the ROWPU and/or components in accordance with approved Maintenance Allocation Chart recommendation and Technical Manual procedures;
  - c. Failure to properly install, connect, position or adjust the end item and/or components as prescribed by the appropriate Technical Manuals;
  - d. Failure to adequately preserve a ROWPU unit before placing said unit into storage or failure to adequately depreserve a ROWPU when said unit is removed from storage;
  - e. Transportation or storage of a ROWPU unit under conditions determined to be detrimental to the performance of the unit;
  - f. Operation of the end item and/or components outside stated performance parameters;
  - g. Operation of the end item and/or components for purposes other than intended (as a water purification system);
  - h. Removal of components from one serial numbered ROWPU for reinstallation on a different serial numbered ROWPU (cannibalization). Installation of components that have been repaired under this warranty program being an exception;

12. Nullification - cont.

- i. Modification or retrofit of components or equipment not expressly authorized by Engineered Air Systems, Inc. or Highland Engineering Inc.;
- j. Failure to maintain appropriate documentation that would resolve conclusively any question concerning the use, maintenance or deployment of the end item resulting in a warranty claim;
- k. Deployment of the end item in a combat zone, proposed combat zone or exposure of the end item to combat conditions.
- l. This warranty does not apply to damage resulting from latent defects in maintenance philosophy. Maintenance Allocation Charts, technical manuals or literature. This warranty does not apply to equipment damaged as a result of incorrect Technical Manuals or literature;
- m. This warranty does not apply to spare parts or equipment supplied by contractors other than Engineered Air Systems, Inc. or Highland Engineering, Inc. or as noted otherwise in this bulletin.

Actions required to keep this warranty in effect are:

- a. Proper maintenance (both preventive and corrective) of equipment as prescribed by approved Maintenance Allocation Charts and technical publications;
  - b. Transportation, preservation, depreservation and storage in accordance with technical documentation;
  - c. Operation of the end item and components within stated performance envelope(s);
  - d. Use of the end item for its intended purpose.
  - e. No deployment of the unit to a combat zone, proposed combat zone or exposure to combat conditions.
13. Abuse Determination. When abuse is suspected but not obvious, it is the Government's responsibility to provide documentation of the maintenance of the item to allow the contractor or a joint contractor/Government panel to determine if abuse has occurred. If abuse (as defined in this bulletin) becomes evident, the Government will reimburse the contractor for the repair and associated repair and transportation costs. Warranties for replacement parts will be the same as the warranty on replacement parts supplied in non-abuse situations.
14. Abuse Avoidance. When abuse (intentional or unintentional) has been determined, a statement shall be made by the abuse determining activity as to how abuse can be avoided in the future.
15. Claim Procedures. When the need for warranty service becomes evident, the following steps must be completed:
- a. Identification of/Failed Items. Failed items should be identified as follows:
    - (1) Failed warranty items should be tagged/identified to prevent improper repair or use. DA Form 2402 Exchange Tag shall be completed and attached to the defective component. Refer to Appendix A for instructions on completing DA Form 2402.

## 15. Claim Procedures - cont.

(2) DA Form 2407 Maintenance Request is to be completed. Refer to Appendix B for instructions on completing DA Form 2407.

(3) The Warranty Administration Office and Engineered Air Systems, Inc. or Highland Engineering, Inc. must be notified of the failure in writing within 30 days of failure occurrence.

(4) Non-direct exchange (non-DX) claim items. When the warranted item is not handled through DX, the unit prepares and sends a completed DA Form 2402 (with exhibit) and DA Form 2407 to the warranty claims office. The office then deals with the DA Form 2407 as follows:

(a) Send copy #1, #2, AND #5 to CDR, TACOM, ATTN: AMSTA-IM-OPIL, Wan-en, MI, 48397-5000. One of these copies will go to the item manager to show a supply demand.

(b) Keep copy #3 for 180 days (with exhibit and DA Form 2402) unless you are told differently. If you receive no instructions after 90 days, contact: CDR, TACOM, ATTN: AMSTA-IM-OPIL, Warren, MI, 48397-5000, telephone number (810) 574-7340 for information.

(c) Copy #4 gives you the authority to tell the claim creator to get the new item through supply. Copy #4 is kept at most for 180 days or until you receive notice that the claim has been honored.

(5) Direct exchange (DX) claim items- When the warranted item is handled through DX, the unit starting the claim action fills out the same forms and deals with them the way they do for a non-DX item except as follows:

(a) The unit running the DX shop starts the replacement action for supported units. The DX shop uses copy #4 of the DA Form 2407 to start the action.

(b) Normal DX replacement actions will be made by the DX shop for like serviceable items in stock.

(6) Final processing of approved claims. Support or depot maintenance units will handle all claims promptly. These units will send approved claims to the creator whose address and MILSTRIP document number is in Block 20 of DA Form 2407. The support or depot unit will also return to the replacing unit all labor costs used in replacing the failed items. Refer to Appendix B for information on completing DA Form 2407 and Appendix A for information on completing DA Form 2402.

b. Disposition of failed items. Failed items will be dispositioned in accordance with instructions issued by the appropriate WARAO after review of the documentation submitted.

(1) False Returns. Government units returning items to the contractor for repair which are found to be serviceable will be penalized for the cost, loss of time, nonavailability of items or other restrictions. False returns will be monitored by TACOM

(2) Receipts/verification of contractor repairs.

15. Claim Procedures - cont.
  - c. Special Area Requirements. If an item or component is located in the continental United States (CONUS), the item will be returned to the destination identified for that component or to Seller's plant, whichever is advantageous to the Government.
  - d. Reimbursement for Army Repair. The Army shall proceed with non-contractor repair only after negotiation and settlement with the contractor concerning the scope of repairs to be performed by Army personnel. Army repair of hardware shall proceed only upon receipt of written instructions from the contractor and appropriate WARAO.
  - e. Claim Denials/Disputes. Claim denials/disputes will be addressed through the WARAO and by Engineered Air Systems, Inc. or Highland Engineering, Inc. When a dispute arises, settlement will be established by negotiation between TACOM and the Contracts department of Engineered Air Systems, Inc. or Highland Engineering, Inc.
  - f. Reporting. Reporting or recording action on a failed item shall be as specified in DA Pam 738-750 or DA Pam 738-751.

Appendix A  
DA Form 2402

Edition of May 81 is obsolete.

U.S.GPO: 1987-193-874

1. SUPPORT AGENCY (DODAAC)		2. DATE	
3. ORGANIZATION (DODAAC)		4. <input type="checkbox"/> WARRANTY <input type="checkbox"/> EIR EXHIBIT <input type="checkbox"/> EXCHANGE	
5. NSN		6. NOUN NOMENCLATURE	
7. PD	8. PD AUTHENTICATION		
<b>END ITEM IDENTIFICATION</b>	9. END ITEM NOUN NOMENCLATURE		
	10. MODEL	11. SERIAL NO.	
12. DEFICIENCY OR SYMPTOM			
13. DATE ACCEPTED	14. SIGNATURE		15. NMCS
16. JON		17. INITIALS	
18. DATE REPAIRED		19. INITIALS	

DA Form 738-759 and 739-751

EXCHANGE TAG

COPY 1

DA FORM 2402  
DEC 85

1. SUPPORT AGENCY (DODACC). Enter the DODAAC of the support activity that will exchange the item for you. When this form is used for other than exchanges, use the DODAAC or UIC.
2. DATE. Enter the Julian date the item was prepared for exchange.
3. ORGANIZATION (DODAAC). Enter the DODAAC of the unit or organization needing to exchange the item. When this form is used for other exchanges, use the DODAAC or UIC.
4. EIR EXHIBIT/EXCHANGE. Mark the block to show an exchange EIR exhibit. When used for warranty claims, put a "W" in the open space to the right of EIR EXHIBIT.
5. NSN. Enter the NSN of the item.
6. NOUN NOMENCLATURE. Print the noun abbreviation of the item to be exchanged.
7. PD. Enter the priority designator (PD) that applies to the action. The unit or organization listed in Block 3 normally assigns the PD. When the exchange supports a customer maintenance request, use the PD of the maintenance request.

**TB 10-4610-241-24**

8. PD AUTHENTICATION.
  - a. The commander or the designated representative signs when a PD of 01 through 10 is in Block 7.
  - b. Enter the job order number when a PD of 01 through 10 is taken from a maintenance request.
9. END ITEM NOMENCLATURE. Print the noun abbreviation of the item for the part or component in Block 5.
10. MODEL. Enter the model number of the end item.
11. SERIAL NO. Enter the serial number of the end item.
12. DEFICIENCY OR SYMPTOM. Briefly describe the problem.
13. DATE ACCEPTED. When the form is used as a receipt, the exchange facility will enter the julian date.
14. SIGNATURE. The person who receives the item for exchange signs.
15. NMCS. Print the work "Yes" for an NMCS condition.
16. JON. The facility that will repair the item enters the job number.
17. INITIALS. The person receiving the item for repair initials in this block.
18. DATE REPAIRED. The person doing the work enters the date the work is finished.
19. INITIALS. The person doing the work initials in this block.



Appendix B

DA Form 2407

MAINTENANCE REQUEST For use of this form, see TM 28-FSG, the proponent agency is DCSLOG		PAGE NO.	NO. OF PAGES	REQUIREMENT CONTROL SYMBOL CSGLD-1047(R1)
SECTION I - EQUIPMENT DATA				
CONTROL NUMBER <b>L08610</b>	WORK ORDER NUMBER	WESDC	ORG PD	PD AUTHENTICATION
WORK REQUEST MWO WARRANTY CLAIM	1a. ORGANIZATION		1b. LOCATION	1c. UNIT IDENT CODE
2 SERIAL NO.	3. NOUN NOMENCLATURE	4. LINE NO.	5. MODEL	6. NATIONAL STOCK NUMBER

PAGE NO./NO. OF PAGES. Enter the page number. Total pages will be entered when entries in Section II are complete.

WORK ORDER NUMBER. Leave blank.

WESDC. Leave blank.

ORG PD. Leave blank.

PD AUTHENTICATION. Leave blank

WORK REQUEST. Leave blank.

MWO. Leave blank

WARRANTY. Mark this block.

- 1a ORGANIZATION. Enter the location of organization sending in the report.
- 1b LOCATION. Enter name of organization writing the request (overseas list APO only).
- 1c UNIT IDENT CODE. Enter unit identification code (UIC) of the unit shown in block 1a.
- 2. SERIAL NO.
  - a. For nontactical wheeled vehicles, list the USA registration number.
  - b. For ammunition, put in the lot number.
  - c. For all other items, list the serial number, if known. For floating craft, list the Department of the Army Hull number. If more than one serial number, leave blank.
  - d. When using this form for more than one item or component, leave blank.
- 3. NOUN NOMENCLATURE. Put in name abbreviation of equipment for which the form was started.
- 4. LINE NO. Leave blank.
- 5. MODEL. Put in the item model number.
- 6. NATIONAL STOCK NUMBER. Put in the National Stock Number of equipment in Block 3. If an NSN cannot be found, enter part number. When completing this form for many items having several NSNs, leave blank.

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7. MAINTENANCE ACTIVITY	8. LEVEL	9. UTILIZATION CODE	10. MCSE ITEM	11. HOURS	12. MILES	13. ROUNDS	14. STARTS
14. FAILURE DETECTED DURING (Select one - use of X)				15. FIRST INDICATION OF TROUBLE (Select one - use of X)			
<input type="checkbox"/> A. Severe Malfunction	<input type="checkbox"/> C. Test	<input type="checkbox"/> E. Storage	<input type="checkbox"/> G. In Right	<input type="checkbox"/> 068. Inoperative	<input type="checkbox"/> 258. Overheating	<input type="checkbox"/> 790. Out of Adjustment	
<input type="checkbox"/> B. Handling	<input type="checkbox"/> D. Normal Op	<input type="checkbox"/> F. Inoperation	<input type="checkbox"/> H. Other	<input type="checkbox"/> 008. Noisy	<input type="checkbox"/> 387. Low Performance	<input type="checkbox"/> Other	
16. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURES EQUIPMENT TM (Do not prescribe repairs)							
16a. REMARKS							

7. MAINTENANCE ACTIVITY. Put in the name of your support activity.
- a. LEVEL. Put in the code of the maintenance level doing the maintenance.
  - O - Unit (ORG)
  - F - Direct Support (DS)
  - H - General Support (GS)
  - D - Depot
  - L - Special Repair Activity
8. UTILIZATION CODE. For nontactical wheeled vehicles in administrative use, use utilization code "V".
9. MCSE ITEM. Leave Blank.
10. HOURS. Put in the hour reading (rounded to the nearest hour) from the hour meter on the equipment in block 3.
11. MILES. Put in the mileage (rounded to the nearest mile) of the equipment in block 3.
12. ROUNDS. Leave Blank.
13. STARTS. For turbine engines. put in the number of hot starts. If not needed, leave blank.
14. FAILURE DETECTED DURING. Mark the box that best describes when the failure was found.
15. FIRST INDICATION OF TROUBLE. Mark the box that best describes the condition when you first found the trouble. Write in a code number from the table below. Leave blank if block 14 is left blank or when listing sampled items for unit maintenance.
 

Code	Description
008	Noisy
068	Inoperative
258	Overheating
387	Low Performance
790	Out of adjustment
*380	Intermittent
*432	Off frequency
*580	Unstable
*077	Accident (motor vehicle)
*777	Accident (motor vehicle)
*099	Other

\*The asterisk shows code numbers not listed in block 15, DA Form 2407. If you select one of these codes, the proper code number must be put in the space called "Other".

16 & 16A. Leave Blank.

SECTION II - WORK ACCOMPLISHED										
17a. REPAIR ORGANIZATION ACTIVITY				18. UNIT IDENT CODE		18. TYPE ORGANIZATION ACTIVITY AC-COMPLISHING WORK (Select one - use - or N)			19. AMS ACCOUNT CODE	
b. LOCATION						<input type="checkbox"/> 1 TOE <input type="checkbox"/> 2 TB <input type="checkbox"/> 3 CONTRACTOR				
20a. ACT CODE	FAILURE CODE	c. COMPONENT PART NOUN ETC OR MMD NO		MANHOURS hours & tenths		NATIONAL STOCK NUMBER h		Unit Part Cos i	QTY j	PARTS COST k
		d. CB CODE	e. REF DESIGNATOR	f. MPR CODE						
l. TOTAL MANHOURS					m. TOTAL MANHOURS COST \$			n. TOTAL PARTS COST \$		
21. DELAY (Select One)		1 Parts		2 Manpower		3 Facilities		4 Funds		5 Tests
22. DATA TRANSCRIBED										
23. SUBMITTED BY		24. RECEIVED BY		25. WORK STARTED BY		26. INSPECTED BY		27. ACCEPTED BY		28. DISPOSITION (Select one)
JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE		JULIAN DATE		<input type="checkbox"/> A To User <input type="checkbox"/> C Salvaged <input type="checkbox"/> B To Stock <input type="checkbox"/> D Storage <input type="checkbox"/> E Organization

DA FORM 2407 MAY 81

EDITION OF JUL 78 IS OBSOLETE

ORGANIZATION COPY

17a thru 18. Leave Blank

19. CONTRACT NUMBER (DAAK01-91-A-0178 OR DAAK01-95-D-0024).

20d. CB CODE. Put in the name of the part or assembly under warranty.

20e. REF DESIGNATOR. Put in the serial number of the part or assembly under warranty.

20g. Put in the estimated number of hours needed to replace the failed part. Use the proper technical bulletin time schedule guide to get the estimated hours. If you can't get the guide, use actual hours.

20h. NATIONAL STOCK NUMBER. Put in the NSN of the failed part. If an NSN is not found, use the part number.

20i, j, k. Leave blank.

20a thru 20k. Using the remaining spaces in block 20a - 20k, put in this information:

The NSN of the defective item.

The name of the defective item

The date of failure.

The complete telephone number (AUTOVON/commercial with area code) of the person creating the form. State clearly all factors which added to the failure. Include factors such as type of operation and land and weather conditions. State clearly your opinion as to why the part failed.

20l. TOTAL MANHOURS. Self-explained.

20m. TOTAL MANHOUR COST. Leave blank.

20n. TOTAL PARTS COST. Self explained

21 thru 22. Leave Blank.

23. SUBMITTED BY. The person authorized to send DA Form 2407 signs here

24 thru 28. Leave blank

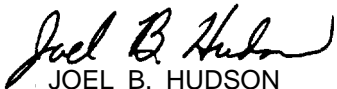
APPENDIX C  
U.S. ARMY AVIATION AND TROOP COMMAND (ATCOM)  
WARRANTY POINTS OF CONTACT

Warranty Administration Office (WARAO)	Commander, TACOM ATTN: AMSTA-IM-OPIL Warren, MI 48397-5000	DSN 786-7340 CMCL (810) 574-7304
Warranty Control Office (WARCO)	Commander, TACOM ATTN: AMSTA-IM-OPIL Warren, MI 48397-5000	DSN 786-7340 CMCL (810) 574-7304

By Order of the Secretary of the Army:

DENNIS J. REIMER  
General, United States Army  
Chief of Staff

Official:

  
JOEL B. HUDSON  
Administrative Assistant to the  
Secretary of the Army  
04373

Distribution: To be distributed in accordance with initial distribution number (IDN) 255982 requirements for TB 10-4610-241-24.





THEN... JOT DOWN THE DOPE ABOUT IT ON THIS FORM. CAREFULLY TEAR IT OUT, FOLD IT AND DROP IT IN THE MAIL!

SOMETHING WRONG WITH THIS PUBLICATION?

FROM (PRINT YOUR UNIT'S COMPLETE ADDRESS)  
 PFC JOHN DOE  
 COA, 3d ENGINEER BN  
 FT. LEONARD WOOD, MO 63108  
 DATE SENT

PUBLICATION NUMBER: TB 10-4610-241-24  
 PUBLICATION DATE: 15 September 1997  
 PUBLICATION TITLE: Warranty Program for 600 RO

BE EXACT PIN-POINT WHERE IT IS				IN THIS SPACE TELL WHAT IS WRONG AND WHAT SHOULD BE DONE ABOUT IT:
PAGE NO	PARA-GRAPH	FIGURE NO	TABLE NO	
6	2-1 a			In line 6 of paragraph 2-1a the manual states the engine has 6 cylinders. The engine on my set only has 4 cylinders. Change the manual to show 4 cylinders
B1		4-3		figure 4-3 is a bolt. In key 4-3, item 16 is called rim - Please correct or the other.
125	line 20			I ordered a gasket, item 19 on figure B-16 by NSN 2 910-00-762-3001. I got a gasket but it doesn't fit. Supply says I got what I ordered, so the NSN is wrong. Please give me a good NSN

Sample

PRINTED NAME, GRADE OR TITLE, AND TELEPHONE NUMBER  
 JOHN DOE, PFC (268) 317-7111

SIGN HERE  
 JOHN DOE

TEAR ALONG PERFORATED LINE

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UNITS ADDRESS



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Armament and Chemical Acquisition  
and Logistics Activity  
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Armament and Chemical Acquisition  
and Logistics Activity  
ATTN: AMSTA-AC-NML  
Rock Island, IL 61201-9948**



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: amsta-ac-@ria-emh2.army.mil

Subject: DA Form 2028

1. From: Joe Smith
2. Unit: home
3. Address: 4300 Park
4. City: Hometown
5. St: MO
6. Zip: 77777
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