

**FORT BENNING
LOGISTICS READINESS CENTER (LRC)
FORT BENNING, GEORGIA**

**MATERINAL MAINTENANCE DIVISION
(MMD)**

External Standard Operating Procedure

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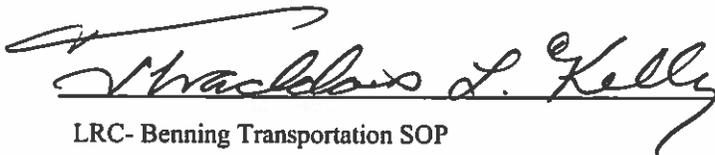
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This SOP has been approved for use.



LRC- Benning Transportation SOP

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1. PURPOSE:

This Standard Operating Procedure (SOP) provides information concerning maintenance services provided by the Logistical Readiness Center (LRC), and outlines procedures to be used by customers to request and obtain Field and Sustainment Maintenance. It also provides a general description of the services available from the Installation Maintenance Division, of the LRC.

2. SCOPE:

This External Standing Operating Procedure (SOP) is applicable to all Fort Benning commands, activities and southeast area activities dependent on Fort Benning Logistical Readiness Center (LRC) for materiel maintenance support and those units under Inter/Intra Service Support Agreements, Memorandums of Understanding or as directed by the Contracting Officer, Contracting Officer Representative (COR) or Installation Materiel Maintenance Officer (IMMO). This SOP may be found on the LRC website: <http://www.benning.army.mil/garrison/dol/>

3. MISSION

a. The Materiel Maintenance Division (MMD), at the direction of the Installation Materiel Maintenance Officer "IMMO", is responsible for monitoring and coordinating the installation support Contractor's maintenance efforts. The COR in coordination with the IMMO ensures that the contractor meets all contractual obligations, coordinates the disposition of request for support not within the scope of the installation support contract, and sets installation maintenance policy. The LRC MMD provides a variety of services on a reimbursable funded basis:

b. The Mizener Complex has a full range of services to include preventive maintenance checks and services, routine maintenance, unscheduled maintenance and repair, and modifications to military and civilian equipment on Tactical Wheel Vehicles (Light/Heavy), Tactical/Combat Track Vehicles, Construction Equipment, Gasoline & Diesel Power Generators, Emergency Vehicles as well as Commercial Equipment (i.e. Forklifts, Lawn Mowers, Street Sweepers, Water Trailers, Construction equipment, Trucks, ATVs, Golf carts, etc.).

(1). The Combat Work Center provides limited on-site support for TOW Verification and major turret equipment repair on the M1A1 Main Battle Tank and M2A2/M2A3 Infantry Fighting Vehicle.

(2). Allied Trades Work Center is equipped with a machine work shop, welding shop, and a paint work center that includes bead blast. The machine shop can handle most precision fabrication work needed with its four lathes, two milling machines, surface grinder, threaders, and other assorted machines. The welding shop is equipped for **Tungsten Inert Gas (TIG)**, **Metal Inert Gas (MIG)**, stick, aluminum, steel, stainless steel, cast iron, armor plate and torch welding. Additionally the work center is capable of torch and plasma cutting. Metal Fabrication of complex items like weapons racks, work tables, sling load weights, various brackets, hydraulic hoses, and vehicle parts are additional tasks performed.

(3). The paint work center is capable of bead blasting and painting all tactical & commercial vehicles, special static display vehicles, fire trucks, forklifts, and construction equipment.

c. Army Sustainment Command 's(ASC's) Single Source of Repair on Fort Benning (FBGA) performs Pass-Back, Field & Sustainment maintenance for the Installation's Directorates, FORSCOM, U.S. Army Reserve Command, 75th Ranger Regiment, TRADOC and AR 5-9 area support.

d. The Corrosion Prevention and Control (CPC) Program is a fundamental management tool for effectively addressing and reducing corrosion. CPC is not simply a sustainment concern; it needs to be addressed from program/system/equipment inception to disposal (i.e., "cradle to grave"). CPC is the responsibility of the owning unit/hand receipt holder IAW AR 750-1 and AR 750-59.

- (1). LRCs are responsible for two types of CPC:
 - (2). Applying preservation coatings, lubricants, sealants, and water displacement compounds
 - (3). Equipment repair that requires metal, fiberglass work, sanding, major body repair and painting. This level of CPC will be conducted on a reimbursable basis within the core capabilities of the LRC using pass back procedures.
- e. Manages the Army Warranty and Modification Program on FBGA.
 - f. Manages the scheduling of maintenance tools and gages controlled by the Test Measurement and Diagnostic Equipment program.
 - g. Provides maintenance and service support for the Army Sustainment Command (ASC) LBE, UME, and RESET programs on behalf of the Army Material Command (AMC) for Combat and Tactical vehicles, Weapons, Communications equipment, Fire Control equipment, and Night vision optics.
 - h. Container Maintenance is performed at Mizener Complex. MMD has the capability to inspect, repair, and certify 40' and 20' MILVANS, QUADCON, and TRICON containers.
 - i. The Mata Weapons & Electronic Sustainment Facility (MWESF)
 - (1). MWESF provides Installation Field and Sustainment Maintenance support on Small Arms, Crew-Served Weapon's, Communication including Commercial off the Shelf (COTS) items, Fire Control, and Optical Equipment including Mortar Sights.
 - (2). The Mata Fire Control/Optics work center has a dark room to perform the high resolution/low resolution test on night vision devices. Additionally, this work center is equipped to nitrogen purge capabilities supporting night vision optics. CECOM LCMC has determined that the LRC, FBG, meets the requirements of the Special Technical Inspection and Repair (STIR) 10/20 standard and is STIR certified to perform NVD/NVS maintenance.
 - (3). The Mata Communications work center performs in-house repairs and services on commercial radios (P5100/P7100) as well as tactical communications equipment such as Single Channel Ground to Air Radio Systems (SINGARS), AN/PRC-148 Joint Tactical Radio System (JTRS) Enhanced Multiband Inter/Intra Team Radio, or JEM. The Mata meets the requirements of the (STIR) 10/20 standard and is certified to perform SINGARS RESET on the SINGARS Ground ICOM Radio Components.
 - (4). Command personnel orientation tours of the Mizener Complex and Mata Weapons & Electronic Sustainment Facility are welcome and encouraged. Point of contact for arranging is the Contracting Officer Representative (COR) at 706-545-2469 or the Installation Materiel Maintenance Officer (IMMO) at 706-545-2076.

4. POLICIES

Maintenance is a command responsibility. All maintenance operations will be performed by the lowest category of maintenance activity with the capacity, capability, and authority to perform the work as authorized by the Technical Manual "TM", Army Regulation "AR" and Commercial-Off-The Shelf (COTS) manufacturer's technical manuals. Commanders and Department Directors will vigorously address maintenance issues on a continuous basis to determine the most expeditious and economical means of repair.

5. HOURS OF OPERATION:

- a. Routine maintenance for Fort Benning is available from all shops 0800 to 1630 Eastern Standard Time, Monday through Friday excluding federal holidays.

b. Maintenance and logistical support outside of normal working hours including weekends and federal holidays, incurring overtime cost, in support of special events, training evolutions and contingencies are available by coordination with the appropriate shop supervisor who must seek approval from the Contract Maintenance Manager/IMMO.

6. REFERENCES:

AR 190-11, Physical Security of Arms, Ammunition and Explosives
AR 190-13, The Army Physical Security Program
AR 700-4, Logistic Assistance Program
AR 700-138, Army Logistics Readiness and Sustainability
AR 700-139, Army Warranty Program Concepts and Policies
AR 710-2, Supply Policy below the National Level
AR 725-50, Requisitioning, Receipt, and Issue System
AR 735-5, Policies and Procedures for Property Accountability
AR 750-1 Army Materiel Maintenance Policy
AR 750-59, Army Corrosion Prevention and Control Program
AR 750-10, US Army Equipment Index Modification Work Orders
ASC Supplement to AR 750-1 Army Materiel Maintenance Policy for Logistics Readiness Centers
DA PAM 25-380-2, Security Procedures for Controlled Cryptographic Items (CCI) (FOUO)
DA PAM 710-2-1, Using Unit Supply System Manual Procedures Update
DA PAM 710-2-2, Supply Support Activity Supply System: Manual Procedures
DA PAM 750-8, The Army Maintenance Management System (TAMMS) User's Manual
TB 750-43, Army Test, Measurement, and Diagnostic Equipment (TMDE) Calibration and Repair Support Program
TB 43-0142, Safety Inspection and Testing of Lifting Devices

7. REIMBURSABLE CUSTOMER SUPPORT:

a. Units/activities receive maintenance support from Fort Benning LRC on a reimbursable basis. This means that customers must establish a line of accounting through their Resource management office with the LRC Budget Office located in Bldg. 6; contact numbers are 545-1370/545-5801/626-0393. This line of accounting will be used for labor and Class IX repair parts purchased via GCSS-A for military equipment and local procurement requests for COTs equipment._

b. Reimbursable units requiring support maintenance will follow normal procedures prescribed herein. If a repair cost estimate is required prior to equipment inspection, a request for such must be made through the office of the Installation Materiel Maintenance Officer. Point of contact telephone number is 706-544-1422/545-3468/545-8882.

CAVEAT: Estimates based on historical data for uninspected equipment are not precise. Lesser or greater expense to the customer may be uncovered during the maintenance process.

c. When an estimate is completed, the maintenance manager or appropriate shop supervisor will provide it to the office of the IMMO which in turn will send it to the requesting unit/activity for decision and further action as desired.

8. ACCESS TO MATA WEAPONS AND ELECTRONICS SUSTAINMENT FACILITY (MWESF):

a. Entry/Exit at the MWESF Bldg. 9074 is controlled as follows: Personnel delivering equipment for maintenance support or to pick-up equipment must report to the guard building 9090 with identification and speak at the service window with an internal security guard who will electronically unlock the door after validating the requirement to enter the compound. Once inside the compound visiting personnel must report directly to the PP&C reception desk located in the main entry of building 9074 with the purpose of

the visit. Other than the area of the loading dock, only personnel with cleared DA Form 7281-R will be permitted unescorted access inside building 9074. All others with a valid requirement to visit inside building 9074 will be escorted.

b. All personnel exiting the compound through building 9090 must walk through a metal detector and may have a wand pass over the body if the metal detector alarms. All bags and persons are subject to search. All vehicles exiting are subject to searched.

c. Government vehicles will only be permitted inside the compound for the purpose of picking up or delivering equipment. No government vehicle will be permitted inside the compound solely for the user's convenience. Government or civilian service provider vehicles may be permitted entry if use of heavy tools or delivery of large quantities or heavy loads is involved. Privately owned vehicles are prohibited entry.

9. CUSTOMER SUPPORT PROCEDURES (MAINTENANCE ACCOUNT ESTABLISHMENT):

a. Authorized units/activities who have not established a maintenance account with the LRC Maintenance Division must accomplish the following:

(1). Submit a copy of Assumption of Command orders and a notice of delegation of authority DA Form 1687/ to identify unit personnel authorized to verify the commander's/activity director's priority designation written on DA Form 2407/DA Form 2407E. Electronic versions of 1687's with (digital signatures) sent to any MMD work center is acceptable.

(2). Submit Assumption of command orders and a delegation of authority DA Form 1687 to identify unit/activity personnel authorized to deliver and pickup equipment work ordered.

b. It is a unit/activity responsibility to maintain up-to-date copies of Command Orders and DA Form 1687's on file at the MMD's Mizener and Mata Complexes.

c. When establishing a new account personnel must show proof of identification prior to maintenance support being provided. Valid proofs of identification are Uniformed Services Identification Card, Common Access Card (CAC) and IDS badges.

d. All customers must ensure that appropriate funding is put in place by their Resource Management Office prior to requesting any support from MMD. Work orders cannot and will not be accepted at MMD without appropriate funding being in place (no exceptions).

10. WORK ORDER ACCEPTANCE REQUIREMENTS:

a. Authorized customer submits DA Form 2407/DA Form 2407E and DA Form 5988E with appropriate sections filled in, in accordance with DA PAM 750-8. The support UIC for customers to use is: W6YGAA. The shop production, planning and control (PP&C) section verifies the validity of the customer representative and priority designator signatures on the work order with the appropriate DA Forms 1687. The designated MMD Contract Inspector will conduct a PMCS inspection with the customer prior to acceptance of any work order. This inspection will be documented on a DA Form 2404 prior to equipment acceptance.

b. The Fort Benning Logistics Readiness Center Maintenance service provider currently utilizes the Standard Army Maintenance System – Installation Enhanced (SAMS-IE). Where it is indicated in this Standard Operating Procedure (SOP) that units/activities may request support via a DA Form 2407-E (prepared IAW DA PAM 750-8) included in the meaning is the additional provision of a computer disk from the unit's SAMS-E system with the electronic 2407-E embedded. This permits the work request to be entered into SAMS-IE. A status disk out of SAMS-IE will allow the customer to input maintenance acceptance data into the unit's SAMS-E system. The POC name and phone number must be listed in the "REMARKS" block of the form, for notification when equipment is ready for pick-up. (Where it is read in this SOP that a unit/activity may request maintenance support via a DA Form 2407, it is not an option for

units/activities with the SAMS-E system).

c. Damaged equipment, equipment beyond fair wear and tear, and equipment missing components will require a memorandum signed by the commander, indicating that the equipment is no longer under investigation, and is released for repair IAW AR 735-5. This memorandum must be provide with the 2407/2407-E and PMCS DA Form2404/DA 5988E at work order opening; no work order can be accepted at MMD without this document.

d. Organizations with subsystems as identified in AR 700-138, Appendix B-2, will ensure subsystems (i.e. communication shelter, vehicle, generator, and trailer) are annotated as such on work request.

e. The initial inspection standard for equipment acceptance is the completion of the applicable technical manual specifics regarding operator level cleaning and lubricating; and organizational level completion of Preventive Maintenance Checks and Services (PMCS).

f. Equipment with organizational faults which does not preclude support maintenance from testing and safely operating the equipment can be accepted provided the fault(s) are annotated on the DA Form 2404/DA Form 5988E. The equipment will be returned without the annotated organizational faults corrected (unless the customer requests the faults to be corrected and provide the necessary funding to cover those repairs).

g. Results of compression checks and Army Oil Analysis Program (AOAP), DA Form 2026 information must be annotated on the DA Form 2404.

h. Unserviceable equipment must be submitted with appropriate packaging, security (i.e. locks) and preservation to prevent damage or loss while in any of the MMD's shops.

i. Work Order Acceptance:

(1). Cooling systems must have adequate antifreeze protection in accordance with Technical Bulletin TB 750-651 and applicable manufacturers' recommendations for COTs such as ATVs, trucks, engineer/construction equipment, trailers.

(2). Vehicles must be lubricated in accordance with the applicable lubrication orders, batteries fully charged and fuel tanks full with uncontaminated fuel.

(3). Interior and exterior surfaces must be free of mud, dirt and trash.

(4). Hulls must be drained.

(5). Drip pans must be provided for each vehicle and properly placed under the vehicle prior to work order acceptance.

(6). Security, ignition and power/battery keys must be provided as applicable. Steering wheel chain, padlock and key must be provided for each vehicle to ensure vehicle security in accordance with Army Regulation 190-51.

(7). Equipment must be free of hazardous and explosive materials that jeopardize the health and welfare of maintenance personnel.

(8). Vehicular canvas, tarpaulins, end curtains, BII and pilferage such as tools and vises must be removed. Additionally, sensitive items such as weapons and night vision devices must be removed.

j. Equipment that requires complete paint and stenciling will have all canvas, shelter, and tools removed prior to submission to the Mizener Complex. Damaged equipment, equipment beyond fair wear and tear, and equipment missing components will require a memorandum signed by the commander, indicating

that the equipment is no longer under investigation, and is released for repair IAW AR 735-5.

k. Unserviceable equipment must be submitted with appropriate packaging, security and preservation to prevent damage or loss while in the field/sustainment support shop.

l. Organization personnel will accompany vehicles recovered and/or transported into the maintenance facility by wrecker.

m. Purging Requirement

(1). Any equipment that requiring purging, must have the following steps performed by the unit/activity prior to turn in for support:

(2). Drain all petroleum products from fuel compartments, piping, manifolds, meters, retail hoses and filter separator.

(3). Remove filter elements and GO/NO GO fuses from filter separator.

(4). Remove meter screen and nozzle screen, drain all petroleum products from filter separator's water pump and then close all valves and ports.

n. The following guidelines will be followed for commercial items requiring maintenance support:

(1). The cost of commercial items and year of purchase must be listed on the maintenance request. This is required in order to determine the allowable one-time repair cost Maintenance Expenditure Limit (MEL) for the item.

o. Units/activities within a command having its own field support must submit their maintenance request through their field support who will then pass equipment back to MMD if required.

p. Units/activities will not be permitted to place more than one serial numbered item on a work request (DA Form 2407/E); therefore, work orders for service and/or repair must have only one item.

q. Unit/activity personnel will use the appropriate Readiness Criteria Chart for all tactical reportable equipment to determine if equipment is NMC before submitting for maintenance. This is particularly important for communications systems. If equipment is NMC and reportable, a priority "03" will be listed in "BLOCK" #13 of the DA Form 2407/DA Form 2407E, and "BLOCK" 22 will be signed by the commander or the designated representative.

11. ON-SITE MAINTENANCE:

a. Request for on-site maintenance will typically be limited to those items that are permanently installed, and cannot be brought to the Mizener/Mata maintenance facilities for repair. All on-site work requests will be coordinated through the supporting maintenance shop, who will determine if the work can be accomplished on-site (after approval of IMMO), or is to be evacuated to the applicable repair shop for maintenance. Request for on-site maintenance which require 24-hour maintenance support, such as a Field Training Exercise (FTX) will be sent to the IMMO for approval, at least two weeks in advance of the start date. On-site maintenance will be administered as follows:

(1). The customer will submit a maintenance request for on-site maintenance. The word "ON-SITE" will be clearly printed in the remarks block.

(2). The support activity verifies completeness of the maintenance request and annotates the request, "RECEIPT OF MAINTENANCE REQUEST ONLY" on the bottom of the work request, assigns a work order number, and returns the receipt copy to the customer.

b. When on-site work request is scheduled for work, the following actions will occur:

(1). The repairer will notify the point of contact listed on the maintenance request and make arrangements for the equipment to be made available for maintenance. When these arrangements have been made, maintenance personnel will go to the site where the equipment is located and accomplish the work.

(2). Upon completion of the work, the maintenance request will be completed and presented to the customer for signature. The customer signature verifies that the repairs were completed properly. The entire maintenance request (including the customers receipt copy) is then sent the shop PP&C Section. If the customer is not available to accept and sign for completed job, "On-Site" will be annotated in "Block" 38a" of the DA 2407/DA Form 2407E and the work order will be closed.

(3). Customers must be aware that on-site maintenance will increase the cost of completing each job. Labor transactions (costs), transportation to/from on-site location, delays, etc., are computed from the maintenance work center responsible for performing the required inspection/repair.

12. WORK ORDER STATUS REPORTING:

The customer may weekly, or more frequently if operationally driven, contact via email or telephone the appropriate PP&C section to obtain the current status on accepted work orders. See Annex A for contact telephone numbers. Units may request with the appropriate PP&C section weekly ad-hoc equipment status reports.

****NOTE:** Any customer with dissatisfaction concerning equipment status should first seek resolution with the shop supervisor. If no satisfaction is gained from the supervisor, contact the Maintenance Manager or contact the Government staff located in Suite 206 Bldg. 5305 at Mizener complex. See Annex A for contact numbers. **

13. EQUIPMENT PICKUP:

a. Shop PP&C employees normally notify the customer via telephone or email that equipment is ready for pickup. The DA Form 2407/DA Form 2407E is annotated by PP&C that notification for pickup has been made.

b. The customer sent to pick-up the equipment must be listed on a valid DA Form 1687 authorizing that person to take receipt of unit equipment, and must present to the PP&C section copy #1 of the work order. The receiving customer must sign the DA Form 2407/DA Form 2407E indicating the equipment has been picked up and validated for equipment readiness. The customer is presented a copy of the completed work order.

NOTE: Work orders with maintenance priority designators of 1 through 3 are required to be picked up within 24 hours of notification. For all other work orders, priority 4 through 15, the PP&C section will wait no more than three days before notifying the chain of command of a unit's failure to pick-up. LRC MMD will be notified by the contractor when equipment is not picked up by the 72 business hours. MMD will then contact the Unit Commander/Activity director or designated representative requesting pick up of the equipment as soon as possible or if appropriate, arrange for delayed acceptance/pickup.

c. In the case that copy #1 (hand receipt copy) is lost; a memorandum signed by the unit commander and addressed to the appropriate shop supervisor will suffice. The memorandum must contain at a minimum the following information: work order number, nomenclature, full name and rank with signature of the commander and an assurance statement that if found subsequent to work order closure, the original hand receipt copy will be destroyed.

d. In the event of rejected repair work, the customer will annotate items being rejected on a DA Form 2404 furnished by the repair shop. A technical inspector will validate the rejected work. The customer and the technical inspector will stamp and sign the reject deficiencies on the DA Form 2404 and turn it into the PP&C section. A rejected work order will immediately be placed into a reject status "8" and returned for rework.

e. If the customer believes the rejected work is substantially noteworthy, he/she should contact the IMMO or a member of the MMD Government staff, see Annex A.

14. REPAIR OF EQUIPMENT EXCEEDING THE MAINTENANCE EXPENDITURE LIMIT (MEL):

a. MEL is defined as the total acceptable one-time cost to repair an end item or reparable component to a fully serviceable condition as prescribed in the appropriate technical manual, technical bulletin and/or DA messages. Generally, if repair cost exceeds the MEL, it is considered more economical in terms of operational as well as maintenance efficiencies to replace the item.

b. Following initial inspection where it is determined that repair will exceed the MEL, commanders/activity directors with an operational need to have the equipment repaired may request such in writing to the Contract Maintenance Manager in Building 5300, Harmony Church. Telephone number of the Contract Maintenance Manager is 706-626-4838.

c. Requests to exceed MEL must include the following documentation and information:

(1). Three copies of the DA Form 2404 executed by the technical inspector of the field support unit noting the deficiencies found.

(2). Three copies of the written request for waiver from the commander. Guidance is found in AR 750-1, Chapter 4, Section I, and paragraph 4-6. The request must include justification for affecting the repair exceeding the MEL.

(3). Three copies of DA Form 3590 or DA Form 461-5 completed by the supporting activity.

d. Provided the request does not exceed the MEL waiver ceiling (see AR 750-1 page 38), and the repair can be affected at the field or sustainment level, the Contract Maintenance Manager will submit the request through the IMMO and on to the appropriate chain of command to the applicable LCMC such as TACOM of CECOM for a decision. If approval is received, the appropriate MMD shop will affect the repair(s).

15. FABRICATION:

a. The Allied Trades Shop can fabricate items with Acquisition Advice Code ("AAC" Code of "F"), and repair IAW technical manual.

b. Requests for fabrication must include as much detailed information as available but as a minimum the following will be included:

(1). Nomenclature

(2). End item nomenclature, if applicable

(3). Physical sample if available or technical drawing with specifications

(4). NSN and/or part number

(5). Detailed technical description:

- (a). Material and hardness
- (b). Dimensions
- (c). Weight loading
- (d). Operating pressure
- (e). Drawings (blueprints preferred)

c. Convenience fabrications requested by reimbursable customers will be fully reimbursable to the Logistics Readiness Center. Fabrication performed in support of a non-reimbursable customer's work order of an end item or repairable component will remain as necessary non-reimbursable work required to complete the work order to 10/20 standard.

d. Customers are encouraged to call the Allied Trades Shop Supervisor at 706-527-3062 beforehand to determine if the desired item to be fabricated is within the section's capability.

16. VERIFICATION AND CLASSIFICATION INSPECTIONS:

a. Equipment assigned condition codes "P" and "H" requires certification by MMD prior to being accepted for turn-in at the Supply Support Activity (SSA) BLDG 9058.

b. Units/activities will submit a "Classification Inspection" via a DA Form 2407/DA Form 2407E to the PP&C at Mizener/Mata for the appropriate maintenance shop.

c. All mechanical, electrical, electronic, and general support items require a TI prior to turn-in to the supply system. In those cases where a large quantity of items are involved, or the equipment must be installed to be operated, arrangements for on-site inspection may be made by contacting the IMMO or designated MMD Government representative at BLDG 5305. Customers are reminded that classifications are only valid for 30 days from date of completion.

d. Should the customer be unable to meet the 30-day turn-in time frame due to turn-in appointment scheduling or operational considerations, the submission of a "new" TI work order may not be necessary. The customer should contact the maintenance activity that conducted the original TI in order to determine if the original TI can be administratively updated, or if a "new" TI work order is required.

17. ESTIMATED COST OF DAMAGE (ECOD):

a. Units/activities without organic field support may submit an "ECOD" work request via DA Form 2407. A release statement from the investigating or survey officer is required to be submitted along with the maintenance request. An example of such statement follows:

Damage to Cargo Truck, 2.5 ton, M35A2, serial number 022514047 is subject to investigation for fault in accordance with AR 735-5. However, the vehicle is no longer required for investigative purposes and is therefore released for repair."

b. Following the statement must be a signature block containing printed name, rank and command.

c. Equipment accepted by a shop under a routine repair request may determine that damage found was due to causes other than fair wear and tear. The shop supervisor will in such instances notify the Contract Maintenance Manager who in turn will confer with the IMMO or MMD Government representative. Repair work would cease and the work order will be closed if a Financial Liability Investigation of Property Loss is deemed appropriate.

18. DE-PROCESSING OF EQUIPMENT:

- a. De-processing inspection of equipment received by customer may be requested via a DA Form 2407/DA Form 2407E. Any defects found or services found to be required can be accomplished on the same work order if approved by the IMMO.
- b. In order to capture into the program, the LRC SSA Logistics Manager must develop internal procedures for identifying and reporting all new equipment issued to units on this installation to the Warranty Coordinator.
- c. Copies of receiving documents (DD Form 250, Materiel Inspection and Receiving Report and/or DD Form 1348, DOD Single Line Item Requisition System Document (Manual)) which identify the in-service dates should be provided to the Warranty Coordinator.
- d. All received commercial equipment should be inspected by supply personnel for warranty cards. All warranty cards will be withdrawn and annotated with the receiving unit name and copies provided to the Warranty Coordinator.

19. LOAD TESTING OF LIFTING DEVICES:

Inspection and load testing of lifting devices (non-facilities) will be performed in accordance with Technical Bulletin 43-0142 and/or technical manual. All lifting devices shall be load tested prior to use of new, repaired, altered lifting devices or when safe serviceability is in doubt. After load testing is complete the equipment will be appropriately stenciled with next date load testing is due or tagged as applicable. All tested equipment will be correctly annotated on the work order and DA 2404.

20. AUTHORITY GRANTED TO PERFORM LIMITED SUSTAINMENT LEVEL REPAIR:

- a. Customers with equipment known to require certain sustainment level repair may submit a "Request for Maintenance Level Deviation" memorandum addressed to the Maintenance Manager to perform the maintenance. Accompanying the memorandum must be a DA Form 2404 listing all equipment deficiencies. Within the memorandum must be details specifying the deviation of maintenance level repair required.
- b. The Maintenance Manager will forward the request to the IMMO who has final approval authority. Approval will be based on shop capability and capacity to perform the higher level of maintenance. If approved, the customer may open a work order at the appropriate shop with DA Form 2407/DA Form 2407E.

21. INSTALLATION WARRANTY PROGRAM:

- a. A warranty is defined as an agreement between the purchaser (U.S. Government) and commercial supplier whereby materials and workmanship are guaranteed for a period of time and/or mileage/hours. Direct contact between installation units or activities and local dealerships, manufacturers or other government agencies regarding repair of items under warranty is prohibited.
- b. The installation Warranty Coordinator is located in Building 5300, Harmony Church, 544-8704 or 706-527-3030. The Warranty Coordinator is responsible for the overall coordination and management of the Warranty Program. Specific functions of the Warranty Coordinator are:

- (1). Maintain a current list of all items under warranty.

(2). Coordinate warranty claim repair actions between user and local dealership, warrantor, and other government agencies.

(3). Provide technical assistance in determining if specific failure of items, qualify as a warranty claim.

(4). Distribute copies of the completed Maintenance Request and dealer work orders as prescribed by DA PAM 750-8 and warranty agreements.

(5). Prepare and forward documents for reimbursement when warranty repair is accomplished using Government resources.

22. WARRANTY CLAIM ACTION:

a. Once the Warranty Coordinator determines that an equipment deficiency falls within the warranty limitations, a DA Form 2407/DA Form 2407E will be used to initiate the warranty claim with the commercial supplier and track progress in SAMS-IE. At this point, the Warranty Coordinator will fill out a supply procurement request identifying the commercial service provider.

b. Owning units of warranty equipment and government maintenance activities are cautioned that no attempts should be made to repair items under warranty because it may void the warranty.

c. If the commercial warrantor authorizes the installation maintenance support activity to make repairs and provide means to reimburse the government, replaced warranty parts, components or assemblies will be tagged with a DA Form 2402 and marked "WARRANTY EXHIBIT" and returned to the warrantor. The DA Form 2402 will have the following information: serial number, USA registration number, name of owning unit, bumper number if available, date item became defective, and manufacturer contract number.

23. MODIFICATION WORK ORDER (MWO):

a. The installation MWO Coordinator is located in Building 5300, 706-544-8704 or 706-527-3030. The MWO Coordinator will negotiate the MWO Fielding Plan (MWOFP) with the sponsoring Army agency for the modification of materiel and supplies belonging to army and reserve components in the Fort Benning geographical area of responsibility.

b. The MWO Coordinator will implement the MWOFP with units/activities affected by the MWO. The Coordinator will require timely submission of the affected equipment density list by UIC, model and serial numbers. The Coordinator will act as the catalyst to ensure units comply with the fielding plan as scheduled.

c. The MWO Coordinator will maintain security and accountability of MWO kits until time of installation 23 equipment. Post installation, the Coordinator will document unit/activities compliance by recording completion in the Department of Army Modification Management Information System.

24. ARMY OIL ANALYSIS PROGRAM (AOAP):

a. The LRC MMD provides delivery assistance of AOAP samples to the AOAP laboratory at Fort Rucker, Alabama.

b. Customers may bring AOAP samples along with a properly filled out DA Form 5991-E Oil Analysis Request and DA Form 200 Transmittal Record for each sample to Building 5300, 544-8704 or 706-527-3030. The MMD AOAP Coordinator will package and ship to:

ATTN: ASCE-LBN-MMD, AOAP Laboratory
Building 800 N Avenue

U.S. Army Aviation Center
Fort Rucker, Alabama 36362
Telephone 334-255-1771 / 1720
Fax 334-255-1991

- c. Results are mailed by the AOAP lab directly to the customer's unit.
- d. Governing guidance for the Army Oil Analysis Program is Technical Bulletin 43-0211. Page 4-1 delineates the AOAP sampling supplies by national stock number the customer needs to obtain uncontaminated samples from external sources to the system being sampled. The maintenance department cannot ship samples not contained in the approved sample bottle listed in TB 43-0211.

25. CUSTOMER SATISFACTION AND FEEDBACK:

Customer satisfaction is the goal of all maintenance shops. Customers are encouraged to submit through Interactive Customer Evaluation (ICE) computer kiosks located in each shop how well or poorly the service provided was rendered. Any instance where a customer feels dissatisfied with the service received from shop personnel should ask to speak with the shop supervisor for resolution or contact the Government staff located in Bldg. 5305 before leaving the Mizener or Mata complexes

26. MATERIEL MAINTENANCE DEPARTMENT POINTS OF CONTACT:

GOVERNMENT STAFF:

Building 5305, Suite 206 second floor, Harmony Church
Installation Materiel Maintenance Officer (IMMO), 545-2076
Readiness Officer, 545-3468
Mata Weapons & Electronics Sustainment Facility Program Manager, 626-6705
Equipment Specialists, 544-1422, 545-8882, 626-6700/6701
LRC COR, Bldg. 6, Suite 230B, 6650 Meloy Drive, 545-2469

CONTRACTOR STAFF:

Maintenance Manager, Bldg. 5300, 626-4838 office, 706-587-1582 cell
Shop "A" Supervisor, Bldg. 5300, 544-8639 office, 706-536-4564 cell
Allied Trades Supervisor, Bldg. 5315, 544-9878 office, 706-527-3062 cell
Shop "B" Supervisor, Bldg. 5305, and 545-8746 office
Modification Work Order Coordinator, Bldg. 5300, 544-8704
Warranty Program Coordinator, Bldg. 5300, 544-8704
TMDE Coordinator, Bldg. 5300, 544-8704
Mata Weapons & Electronics Sustainment Facility, Bldg. 9074, 626-8179

NON-DUTY HOURS POC : (Contact for extreme urgency for mission critical repair)

Maintenance Manager, 626-4838 office, 706-587-1582 cell
Equipment Specialist, 545-8882 office; 706-718-6336 cell

Information needed to be passed on to the action person:

- a. The requesting organization point of contact name and telephone number
- b. Nature of the maintenance emergency
- c. Equipment Nomenclature
- d. Malfunction
- e. Exact location