

ORDER

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

4650.20A

12/4/74

SUBJ: REPORTING AND REPLACEMENT OF ITEMS FAILING UNDER WARRANTY

1. **PURPOSE.** This order revises existing procedures for recording warranty information and the reporting and replacement of items failing under warranty.
2. **DISTRIBUTION.** This order is distributed to branch level in the Logistics, Airway Facilities and Systems Research and Development Services in FAA headquarters; section level in the Logistics and Airway Facilities Divisions in the regions; branch level in the FAA Depot and Aeronautical Center Procurement Division; twenty-five copies to NAFEC Logistics Division and minimum distribution to all field offices and facilities.
3. **CANCELLATION.** Order 4650.20, Reporting and Replacement of items failing under warranty, dated March 21, 1974, is cancelled. *
4. **BACKGROUND.** Order, IM 4250.6, established responsibilities and guidelines for the reporting of items failing under warranty and the related supply support processes, but was not distributed below regional office level. This revised order recognizes office designation changes due to regional reorganizations and provides uniform field procedures for failure reporting.
5. **SCOPE.** The provisions of this order are applicable to all non-aircraft equipment and supply items purchased by an FAA procurement office and those acquired from the FAA Depot that are covered by a manufacturer's warranty.

The FAA Depot processes for warranty program management and documentation are covered in Chapter 10 of AC Order 4650.1, FAA Depot Materiel Management Handbook.

6. **WARRANTY DATA.** The method of recording/maintaining warranty records will vary depending upon the acquisition source and the types of items involved.
 - a. **Equipment.**
 - (1) Field offices shall maintain the following information for each piece of equipment received that is covered by warranty.

Distribution: WAF/LG/RD-3; RAF/LG-4; CDE/CPR-3;
NLG-50(25 cys); FOF-0 (minim)

Initiated By: ALG-110

Date Accepted _____
 Date Installed _____
 Date Warranty Expires _____
 Contract/P.O. Number _____

(2) Contracts issued by the Logistics Service Contracts Division normally require that each contractor affix a stamp with the above elements to each piece of equipment. The "Date Accepted" reflects final government acceptance, origin or destination, as applicable, and field installation personnel shall enter "Date Installed" and "Date Warranty Expires."

The "Date Installed" is the date the equipment was initially energized at the field facility in the case of installation by FAA personnel. In the case of contract installation (turn-key), it is the date installation is accepted by FAA.

- b. Supplies. Supply items which are covered by warranty will be identified by the contractor, as specified by the contract, by information affixed to the item or container. In those instances where warranty data is on the container, records shall be prepared as specified in Paragraph 6a(1) to insure data availability if the container is lost or destroyed.

Although the majority of supply items are not covered by warranty, several types of items, both Depot and Region support, are customarily covered. These include, but are not limited to:

- (1) Electric motors, transformers, relays and compressors.
- (2) Electron tubes.
- (3) Circuit boards or components thereof.

7. FAILURE REPORTING.

- a. Nationally Furnished Items. When a nationally furnished item (Washington or FAA Depot Acquisition) fails within the warranty period, it shall be reported by the Airway Facilities Technician or Field Logistics Specialist, as applicable, to the FAA Depot (AAC-485) within five days after failure. Maintenance action shall be limited to replacement except in emergency situations where repair is necessary to avoid an outage.

(1) Sector personnel shall prepare and submit a completed FAA Form 4650-10, Warranty Failure Report (App. 1) for each equipment or supply item failing during the contract or order warranty period, in accordance with the instructions contained on the reverse side of the form. With respect to Block 26, Failure Narrative, describe

in narrative form the conditions prior to, at the time of, and subsequent to the failure. This narrative must also explain cause of failure, what was done to effect repairs, assistance in repairing, and any suggestions to prevent such failures. The determination, as to whether the failed part is replaceable under the warranty, is based on such narrative.

(2) The F & E Installation Technician shall provide sector personnel all data necessary to prepare Warranty Failure Reports for all warranty items failing during installation/test prior to commissioning.

* (3) The distribution of FAA Form 4650-10, Warranty Failure Report, shall be as follows:

FAA Depot (AAC-485) - original and first two copies
Regional Logistics Division - one copy
Washington, ALG-400 - one copy
Facility - one copy

- b. Locally (Region) Furnished Items. The "warranty" failure of a locally furnished item, equipment or supply, shall be reported to the procuring office by letter or telephone if an adjustment cannot be worked out by the field office through a local authorized manufacturer's representative.
- c. Failure Report Number (3 Positions). Sequential numbers, used as a suffix to the facility supply support code shall serve as failure report numbers. The numbering sequence should be constructed to differentiate between failure reports for nationally furnished and locally furnished items. FAA Form 4650-10 should not be used to report failures of locally furnished items.
8. SUPPLY SUPPORT. The submission of FAA Form 4650-10 to the FAA Depot does not constitute a requisition action for a replacement item. Replacement items shall be acquired in accordance with the provisions of FAA Order 4650.12A, Local Purchase, Paragraph 6 and FAA Order 4250.9, Field Inventory Management and Replenishment, Chapters 2 and 4. Requisitions placed on the FAA Depot for warranty item failure replacement shall be identified as such and shall reference the failure report number.
9. DISPOSITION OF DEFECTIVE ITEMS. Items, equipment or supply, failing under warranty, except those locally furnished items satisfactorily adjusted by a manufacturer's representative, shall be retained pending disposition instructions from the Depot or regional procurement office.

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If disposition instructions are not received within 90 days, a Speed Memo, with enclosed copy of the failure report, shall be forwarded to the applicable office as a follow-up. If disposition instructions are not received within the following 30 days (120 days total) the item may be disposed of in accordance with the provisions of FAA Order 4800.2, Utilization and Disposal of Excess and Surplus Property.

When disposition instructions specify shipment of a defective unit to the manufacturer or elsewhere, the shipment shall be supported by FAA Form 1660 Requisition/Invoice (App. 2). Distribution of FAA Form 1660 is as follows:

Parts 1 & 2	Consignee (with failure report)
Part 3	(nationally furnished item) AAC-485
Part 3	(locally furnished item) Region Procurement
Part 4	Region Logistics Division (ref. failure no.)
Part 5	Logistics Service (ALG-400)
Part 6	Retain for future reference.

*10. FORMS AVAILABILITY. FAA Form 4650-10 Warranty Failure Report is available from the FAA Depot under NSN:0052-00-030-5002, unit of issue - (pads). *



R. F. FRAKES
Director, Logistics Service

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Appendix 1

RIS: LG 4250.3

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION WARRANTY FAILURE REPORT		DATE OF REPORT		CONTROL NUMBER (DEPOT USE)		
PART I - FACILITY DATA			PART II - EQUIPMENT DATA			
1. Facility Report No.			6. Name (System/Facility)		7. FA Type No.	
2. Region Logistics Specialist		3. Phone	8. Manufacturer		9. Serial No.	
		FTS :	10. Date Received		11. Date Operative	
		Comm:	12. Date Failed		13. Date Warranty Exp.	
4. Facility Address			14. Contract/Order No. (Equipment)			
5. Contract No./Order No. (Applicable to failed items)						
PART III - FAILED COMPONENT DATA (Above Equipment Only)						
I T E M N O.	15. Part No.	16. Noun	17. Manufacturer	18. Serial No.	19. Ref. Designation	
	20. National Stock No.		21. Qty.	22. Date Operative	23. Date Failed	24. Date Warranty Exp.
	25. Replace. Rqn. from Depot?		26. Failure Narrative - Hours Operation			
	RON# :					
	DATE :					
PRI :						
NO_ :						
WHY :						
I T E M N O.	15. Part No.	16. Noun	17. Manufacturer	18. Serial No.	19. Ref. Designation	
	20. National Stock No.		21. Qty.	22. Date Operative	23. Date Failed	24. Date Warranty Exp.
	25. Replace. Rqn. from Depot?		26. Failure Narrative - Hours Operation			
	RON# :					
	DATE :					
PRI :						
NO_ :						
WHY :						
I T E M N O.	15. Part No.	16. Noun	17. Manufacturer	18. Serial No.	19. Ref. Designation	
	20. National Stock No.		21. Qty.	22. Date Operative	23. Date Failed	24. Date Warranty Exp.
	25. Replace. Rqn. from Depot?		26. Failure Narrative - Hours Operation			
	RON# :					
	DATE :					
PRI :						
NO_ :						
WHY :						
I T E M N O.	15. Part No.	16. Noun	17. Manufacturer	18. Serial No.	19. Ref. Designation	
	20. National Stock No.		21. Qty.	22. Date Operative	23. Date Failed	24. Date Warranty Exp.
	25. Replace. Rqn. from Depot?		26. Failure Narrative - Hours Operation			
	RON# :					
	DATE :					
PRI :						
NO_ :						
WHY :						

PREPARATION INSTRUCTIONS

PART I - FACILITY DATA

1. Supply Support code and three position numeric suffix
2. thru 5. Self explanatory

PART II - EQUIPMENT DATA

6. Complete alpha name of Facility
7. FA designation
8. Equipment manufacturer
9. thru 14. Self explanatory

PART III - FAILED COMPONENT DATA (*Identify each item no, by A, B, etc.*)

15. Manufacturer's part number (instruction book)
16. thru 19. Self explanatory
20. National Stock Number - replaces Federal Stock Number
21. Quantity failed
22. thru 24. Self explanatory
25. Cite requisition number, date and priority if replacement item was requested from the FAA Depot. If not, why?
26. Narrative - continue on additional sheet if necessary

NOTE: If five or more different items are to be reported for the same equipment and contract/purchase order number, this form may be used as a continuation sheet. To insure proper identification, Blocks 1 and 5 must be filled in.

DISTRIBUTION INSTRUCTIONS

FAA Depot - original and first two copies
Regional Logistics Division - one copy
Washington, ALG-400 - one copy
Facility - one copy

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Appendix 2

FEDERAL AVIATION AGENCY				ROUTING					
REQUISITION				INVOICE					
PREPARED BY				PREPARED BY					
				Signature		Routing Symbol			
REQ'N NO'S				OUTGOING NO. Document Ct1 Number			INCOMING NO.		
DATE				PAGE <input checked="" type="checkbox"/>			DATE		
APPROVALS	SIGNATURE			METHOD OF SHIPMENT		CARRIERS (INCLUDE FINAL CARRIER, IF KNOWN)			
	TITLE			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
	SIGNATURE			GOVT B/L NO.		DATE SHIPPED			
	TITLE			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
SHIP TO: (CONSIGNEE)				FROM (CONSIGNOR)					
				FAA, Office Street Address City, State ZIP					
MARK FOR:				RELEASED BY					
				Signature					
				TITLE <input checked="" type="checkbox"/>					
ITEM NO.	CATALOG NO.	ITEM DESCRIPTION			QUANTITY AND UNIT	UNIT PRICE	DOLLAR AMOUNT	PACKAGE NO.	
X	X	<u>RETURN OF ITEM FAILING UNITED WARRANTY</u> X (Reference Priority-Requisition Number and Type-FAA 4650-10 No & Date))			X	X	X	X	
ACCOUNTING CLASSIFICATION AND CODES							TOTAL AMOUNT OF INVOICE		
APPROPRIATION AND LIMITATION		DO NOT USE	ALLOTMENT	PROJECT OR DISTRIBUTION	AMOUNT		\$		
							REIMBURSEMENT REQUIRED		
							<input type="checkbox"/> YES <input type="checkbox"/> NO		
							DISTRIBUTION PLAN		
CERTIFICATION: I CERTIFY ALL ITEMS RECEIVED IN GOOD CONDITION, EXCEPT AS NOTED HEREON									
SIGNATURE			TITLE			DATE			
							PAGE 1 OF PAGES		