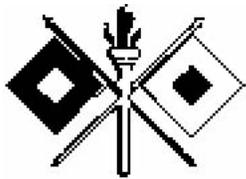


# Customer Handbook

IEW Maintenance  
Headquarters & Headquarters  
Company  
111th Military Intelligence Brigade



## Supporting Intel's Best



1 NOVEMBER 2003



## DEPARTMENT OF THE ARMY

Headquarters and Headquarters Company

111th Military Intelligence Brigade

Fort Huachuca, Arizona 85613-7002

REPLY TO  
ATTENTION OF

ATZS-TPH-I

1 November 2003

MEMORANDUM FOR See Distribution

SUBJECT: IEW Maintenance Customer Handbook

1. The IEW Customer Handbook outlines the policies, responsibilities, and procedures with which electronic and mechanical maintenance support is obtained and performed regarding the IEW Maintenance Facility. It is applicable to personnel assigned to and supported by the 111th Military Intelligence Brigade.
2. All assigned personnel are required to read and adhere to this handbook and follow its policies and procedures.
3. Recommended changes to the handbook shall be submitted to the OIC or NCOIC of the IEW Maintenance Facility. Approved revisions shall be published as necessary.
4. POC is CW2 Black at (520) 533-6601 or SGM Tyler at (520) 533-6603.

  
MICHAEL T. FLYNN  
COL, MI  
Commanding

DISTRIBUTION:

A

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# IEW Maintenance Customer Handbook

## 1. Introduction

**a. Purpose:** This handbook was created to provide you, our customer, detailed guidance about our daily shop operations and procedures. It was designed to expedite and streamline the maintenance process and minimize equipment downtime.

**b. Scope:** This handbook applies to Intelligence Electronic Warfare (IEW) Maintenance personnel and their customers.

**c. Objective:** Our objective is to establish clear guidelines and procedures for maintenance concepts and operations. To ensure compliance and conformity to regulations and policies regarding maintenance and supply, thereby providing the best possible customer service and support to you, our customers.

**d. Comments, Recommendations, Suggestions:** Submit comments, change recommendations, and suggestions to the IEW Maintenance Facility OIC or SGM. Approved changes and revisions will be published as necessary.

**e. Review Requirements:** This handbook is a living document. Approved changes will be implemented immediately. It will be reviewed, revised and published biannually by the OIC and SGM. This ensures that it is an accurate reflection of the policies and procedures performed by the maintenance facility personnel.

**f. Problems and Complaints:** Problems and complaints will be handled at the lowest possible level. If resolution cannot be immediately identified, contact the IEW Maintenance Facility OIC or SGM.

### **g. Distribution:**

1. Basic. Fort Huachuca based customers.
2. Special. Special customers with a valid DA Form 1687, Signature Card, and Assumption of Command orders on file.
3. Request for copies. Request additional copies through the IEW Production Control Office located in Building 82502, Fort Huachuca, AZ 85613-6000. Additionally, this handbook is accessible through the 111th Military Intelligence Brigade's Homepage.

## 2. Administration

**a. Mission Statement:** The IEW Maintenance Facility provides electronic maintenance support to the Intelligence Center and Fort Huachuca while setting the standard in maintenance excellence, customer service, and professionalism within the Army.

**b. Location:** The main IEW Maintenance Facility is located in Building 82502, at the corner of Stein and Bissell streets, on Fort Huachuca, Arizona. Located within this facility are the IEW OIC and SGM, Production Control, and Shops 1 and 2.

**c. Hours of Operation:** Our normal duty hours are listed below. IEW Maintenance has the capability to work 24 hours a day, 7 days a week, to support your operational requirements. Contact the OIC/SGM, IEW Maintenance at 533-6601/6603 (during the duty day) to submit emergency or after-duty hours support requests. The Post Shredder is available by appointment only. Shredder appointments are scheduled by calling 533-6614.

### (1) Hours of Operation:

Mon-Wed, Fri	0830-1600*
Thur	1300-1530*
Sat-Sun-Holidays	Closed

**\*The last work order for the day will be taken at 1500, unless you have made earlier arrangements or the request is a 02/03 priority.**

**(2) Emergency/After-Duty Hours Maintenance Support:** If you require emergency (**command directed**) maintenance support after normal duty hours or have an emergency, contact the Brigade Staff duty at 538-1071. Have the staff duty contact the IEW OIC or SGM using the alert roster. Provide the staff duty a point of contact name and telephone number. Additionally, if the nature of the emergency is key, lock, or alarm related, you may wish to contact the Fort Huachuca Military Police desk, again ensure you leave a point of contact name and telephone number and a brief description of the work needing performed. **Please note that emergency and after-duty hour support is considered service “above and beyond” the normal scope of the contract and will be billed to the customer.**

**d. Telephone Numbers:**

111th BDE Staff Duty	538-1071	BLDG 51005
111th BDE S3 Tasking	533-3631	BLDG 51005
MP Desk, Fort Huachuca	533-2181	BLDG 51005
IEW OIC	533-6601	BLDG 82502
IEW SGM	533-6603	BLDG 82502
IEW Platoon Sergeant	538-0674	BLDG 82502
IEW NCOIC, Production Control	533-6608	BLDG 82502
IEW Work Order Desk	533-6604	BLDG 82502
IEW Supervisor, Shop 1	533-6605	BLDG 82502
Post Shredder Appointments	533-6614	BLDG 82502
Post Shredder Facility	538-6310	BLDG 61810
Weapons/Night Vision Devices	538-7823	BLDG 61801 RM 1051E25
IEW NCOIC, Shop 2	538-1140	BLDG 82502
IEW NCOIC, Shop 3	533-6127	BLDG 63902 RM 121
IEW NCOIC, Shop 4	538-8668	BLDG 61809 RM 121

**e. Access to Shop Work Areas:** Access to IEW Maintenance work areas is restricted to only those personnel assigned to IEW. This restriction prevents personal injury and/or inadvertent loss, theft, or damage to shop and customer equipment; therefore, **IEW Maintenance shops are off-limits to unauthorized personnel.** Guided shop tours are arranged through the IEW Maintenance OIC/SGM.

**3. Operational Overview**

The Army maintenance system is comprised of four levels of support: unit or organizational, direct support (DS), General Support (GS), and depot. The Maintenance Allocation Chart (MAC) normally dictates the level of maintenance authorized to support military equipment. IEW Maintenance is authorized to perform organizational through limited-depot maintenance depending upon the MAC and the capabilities of the shop that supports your needs.

**a. General Overview: Production Control.** Production Control (PC) is the focal point for customer service. Equipment and work orders are submitted and picked up through the PC section. PC consists of the following sections

(1) Customer Service - PC provides customer service for the IEW Maintenance Facility and is the principle liaison between the customer and the maintenance shop. PC opens, closes, and maintains equipment status for work order requests turned into the maintenance facility. PC is responsible for ordering maintenance repair parts, equipment, and supplies for IEW Maintenance. PC receives, updates, and maintains the customer DA Form 1687 and Assumption of Command documents.

(2) IEW Maintenance Warehouse – The IEW Maintenance Warehouse provides supply services for IEW. The Warehouse handles the procurement, distribution, storage,

disposition, and salvage of repair parts and supplies required for maintenance operations. The Warehouse maintains the Document Control Register for standard and non-standard repair parts. The Warehouse manages IEW Maintenance's Shop Stock List and Class IX Bench Stock accounts. The Warehouse packages, ships, and tracks repairable Class IX parts that are sent to supporting units and contractor facilities.

(3) Budget – The Budget section provides budget management for Class IX repair parts for the facility. Budget orders, purchases, tracks, and receives non-standard Class IX repair parts and equipment. Budget accounts for maintenance expenditures and reimbursable services provided by IEW Maintenance's technicians.

**b. General Overview: Shop 1 - Post Support.** Shop 1 provides direct and general support maintenance for audio-visual equipment, keys and locks, alarms systems, access control systems, closed-circuit television systems (CCTV), security equipment, classified document disposal, weapons, and general testing, troubleshooting, and repairing of electronic modules and systems. Shop 1 also provides maintenance support to active, reserve, and guard units based CONUS and OCONUS. Shop 1 consists of these sections:

(1) Audio and Visual Support Section – A/V's maintenance activities include, but are not limited to, commercial and tactical television, video, and audio repair and service. A/V repairs a myriad of electronic equipment such as, microwave ovens, office shredders, answering machines, and other office equipment. A/V maintains the post's bugle system and the sound systems in Cochise Theater. A/V also provides support for Battalion-level and above change of commands and special activity missions. A/V technicians diagnose problems, evaluate methods of repair, initiate required repairs, coordinate and perform services, perform work estimates, install and maintain sound equipment, and request maintenance assistance from outside agencies.

(2) Alarm Section – The Alarm section maintenance activities include, but are not limited to, diagnosing problems, evaluating methods of repair, initiating required repairs, coordinating and performing services, performing work estimates, and installing and maintaining electronic access systems, video monitoring systems and alarm Systems such as, JSIID'S IDS. Alarms can also assist in requesting maintenance assistance.

(3) Key & Lock Section – the Key and Lock section's maintenance activities include, but are not limited to, diagnosing problems, evaluating methods of repair, initiating required repairs, coordinating and performing services, performing work estimates, and installing and maintaining locks and special entry devices. Key and Lock technicians also provide assistance with security containers and safes.

(4) Weapons Section – the Weapons section's maintenance activities include, but are not limited to, diagnosing problems, evaluating methods of repair, initiating required repairs, coordinating and performing services, and performing work estimates on small arms, artillery pieces, training devices and night vision devices.

(5) Shredder Section – the Shredder Section operates and maintains the Post’s shredders. The shredder is available by appointment only by calling 533-6614.

**c. General Overview: Shop 2 - Tactical Support.** Shop 2 provides organizational through limited depot support maintenance for tactical IEW systems, tactical/non-tactical radio systems, and ground surveillance systems (GSS) equipment, computer and computer-based equipment assigned to the Intelligence Center and Fort Huachuca. Shop 2’s Special Repair Activity (SRA) provides depot-type repairs on authorized components. Shop 2 also provides maintenance support to active, reserve, and guard units based CONUS and OCONUS. Shop 2 consists of the following sections:

(1) Radio Section – Radio maintenance activities include, but are not limited to, vehicular/man-pack radios/installation kits, HF/VHF radio maintenance, secure and non-secure telephone sets, cable reels, COMSEC equipment, and antenna sets. The technicians diagnose problems, evaluate methods of repair, initiate required repairs, coordinate and perform services, and request maintenance assistance.

(2) Tactical Systems – Tac Systems maintenance activities includes, but are not limited to, IEW systems such as, TRQ-32, TLQ-17, TROJAN SPIRIT, CGS, PROPHET, and a host of other IEW systems. Tac Systems also provides services and maintenance for system air conditioners. Tac Systems technicians diagnose problems, evaluate methods of repair, initiate required repairs, coordinate and perform services, and request maintenance assistance.

(3) Special Repair Activity – the SRA’s maintenance activities include, but are not limited to, completing intricate diagnosis and repair for a host of electronic components and cables. The SRA technicians diagnose problems, evaluate methods of repair, initiate required repairs, and coordinate and request maintenance assistance.

(4) Ground Surveillance Systems – the GSS section’s maintenance activities include, but are not limited to, providing services and maintenance for radar systems such as, PPS-5 and PPS-15, and REMBASS equipment. GSS technicians diagnose problems, evaluate methods of repair, initiate required repairs, coordinate and perform services, and request maintenance assistance.

(5) Computer Section – the Computer section’s maintenance activities include, but are not limited to, providing services and maintenance for automated data processing equipment, facsimile machines, and projecting devices. Computer technicians diagnose problems, evaluate methods of repair, initiate required repairs, coordinate and perform services, and request maintenance assistance.

**d. General Overview: Shop 3 - Training Support.** Shop 3 provides organizational through general support electronic maintenance for tactical or strategic intelligence training systems such as Honeywell 96B Recorder, communications systems, and Automated Data Processing (ADP) equipment. Shop 3 also performs degaussing,

sanitation, and destruction for magnetic media. Shop 3 can also upgrade and install electronic equipment.

**e. General Overview: Shop 4 - Training Support.** Shop 4 provides organizational through general support electronic maintenance for tactical or strategic intelligence training systems such as R-2174 Racal HF Receiver, NIDA Trainers, communications systems, and Automated Data Processing (ADP) equipment. Additionally, Shop 4 can also upgrade and install electronic equipment for the Intelligence Center and School.

#### **4. Maintenance Operations**

**a. Maintenance Support:** IEW Maintenance primarily provides maintenance support to the Intelligence Center and School and Fort Huachuca. IEW Maintenance also services active, reserve and guard units located on and off Fort Huachuca. These units receive support by establishing an Interservice Support (ISA) Agreement between the Intelligence Center, Fort Huachuca and the customer desiring support. Customers (the Receiver) and IEW Maintenance (the Supplier) establish the rules prior to providing service. Customers that wish to establish an ISA with IEW Maintenance should contact the IEW OIC at 533-6601 or the SGM at 533-6603 for guidance.

**b. Maintenance/Field Support/Sound Support – External Tasking:** IEW Maintenance provides sound support for battalion or above change of command, ceremonies, and gatherings. External tasking for maintenance, field support, or sound support are sent via memorandum through the 111th MI BDE S3 Tasking NCO, 533-3631/3630. When you are requesting support provide specific details regarding the mission so we can provide you optimum support. Requests should be submitted not less than six weeks prior to the need for support. Untimely requests may not receive support.

**c. Status Updates – Equipment and Parts:** The 111th MI BDE sponsors a weekly Customer/Maintenance meeting at 1400 every Tuesday in the IEW Maintenance Break Room, Building 82502. If you have equipment in the shop for repairs, you should attend that meeting; otherwise, contact PC at least once a week to obtain the current equipment status. For additional information, please contact the IEW Maintenance OIC or SGM at 533-6601/6603.

**d. Maintenance Forms:** The primary forms required for requesting maintenance support are DA Form 1687, Notice of Delegation of Authority, Assumption of Command Memorandum, DA Form 2404, Equipment Inspection and Maintenance Worksheet, and DA Form 2407, Maintenance Request. IEW Maintenance procures and maintains a sufficient stock of these maintenance forms - so we have the forms available for you to request maintenance. We do not want anyone delaying maintenance due to the lack of forms.

**e. Preventive Maintenance Checks & Services (PMCS):** The cornerstone of unit maintenance is the operator/crew performing the PMCS from the applicable

Technical Manual (TM) -10 series. The before and during PMCS checks concentrate on ensuring equipment is fully mission capable (FMC). After operations checks detect faults resulting from the mission and ensure the identification and correction of faults to maintain equipment to the maintenance standard. PMCSs will be logged on a DA Form 2404 or DA Form 5988 and/or through ULLS-G. If you require parts for operator/crew level maintenance, contact the appropriate IEW Shop to requisition the needed parts. You must furnish pertinent National Stock Numbers (NSN), Part Numbers, and the Quantity required. The justification for ordering parts is the TM directing the level of maintenance required. If assistance is needed, ask for it. It is our intent to ensure your equipment is kept to -10/20 standards.

**f. Periodic Services:** IEW Maintenance is responsible for scheduling and coordinating periodic services on EW equipment, Radar, REMBASS, and miscellaneous communications equipment. Tactical equipment service schedules are scheduled through the 111th MI BDE Motor Pool's ULLS-G. We will notify your unit when services are due via a quarterly service schedule. This schedule will project the next quarter service schedules and preventive maintenance requirements. We will distribute it to your unit via a memorandum during the Customer Maintenance Meeting. If assistance is needed with rearranging your service schedule, notify the IEW Maintenance OIC/SGM as soon as possible.

**g. Unscheduled Maintenance:** Unscheduled maintenance is the reason we exist. If equipment malfunctions, it will be serviced according to priority. If your equipment is found NMC during a PMCS, bring it to the attention of your chain of command and submit a work order. Unscheduled maintenance that interferes with a mission (system not FMC, but has degraded operations) must be a coordinated effort between you and us. Notify us when the next available opportunity for maintenance occurs, and we will make it happen.

**h. Equipment Drop-Off Procedures – Main Production Control Window (BLDG 82502):** Customers must establish an account with IEW Maintenance prior to turning in any equipment for maintenance. Customers must furnish IEW Maintenance a signature card, DA Form 1687 (see figure 2) and a copy of the commander's appointment orders. Customers must also furnish a density equipment list.

(1) Reportable systems must complete a DA Form 2404/DA Form 5988-E (see figure 9) and job the equipment into the 111th MI BDE Motor Pool. The Motor Pool will enter the information into the ULLS-G and generate an automated DA Form 5990-E. The clerk will also print the information to a 3.5" floppy disk. The customer brings the DA Form 2404/DA Form 5988-E, the DA Form 5990-E, and the floppy disk to the IEW Maintenance Production Control office. The customer must also complete a DA Form 2407.

(2) When you drop-off a piece of equipment for repairs, it must be clean, complete (IAW the Technical Manual – Components of End Items (COEI)). You must have accompanying documents DA Form 2404 (see figure 3) or DA Form 5988-E (see

figure 9), DA Form 2407 (see figure 4), and a damage statement (see paragraph p and figure 5) - if applicable. The clerk will verify that you have a valid signature card, DA Form 1687, (see figure 2) on file. The PC clerk will also ensure that your equipment is clean and verify that your paperwork was completed properly. The clerk will also verify that the equipment serial numbers and that the point-of-contact name and telephone number is properly annotated on the DA Form 2407.

(3) PC will have a technician inspect your equipment for completeness. Our technician will note that the fault or deficiency is accurate. The technician will also conduct an inventory of your equipment using the TM to identify additional faults, missing components, or incomplete equipment. Shortages and additional deficiencies will be identified and annotated on your DA Form 2407.

(4) Once everything is in good order, PC will accept your work order and assign it a work order number. PC will give you a receipt (green copy of the DA Form 2407) for your equipment. Please note that the green copy of the DA Form 2407 is a hand receipt for your equipment. **If these minimum requirements are not met, your equipment will not be accepted.**

**i. Equipment Drop-Off Procedures – Shop 1 – Weapons, Training Devices, and Night Vision Device Repair (BLDG 61801 - RM 1051E25):** When you drop-off a piece of equipment for repairs, it must be clean, complete (IAW the Technical Manual – Components of End Items (COEI)). You must have accompanying documents DA Form 2404 (see figure 3), DA Form 2407 (see figure 4), and a damage statement (see paragraph p and figure 5) - if applicable. The Weapons Technician will ensure that your equipment is clean and verify that your paperwork was completed properly. The technician will also verify that the equipment serial numbers and that the point-of-contact (POC) name and telephone number is properly annotated on the DA Form 2407. Weapons, training devices, and Night Vision Devices work order requests and equipment are submitted to the Weapons Repair Facility located in Building 61801, Greeley Hall, Room 1051E25. The Weapons Shop opens the work order through the IEW Maintenance Production Control office telephonically. The technician will also verify that you have a valid DA Form 1687, signature card (see figure 2) on file.

**j. Equipment Drop-Off Procedures – Shop 3 (BLDG 63902 – RM 121):** When you drop-off a piece of equipment for repairs at Shop 3, it must be clean, complete (IAW the Technical Manual – Components of End Items (COEI)). You must have accompanying documents DA Form 2404 (see figure 3), DA Form 2407 (see figure 4), and a damage statement (see paragraph p and figure 5) - if applicable.

Some equipment must be evacuated for repairs. Classified material must be removed from equipment. Equipment coming into and leaving Friedman Hall must have a memorandum on file with the security desk.

The Shop 3 technician will ensure that your equipment is clean and verify that your paperwork was completed properly. The technician will also verify that the equipment serial numbers and that the point-of-contact (POC) name and telephone number is properly annotated on the DA Form 2407. The technician will also verify that

you have a valid DA Form 1687, signature card (see figure 2) on file in Shop 3. The Shop 3 technician physically opens the work order through the main IEW Maintenance Production Control office. After the work order is opened, the technician returns with the opened work order and distributes the green copy of the DA Form 2407 to the customer

**k. Equipment Drop-Off Procedures – Shop 4 (BLDG 61809 - RM 121):**

When you drop-off a piece of equipment for repairs at Shop 4, O’Neil Hall, Room 121, it must be clean, complete (IAW the Technical Manual – Components of End Items (COEI)). You must have accompanying documents DA Form 2404 (see figure 3), DA Form 2407 (see figure 4), and a damage statement (see paragraph p and figure 5) - if applicable. The Shop 4 technician will ensure that your equipment is clean and verify that your paperwork was completed properly. The technician will also verify that the equipment serial numbers and that the point-of-contact (POC) name and telephone number is properly annotated on the DA Form 2407. The technician will also verify that you have a valid DA Form 1687, signature card (see figure 2) on file in Shop 4. The Shop 4 technician physically opens the work order through the main IEW Maintenance Production Control office. After the work order is opened, the technician returns with the opened work order and distributes the green copy of the DA Form 2407 to the customer.

**l. On-Site Repair:** On-Site Repair (OSR) requests must be submitted through the PC office following the same practices set forth in paragraph h, above. OSR requests will only be honored for equipment and jobs that cannot be logically moved.

**m. Equipment Pick-up Procedures:** When the maintenance is completed, PC will notify you that your equipment is ready for pickup. When you come to pick up your equipment, PC will take your equipment receipt (the green copy of the DA Form 2407) and issue you the equipment. Equipment will not be released without a green copy of the DA Form 2407 (see paragraph n, below). **It is your responsibility to verify equipment and component items for completeness.** Once you accept the equipment, PC closes the work order and issues you the blue copy of the DA Form 2407. The blue copy is for your records and should be maintained in the equipment's history file kept at your unit.

**n. Lost DA Form 2407s - Hand Receipts:** The green copy of the DA Form 2407 is a hand receipt. If you lost your equipment receipt (the green copy of the DA Form 2407), you must submit a Certificate of Loss memorandum (see figure 7) when picking up your equipment. The equipment’s primary hand receipt holder must endorse the Certificate of Loss. The Certificate of Loss must be presented when the equipment is picked up.

**o. Delegation of Authority:**

(1) The customer signature card (Delegation of Authority, DA Form 1687) (see figure 2), will be kept on file by the Production Control (PC) section, to verify your eligibility to turn-in and pick-up equipment. Additionally, we require a copy of the unit commander's (or the director) assumption of command orders and a copy of the unit’s

Equipment Density List (MTOE/TDA) as required by the Interservice Support Agreement (ISA). Both documents must be current and maintained on file.

(2) A new DA Form 1687 must be submitted upon a change of command or for departures and changes in authorized personnel.

(3) IEW reviews the Equipment Density List to evaluate current and future maintenance requirements.

**p. Damage Statements:** If you require maintenance on equipment that has sustained damages whether due to normal fair wear and tear (FWT) or from negligence, you must provide us an equipment damage statement (see figure 5). The damage statement memorandum describes the equipment, the damages incurred, where it was damaged, and the result of the commander's investigation. The unit commander or the accountable officer must sign the damage statement. If the damages exceed \$200.00 (AR 735-5, paragraph 14-26) in repairs, the Battalion Commander or Director must also sign the damage statement. If while maintenance is being performed, we discover that the damages were due to other than fair wear and tear, we will stop maintenance and notify the unit commander. Additionally, we may require the unit to provide funds to cover the repair cost.

**q. Missing Parts Statements:** If you require maintenance on equipment that has missing components, you must provide us a missing parts statement (see figure 6). The missing parts statement describes the end item, lists the missing parts and their associated costs, and requires the commander to acknowledge the loss, and explains the circumstances surrounding the loss. If the loss exceeds \$200.00 (AR 735-5, paragraph 14-26) in replacement parts, the Battalion Commander or Director must also sign the missing parts statement. If while maintenance is being performed, we discover that the losses were due to other than fair wear and tear, we will halt maintenance and notify the commander. Additionally, we may require the unit to provide funds to cover the replacement cost.

**r. Estimated Cost of Damage (ECOD) Requests:** If equipment is submitted to us for repairs, and during an in shop inspection the damage discovered is not due to fair wear and tear (FWT), an Estimated Cost of Damages (ECOD) will be initiated on the equipment. ECOD are conducted IAW DA PAM 738-750, paragraph 3-4, figure 3-13, and AR 735-5, paragraph 14-26a. Requests for an ECOD require a memorandum (see figure 5) explaining the circumstances surrounding the damages and requesting our support. The memorandum must be signed by your commander or designated representative.

**s. Technical Inspections:** Technical Inspections (TIs) are performed prior to repair or evacuation of unserviceable end items or components. Only technically qualified soldiers can conduct a TI. TIs are performed according to equipment maintenance and serviceability standards applicable to the maintenance level (normally - 10/-20 maintenance standards) needed to perform a repair. TI results are used to:

- (1) Verify serviceability.
- (2) Determine the economic reparability of the item.
- (3) Determine the extent of maintenance effort and repair parts required for restoring the item to the prescribed serviceable condition.
- (4) Determine if unserviceable items were rendered unserviceable due to other than fair wear and tear.
- (5) Determine the estimated cost of damages (ECOD). Request for TI will be submitted on a DA Form 2407 and will include the DA Form 2404.

**t. Work Priority Change:** If your work request has been submitted at a lower priority, and you need the equipment sooner, you must submit a priority change request (see figure 8). The priority change request must be reviewed and signed by your unit commander or his designated representative (as per DA Form 1687, figure 2).

**u. Warranty Program:** IEW Maintenance handles warranty work following the same criteria for non-warranty work **EXCEPT** that we only validate faults and failures and ensure that the tamper-proof seals (if so equipped) are intact. We follow the prescribed maintenance procedure according to the equipment TM or commercial users manual. Additionally, we manage the return process from Fort Huachuca to the manufacturer and back. Contact IEW Maintenance Production Control for additional assistance.

**v. Modification Work Order (MWO) Program:** Customers that have equipment requiring a Modification Work Order follow the same guidelines as a regular work order **EXCEPT** that block 24 states “APPLY MWO IAW TM (state the appropriate TM)”. MWOs (other than Safety MWOs) can be applied during the equipment’s next service. Contact IEW Production Control for additional assistance.

**w. Operational Readiness Float (ORF) Program:** IEW Maintenance is not equipped to support an ORF program.

**x. Technical Assistance Support:** If you find that you need additional technical assistance, contact the IEW OIC/SGM. We can arrange assistance for whatever, whenever and wherever support is needed.

**y. Property Accountability Policy:** IEW Maintenance’s control and accountability of your equipment begins when PC accepts the equipment and issues you the receipt (green copy) of the DA Form 2407. If keys are required to operate a system or vehicle in which a system resides, you are required to give them to PC at the time you submit the work request. The keys will be secured in a key box and used only when required to maintain or test the equipment. Excess equipment will be removed from

systems prior to turn-in for maintenance, as we will not be responsible for that equipment. If at anytime you require a physical inventory of turned-in equipment, you must coordinate a joint inspection through the IEW OIC/SGM.

**z. Controlled Exchange:** Controlled exchange is the removal of serviceable components from unserviceable end items for immediate use in restoring a like item or system to a fully mission capable status.

The serviced unit's Battalion Commander/Director must approve any controlled exchanges. IEW Maintenance must be notified via memorandum of the approval. A copy of the signed memorandum must be kept with the equipment maintenance records.

Controlled Exchanges are usually authorized when:

(1) Required components are not available from the supply system before the Required Delivery Date (RDD).

(2) A valid requisition is submitted to replace the unserviceable item.

(3) The maintenance effort required to restore unserviceable reparable material to a mission capable condition is within the Maintenance Allocation Chart (MAC) authorization and within the capability of the unit performing the controlled exchange.

(4) The end item or weapon system from which the serviceable component is removed is classified as Not Mission Capable Supply (NMCS).

(5) The donating end item or weapon system's capabilities are not degraded to an uneconomically reparable condition. Further guidance can be obtained in AR 750-1, paragraph 4-7.

**aa. Cannibalization:** Cannibalization is the removal of components from material designated for disposal. **IEW Maintenance's technicians will not cannibalize equipment without approval of the Commanding General IAW AR 750-1, paragraph 4-8, AR 710-2, and DA PAM 710-2-2.**

## **Appendix A References**

AR 700-2	Logistic Assistance Program
AR 700-138	Army Logistics Readiness and Sustainability
AR 710-2	Supply Policy Below the Wholesale Level
AR 735-5	Accounting for Lost, Damaged, and Destroyed Property
AR 750-1	Army Material Maintenance Concepts and Policies
AR 750-43	Army Test, Measurement, and Diagnostic Equipment Program
DA PAM 735-5	Survey Officer's Guide
DA PAM 738-750	The Army Maintenance Management System (TAMMS)
DA PAM 710-2-1	Using Unit Supply System Manual Procedures
DA PAM 710-2-2	Supply Support Activity Supply System Manual Procedures
SB 11-6	FSC Class 6135 Primary Battery Supply and Management Data
TB 750-25	Maintenance of Supplies and Equipment Army TMDE Calibration and Repair Support Program

Appendix B

BASIC MAINTENANCE FLOW CHART

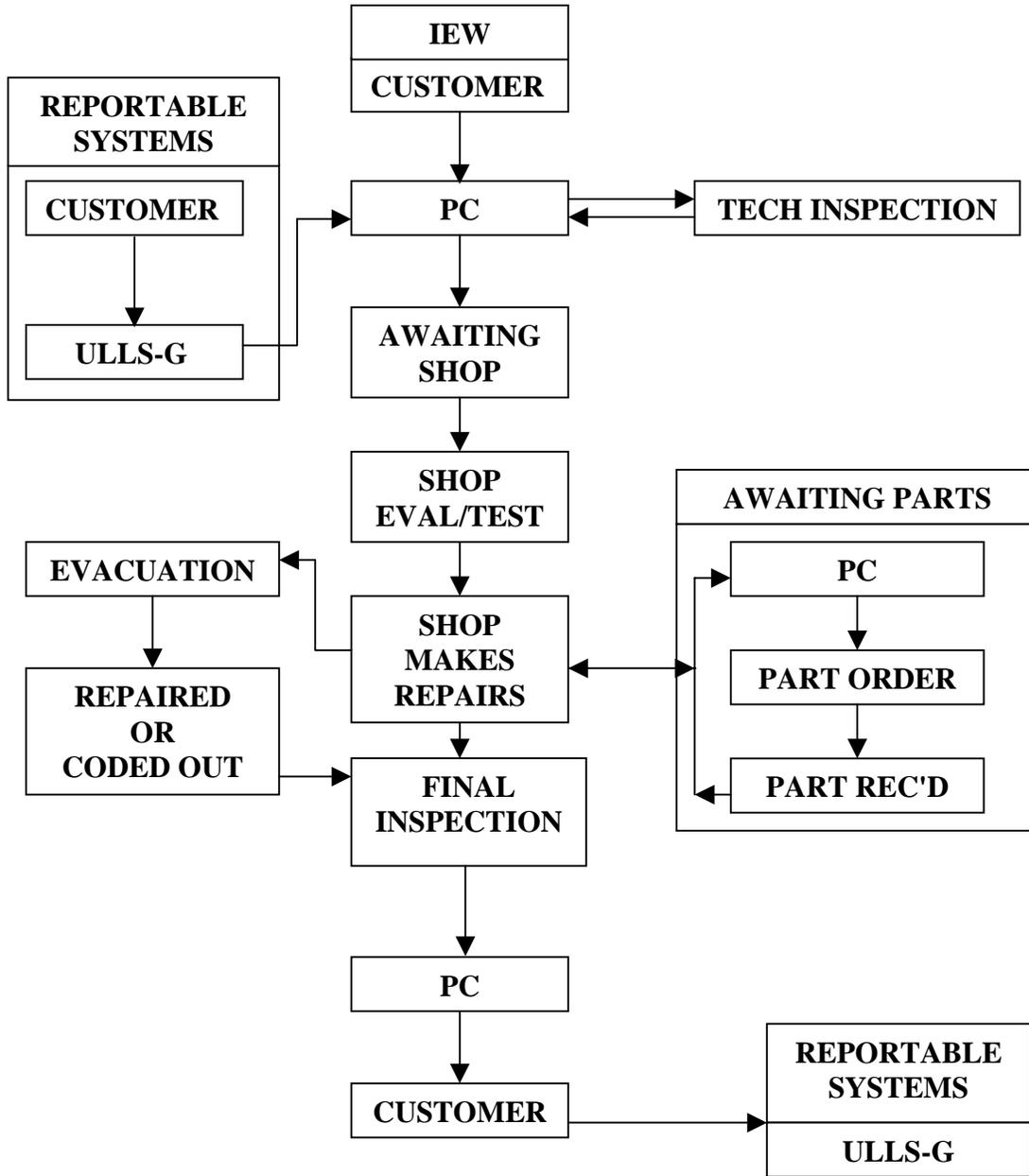


Figure 1. IEW Maintenance Work Flow

### Appendix C

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES <i>For use of this form, see DA PAM 710-2-1. The proponent agency is ODCSLOG.</i>					DATE
ORGANIZATION RECEIVING SUPPLIES A Co. 000 MI BN					1 January 2003
<b>AUTHORIZED REPRESENTATIVE(S)</b>					
Unit that is submitting equipment for repairs at IEW Maintenance			Address of unit submitting equipment for repairs at		
LOCATION Bldg 0001, Ft. Huachuca, AZ 85613					
LAST NAME-FIRST NAME-MIDDLE INITIAL	ALL SECURITY NUMBER	AUTHORITY REQ REC		SIGNATURE AND INITIALS	
HANCOCK, JOHN	X	YES	YES		
/----- NOTHING FOLLOWS -----/				Each person listed in the left column will place their signature and initials in this column	
<b>AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER</b>					
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE, THE AUTHORITY TO: REQUEST AND RECEIVE DA FORM 2407 TO/FROM IEW MAINTENANCE. PRIORITY 03-13					
REMARKS THIS CARD SUPERCEDES ALL OTHERS.			THIS CARD IS IN ADDITION TO ALL OTHERS.		
<b>RESPONSIBILITY</b>					
UNIT IDENTIFICATION CODE WOA000		DODAAC/ACCOUNT NUMBER W1B111 / APC: A1B1			
Customer unit's UIC		Must contain both, the customer unit's DODAAC and APC			
LAST NAME-FIRST NAME-MIDDLE INITIAL	GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE	
SMITH, John R.	CPT	533-1234	31 DEC 05	This line is filled out and signed by the person who is ultimately responsible for the equipment.	

Figure 2. DA Form 1687 Signature Card



# Appendix E

MAINTENANCE REQUEST If this form, see DA PAM 738-750. If the equipment agency is DCSLOG			PAGE NO	NO OF PAGES	REQUIREMENT CONTROL SYMBOL CSGLD-1047(R1)
SECTION I - CUSTOMER DATA			SECTION II - MAINTENANCE ACTIVITY DATA		
1a. UIC CUSTOMER W1B111	1b. CUSTOMER UNIT NAME AC 000 MI BN	1c. PHONE NO 3-9876	2a. WORK ORDER NUMBER (WON)	3b. SHOP	3c. PHONE NO
2a. SAMS-2 UIC	2b. UTILIZATION CODE 0	2c. UNIT	4b. SUPPORT UNIT NAME		
5. PE MNT REQ CODE F	6. ID A	7. NSN 5920-01-025-1234	8. MODEL R-2000/ARW-01		
9. NOUN RECEIVER, RADIO			10a. ORG WON/DOC NO		
11. SERIAL NUMBER 0123456789	12. QTY 01	13. PD 0, 3	14. MALFUNCTION DESCRIPTION (Do not prescribe repairs)		
24. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURES IN EQUIPMENT TM (Do not prescribe repairs)			25. REMARKS		
Does not tune; Cannot achieve much gain when volume knob is adjusted.			P.O.C. is SSG Hancock @ 3-9876		
PREPARATION INSTRUCTIONS FOR THIS PAGE SECTION III (Cont'd)					
Block 1. Enter number to be called when maintenance is required. Block 2. Enter the type Maintenance Request Code. See DA Pamphlets 738-750 and 738-751. Block 6. Enter ID associated with block 7. See DA Pamphlets 738-750 and 738-751. Block 7. Enter the NSN or stock number of the item being submitted. Block 8. Enter model of item being submitted. Block 9. Enter noun/nomenclature of item being submitted. Block 10a. Enter Work Order Number (WON)/DOC NO assigned when item is submitted. Otherwise, leave blank. Block 10b. Enter Item Code. See AMDF. Block 11. Enter serial number of item being submitted.			Block 12. Enter the quantity of items being submitted. Block 13. Enter the maintenance priority designator determined from DA Pam 738-750-2-1. Do not enter maintenance priority designator for priority control purposes for the equipment being submitted. Block 20. Enter the admin number assigned for priority control purposes for the equipment being submitted. Block 21. For DSU/GSU/AVIM/Depot use. Block 22. Enter level of work performed "O" for UNIT LEVEL/AVUM, "F" for DSU/AVIM, "H" for GSU, "D" for DEPOT, "K" for contractor or "L" for Spc Rpr Act. Block 23. Enter the signature of the CO or the CO's designated representative when the priority designator is 01-10. For priority designators 11-15, leave blank. Block 24. Enter a brief description of the deficiencies or symptoms that you feel require attention at this level of maint. Block 25. Self-explanatory.		
34a. SUBMITTED BY 35a. ACCEPTED BY 35c. DATE			Block 34a. Enter first initial and last name of submitter. Block 34b. Enter ordinal date submitted (YYDDD). Block 35a. Enter first initial and last name of person accepting maint. request. Block 35b. Enter the initial status. See DA Pamphlets 738-750 and 738-751. Block 35c. Enter ordinal date accepted (YYDDD). Block 35d. Enter military time.		
34b. DATE 04001	35b. STATUS	35d. TIME			

Figure 4. Sample of a completed DA Form 2407.

## Appendix F



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS AND HEADQUARTERS COMPANY  
111th MILITARY INTELLIGENCE BRIGADE  
FORT HUACHUCA, ARIZONA 85670-5000

AFZB-KL-Z

1 JUL 03

MEMORANDUM FOR IEW Maintenance, 111th MI BDE, Fort Huachuca, AZ 85670-6000

SUBJECT: Equipment Damage Statement

1. Reference: Receiver-Transmitter, AN/PRC-17, Serial Number A123456
2. I have reviewed the circumstances surrounding the damage to the above referenced item and have found no evidence of negligence or willful misconduct and there is no ongoing investigation/Report of Survey.
3. The damage to this equipment resulted from a lack of sufficient training on the safety hazards associated with its operation. The soldier responsible has been counseled and provided remedial training.
4. Actions, in accordance with AR 735-5, have been taken to account for the damages.

FRYE N. BACON  
CPT, MI  
Commanding

**(Required for losses over \$200 only)**  
CONCUR / NONCONCUR – INITIATE A REPORT OF SURVEY

GEORGE A. CUSTER  
LTC, MI  
Commanding

Figure 5. Sample of a Damage Statement Memorandum.

## Appendix G



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS AND HEADQUARTERS COMPANY  
111th MILITARY INTELLIGENCE BRIGADE  
FORT HUACHUCA, ARIZONA 85670-5000

AFZB-KL-Z

1 JUL 03

MEMORANDUM FOR IEW Maintenance, 111th MI BDE, Fort Huachuca, AZ 85670-6000

SUBJECT: Missing Parts Statement

1. State the equipment description, bumper number, and list missing parts by NSN or part number, noun nomenclature, quantity, cost of each item, and total cost.
2. This paragraph describes or explains the circumstances surrounding the loss of the parts or equipment. (State how it was lost, who lost it, and who is held accountable).
3. This paragraph contains the unit commander's recommendation for liability of repair costs.
4. Point of Contact (POC) for this action is the undersigned, (270) 798-5555.

FRYE N. BACON  
CPT, MI  
Commanding

**(Required for losses over \$200 only)**  
CONCUR / NONCONCUR – INITIATE A REPORT OF SURVEY

GEORGE A. CUSTER  
LTC, MI  
Commanding

Figure 6. Sample of a Missing Parts Statement Memorandum.

## Appendix H



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS AND HEADQUARTERS COMPANY  
111th MILITARY INTELLIGENCE BRIGADE  
FORT HUACHUCA, ARIZONA 85670-5000

AFZB-KL-Z

1 JUL 03

MEMORANDUM FOR IEW Maintenance, 111th MI BDE, Fort Huachuca, AZ 85670-6000

SUBJECT: Certificate of Loss (Receipt - DA Form 2407) WO# 5163-0003

1. This memorandum certifies that the Receipt Copy 1 (Green Copy) of the DA Form 2407/5504 (Maintenance Request) issued for repair/servicing of Receiver-Transmitter, AN/PRC-77, Serial Number A123456 on Work Order # 5163-0003 was lost. If it is found, it will be destroyed.
2. This certifies that the equipment in question is owned, and signed for, by this organization.
3. Point of Contact (POC) for this action is the undersigned, (270) 798-5555.

FRYE N. BACON  
CPT, MI  
Commanding

Figure 7. Sample of a Certificate of Loss Memorandum.

## Appendix I



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS AND HEADQUARTERS COMPANY  
111th MILITARY INTELLIGENCE BRIGADE  
FORT HUACHUCA, ARIZONA 85670-5000

AFZB-KL-Z

1 JUL 03

MEMORANDUM FOR IEW Maintenance, 111th MI BDE, Fort Huachuca, AZ 85670-6000

SUBJECT: Request Priority Change WO# 1234-1233

1. Request the priority of Work Order # 1234-1233 be upgraded from 13/12 to 03/02.
2. This paragraph justifies your request.
3. Point of Contact (POC) for this action is the undersigned, (270) 798-5555.

FRYE N. BACON  
CPT, MI  
Commanding

Figure 8. Sample of a Request Priority Change Memorandum.



Appendix K

DATE: 20010425                      MAINTENANCE REQUEST                      DA FORM 5990-E

----- CUSTOMER DATA -----

UIC: W1E870                      111TH MI BDE                      PHONE: (520)533-6618  
 UTIL CODE: K

----- ACTIVITY DATA -----

SUP WON:                      BROWN & ROOT INC                      PHONE: 533-5728  
 SUP UIC: W1E834                      SHOP SEC:

----- EQUIPMENT DATA -----

TYPE MNT REQ: 1                      ID: A    NSN: 5820013790127                      MODEL: TRQ32AV2  
 NOUN: RECEIVING SET,RADIO    SER NUM: 315                      QTY: 00001  
 ORG WON: 1E8700102329    PRIORITY: 03                      FAILURE DETECTED: A  
 MI/KM: 000000                      HOURS: -----                      ROUNDS:  
 IN WARRANTY:                      LEVEL OF WORK: F                      ADMIN NUM: B-341S  
 DEFICIENCY: AIR COMPRESSOR PUMP INOP.  
 PD AUTHENTICATING SIGNATURE: \_\_\_\_\_

----- SIGNATURE DATA -----

SUBMITTED BY: \_\_\_\_\_                      ORD DATE: \_\_\_\_\_                      MIL TIME: \_\_\_\_\_  
 ACCEPTED BY: \_\_\_\_\_                      STATUS: \_\_\_    ORD DATE: \_\_\_\_\_                      MIL TIME: \_\_\_\_\_

----- ACTION DATA -----

WORK STARTED BY: \_\_\_\_\_                      STATUS: \_\_\_    ORD DATE: \_\_\_\_\_                      MIL TIME: \_\_\_\_\_  
 INSPECTED BY: \_\_\_\_\_                      STATUS: \_\_\_    ORD DATE: \_\_\_\_\_                      MIL TIME: \_\_\_\_\_  
 PICKED UP BY: \_\_\_\_\_                      STATUS: \_\_\_    ORD DATE: \_\_\_\_\_                      MIL TIME: \_\_\_\_\_

----- COMPLETION DATA -----

QTY RPR: \_\_\_\_\_                      QTY CONDEMNED: \_\_\_\_\_                      NRTS: \_\_\_\_\_  
 EVAC WON: \_\_\_\_\_                      EVAC UNIT NAME: \_\_\_\_\_

Figure 10. Organizational Maintenance Request – DA Form 5590-E.