

## PROCEDURE FOR EXPEDITED HANDLING OF CERTAIN DEFECTIVE AT&T TECHNOLOGIES EQUIPMENT AND APPARATUS GENERAL ENGINEERING COMPLAINTS

### GEC-8400 AND GEC-8800

1.	GENERAL .....	1	this procedure. Return of items which are found to be free of defects will result in charges to the company for testing, handling, and transportation.
2.	PROCEDURE.....	6	
	REPAIR AND RETURN.....	6	1.03 This practice has been reissued to reflect changes caused by divestiture.
	REPAIR AND RETURN TO COMPANY STOCK.....	6	1.04 Any changes or corrections to improve this practice should be requested in accordance with Practice 000-010-015.
	RETURN FOR CREDIT.....	6	1.05 The forms described in this practice can be ordered from AT&T Technologies using normal ordering procedures.
<b>EXHIBITS</b>			
1.	Typical Stampings for Date of Manufacture .....	3	1.06 Defective equipment and apparatus of the types listed in paragraph 1.09 are covered by the following General Engineering Complaints:
2.	Typical Stampings for Date of Repair .....	3	<ul style="list-style-type: none"> <li>• GEC-8400 for Station Apparatus</li> <li>• GEC-8800 for CO/PBX Equipment.</li> </ul>
3.	Typical Date Stampings Showing Location Symbol.....	3	It is not necessary to prepare individual formal Engineering Complaints for these items. The simpler procedure outlined in this practice may be followed.
4.	Typical Date Stampings for Remanufactured Product.....	3	
5A.	Defective Material Tag, Form E-10118, Front View .....	5	<b>NOTE:</b> At present, GEC's for Station Apparatus and PBX Equipment would be used only for official company telephone equipment.
5B.	Defective Material Tag, Form E-10118, Rear View and Instructions.....	5	1.07 An item is considered to be defective under this procedure if it:
<b>1. GENERAL</b>			
1.01	This practice describes a DEFECTIVE MATERIAL TAG ROUTINE which allows for expedited handling of defective Central Office/Private Branch Exchange (CO/PBX) equipment and station apparatus.		(a) Fails to meet electrical or mechanical design specifications.
1.02	Care should be taken to apply appropriate practices and troubleshooting methods to assure that only defective items are returned under		(b) Fails in a relatively short period of time after purchase or repair. (See paragraphs 1.11 and 1.12)
1.08	Any item that requires excessive maintenance or results in a fire or safety hazard should be covered by a formal Engineering Complaint. See Practice 010-700-010.		
1.09	Defective items eligible for this procedure are as follows:		

(a) CO/PBX equipment:

- Plug-in units and circuit packs in COs, Community Dial Offices (CDOs), PBXs, and transmission locations outside the CO
- Memory modules
- Remreed grids
- Portable test sets.

(b) Station apparatus:

- Complete telephone sets including single line, multibutton, coin, Transaction, and telephone consoles
- Modular telephone handsets and bases
- Data sets including auxiliary data sets, mountings, and associated circuit packs
- Key telephone units, key service units, and modular panels
- Teletypewriter (TTY)
- Interconnect units.

1.10 The following types of material are not eligible under this routine:

- (a) Material not manufactured by AT&T Technologies
- (b) Defects covered by active General Engineering Complaints on specific equipment, e.g., GEC 7514 on defective remreed grids.
- (c) Design Line sets (covered by special warranty)
- (d) Station component apparatus including ringers, cords, coin chutes, transformers, and miscellaneous component apparatus
- (e) Nonstandard Bell Company modifications
- (f) Items which do not meet appearance standards.

1.11 An item is considered to qualify for this routine under CO/PBX equipment if it is found to be defective:

- (a) Within 18 months from date of manufacture or
- (b) Within 6 months from date of repair subsequent to 18 months from date of manufacture.

1.12 An item is considered to qualify for this routine under station apparatus if it is found to be defective:

- (a) Within 12 months from date of manufacture or
- (b) Within 3 months from date of repair subsequent to 12 months from date of manufacture.

**NOTE:** The intervals in paragraph 1.11 and 1.12 may vary in some Bell Companies. The contract between AT&T Technologies and the Bell Company will dictate the actual intervals.

1.13 Typical manufacture and repair date stampings are shown in Exhibits 1 through 4.

1.14 In the event that the Bell Company receives items, purchased as new but which are beyond the designated age limit, if upon turnover of a major job and after a lengthy installation and testing interval, defective units are found, the matter should be discussed with the AT&T Technologies Regional Quality Service Engineer to determine if the units involved meet eligibility requirements for handling under this procedure.

1.15 Bell Company may elect to return defective items under one of the following options:

- (a) CO/PBX equipment
  - Repair and return
  - Repair and replace in Bell Company stock
  - Return for credit

**NOTE:** The repair option is the only option available for previously repaired units subsequent to 18 months from the date of manufacture.

(b) Station apparatus:

- Repair and return
- Repair and return to Bell Company stock
- Credit for data sets and associated circuit packs

1.16 When an item is returned for credit to the local Service Center, credit will be issued after verification has been made that the item qualifies for this routine.

QUARTER AND YEAR

The quarter may be indicated by Roman numerals or by horizontal or vertical lines. (No lines indicates fourth quarter.) The year is indicated by Arabic numerals.

TYPES OF STAMPING

EACH TYPE INDICATES

I 84, ≡84, 84≡ or β4	Manufactured in first quarter, 1984
II 84, =84, 84= or β4	Manufactured in second quarter, 1984
III 84, _84, 84_ or β4	Manufactured in third quarter, 1984
IV 84	Manufactured in fourth quarter, 1984

MONTH AND YEAR

Month and year are indicated by Arabic numerals:

5-84 indicates manufactured in May 1984

**Exhibit 1 - Typical Stampings for Date of Manufacture**

Month and year are indicated by Arabic numerals prefixed by R or RPR for ordinary repair.

R5-84 or RPR5-84 indicates ordinary repair in May 1984

**Exhibit 2 - Typical Stampings for Date of Repair**

Stamping illustrated in Exhibits 1 and 2 may contain an added symbol to indicate the manufacturing or repair location. The symbol will precede the Arabic numerals denoting the year:

IMV84, ≡MV84 MV84 ≡ or βMV84 — Each type indicates manufactured at Merrimack Valley, first quarter 1984.

5HW84 — Manufactured at Hawthorne, May 1984

R5CB84 — Ordinary repair at Columbus, May 1984

**Exhibit 3 - Typical Date Stampings Showing Location Symbol**

Items which are returned for credit, remanufactured, and returned to stock to be sold as new will be stamped with the prefix "RM" before the date. (See Exhibit 1.)

RM I 84 RM = 84, RM 84 = or RM III 84

Remanufactured in first quarter 1984

RM 5-84 Indicates remanufactured in May, 1984

**Exhibit 4 - Typical Stampings for Remanufactured Product**

**1.17** If an item does not qualify for the credit option, the local Service Center will contact the Bell Company representative originating the request, advise accordingly, and request disposition of the material.

**1.18** An item, for which credit has been issued, will be returned to the manufacturing location where it will be tested for the defective condition, remanufactured, and returned to AT&T Technologies stock.

**1.19** If upon testing for the defective condition, the item is found to be free of defects, AT&T Technologies will reverse the original credit and:

- (a) Return the item to AT&T Technologies stock and credit the Bell Company with a Class "AY" allowance, or
- (b) In the case of an overstock condition, one which is nationwide in scope, return the item to the Bell Company and render billing for testing, handling and transportation.

**1.20** Items returned for repair under this procedure, both CO and station, will be tested for defective condition, repaired, and returned to the Bell Company.

**1.21** Any items returned for repair and found to be free of defects will be returned to the Bell Company through the normal reissue process and charges for testing, transportation, handling, and the Bell Company will be billed.

**1.22** Defective items may be handled as formal Engineering Complaints in accordance with Practice BR 010-700-010 if the Company:

- (a) Believes that an investigation of the complaint condition is warranted and a Final Report of Investigation is required
- (b) Finds that the items do not meet the criteria for return to AT&T Technologies under this routine.

**1.23** All returned items should be packed with extreme care to prevent damage during shipment and should never be placed loose in a hamper or similar container. If possible, the items should be returned in their original shipping containers. If the original containers are not available, the Bell Company should determine if special packing materials for the return shipment of specific items are available by ordering from AT&T Technologies.

If packing materials must be improvised locally, containers of ample size and strength should be used and the contents surrounded by cushioning material such as crushed paper or corrugated cardboard formed into pads or rolls. Items damaged in transit will be handled only on a billable repair basis.

**1.24** A Defective Material Tag Form E-10118, is used to identify those items receiving expedited treatment under this procedure. This tag requires a minimum amount of information indicating the General Engineering Complaint coverage, failure mode, and point of contact. For a sample form and instructions regarding completion of the form, refer to Exhibits 5A and 5B.

**1.25** Material returned under this procedure will be covered by either the Returned Material Card (RMC) plan; the Repair/Service and Return Form SD 44.326; or the Return Material Notice (RMN) Form G138FA, whichever is appropriate.

**1.26** For those items returned for repair that qualify under this procedure **and** that the Company has determined should be on its RMC plan, the Bell Company will attach a properly completed tag, Form E-10118, and will return it to their local Service Center. The Service Center will then pull the RMC set and associate the set with the material.

**1.27** For those items returned for repair and return, the Bell Company will return the material using a properly completed E-10118 Form and a Repair/Service and Return Form SD 44.326. The material may be returned through the local Service Center for repair.

**1.28** For items repaired at a location other than the local Service Center the Bell Company may elect to ship directly to the repair location using a properly completed E-10118 Form and a Repair/Service and Return Form. Direct shipment should result in reduced turnaround time for repairs.

**1.29** When requesting credit, the Bell Company will attach an E-10118 Form and complete an RMN Form, forwarding both with the material to the local Service Center.

**1.30** When items other than station disposition units are returned for credit on a Returned Material Notice, the appropriate retirement media must be forwarded to the Bell Company Accounting Office.

CHECK ONE		
<input type="checkbox"/>	GEC-8400 FOR	STATION MATERIAL* (KTU, KSU, TEL SETS, DATA SETS, ETC.)
<input type="radio"/>	DEFECTIVE MATERIAL COVERED BY TAG ROUTINE	
<input type="checkbox"/>	GEC-8800	C.O. /PBX MATERIAL* FOR (PLUG-INS, CKT PACKS, ETC.) <small>*REFER TO BSP 010-700-030</small>

**Exhibit 5A.** Defective Material Tag, Form E-10118, Front View.

DEFECTIVE MATERIAL TAG	
FORM E-10118	
	EQUIPMENT OR APPARATUS <div style="border: 1px solid black; height: 15px; width: 80%; margin: 5px 0;"></div> EX: J68567 AC-1, 400G KTU
	INDICATE APPROPRIATE DATE DATE OF MANUFACTURE _____ DATE OF LAST REPAIR _____ MO YR
TELCO	FAILURE MODE (CHECK ONE) <input type="checkbox"/> FAILED INITIALLY <input type="checkbox"/> FAILED IN SERVICE
	ADD'L INFORMATION ON TROUBLE ENCOUNTERED
	RMN/R S&R NUMBER <div style="border: 1px solid black; height: 15px; width: 80%; margin: 5px 0;"></div>
WECO	RM SET/JOURNAL TICKET NO. <div style="border: 1px solid black; height: 15px; width: 80%; margin: 5px 0;"></div>
TELCO	INFORMATION PREPARED BY NAME _____ TELCO _____ DATE _____ LOCATION _____

**COMPLETION INSTRUCTIONS**

- A. TO BE COMPLETED BY THE ORIGINATOR OF THE TAG AND SHOULD CONTAIN:
1. THE EQUIPMENT OR APPARATUS CODE AS SHOWN ON THE DEFECTIVE ITEM
  2. WHEN THE ITEM FAILED (FAILURE MODE), EITHER INITIALLY OR IN SERVICE.
  3. WHETHER THE ITEM IS NEW OR PREVIOUSLY REPAIRED, AND
  4. THE NAME OF THE ORIGINATOR.
- B. THE ORIGINATOR OF THE R/S&R FORM SHALL SHOW THE NUMBER ASSIGNED TO THE FORM.
- C. THE ORIGINATOR OF THE RM SET OR THE JOURNAL BILL AND CHARGE TICKET SHALL SHOW THE ASSIGNED NUMBER.

**Exhibit 5B.** Defective Material Tag, Form E-10118, Rear View and Instructions.

**1.31** All units which fail and qualify for this routine should be returned intact. Substitution of component parts, such as circuit packs from other units, may result in rejection of the returned material for remedial action under this procedure.

## **2. PROCEDURE**

### **REPAIR AND RETURN**

**2.01** Form E-10118 (Exhibit 5A and B) must be attached to each defective unit returned to identify that it is to receive expedited treatment under this procedure. A covering Repair Service and Return Form SD 44.326, should be completed as follows:

- (a) In Block A7—Indicate the applicable GEC number. (Refer to paragraph 1.05.) Form SD 44.326 may be used for shipment

directly to the repair location or to the local Service Center for trans-shipment to the repair location.

- (b) Instructions for completing Form SD 44.326 are provided in Practice 745-004-000.

### **REPAIR AND RETURN TO TELEPHONE COMPANY STOCK**

**2.02** Defective material to be repaired and returned to Bell Company stock will be handled on the Returned Material Card (RMC) plan. A properly completed E-10118 Form should be attached to each defective item.

### **RETURN FOR CREDIT**

**2.03** When defective material is returned for credit under this procedure, a properly completed E-10118 Form should be attached to each unit. An RMN Form should be completed, indicating that credit is requested.