

ALARACT 267/2013

DTG: P 161535Z OCT 13

THIS MESSAGE HAS BEEN TRANSMITTED BY USAITA ON BEHALF OF//DALO-MN//FOR THE G-4//

SUBJECT: HANDHELD RADIO SUSTAINMENT PLAN FOR AN/PRC-148(V)2; AN/PRC-148(V)4; AN/VRC-111

NARR//ALARACT: HANDHELD RADIO SUSTAINMENT PLAN FOR AN/PRC-148(V)2; AN/PRC-148(V)4; AN/VRC-111//

REFERENCES:

- A. ALARACT 152/2011 - HARRIS, THALES, RAYTHEON NON-DEVELOPMENTAL (NDI) RADIOS DEFENSE LOGISTICS AGENCY (DLA) REPAIR/REPLACE PARTS NEW GUIDANCE.
- B. AR 750-1: ARMY MATERIEL MAINTENANCE POLICY.
- C. AR 710-1: CENTRALIZED INVENTORY MANAGEMENT OF THE ARMY SUPPLY SYSTEM.
- D. AR 710-2: SUPPLY POLICY BELOW THE NATIONAL LEVEL.

1. (U) THE ALARACT IN REFERENCE A INFORMED THE FIELD HOW TO OBTAIN DEFENSE LOGISTICS AGENCY PARTS, BUT DOES NOT PROVIDE THE FIELD WITH SPECIFIC RADIO REPAIR AND SUPPLY GUIDANCE.

2. (U) THE PURPOSE OF THIS MESSAGE IS TO INFORM USERS HOW TO OBTAIN SUPPLY AND FIELD MAINTENANCE SUPPORT FOR THALES HANDHELD RADIOS. THE WARRANTY FOR THE RADIOS LISTED ABOVE BEGAN EXPIRING AS OF 2010 AND WILL CONTINUE TO EXPIRE THROUGH 2019. THE ARMY PLANS TO RETAIN THE FOLLOWING NON-DEVELOPMENTAL RADIOS: AN/PRC-148(V)2; AN/PRC-148(V)4; AN/VRC-111. THIS ACTION REQUIRES SUSTAINMENT STRATEGIES FOR THESE RADIOS BEYOND THEIR CURRENT WARRANTY.

3. (U) THESE RADIOS HAVE A BUILT-IN TEST (BIT) THAT WILL IDENTIFY AND ISOLATE THE ESSENTIAL FUNCTION FAILURES TO A LINE-REPLACEABLE UNIT (LRU). OPERATORS WILL PERFORM BIT TEST AS PER THE TECHNICAL MANUAL (TM) 11-5820-1186-13&P. AN LRU CAN BE A COMBINATION OF COMPONENTS/MODULES INSTALLED IN AN ITEM OF EQUIPMENT OR SYSTEM THAT IS REPLACEABLE IN THE OPERATIONAL ENVIRONMENT (THAT IS, UNDER FIELD OR COMBAT CONDITIONS). THIS REPAIR BY REPLACEMENT IS NORMALLY ACCOMPLISHED AS FAR FORWARD AS POSSIBLE, BY UNIT MAINTENANCE PERSONNEL.

4. (U) IF THESE RADIOS FAIL TO FUNCTION, THE UNIT SHOULD DETERMINE WHETHER THE RADIO IS STILL UNDER WARRANTY. THIS IS ACCOMPLISHED BY CONTACTING THE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CUSTOMER SERVICE AT 1-800-914-0303. FOR INSTRUCTIONS ON RETURNING EQUIPMENT TO THALES FOR REPAIR, USE THALES' WEB-BASED RETURN MATERIEL AUTHORIZATION (RMA) SYSTEM AT WWW.THALESCOMMINC.COM AND CLICK ON "CUSTOMER CENTER."

5. (U) FOR ITEMS UNDER WARRANTY:

5.A. THE USER WILL FOLLOW THE STEPS OUTLINED BY THE OEM TO RETURN THE RADIO OR LRU. THE OEM WILL REPAIR OR REPLACE THE ITEM WITHIN THIRTY (30) CALENDAR DAYS OF RECEIPT OF THE UNSERVICEABLE ITEM. NOTE: THE RECEIVER- TRANSMITTER (RT) IS A CONTROLLED CRYPTOGRAPHIC ITEM (CCI) AND IS LISTED ON THE UNIT'S PROPERTY BOOK UNDER ITS OWN LINE ITEM (FA2012 or FA100W). REPLACEMENT OR EXCHANGE OF THIS ITEM REQUIRES A CHANGE TO THE UNIT'S PROPERTY BOOK, IAW AR 710-2.

6. (U) FOR ITEMS NOT UNDER WARRANTY:

6.A. OPERATORS WILL FAULT ISOLATE THE LRU'S UTILIZING THE RADIO'S BIT. ONCE IDENTIFIED, THE UNIT'S SIGNAL SUPPORT SYSTEM SPECIALIST (25U) WILL VERIFY THE FAULT USING THE BIT AND CAPTURE THE FINDINGS ON AN EQUIPMENT INSPECTION AND MAINTENANCE WORKSHEET. THE 25U WILL REMOVE ALL UNSERVICEABLE ITEMS FOLLOWING THE PROCEDURES OUTLINED IN TM 11-5820-1186-13&P AND PROVIDE THE SUPPORTING FIELD MAINTENANCE ACTIVITY THE UNSERVICEABLE LRU'S WITH THEIR WORKSHEET. THE FIELD MAINTENANCE ACTIVITY WILL PREPARE A WORK ORDER, TURN-IN AND ORDER REPLACEMENT LRU'S. FOR UNSERVICEABLE RT, THE FIELD MAINTENANCE WILL DOCUMENT ON THE WORK ORDER "NOT REPAIRABLE, THIS STATION" (NRTS) AND RETURN THE UNSERVICEABLE RT TO THE OWNING UNIT. THE UNIT SUPPLY SECTION WILL TURN-IN THE UNSERVICEABLE RT AND REQUISITION A REPLACEMENT, PER AR 710-2.

6.B. SUPPORTING TEST EQUIPMENT WAS NOT PROVIDED DURING THE FIELDING OF THESE RADIOS. HOWEVER, THERE IS A CABLE (NSN 5995-01-567-6805) WHICH TESTS THE RT. THIS CABLE CONNECTS THE AN/GRM-122 TEST SET TO THE RADIO, ALLOWING THE RADIO REPAIRER (94E) TO TEST AND CONFIRM THE BIT TEST. THE PURCHASE OF THIS CABLE WILL BE A UNIT EXPENSE, AT \$1,256.

6.C. WHEN A FIELD MAINTENANCE ACTIVITY EXERCISES THE OPTION IN PARAGRAPH 6B ABOVE, THE OWNING UNIT WILL TURN-IN THE RT TO THEIR ASSIGNED FIELD MAINTENANCE ACTIVITY. THE 94E WILL VERIFY THE FAULT AND PREPARE A NRTS WORK ORDER TO INCLUDE WITH THE TURN-IN PAPERWORK. WHEN THE RT IS DEEMED UNSERVICEABLE, THIS PAPERWORK AND THE FAULTY RT ARE RETURNED TO THE OWNING UNIT, SO THE UNIT SUPPLY SECTION CAN TURN-IN

THE UNSERVICEABLE RT AND REQUISITION ANOTHER ONE, PER AR 710-2.

7. (U) REPAIR PARTS: ALL REPAIR PARTS WILL BE PROCURED USING THE STANDARD ARMY RETAIL SUPPLY SYSTEM (SARSS), EITHER BY NATIONAL STOCK NUMBER OR BY PART NUMBER.

8. (U) FIELD SUPPORT: THALES MAINTAINS FIELD SUPPORT CAPABILITY WITHIN AFGHANISTAN. THALES CURRENTLY HAS ESTABLISHED MAINTENANCE DEPOTS AT REGIONAL SUPPORT CENTERS (RSC'S) IN AFGHANISTAN AT BAGRAM AIRBASE, AND KANDAHAR. EACH DEPOT SITE HAS PERMANENTLY ASSIGNED THALES FIELD SUPPORT TECHNICIANS WHO CAN ASSIST WITH PRODUCT MAINTENANCE, TRAINING, AND TECHNICAL SUPPORT REQUESTS. FOR ADDITIONAL INFORMATION ON SPECIFIC SUPPORT REQUIREMENTS, OR SITE CONTACT INFORMATION, PLEASE EMAIL: AFGHANISTAN.SUPPORT@THALESCOMMINC.COM.

9. (U) POINTS OF CONTACT FOR COMMUNICATION - ELECTRONICS COMMAND (CECOM) ARE: MR. VICTOR LEE, ITEM MANAGER, DSN 648-6281, COMMERCIAL 443-395-6281, EMAIL: VICTOR.S.LEE.CIV@MAIL.MIL; MS. CECILIANA CRUZ, ILS MANAGER, DSN 648-6172, COMMERCIAL 443-395-6172, EMAIL: CECILIANA.CRUZ.CIV@MAIL.MIL.

10. (U) POINT OF CONTACT FOR HQDA G-4 IS MR. CARLOS BAEZA, G-4 DALO-MNI, DSN 224-2557, COMMERCIAL 703-614-2557, EMAIL: CARLOS.B.BAEZA.CIV@MAIL.MIL.

11. (U) THIS MESSAGE WILL EXPIRE OCTOBER 2023.