

**PROCEDURE FOR EXPEDITED HANDLING OF CERTAIN  
DEFECTIVE EQUIPMENT AND APPARATUS  
GENERAL ENGINEERING COMPLAINTS  
GEC-8400 AND GEC-8800**

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1.	<b>GENERAL</b>	

new **DEFECTIVE MATERIAL TAG ROUTINE** which allows for expanded coverage of Central Office/Private Branch Exchange (CO/PBX) equipment and station apparatus.

Care should be taken to apply recommended practices and troubleshooting methods to assure that only defective items are returned under this procedure. Return of items which are found to be free of defects will result in telephone company charges for testing, handling, transportation, and remuneration.

**1.02** Whenever this section is reissued, the reason for reissue will be listed in this paragraph.

**1.03** Defective equipment and apparatus of the types listed in paragraph 1.06 are covered by the following General Engineering Complaints:

- GEC-8400 for Station Apparatus
- GEC-8800 for CO/PBX Equipment.

With this coverage, it is not necessary to prepare individual formal Engineering Complaints for these items. Instead, the simpler procedure outlined in this section may be followed.

**1.04** An item is considered to be defective under this procedure if it:

- (a) Fails to meet electrical or mechanical design specifications.
- (b) Fails in a relatively short period of time after purchase or repair. (See paragraphs 1.08 and 1.09.)

**1.01** This section cancels Section 010-700-020 covering the expedited handling of defective material under the procedure commonly known as the "Pink Tag" Routine. This section describes a

**NOTICE**

Not for use or disclosure outside the  
Bell System except under written agreement

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**1.05** Any item that requires excessive maintenance or results in a fire or safety hazard should be covered by a formal Engineering Complaint.

**1.06** 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.

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

- (a) Material not manufactured by Western Electric or Teletype Corporation
- (b) Defects covered by active General Engineering Complaints
- (c) Design Line sets (covered by special warranty)
- (d) Station component apparatus including ringers, cords, coin chutes, transformers, and miscellaneous component apparatus
- (e) Nonstandard telephone company and modifications

(f) Items which do not meet appearance standards.

**1.08** 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.

**1.09** 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.

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

**1.11** In the event that the telephone company receives items, purchased as new but which are beyond the designated age limit, on turnover of a major job, after a lengthy installation and testing interval, and defective units are found, the matter should be discussed with the Western Electric Regional Quality Service Engineer to determine if the units involved meet eligibility requirements for handling under this procedure.

**1.12** The telephone company may elect to return defective items under one of the following options:

(a) CO/PBX equipment:

- Repair and return
- Repair and replace in telephone 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.

**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 69, ≡69, 69≡ or III 69	Manufactured in first quarter, 1969
II 69, =69, 69= or II 69	Manufactured in second quarter, 1969
III 69, _69, 69_ or I 69	Manufactured in third quarter, 1969
IV 69 or 69	Manufactured in fourth quarter, 1969

**MONTH AND YEAR**

Month and year are indicated by Arabic numerals:

5-69 indicates manufactured in May 1969

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

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

R5-69 or RPR5-69 indicates ordinary repair in May 1969

**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:

I MV69, ≡MV69 MV69≡ or III MV69 — Each type indicates manufactured at Merrimack Valley, first quarter 1969.

5HW69 — Manufactured at Hawthorne, May 1969

R5CB69 — Ordinary repair at Columbus, May 1969

**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 78 RM = 78, RM 78 = or RM III 78

Remanufactured in first quarter 1978

RM 5-78 Indicates remanufactured in May, 1978

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

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(b) Station apparatus:

- Repair and return
- Repair and return to telephone company stock
- Credit for data sets and associated circuit packs.

**1.13** 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 [see paragraphs 1.08(a) and 1.09(a)] and that it is a Western Electric stock item.

**1.14** If an item does not qualify for the credit option, the local Service Center will contact the telephone company representative originating the request, advise accordingly, and request disposition of the material. Should the telephone company request nonbillable repair, the item will be handled as discussed in paragraph 1.17.

**1.15** 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 Western Electric stock (Exhibit 4).

**1.16** If upon testing for the defective condition, the item is found to be free of defects, Western Electric will reverse the original credit and:

- (a) Return the item to Western Electric stock and credit the telephone 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 telephone company and render billing for testing, handling, transportation, and remuneration.

**1.17** Items returned for repair under this procedure, both CO and station, will be tested for defective condition, repaired, and returned to the telephone company. The testing will be pretesting or periodic sampling. The frequency of the sampling will be established jointly by the telephone company and Western Electric.

**1.18** Any items returned for repair and found to be free of defects will be returned to the telephone company through the normal reissue process and charges for testing, transportation, handling, and remuneration will be rendered to the telephone company.

**1.19** Defective items may be handled as formal Engineering Complaints in accordance with Section 010-700-010 if the telephone 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 Western Electric under this routine.

**1.20** 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 telephone company should determine if special packing materials for the return shipment of specific items are available by ordering from Western Electric. 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.

**1.21** A new tag, Form E-10118, has been developed 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 B.

**1.22** 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, whichever is appropriate.

**1.23** For those items returned for repair that qualify under this procedure **and** that the telephone company has determined should be on

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

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

DEFECTIVE MATERIAL TAG	
FORM E-10118	
TELCO	EQUIPMENT OR APPARATUS CODE <input style="width: 100%;" type="text"/> EX: J68567 AC-1, 400G KTU
	INDICATE APPROPRIATE DATE DATE OF MANUFACTURE _____ DATE OF LAST REPAIR _____ <div style="text-align: right; margin-right: 20px;">MO    YR</div>
	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 <input style="width: 100%;" type="text"/>
WECO	RM SET/JOURNAL TICKET NO. <input style="width: 100%;" type="text"/>
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

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its RMC plan, the telephone company will attach a new, 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.

**1.24** For those items returned for repair and return, the telephone 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.

**1.25** For items repaired at a location other than the local Service Center, the telephone 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.

**1.26** When requesting credit, the telephone company will attach a new E-10118 Form and complete an RMN Form, forwarding both with the material to the local Service Center.

**1.27** 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 Telephone Company Accounting Office.

**1.28** 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 1.03.) 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 Section 745-004-000.

### REPAIR AND RETURN TO TELEPHONE COMPANY STOCK

**2.02** Defective material to be repaired and returned to telephone 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.