

GENERAL ENGINEERING COMPLAINT GEC-9400 PROCEDURE FOR EXPEDITED HANDLING OF CERTAIN INITIALLY DEFECTIVE APPARATUS AND EQUIPMENT

1. GENERAL

1.01 This section outlines the procedure established for the expedited handling of certain initially defective items of apparatus and equipment which are to be returned to the Western Electric Company (WECO). This procedure, which is commonly known as the "Pink Tag" routine, is applicable regardless of whether the items were installed by Telephone Company (TELCo) personnel or WECO installation forces. Provision is made for return of these items for repair, replacement or credit. However, it should be recognized that the most System benefit will be derived from handling these items on the basis of "repair and return" or "repair and return to TELCo stock." Further, care should be taken to apply recommended practices and trouble shooting methods to assure that only defective items are returned. This is necessary so as not to unduly burden the WECO repair facilities.

1.02 This section is reissued principally to:

- (a) extend this procedure to cover many more items.
- (b) revise the "Pink Tag," Form E-5142.
- (c) provide for quicker replacement of defective units.
- (d) change the number associated with this procedure from 131800 to GEC-9400. This change is in keeping with the uniform complaint numbering system introduced by Issue 2 of Section 010-700-010.
- (e) To use the term "TELCo stock" to cover all Telephone Company stocking arrangements, including Class C.

Since this reissue covers a general revision, arrows ordinarily used to indicate changes have been omitted.

1.03 Prior to this issue, items of equipment became eligible for pink tag handling only after it had been determined that detailed in-

vestigation of failures in these items was no longer warranted on a formal Engineering Complaint basis. Procedures have now been worked out which will permit handling of practically all defective packaged electronic products on the pink tag routine. The improved procedures will provide feedback of quality information for early evaluation by the cognizant organizations, thus preventing the masking of major deficiencies in initial production of new equipment designs.

1.04 An item is considered "initially defective" if found to be defective, either on initial test or in service, within a period of one year after:

- (a) Date of manufacture.
- (b) Date of repair, provided the item previously had been returned for repair under the pink tag procedure.

Typical manufacture and repair date stampings are illustrated in Fig. 1A, 1B, and 1C.

1.05 New items modified by WECO at the request of the Telephone Company are eligible for handling under this procedure.

1.06 In the event that the Telephone Company receives items sold as new which are already beyond the one-year age limit (received either from WECO or TELCo stock or 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 Bell Telephone Laboratories Field Representative or the Western Electric Company Regional Quality Service Engineer to obtain his recommendation as to whether the units involved are considered to be eligible for handling under this procedure.

1.07 If a defective item can not meet the conditions for return to WECO under this procedure but in the judgment of the Telephone

SECTION 010-700-020

Company warrants investigation, it may be handled by means of an individual formal Engineering Complaint in accordance with Section 010-700-010. However, if an excessive failure rate is being experienced, the BTL Field Representative should be consulted. He will advise as to what information is required on any formal Engineering Complaint. This will aid in the analysis of the failure and may lead to the issuance of a General Engineering Complaint to cover the specific item.

1.08 *All returned items should be packed with extreme care to prevent damage during shipment.* They must never be placed loose in a hamper or similar container. If possible, the items should be returned in the containers in which they were shipped originally. If the original containers are not available, the Plant Staff should be contacted through appropriate channels to determine if special packing materials for the return shipment of the specific items are available on order from WECO. 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 wadded paper or corrugated cardboard formed into pads or rolls. Items damaged in transit will be handled only on a billable repair basis.

1.09 Items eligible to be handled by this routine are as follows:

All plug-in units on the following types of equipment (see *Note*):

Carrier Telegraph

Circuit Packs (Central Office and PBX Switching Systems)

Echo Suppressors

LMX and MMX equipment

Microwave Radio

Power Plants

Repeaters (Carrier)

Repeaters (Voice Frequency)

Terminal equipment (Carrier)

Terminal equipment (Data)

Signaling Units — all

Data Sets, Data Auxiliary Sets and Data Set Mountings — all

Power Supplies and their plug-in units associated with the equipment listed above.

Portable Test Sets and Meters

All portable test sets and meters manufactured by WECO are covered by this procedure. However, those of other than WECO manufacture furnished under KS- or AT-specifications may or may not be covered, depending on the nature of the specifications. Those of outside manufacture which do not bear a KS- or AT- number are not covered. Therefore, before returning a portable test set or meter of other than WECO manufacture, whether or not it bears a KS- or AT- number, it will be necessary to contact the Service Center to determine the procedure under which it should be handled.

Note: Plug-in items of relatively low cost, generally classified for property record treatment purposes as minor material "other cost" items or as maintenance items, (eg, electron tubes, relays, pads, and low cost networks and filters) should not be handled by this routine.

1.10 Initially defective equipment and apparatus of the types listed in 1.09 are covered by a "General Engineering Complaint" to which the number GEC-9400 has permanently been assigned. With this coverage it is not necessary to prepare individual formal Engineering Complaints for these items. Instead, the simpler procedure outlined in this section is to be followed.

1.11 The Telephone Company may elect to return these items under any one of the following options:

- (a) Repair and return
- (b) Repair and place in TELCo stock
- (c) Return for credit
- (d) Return for credit and billable replacement

1.12 Two forms are required to identify the equipment or apparatus being returned under this procedure. These are:

- (a) *Form E-5142:* This is a pink tag which must be filled out according to the instructions in this section and attached to the defective item. This tag, in effect, takes the

place of a formal Engineering Complaint form and is a fundamental part of the quality information retrieval system. The information on this tag, if accurate and complete, will not only aid in the analysis of the failure but also will permit WECO to do a more effective job in repairing the item and speeding its return. To obtain the benefits offered by this procedure it is important that the tag be properly filled out according to the instructions which are part of Fig. 2.

(b) **Returned Material Notice (RMN):** This is usually a "snap-out" form consisting of an original and multiple copies. It is to be filled out according to the instructions in this section. Routing of the various copies should be as prescribed locally. A Typical RMN is shown in Fig. 3.

These forms are available from the local WECO Service Center and may be ordered in a manner similar to that used for ordering stationery.

2. PROCEDURE

2.01 The preferred method of handling initially defective product is on a "repair and return" or a "repair and place in TELCo stock" basis.

Note: So as not to delay the return of units selected by BTL and WECO for special analysis, a new unit may be substituted by the repair organization for the one returned for repair.

Repair and Return

2.02 A properly filled out Form E-5142 (see Fig. 2) must be attached to each defective unit returned. A covering RMN should be filled out showing the notation:

Special Handling — (identify the equipment, eg, E6 Repeater, 831A Network, etc.) — Repair and Return No Charge per GEC-9400.

The RMN number assigned by the Telephone Company should be entered on the E-5142 form. The copies of the RMN should be routed according to local instructions.

Repair and Place in TELCo Stock

2.03 When defective equipment or apparatus is to be repaired by WECO and placed in Class C or other Telephone Company stock, a

properly filled out Form E-5142 (see Fig. 2) should be attached to each defective unit. A covering RMN should be filled out showing the notation:

Repair — (identify equipment, eg, E6 Repeater, 831A Network, etc.) — No Charge and Place in TELCo stock per GEC-9400.

The RMN number assigned by the Telephone Company should be entered on the E-5142 form. The RMN should be routed according to local instructions.

Return for Credit

2.04 When defective equipment or apparatus is to be returned to WECO for credit, a properly filled out Form E-5142 (see Fig. 2) should be attached to each unit. A covering RMN should be filled out showing the notation:

Returned — (identify equipment, eg, E6 Repeater, 831A Network, etc.) — for Full Credit per GEC-9400.

The RMN number assigned by the Telephone Company should be entered on the Form E-5142. The copies of the RMN should be routed according to local instructions.

Return for Credit and Billable Replacement

2.05 When time is of the essence, the suggested method of obtaining a replacement is on a Return for Credit and Billable Replacement basis. The replacement unit is first ordered from the WECO on a billable requisition. Depending on local arrangements, the unit can be ordered by telephone, followed by a formal requisition or directly by a teletypewriter originated requisition.

2.06 When the replacement unit is received, the defective unit should be returned in the same shipping container in which the replacement unit was received. A properly filled out E-5142 form (see Fig. 2) must be attached to the defective unit. A covering RMN should be filled out showing the notation:

Returned — (identify the equipment — eg, E6 Repeater, 831A Network, etc.) — For full credit per GEC-9400. Replacing unit was received on Requisition _____.

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 69	Manufactured in First Quarter, 1969
II 69, =69, 69= or 69	Manufactured in Second Quarter, 1969
III 69, _69, 69_ or 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

Fig. 1A - Typical Stampings for Date of Manufacture

Month and year are indicated by Arabic numerals prefixed by R or RPR for ordinary repair, PTR for repair under Pink Tag, and NTF for no trouble found.

R5-69 or RPR5-69	Indicates ordinary repair in May, 1969
PTR5-69	Indicates Pink Tag repair in May, 1969
NTF5-69	Indicates that no trouble was found by repair organization in May, 1969

Fig. 1B - Typical Stampings for Date of Repair

Stamping illustrated in Fig. 1A and 1B may contain an added symbol to indicate the manufacturing or repair location. The symbol will be located ahead of the Arabic numerals denoting the year:

I V69, ≡V,69 V69≡ or V69	Each type indicates manufactured at Merrimack Valley, first quarter 1969.
5H69	Manufactured at Hawthorne, May, 1969
R5J69	Ordinary repair at Columbus, May, 1969
PTR5J69	Pink Tag repair at Columbus, May, 1969

Fig. 1C - Typical Date Stampings Showing Location Symbol

INSTRUCTIONS FOR COMPLETING FORM E-5142

To assist in the early recognition of problems which develop in new equipment, it is important that accurate information regarding defective equipment and apparatus be made available for analysis as early as possible.

Side 1 of Form E-5142 is to be filled out by the Telephone Company in accordance with instructions A through M which are keyed to those in the illustration of Side 1 of this form. Examples of the type of information desired are shown in italics on the form under the spaces provided for entering this information.

A - TYPE OF SYSTEM: Enter in this space the name of the system of which the unit is a part, for example: *T1 CARRIER, No. 1 ESS, 800A PBX, 831A POWER PLANT*, etc. For signaling units show the connecting system, for example: *NO. 5 CROSSBAR, N3 CARRIER*, etc. For test sets show the system for which the set was designed to be used. If a general usage test set is involved, leave this space blank.

B - EQUIPMENT OR APPARATUS CODE: For equipment units, enter the ED or J number, including group or list numbers, for example: *J68857AC-1 L-1, ED-50512-30 G7*, etc. For apparatus units, enter the apparatus code and name and series number if one is present, for example: *4020D NETWORK, E4B SIGNALING, CIRCUIT PACK A6, SERIES 2*, etc.

C - DATE OF MANUFACTURE: Enter the date of manufacture of the unit and the manufacturing location, if given. See Fig. 1A and 1C for illustrations of the various ways in which this information may be shown on the unit. The information should be entered on Form E-5142 as follows:

- a. If stencil on unit indicates quarter of manufacture: *IQV69*
- b. If stencil on unit indicates month of manufacture: *06V69*

D - DATE UNIT FAILED: Enter the month and year the unit failed in service or on test, for example: *0469*

E - SERIAL NO.: Show serial number of the unit if one is present.

F - TYPE OF FAILURE: Circle the appropriate option(s) which best describe the type of failure of the unit. If these options are not adequate to describe the failure, additional information should be given under **G - ADDITIONAL INFORMATION**.

G - ADDITIONAL INFORMATION: Give reason why the unit is being returned. If unit fails a particular BSP test, give BSP Section number, issue number and identify the test by paragraph and/or step number, for example: *BSP 362-405-501, ISSUE 1, STEP 4* or *NO OUTPUT AT J2*, etc.

H - TELEPHONE COMPANY AND OPERATING AREA: Enter the three letter code identifying the originating Telephone Company district, division or area using the "Operating Area Code Designations for Engineering Complaints." If the code is not known, the Telephone Company name and area may be written in the space adjacent to the three blocks provided.

J - CENTRAL OFFICE BASE NUMBER: Enter the four digit central office base number used by Western Electric to identify Telephone Company office drawings. These numbers are listed in the "List of Central Offices and other Equipment Locations" prepared by the Western Electric Systems Equipment Engineering Regions. For customer premise equipment, show the base number of the connecting central office. Do not include the two digit serial number also shown in this document. If the base number is not known, the central office name and city may be written in the area just below the four blocks.

K - RMN NO.: Enter RMN number assigned by the Telephone Company to the unit being returned.

L - INFORMATION PREPARED BY: The form should be signed by the person who experienced the trouble or verified the trouble condition. Also, enter the telephone number, including area code and extension, if any, where this person can be reached.

M - DETACHABLE STUB: Check to indicate whether the item is being returned for repair or credit and enter the RMN number (as in K above). Show the location the item is being returned from (as shown in H and J above). *Do not detach the stub.*

Side 1 - To Be Filled in by Telephone Co.

Side 2 - To Be Filled in by Western Electric Co.

Fig. 2

NEW YORK TELEPHONE COMPANY—RETURNED MATERIAL NOTICE

ORIGINAL

SHIPPED TO
W. E. CO. AT _____

FROM N. Y.
TEL. CO. AT _____

PACKED IN _____

(NUMBER AND KIND OF
CONTAINERS OR ITEM NOS.)

*SUPPLIES

ACCT. NO. _____

*SHOW "SEE BELOW" FOR DIRECT
TO CODE RETURNS - OTHERWISE
SHOW APPROPRIATE SUBACCOUNT
OF ACCOUNTS 122 OR 722.

SHIPPED VIA _____

DATE _____ 19 _____

CHECK APPROPRIATE BLOCK

ED IN LIEU
RECOVERY TXT.

RECOVERY FROM
N.Y. TEL. CO. STOCK

INDICATE THE
FOLLOWING IF
APPROPRIATE

RETURNED UNUSED CHECK

REPAIR & RETURN REQ. NO. _____

CLAIM NO. _____

TRANSP'N.
ACCT. NO. _____

R.M.N. NO. _____

NO. PAGES _____ PAGE NO. _____

DATE ISSUED _____ 19 _____

W.E. CO. "T" NO. _____
TOTAL TRANSP'N.
CHARGES _____

FOR USE OF ORIGINATOR RECOVERY REPORTED UNDER					W.E. CO. PRE- CLASS	FOR USE OF ORIGINATOR			COR- DI- TION	QUANTITY	UNIT	FOR USE OF W.E. CO.				MATERIAL CODE PROPERTY RECORD NO.	W.E. CO. CLASS. CODE
AREA NUMBER & "H" OR "P"	ESTIMATE, K.C.O. OR C.W.O. NO.	ACCT. CODE	ROUTINE, JOB OR SERV. ORD. NO.	YEAR PLACED		TEL. CO. CONDITION	G = GOOD	J = JUNK				FINAL CLASS.	UNIT PRICE	UNIT	CREDIT ALLOWED		
Enter appropriate notation:																	
			(See 2.02)			Special Handling - () - Repair and Return No charge per GEC-9400											
			(See 2.03)			Repair - () - No Charge and place in TELCo. stock per GEC-9400											
			(See 2.04)			Returned - () - for Full Credit per GEC-9400											
			(See 2.05)			Returned - () - for Full Credit per GEC-9400 Replacing Unit Was Received on Requisition No. _____											

SIGNED BY _____

TITLE _____

TOTAL FOR PAGE _____

XX

X

FOR USE OF ACCOUNTING MANAGER - SUPPLIES

FOR USE OF W.E. CO.

W.E. CO. REP.

FOR USE OF ACCOUNTING MANAGER - SUPPLIES

CLASS "B"

CREDIT

REVENUE

(____%)

OTHER CREDIT

TRANSP'N.

NET W.E. CO. CREDIT

TEL. CO. REP.

ROUTING: (1) W.E. CO. LOCAL DISTRIBUTING HOUSE (2) ACCOUNTING MANAGER - SUPPLIES

Fig. 3