



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON WIESBADEN
UNIT 29623
APO AE 09096-0050

REPLY TO
ATTENTION OF

IMEU-WSB-LG

23 Dec 09

MEMORANDUM FOR

USAG Wiesbaden Directorate of Public Works
USAG Wiesbaden Directorate of Emergency Services
USAG Wiesbaden Directorate of Logistics Transportation Motor Pool
USAG Wiesbaden Directorate of Logistics Installation Property Book Office

SUBJECT: Standard Operating Procedures for Requesting Maintenance Support for Garrison equipment (except GSA/IFMS assets)

1. Reference.
 - a. AER 750-10 Base Operations Maintenance Policy, 11 February 2008.
 - b. AR 750-1, Army Materiel Maintenance Policy, 20 September 2007.
 - c. Memorandum, LFOA Maintenance Division (IMEU-LGA-M), Subject: Logistics Field Operating Agency-Europe, Maintenance Division External Standard Operating Procedure (LFOA Maintenance Division ESOP), 1 July 2009.
 - d. DA PAM 710-2-1, Using Unit Supply System (Manual Procedures), 31 December 1997.
2. Details: Based on the Standard Garrison template and the missions assigned to USAG Wiesbaden, the Army assigned the unit activity designation Code III. In regards to this the Maintenance request form, the DA Form 2407, urgency of need designation will be submitted as follows:
 - a. Priority 03 - Unable to perform intended purpose. This priority must be signed by the Commander's designated representative, in this case the USAG Wiesbaden Director of Logistics (DOL).
 - b. Priority 06 - Performance is impaired, requires the DOL's signature.
 - c. Priority 13 - Routine maintenance items.
3. Maintenance and repair support is provided by the Host Nation Liaison Field Operating Agency (HNLFOA) Maintenance Division at Mainz Kastel Housing Area. On occasions some

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repairs may be made at the equipment location, however, this is the exception and the decision on cost effectively and if repair can be done on site rests with the Maintenance Division. In all cases equipment requiring maintenance support must be accompanied by a Work Request (DA Form 2407) and a completed Maintenance Inspection Work Sheet (DA Form 2404). Once the repair is complete, the customer is responsible for picking up the equipment within a reasonable time.

4. To request support maintenance a work request (DA Form 2407) with the following information must be provided (See enclosure 1 for sample):
 - a. Unit and major command.
 - b. Unit point of contact (POC) and phone number, fax number, and email address.
 - c. Alternate POC with phone number, fax number, and email address.
 - d. Equipment location, installation, city and building number.
 - e. Item nomenclature, national stock number, part number and serial number.
 - f. Make, manufacturer, model, and manufacturer year of the item.
 - g. Detailed description of deficiency.
 - h. Warranty information.
5. The test and inspection logbook for items requiring safety inspection (UVV) must be submitted with work order.
6. All persons delivering and/or picking up equipment must be on a signature card (DA Form 1687) (See enclosure 2).
7. All high priority (03 and 06) requests must be signed by the DOL.
8. Maintenance and repair services can either be requested in person, by email or by fax, however, all requests must include a completed work request (DA Form 2407) and maintenance inspection work sheet (DA Form 2404).

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9. Automotive Maintenance:

a. Repair requests submitted for equipment with damage that appears to be other than fair wear and tear must be accompanied by a release statement. The release statement must be signed by the commander or his/her designated representative, the DOL. This statement must state that the damaged equipment is no longer required for investigative purposes and can be released to the HNLFOA maintenance division for repairs. The customer, i.e. DPW, DOL, DES, etc. will fund all request for repairs other than Fair Wear and Tear. Repairs cannot be executed by HNLFOA till funding is received.

b. HNLFOA equipment acceptance standards:

(1) Clean equipment prior to submitting it for maintenance or repair. Equipment may be refused if it is dirty or missing components.

(2) Provide a release statement for vehicles with accident damage, prior to any repairs or service.

(3) Schedule required services and perform routine operator maintenance such as adding motor oil, lubricate all grease fittings and refill windshield washer fluid.

(4) Deliver and pickup vehicles to and from the HNLFOA Maintenance Division location of repair. If the equipment or vehicle is required to be turned over to a local contractor, Maintenance Division may require the customer to make arrangements for delivery and pickup with the local vendor.

(5) Provide on request a trained operator and or support equipment (Tractor if a trailer is being repaired, etc...) in a timely manner to support repair operations.

10. All customers must coordinate with HNLFOA maintenance division when new equipment and/or vehicles are purchased or fielded to ensure that HNLFOA maintenance division is aware of future maintenance requirements and warranty provisions for new equipment. This coordination is vital to ensure continuous support and full utilization of warranty services.

11. A waiver must accompany all repair requests for items that have been classified as not economical to repair with Vehicle Classification Inspection Form (DA Form 461-5) and a Request for Disposition or Weaver (DA Form 3590).

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12. Appointment order/duty appointment for high priority request and signature card (DA Form 1687) will be updated in accordance with DA PAM 710-2-1, paragraph 2-3.
13. An updated equipment density list must be provided through DOL for HNLFOA Semi-annually.
14. Point of contact for this memorandum is Mr. Grady Martin at ext; DSN: 337-5546, CIV: 0611-705-5546 or email grady.martin@eur.army.mil .

2 Encls

1. Sample DA Form 2407
2. Sample DA Form 1687


HEINZ W. KAFFENBERGER
Director of Logistics