

## MTRS MK2 TALON Robot Failure Reporting and Repair Process

COLTS access questions can be referred to the COLTS Administrators at  
NAVEODTECHDIV:

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1. Contact QinetiQ North America (QNA) in Waltham Massachusetts, USA, at 781-684-4053 (TALON Technical Support Hotline) to discuss troubleshooting/failure analysis before submission of a failure report if source of robot failure is not clear. This hotline connects to the Unmanned Systems Maintenance, Repair and Overhaul Department of QNA. We may be able to diagnose/repair the robot over the telephone eliminating the need to submit a failure report, or helping to properly identify the failed major subcomponent, known as a Depot Level Repair Part (DLRP).
2. Submit the failure report (FR) as necessary using the COLTS website, identifying the DLRP serial numbers (each DLRP has a black UID tag on them w/ part number & serial number listed on it). Please also be sure to identify the proper shipment address – no APO's or PO boxes acceptable – MUST have street/base address. If DLRP s/n's or the shipment address are not properly identified, this will cause delays in shipment of the replacement DLRP parts, and require additional contact from QNA or NAVEODTECHDIV.
3. QNA may need to contact the user for clarification of the problem – if not, in response to the submitted FR, QNA will generate a Return Material Authorization (RMA) number and give disposition instructions for the part.
- 3a. NAVEODTECHDIV may intervene if the failure is a consumable or they may request additional information before authorizing the execution of QNA's disposition instructions.
4. With the RMA # issued, Indian Head will ship to the user the replacement parts (in a proper shipment container), along with the required shipping documents needed to return the parts to QNA. The only exception to this rule is for Lithium-Ion vehicle batteries. All batteries are stored at QNA and are shipped from Waltham, MA. Users will have to coordinate for the return of defective batteries to QNA for repair / replacement. TALON Lithium-Ion vehicle batteries are considered dangerous goods for shipment by air.
5. Users will receive the parts and may contact QNA for assistance in the removal/installation of the part.
6. QNA receives the failed part and processes its repair to re-stock the spare DLRP warehouse.