

Hello,

This month will cover an aspect of warranty repairs that you need to be aware of. When a pre-authorization claim for warranty is submitted to Idle Free Systems through the dealer portal, our system may send you an email based on the part being replaced. If your claim is approved and it is related to a part we may need returned to us, you will receive the following email.

Hello Idle Free Customer,

With regards to the pre-authorization just submitted to Idle Free Systems on the Idle Free system with serial number **37X19081204**, return of the component or a photo of the damage may be required. The authorization number for this claim is **17375**. Please call our technical support desk at (920) 206-9333 to determine if the part must be returned. Failure to comply with this requirement may delay processing of this claim.

If part must be returned, please send to:

ATTN: RMA/authorization number
Phillips and Temro Industries
[9700 W. 74th Street](#)
[Eden Prairie, MN 55344](#)

Thank You



If you receive the above message, do not throw the part away. Call us at (920) 206-9333 to see if the part needs to be returned to us. Failure to return a part may cause denial of the claim.

For help or questions with any eAPU issues please contact us.

Tech Support Phone: (920) 206-9333

Tech Support email: techsupport@idlefreesystems.com