



## HOW A REPAIR IS DONE UNDER PENNTEX WARRANTY

### Quick List of PennTex Warranty Steps:

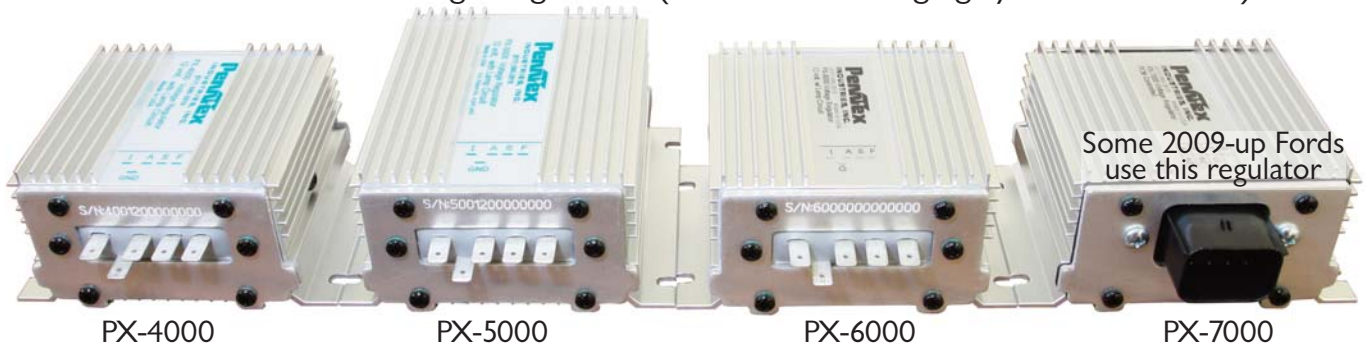
- 1) Don't take any charging system parts off before you do the tests.
- 2) Locate the external Voltage Regulator and do the PennTex Voltage Tests.
- 3) Send the tests to PennTex for evaluation at fax number 817-590-0398.
- 4) If the tests indicate that parts are defective, warranty replacement parts are shipped to you from Ft. Worth, TX.
- 5) We provide no-cost UPS shipping for you to return the defective parts to us.
- 6) The old parts are tested by PennTex and labor reimbursement is made.

You may have a sticker under the hood that says: "This vehicle is equipped with a PENNTEX High Amperage Alternator and/or High Idle Device. For Technical Assistance please call 817-590-2818." That means you might have our alternator along with our High Idle system, or just the alternator, or just the High Idle device. Our alternator has a tag riveted to it with our name, and the model and serial number on it.



Don't take any charging system parts off until you've spoken to us. Please contact us directly about Warranty repairs and testing. When we deal directly with the customer or shop doing the Warranty repair work it cuts down the number of people involved and speeds everything up. Replacement parts are almost always shipped directly from our Ft. Worth, TX plant in a Warranty repair.

### PennTex External Voltage Regulators (all PennTex Charging Systems use them)



Call us toll-free at 877-590-7366 with your vehicle information such as year, make, and engine size. Give us your fax number and we'll send all of the paperwork needed to complete a PennTex Warranty including two voltage tests, wiring schematics, and a Warranty Claim Form.

All of this Warranty paperwork can also be downloaded from our web site in Adobe Acrobat Reader form at [www.penntexusa.com/14volttests.htm](http://www.penntexusa.com/14volttests.htm). If you have the paperwork, these tests can be done at any time without contacting us first. PX-4000/5000/6000 regulated systems all use the same test. IMPORTANT: Some 2009-up Fords have their own test with the PX-7000 regulator and the tests can't be interchanged.

These voltage tests are the basis of our diagnosis and the vehicle has to be complete to do them. Locate the external Voltage Regulator mounted inside the vehicle under the right side of the dash, behind the unused passenger airbag panel, or in the kick panel. The PX-4000 /5000/6000(see above) also has one attached ground wire.

(cont.) The testing is done with a hand-held digital voltmeter at the regulator with all connections to it plugged in. The wires in the black regulator connector are checked for voltage with the key off, the key on, with the engine running at idle and then running at high idle. You will also check the ohm reading on the ground connection and test the regulator by doing a full-field test.

If the tests show a problem that requires parts be replaced, we can send those replacement parts right away. We cover free ground shipment in all warranty repairs. You can get the parts overnight or by 2-day air shipment if you agree to have the shipping cost difference taken out of your labor reimbursement payment. The labor payment is calculated using a standard PennTex labor allowance. We never charge a COD shipping fee. The replacement parts will include a Returned Goods Authorization (RGA) Number and pre-paid UPS return shipping. All Warranty parts are shipped from the Ft. Worth, Texas manufacturing plant.

When the repair is complete, put the old parts back in the replacement parts shipping box along with the Warranty Claim Form and a copy of your Work Invoice. We must have both of these to issue any labor reimbursement. Put the UPS shipping tag on the top of the box, call 1-800-742-5877 to schedule a pickup. Follow the menu instructions: (1) Send a package, (2) Schedule a pickup, (3) Prepaid return. (4) Give them the Tracking Number from our Return Label, and continue as instructed. The parts will be returned to us. This prepaid UPS return shipping label and information is attached to the pink copy of the PennTex packing list. If for some reason you don't use our prepaid parts return label, don't send parts to the PennTex address in Pennsylvania. They will refuse delivery and send the parts back to you. Only send parts to the Ft. Worth, TX address.

When your returned parts arrive back at PennTex in Texas, a Failure Analysis Report will be done. Then your Warranty claim is forwarded to our corporate office in Pennsylvania for final authorization and processing of any labor reimbursement payments. Payments are made either to the repair facility, or to the customer. This depends on whether the vehicle owner had to pay the shop bill before the vehicle was released, or the shop is billing PennTex directly. Final reimbursement payments take an average of two weeks to process once received.

PennTex Industries, Inc provides Labor Reimbursement Assistance for ordinary and customary charges to help offset the overall charges a customer may encounter when warranty work is being performed. This assistance is limited and may not cover all your charges to the customer. When invoicing for Labor Assistance Reimbursement regarding warranty work, please be advised to not include any towing, shop supplies, parts, sales tax, freight charges or any other miscellaneous charges as such items will not be paid. Should you have any questions regarding our Labor Reimbursement Assistance, please contact PennTex with those questions before any warranty work begins.

The PennTex Industries Corporate Office in Manchester, PA sends out a invoice on every Warranty shipment for the amount of the replacement parts and the cost of shipping. This invoice is billed and addressed to the parts shipping address. If the old parts are not returned to PennTex, the repair facility or customer that the parts were shipped to is liable for that amount. Due to various factors, you might still get this invoice in the mail even if the parts have been returned to us. Should this happen, please call the PennTex Warranty office to check the return status of your parts. If the parts are returned and the repair was approved, the invoice is voided. You're welcome to call us at 877-590-7366, fax us at 817-590-0398, or email us at [tech@penntexusa.com](mailto:tech@penntexusa.com) if we can answer any other questions.

## ***PERFORMANCE, ENDURANCE AND SATISFACTION***

**PennTex**  
**INDUSTRIES, INC.**

**Manufacturers of**  
**High Efficiency Alternators and**  
**Mobile Electronic Devices.**

**Corporate:**

202 Plaza Drive  
Manchester, PA 17345  
Ph: 717/266-8762  
Fax: 717/266-7803

[www.penntexusa.com](http://www.penntexusa.com)

Email: [sales@penntexusa.com](mailto:sales@penntexusa.com)

**Manufacturing:**

7620 Flagstone Drive  
Fort Worth, TX 76118  
Ph: 817/590-2818  
Toll Free: 877/590-7366  
Fax: 817/590-0505

