



July 2, 2018

Process Change Notice - Drip caps being shipped clipped to doors

Dear Valued Customer:

In order to improve customer service and reduce the risk of product loss or damage, Lippert Components intends to begin shipping entry door drip caps clipped to the doors.

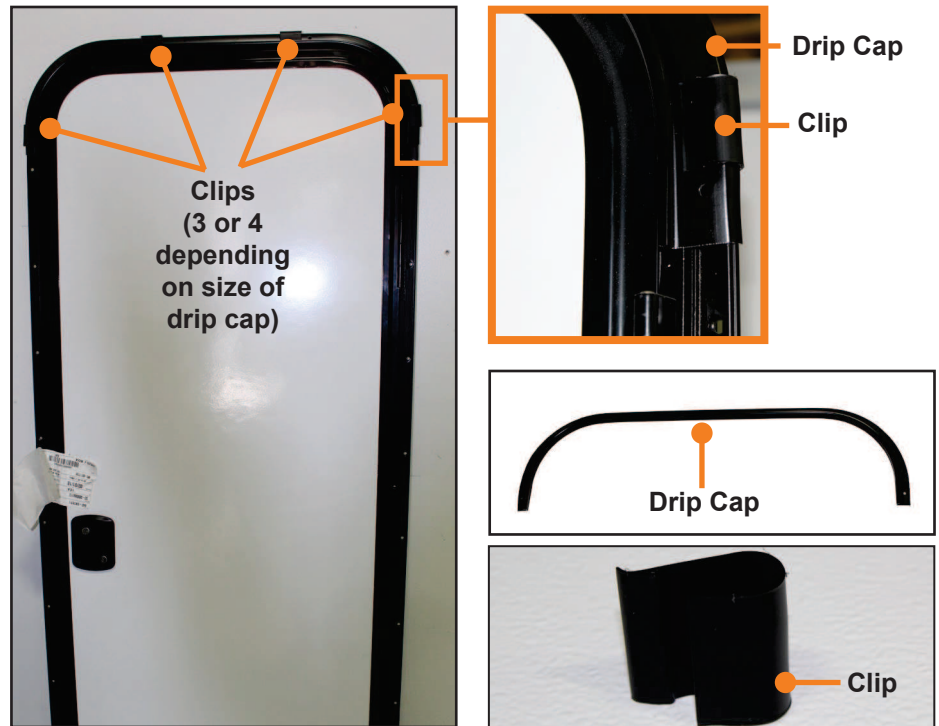
Currently, the drip caps are shipped bundled together separately from the doors on the skid (Fig. 1). Changing the shipping method to clipping the drip cap (Fig. 2) reduces the chance of damaged drip caps and ensures the correct number, color and size of drip caps are provided with each order.

Customers will remove and discard the clips before the door is installed. There is no other change in installation. There is no change in price or part number associated with the shipping change. The change is expected to occur in about 30 days.

Fig.1



Fig.2



If you have any questions, please feel free to call me directly or your LCI representative. We value and appreciate your business and partnership.

Sincerely,

Scott McKinnon

Product Manager

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NYSE:DW

Frequently Asked Questions:

1. **Will a new part number be required?** No, there is no part number change.
2. **Does the price change for the item?** No, there is no price change.
3. **Is the new part wholly interchangeable with the previous version of the part?** Yes, there is no change in installation of the door, other than removing the clips from the drip cap.
4. **Does the customer need to replace inventory?** No, the change will be made on a running basis, starting in about 30 days.