



July 9, 2018

Product Improvement Notice - Solera Smart Arm potting and software

Dear Valued Customer:

Please be advised Lippert Components has made improvements to its Smart Arm potting process to prevent moisture intrusion and also added two new failsafes in its software as additional system checks.

A through-hole notch (Fig. 1) has been added to the Printed Circuit Board (PCB) to improve potting flow and ensure complete potting to prevent moisture intrusion in to the circuit board and controller.

In addition to the improved potting, new software continuously scans for a Level 1 or Level 2 moisture faults and will not allow any touchpad or switch activations of the awning during the first five seconds after powering up. The new faults will not allow the awning to open or the light to come on without input by the awning user.

A new protective overlay has also been added to the touchpad face that prevents water intrusion. This protective overlay replaces the current temporary film that was removed by the customer prior to use. The new overlay must **NOT** be removed.

POTTING IMPROVEMENTS

Along with the through-hole notch (**Fig. 1**) LCI has:

- Implemented a new vibratory table to the potting process to improve flow and fill around PCB/electronic components.
- Added a dynamic mixing process to potting to improve mixture.
- Incorporated a heat gun to the process to significantly remove bubbles in cured potting.
- Reduced PCB size to allow potting to fully encapsulate.
- Changed from high temp to room temp cure to improve flow and fill of potting.

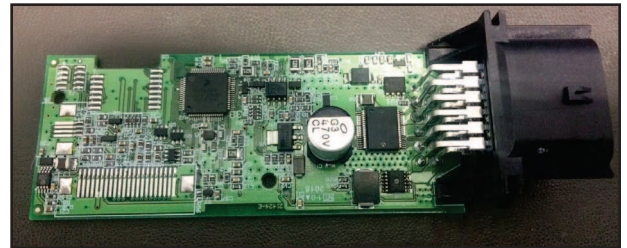
NEW SOFTWARE

Level 1 Fault

If moisture is detected in the main 12-pin connector (Level 1 fault) the interior extend switch will be locked out, as well as the interior awning light control. **NOTE:** There will be NO lock-out of the retract function.

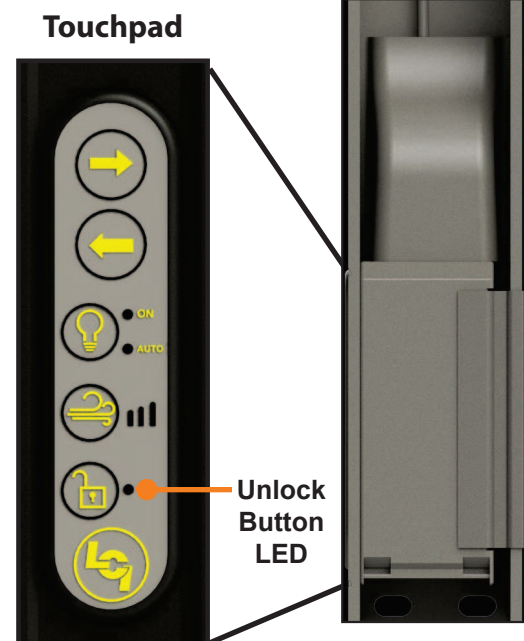
If a Level 1 fault is detected, the touchpad unlock LED (**Fig. 2**) will blink continuously (same as a low voltage fault) to alert the user that moisture is detected. While the interior extend switch and light will be locked out, the exterior touchpad will remain functional (unless a Level 2 fault is also found). On equipped units, OneControl functionality will not be actively locked out, however water in the connector can prevent operation. If a Level 1 Fault has not been detected in the previous 100 seconds, pressing any touchpad button will clear the fault, as will a power cycle on the Smart Arm controller.

Fig.1



Board with notch to improve potting flow.

Fig.2



Front View -
(touchpad is
on the left side.)

Face of the touchpad will now have a protective film overlay that must not be removed.

Level 2 Fault

If moisture is detected in the touchpad or controller board (Level 2 fault), the touchpad unlock LED will also blink continuously. The exterior touchpad extend and light buttons will be locked out until a special touchpad button sequence is performed by the user, which allows for a limited-time operation. The interior switches remain functional on a Level 2 fault, as does OneControl. A power cycle will not clear a Level 2 fault. The following sequence must be performed:

1. Press touchpad extend button
2. Press touchpad retract button
3. Press touchpad light button
4. Press touchpad wind button
5. Hold touchpad unlock button for 10 seconds.

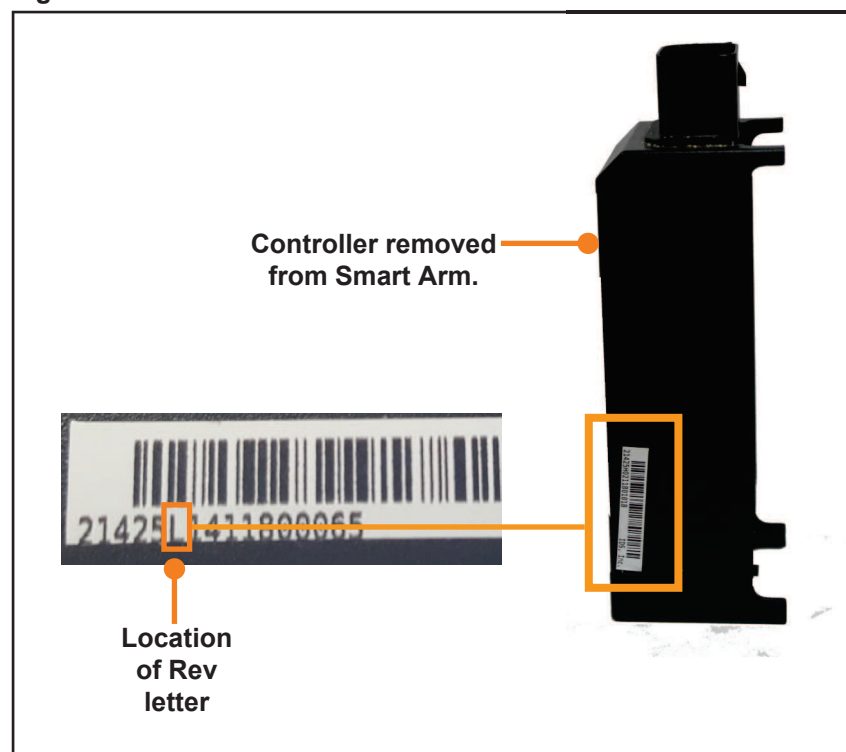
Once this unlock procedure is done, the unlock LED will remain on solid. The touchpad buttons function until the mode times out or the user locks the touchpad by depressing the unlock button. If no buttons are pressed, the controller will re-lock automatically after 3 seconds. If a button is pressed before 3 seconds has passed, the timeout will be extended by another 3 seconds.

Awning Actively Extending: If a Level 1 or Level 2 fault is detected while the awning is extending or auto-extending, the awning will take special action to stop extending, and auto-retract to the fully retracted state. The appropriate fault will be set in the controller's memory.

Awning Actively Retracting: If a Level 1 or Level 2 fault is detected while the awning is retracting, the awning will not take any special action. The appropriate fault will be set in the controller's memory.

The changes are being made on a running basis, starting immediately. There is no change in installation and no price change. The new Smart Arms with the improved features will have the REV letter L added to the serial number (Fig. 3), replacing the current version.

Fig.3



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,

Brian Hess

Director of Sales – Towable

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NYSE:DW

Frequently Asked Questions:

1. **Will a new part number be required?** No, the part number remains the same.
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?** No, the new Smart Arms with the improved features will have the letter L added to the serial number, replacing the current version, the letter K (Fig. 3).
4. **Does the customer need to replace inventory?** No, the potting improvement started in April and the new software was launched in May.