

September 9, 2021

Product Substitution Notice - In-Wall® Slide-Out Aluminum Torque Shafts

Dear Valued Customer:

Due to materials shortages Lippert intends to substitute the aluminum torque shafts used in the lighter-duty applications of the In-Wall Slide-Outs with the steel torque shafts used in the heavy-duty applications.

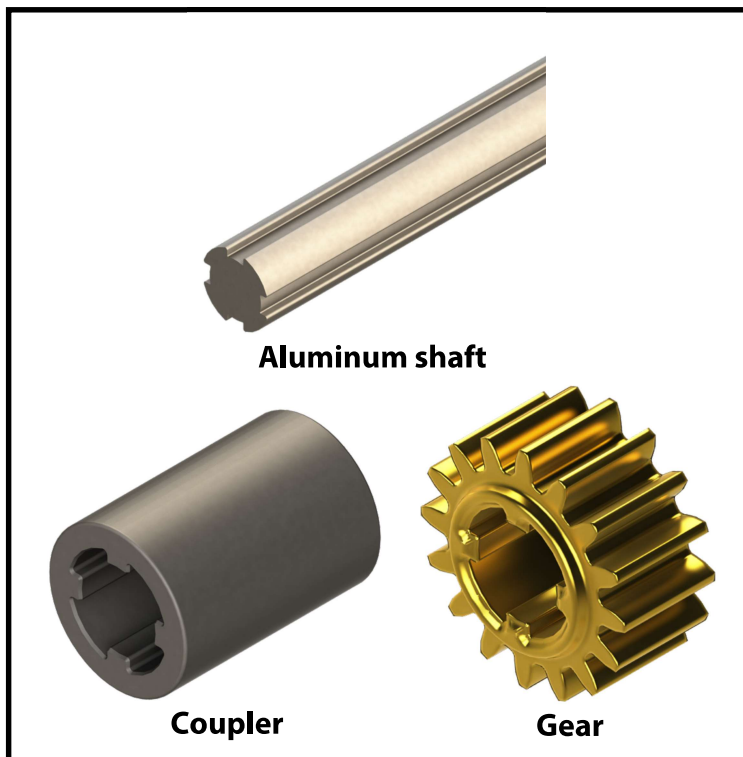
There will be a slight weight difference in slides where this substitution is performed. The tallest slides will net no more than 5lbs total per system (2.5lbs per column).

Along with this change to the steel shaft, the coupler and gear used will also be changed to the heavy-duty versions.

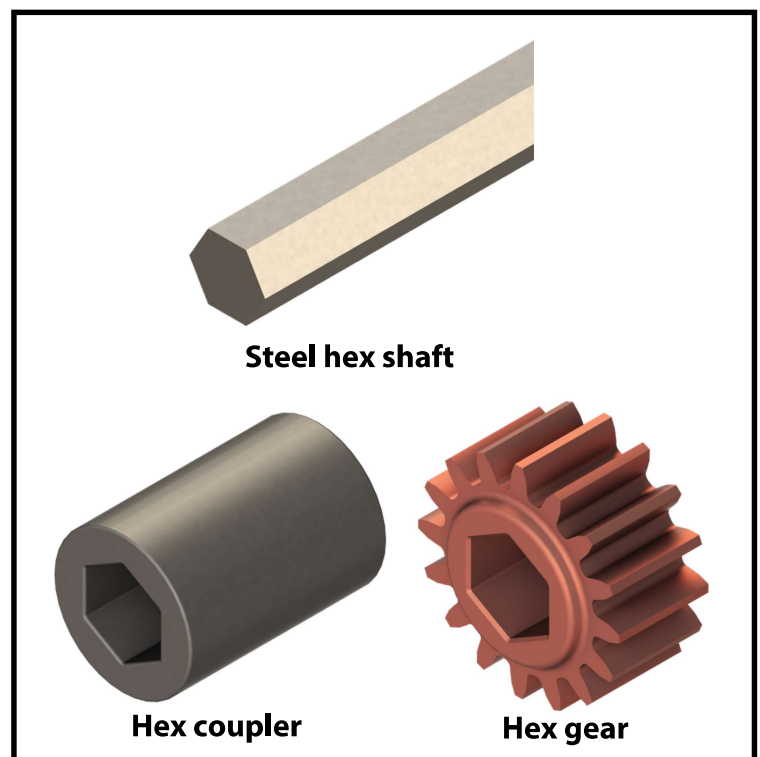
The change is expected to begin immediately to ensure there are no disruptions in slide-out orders being fulfilled. This may recur at various times during this shortage period.

There will be no changes in installation for the OEM customer.

Original torque shaft and components



Temporary substitute torque shaft and components



NOTE: When ordering individual field service parts, shaft type must be identified using the illustrations above.

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

Sincerely,

Mason Ogle

VP of RV Sales

Lippert Components, Inc.

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Frequently Asked Questions:

- 1. Will a new part number be required?** No, there is no top level part number change for the slide-out system. However, the part numbers for the aluminum torque shaft/components and the steel torque shaft /components are different.
- 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. However, please see the note and images on the previous page.
- 4. Does the customer need to replace inventory?** No, the change will be made on a running basis starting immediately and continue as inventory dictates.