



LIPPERT COMPONENTS, INC.

Service and Warranty Division
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To Our Valued Customers:

Once again, we are sending you our annual frame maintenance letter to ensure all dealers receiving product are aware of our requests regarding proper frame receipt during the winter months. As most individuals are aware the effects of prolonged exposure to salt and ice melting chemicals have an adverse affect on any coated metal surfaces, and our chassis are no exception. The effects of these corrosives are magnified with time and therefore should be removed from the frame as soon as possible after a unit has been transported to a dealer. If these corrosive materials are present we ask all receiving dealers to please ensure these materials are removed by thoroughly washing the frame upon receipt.

Many of you have a policy in place which requires your dealers to wash the undercarriage whenever a new unit is received; if you do not currently have this in place we encourage you to formulate one right away.

Washing the frame is especially important during the winter driving season. The danger of exposure to road chemicals is not limited to only the northern snow states. Many Southern states use salt and ice melt solutions as well and any unit which originates from a Northern state has potential exposure. We would like to ensure you are aware all dealers need to be notified of this requirement.

We would also request you take this time to ask your dealers to communicate to the retail purchaser's the importance of proper maintenance and washing of their frame.

Our full warranties may be viewed at www.lci1.com ; please feel free to contact our Service & Warranty Division at 866-LCI-SVC1 with any further questions.

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1/28/2010 Rev B