



August 18, 2020

## Product Substitution Notice - Black hydraulic hoses

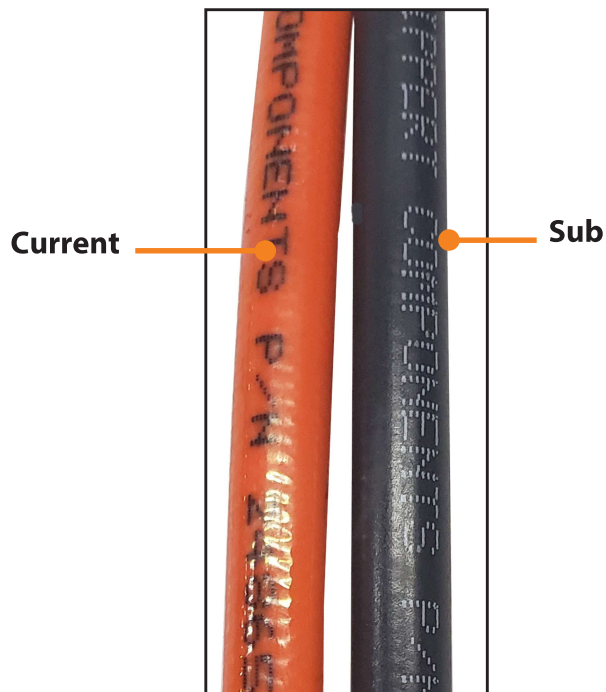
Dear Valued Customer:

Please be advised, due to a supplier shortage, LCI intends to secure a substitute for all bulk shipments of orange hydraulic extend hoses for a short duration.

The substitute hose has a weld-spatter resistant coating and is dark gray vs. orange. All shipments of the weld spatter hose will come with bulk sheets of orange labels that will say "EXTEND" so customers can label the sub hose to minimize confusion over which is extend or retract.

There is no change in fit, form, function or installation with the substituted hoses. There is no price change and customers can continue to order using the same part number.

Start date for the substitution will be the week of 8/24/20 and it may extend into the week of 8/31/20.



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,

**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, the part number will not 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, the hoses are interchangeable.
- 4. Does the customer need to replace inventory?** No, the substitution will begin the week of 8/24/20 and may extend into week of 8/31/20.