

**NOTE:** Diagnostic time is not covered by the Lippert Components, Inc. Limited Warranty**PLEASE REFER TO OUR WEBSITE FOR THE LATEST VERSION OF THE FLAT RATE CHART****WARRANTY REIMBURSEMENT CONSIDERATION BASED UPON TESTING AND CONDITION OF REQUIRED PART RETURN AS NOTED BELOW.****LCI FLAT RATE FOR SLIDEOUT AND LEVELING**

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
ELECTRIC SLIDE COMPONENTS				
CABLE SLIDE MOTOR	1.00 HOUR	YES	YES	NO
S/O ACTUATOR (TUSON)	0.50 HOURS	YES	NO	NO
S/O ACTUATOR (VENTURE)	0.50 HOURS	NO	NO	YES
S/O ACT. MOUNT ASSY	0.80 HOURS	NO	NO	YES
S/O MOTOR (TUSON)	0.50 HOURS	YES	NO	NO
S/O MOTOR (VENTURE)	0.50 HOURS	NO	NO	YES
S/O CONTROLLER	0.50 HOURS	YES	NO	NO see page 20
GEAR PACK ASSY EACH SIDE	0.50 HOURS	NO	YES	YES
HEAD ASSY	0.50 HOURS	NO	YES	YES
ROLLERS	1.00 HOUR	NO	YES	YES
INNER AND GEAR RACK ASSY	1.00 HOUR	NO	YES	YES
FLEXGUARD	0.30 HOURS	NO	NO	YES
CROSS SHAFT	0.50 HOURS	NO	NO	YES
CROSS SHAFT BOLT	0.30 HOURS	NO	NO	YES
ROOM BAR	0.50 HOURS	NO	YES	YES
POWER GEAR ELEC. SLIDE				
12 VDC MOTOR (BELOW FLOOR)	1.00 HOUR	NO	NO	YES
12 VDC MOTOR (ABOVE FLOOR)	1.00 HOUR	NO	NO	YES
BREAKER RELAY BOARD (14-1098/ 14-1130)	0.80 HOUR	NO	NO	YES
CIRCUIT BREAKER	0.50 HOUR	NO	YES	YES
PROGRAMMABLE CONTROL BOX	1.10 HOUR	YES	NO	NO see page 20
CONTROLLER & RESET (FULL WALL)	2.00 HOURS	YES	NO	NO
CURRENT LIMIT/SENSING CONTROL	0.80 HOUR	YES	NO	NO
GEAR SHEER PIN- DRIVE SIDE	1.00 HOUR	NO	NO	YES
GEAR SHEER PIN- IDLER SIDE	1.00 HOUR	NO	NO	YES
IN / OUT SWITCH	0.50 HOUR	YES	NO	NO
KEY SWITCH	0.50 HOUR	YES	NO	NO
DIGI SYNC (KWIKEE) ENCODER	1.30 HOURS	YES	NO	NO
DIGI SYNC (KWIKEE) LINEAR ACTUATOR	2.30 HOURS	YES	NO	NO
DIGI SYNC (KWIKEE) LINEAR DRIVE CONTROL	0.80 HOUR	YES	NO	NO
DIGI SYNC (KWIKEE) OPERATOR PANEL	0.80 HOUR	YES	NO	NO
POWER GEAR ELECTRIC INWALL SLIDE				
POWER GEAR INWALL SLIDE TOUCH PAD	0.80 HOUR	YES	NO	NO see page 20
POWER GEAR INWALL SLIDE CONTROL BOX	1.10 HOUR	YES	NO	NO see page 20
POWER GEAR INWALL SLIDE HARNESS	0.30 HOUR	YES	NO	NO
POWER GEAR INWALL SLIDE MOTOR/ ENCODER	1.00 HOUR	YES	NO	NO
POWER GEAR INWALL SLIDE END BRACKETS	0.50 HOUR	NO	NO	YES
POWER GEAR INWALL SLIDE GEAR RACK	1.00 HOUR	NO	NO	YES
POWER GEAR INWALL COMPLETE COLUMN (PER SIDE)	2.00 HOURS	NO	YES	YES

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LCI FLAT RATE FOR SLIDEOUT AND LEVELING (continued)

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
LCI FLAT RATE FOR SCHWINTEK INWALL SLIDEOUT SYSTEM				
CHANGE MOTOR ONLY	1.00 HOUR	YES	NO	NO see page 22
CHANGE WIRE HARNESS ONLY	0.40 HOURS	YES	NO	NO
INSTALL IN-WALL REPAIR KIT (includes Column R/R)	2.20 HOURS	NO	YES	YES
CHANGE COMPLETE COLUMN (PER SIDE)	1.50 HOURS	NO	YES	YES
REASSEMBLY OF REPLACEMENT IN-WALL FULL SYSTEM SHIPPED IN A TUBE	0.20 HOURS	NO	YES	YES
CHANGE BRAIN/ CONTROLLER ONLY	0.30 HOURS	YES	NO	NO see page 20
CHANGE WALL SWITCH ONLY (3-PRONG)	0.30 HOURS	YES	NO	NO
HYDRAULIC SLIDE OUT COMPONENTS				
HYD PUMP (Fohon pump no return, Parker pump yes)	1.00 HOUR	YES	NO	NO
HYD HOSES	0.50 HOURS	SEE PAGE 17***	NO	YES
SOLENOID	0.30 HOURS	YES	NO	NO
IRC CONTROL VALVE	0.30 HOURS	YES	NO	NO
HYD CYLINDER	0.80 HOURS	YES	NO	NO
SWITCH	0.30 HOURS	YES	NO	NO
HYDRAULIC VALVE	0.30 HOURS	YES	NO	NO
ROOM BAR	0.50 HOURS	NO	YES	YES
POWER GEAR HYD. SLIDES				
HYDRAULIC (POWER GEAR) CABLE ASSEMBLY	1.30 HOURS	NO	YES	YES
HYDRAULIC (POWER GEAR) HYDRAULIC CYLINDERS	1.00 HOUR	NO	NO	YES
HYDRAULIC (POWER GEAR) LEG VALVE COIL	1.00 HOUR	NO	YES	YES
HYDRAULIC (POWER GEAR) O-RING SEALS PUMP	2.00 HOURS	NO	YES	YES
HYDRAULIC (POWER GEAR) PUMP	1.30 HOURS	NO	NO	YES
HYDRAULIC (POWER GEAR) PUMP MOTOR	1.00 HOUR	NO	NO	YES
¹ UNIT W/ UNDERBELLY ADD 1.0 HOUR NOTE LCI DOES NOT WARRANTY S/O ADJUSTMENT ISSUES				
MOTORIZED / TOWABLE LEVELING - LEVEL UP - HYDRAULIC LANDING GEAR COMPONENTS				
STAND.HYD. LANDING GEAR LEG PIN / PINNLESS	PER LEG 1.50 HOURS	NO	NO	YES
ALUMINUM HYD. LANDING GEAR LEGS - 14K	PER LEG 1.00 HOUR	NO	NO	YES
HYDRAULIC LANDING GEAR PULL PIN	0.20 HOURS	NO	NO	YES
ALL HYDRAULIC LEVELING JACKS STEEL: 7K-12K-22K; ALUMINUM: 8K-14K-20K	PER JACK 1.00 HOUR	NO	NO	YES
(MTZD) LEVELING PUMP ONLY NO S/O (FOHON PUMP)	1.50 HOURS	NO	NO	YES
(MTZD) LEVELING PUMP + S/O (FOHON PUMP)	3.00 HOURS	NO	NO	YES
TOWABLE LEVEL UP PUMP (PARKER PUMP)	1.50 HOURS	YES	NO	NO
TOUCH PAD	0.30 HOURS	YES	NO	NO see page 20
BRAIN BOX + PROGRAMMING	0.50 HOURS	YES	NO	NO see page 20
LEVELING HARNESS	0.50 HOURS	YES	NO	NO
PUMP MOTOR ONLY	0.50 HOURS	NO	NO	YES
REAR SENSOR	0.30 HOURS	YES	NO	NO see page 20
HYDRAULIC VALVE	0.30 HOURS	YES	NO	NO
FLOW DIVIDER	0.30 HOURS	NO	NO	YES
SOLENOID	0.30 HOURS	YES	NO	NO
PRESSURE SWITCH	0.30 HOURS	YES	NO	NO
EASY APPROACH HYDRAULIC POWER UNIT	1 HOUR	YES	NO	NO
EASY APPROACH HYDRAULIC CYLINDER	0.80 HOURS	YES	NO	NO
EASY APPROACH ACCUMULATOR	0.80 HOURS	YES	NO	NO
EASY APPROACH HYDRAULIC MANIFOLD	0.80 HOURS	YES	NO	NO
EASY APPROACH SOLENOID	0.30 HOURS	YES	NO	NO
EASY APPROACH SENSOR LIGHT	0.30 HOURS	YES	NO	NO
EASY APPROACH PRESSURE SWITCH	0.30 HOURS	YES	NO	NO
EASY APPROACH CARTRIDGE VALVE	0.30 HOURS	YES	NO	NO

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LCI FLAT RATE FOR SLIDEOUT AND LEVELING (continued)

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
POWER GEAR HYD LEVELING				
HYD. (POWER GEAR) FLUID TANK	1 HOUR	NO	NO	YES
HYD. (POWER GEAR) HOSE	1.30 HOURS	YES	YES	NO
HYD. (POWER GEAR) PUMP MOTOR/ GEAR UNIT	1.50 HOURS	NO	YES	YES
HYD. (POWER GEAR) SPRING RETURN JACK VAVE ASSEMBLY	0.50 HOURS	NO	YES	YES
HYD. (POWER GEAR) SPRING RETURN JACK SEAL KIT	1.50 HOURS	NO	YES	YES
HYD. (PG) POWER UP POWER DOWN LEVELING CONTROL BOX	1 HOUR	YES	NO	NO see page 20
HYD. (PG) TOUCH PAD	0.30 HOURS	YES	NO	NO see page 20
HYD. (PG) POWER UP POWER DOWN LEVELING JACK LEGS	1 HOUR	NO	NO	YES
HYD. (PG) POWER UP POWER DOWN JACK VALVE ASSEMBLY	1.30 HOURS	NO	NO	YES
HYD. (PG) SPRING RETURN HYD LEVELING JACK LEG	1 HOUR	NO	NO	YES
HYD. (PG) SPRING RETURN HYD LEVELING CONTROL BOX	1 HOUR	YES	YES	NO
HYD. (PG) FLUID SENSOR	0.50 HOURS	YES	YES	NO
(PG) PRESSURE SWITCH	0.50 HOURS	YES	NO	NO
(PG) HYDRAULIC PUMP MOTOR	1 HOUR	NO	NO	YES
POWER GEAR LEVEL BEST (KWIKEE)				
LEVEL BEST (KWIKEE) CYLINDER	0.90 HOUR	NO	NO	YES
LEVEL BEST (KWIKEE) CONTROL	1.00 HOUR	YES	NO	NO see page 20
LEVEL BEST (KWIKEE) HOSE	1.00 HOUR	YES	NO	NO
LEVEL BEST (KWIKEE) LEG	0.20 HOUR	NO	NO	YES
LEVEL BEST (KWIKEE) LEVEL SENSOR	1.00 HOUR	YES	NO	NO see page 20
LEVEL BEST (KWIKEE) O-RING	1.00 HOUR	NO	NO	YES
LEVEL BEST (KWIKEE) PUMP/ MANIFOLD/ RESERVOIR	2.00 HOURS	NO	NO	YES
LEVEL BEST (KWIKEE) REED SWITCH	0.60 HOUR	NO	NO	YES
LEVEL BEST (KWIKEE) SOLENOID (PUMP)	0.80 HOUR	NO	NO	YES
LEVEL BEST (KWIKEE) VALVE (2-WAY OR 4-WAY)	0.80 HOUR	NO	NO	YES
ELECTRIC LANDING GEAR AND LEVELING COMPONENTS				
LG LEG PAIR (PAC RIM & VENTURE- NO RETURN NEED PICTURE)	1.00 HOUR	YES	NO	NO
LG GEAR BOX (PAC RIM & VENTURE - NO RETURN NEED PICTURE)	0.50 HOURS	YES	NO	NO
PULL PIN	0.20 HOURS	NO	NO	YES
LG MANUAL CRANK MOVE HOLE	1.00 HOUR	NO	NO	YES
LG SWITCH	0.30 HOURS	YES	NO	NO
LG MOTOR (VENTURE NO PART RETURN NEED (1 MOTOR))	0.50 HOURS	YES	NO	NO
GEAR REDUCTION BOX	0.50 HOURS	YES	NO	NO
LG X SHAFT	0.30 HOURS	NO	NO	YES
POWER GEAR ELEC. LEVELING				
ELEC. (POWER GEAR) 12 VDC MOTOR	1.20 HOURS	YES	NO	NO
ELEC. (POWER GEAR) BRAKE KIT (PER JACK)	0.50 HOUR	NO	NO	YES
ELEC. (POWER GEAR) BOOT KIT (PER JACK)	0.20 HOUR	NO	NO	YES
ELEC. (POWER GEAR) CONTROL BOX	1.00 HOUR	YES	NO	NO see page 20
ELEC. (POWER GEAR) CONTROL PANEL (TOUCH PAD)	0.30 HOURS	YES	NO	NO see page 20
ELEC. LEVELING HARNESS	0.50 HOURS	YES	NO	NO
ELEC. (POWER GEAR) JACK ASSEMBLY	0.80 HOUR	NO	NO	YES
ELEC. (POWER GEAR) JACK PIN KIT (PER JACK)	1.40 HOURS	NO	NO	YES

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LCI FLAT RATE FOR GROUND CONTROL II - 4- & 6 - POINT ELECTRIC FIFTH WHEEL LEVELING

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
FRONT LEG	0.50 HOURS	NO	NO	YES
REAR LEG	0.50 HOURS	NO	NO	YES
PULL PIN	0.20 HOURS	NO	NO	YES
LG MANUAL CRANK MOVE HOLE	1.00 HOUR	NO	NO	YES
TOUCH PAD	0.30 HOURS	YES	NO	NO see page 20
GEAR REDUCTION BOX	0.50 HOURS	NO	NO	YES
GROUND CONTROL III FRONT AND REAR LEGS	0.50 HOURS	NO	NO	YES
GROUND CONTROL LEVELING HARNESS- MIDDLE/REAR	1.5 HOURS	YES	NO	NO
GROUND CONTROL LEVELING HARNESS- FRONT	0.50 HOURS	YES	NO	NO
GROUND CONTROL - JACK CONTROLLER	0.50 HOURS	YES	NO	NO see page 20
MOTOR (1 MOTOR)	0.50 HOURS	NO	NO	YES

LCI FLAT RATE FOR CHASSIS

FRAME/CHASSIS COMPONENTS

SAFETY CHAIN	0.50 HOURS	NO	NO	YES
MANUAL TONGUE JACK	0.50 HOURS	NO	NO	YES
POWER TONGUE JACK- COMPLETE	0.50 HOURS	NO	NO	YES
POWER TONGUE JACK LIGHT	0.20 HOURS	NO	NO	YES
POWER TONGUE JACK LIGHT SWITCH	0.20 HOURS	NO	NO	YES
POWER TONGUE JACK EXTEND/ RETRACT SWITCH	0.20 HOURS	NO	NO	YES
SCISSOR JACK	0.50 HOURS	NO	NO	YES
QUICK DROP TONGUE JACK	0.50 HOURS	YES	YES	NO
PINBOX REPLACE	0.80 HOURS	NO	YES	YES
TRI-GLIDE AIR SPRING REPLACE	0.50 HOURS	NO	NO	YES
TRI-GLIDE PIN BOX LOWER JAW REPLACE	1.00 HOUR	NO	YES	YES
TRI-GLIDE ROD AND BUSHINGS REPLACE	0.30 HOURS	NO	YES	YES
SCHRADER VALVE FOR TRI GLIDE AIR SPRING	0.20 HOURS	NO	YES	YES
OUTRIGGERS	VARIES	VARIES	YES	Y see page 18
SPRING HANGER 1	2.50 HOURS	NO	YES	Y see page 18
SPRING HANGER 3 ONE SIDE	3.50 HOURS	NO	YES	Y see page 18
SPRING HANGER 6 BOTH SIDES	5.00 HOURS	NO/YES IF SNAP AT EAR	YES	Y see page 18
SPRING HANGERS 8 BOTH SIDE	6.00 HOURS	NO	YES	Y see page 18
CORRECT TRACK	1 HOUR	NO	YES	YES
SLIDING LP TRAY	0.50 HOURS	NO	YES	Y see page 18
BUMPER REPAIR	0.50 HOURS	NO	NO	Y see page 18
SPARE TIRE WINCH	0.50 HOURS	NO	NO	Y see page 18
SPARE TIRE CARRIER	0.50 HOURS	NO	NO	Y see page 18
COMPLETE MANUAL STEP REPLACEMENT	0.50 HOURS	NO	NO	YES
STEPS PAINT ISSUE (2)	VARIES	NO	NO	YES
HITCH ASSY PAINT (2)	0.50 HOURS	NO	YES	Y see page 18
REAR BUMPER ASSY PAINT (2)	0.50 HOURS	NO	YES	Y see page 18
PIN BOX ASSY PAINT (2)	0.50 HOURS	NO	YES	YES
RAMP DOOR FRAME PAINT (2)	1.00 HOUR	NO	YES	Y see page 18
RAMP DOOR – all other issues	1.00 HOUR	NO	YES	Y see page 18
R & R COUPLER	0.80 HOURS	NO	NO	Y see page 18
ELECTRIC STAB JACK SWITCH	0.30 HOURS	YES	NO	NO
R & R ENTIRE ELEC. STAB JACK	1.00 HOUR	NO	NO	YES
R & R MOTOR - ELEC. STAB JACK C-800 motor	0.50 HOURS	NO	NO	YES
SHEAR PIN- ELEC. STAB JACK (BROKEN)	0.50 HOURS	NO	NO	YES

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ATWOOD PRODUCTS
BRAKE SYSTEM

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
COMPLETE ACTUATOR: BOLT ON	1.00 HOUR	YES	YES	NO
COMPLETE ACTUATOR: WELD ON	2.00 HOURS	YES	YES	NO
RELEASE HANDLE	1.00 HOUR	YES	YES	NO
FOUNDATION BRAKES (PER AXLE)	1.50 HOURS	YES	YES	NO

COUPLER

COMPLETE COUPLER: BOLT ON	0.50 HOURS	NO	YES	YES
COMPLETE COUPLER: WELD ON	1.50 HOURS	NO	YES	YES

DURALEG

KEY PAD	0.50 HOURS	YES	YES	NO
COMPLETE JACK LEG (PER LEG)	0.80 HOURS	YES	YES	NO

5TH WHEEL LANDING LEG

BOTH LEGS**	1.50 HOURS	YES	YES	NO
ONE (1) LEG **	0.80 HOURS	YES	YES	NO
BEVEL GEARS (PER LEG)	0.80 HOURS	YES	YES	NO
CAP	0.30 HOURS	YES	YES	NO
GEAR BOX	0.80 HOURS	YES	YES	NO
MOTOR	0.50 HOURS	YES	YES	NO
SWITCH	0.50 HOURS	YES	YES	NO
CONTROL BOX #66574	0.50 HOURS	YES	YES	NO

** INNER RAM NOT AVAILABLE, REPLACE APPROPRIATE LEG.

LEVEL EGGS

FRONT LEGS (PER LEG)	0.80 HOURS	YES	YES	NO
REAR LEGS (PER LEG)	1.00 HOUR	YES	YES	NO
RELAY CONTROL	0.80 HOURS	YES	YES	NO
KEY PAD	0.80 HOURS	YES	YES	NO see page 20

* RATE TIME INCLUDES THE RESETING OF THE AUTO SEQUENCES

TOP WIND JACK

COMPLETE JACK: BOLT ON	0.50 HOURS	NO	YES	YES
COMPLETE JACK: WELD ON	1.00 HOUR	NO	YES	YES
BEARING	1.00 HOUR	NO	YES	YES
HANDLE	0.50 HOURS	NO	YES	YES

BALL SCREW CAMPER JACK

ELECTRIC:				
COMPLETE JACK	0.50 HOURS	NO	YES	YES
BEVEL GEARS	0.80 HOURS	NO	YES	YES
BRACKETS	0.50 HOURS	NO	YES	YES
COVER TOP- BOTTOM	0.30 HOURS	NO	YES	YES
MOTOR	0.50 HOURS	NO	YES	YES
MOTOR SWITCH	0.50 HOURS	YES	YES	NO
2-WAY/ 4-WAY PLUG	0.50 HOURS	NO	YES	YES
TRUCK JACK REMOTE CONTROL	0.10 HOURS	YES	YES	NO
RELAY CONTROL MODULE	1.00 HOUR	YES	YES	NO
ACTIVATION SWITCH	0.50 HOURS	YES	YES	NO
MANUAL:				
COMPLETE JACK (.3 ADDED FOR EACH ADDITIONAL JACK)	0.50 HOURS	NO	YES	YES
COVER	0.30 HOURS	NO	YES	YES
BEVEL GEARS	0.80 HOURS	NO	YES	YES
BRACKETS	0.50 HOURS	NO	YES	YES

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ATWOOD PRODUCTS (continued)
POWER JACK

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
COMPLETE JACK	0.50 HOURS	NO	YES	YES
COVER	0.30 HOURS	NO	YES	YES
LENS	0.30 HOURS	NO	YES	YES
LIGHT SOCKET	0.30 HOURS	NO	YES	YES
LIGHT SWITCH	0.30 HOURS	NO	YES	YES
MOTOR	0.50 HOURS	NO	YES	YES
MOTOR SWITCH	0.30 HOURS	NO	YES	YES

SIDE WIND JACK

COMPLETE JACK: BOLT ON	0.50 HOURS	NO	YES	YES
COMPLETE JACK: WELD ON	0.50 HOURS	NO	YES	YES
BEVEL GEARS	0.50 HOURS	NO	YES	YES
COVER	0.50 HOURS	NO	YES	YES
HANDLE	0.50 HOURS	NO	YES	YES

STABILIZER JACK

COMPLETE JACK	0.50 HOURS	NO	YES	YES

LCI FLAT RATE FOR COACH STEP

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
REPLACING SLIDE STEP RAIL (for 1 rail, add .3 for additional rails)	0.80 HOURS	NO	NO	YES
REPLACING STEP BUSHINGS ON A SINGLE STEP	0.20 HOURS	NO	NO	YES
REPLACING STEP BUSHINGS ON A DOUBLE STEP	0.30 HOURS	NO	NO	YES
REPLACING STEP BUSHINGS ON A TRIPLE STEP	0.50 HOURS	NO	NO	YES
REPLACING THE LIGHT	0.20 HOURS	NO	NO	YES
REPLACING THE MOTOR	0.50 HOURS	NO	NO	YES
REPLACING THE MODULE	0.50 HOURS	YES	NO	NO see page 20
REPLACING THE GEAR	0.30 HOURS	NO	NO	YES
REPLACING BALL JOINT ASSEMBLY (LINKAGE)	0.30 HOURS	NO	NO	YES
REPLACING THE ENTIRE ASSEMBLY	0.50 HOURS	NO	NO	YES
REPLACE THE BROKEN SHOULDER BOLT	0.80 HOURS	NO	NO	YES
REPLACING ANTI SKID TAPE/ PER STEP	0.20 HOURS	NO	NO	YES

(2) Need color pictures for all rust/ paint issues

POWER GEAR STEP

ELECTRIC (KWIKEE) CONTROL UNIT	0.60 HOUR	YES	NO	NO see page 20
ELECTRIC (KWIKEE) DOOR SWITCH	0.50 HOUR	YES	NO	NO
ELECTRIC (KWIKEE) FRAME (COMPLETE STEP)	1.00 HOUR	NO	NO	YES
ELECTRIC (KWIKEE) GEAR/ GEAR CASE	0.80 HOUR	NO	NO	YES
ELECTRIC (KWIKEE) LINKAGE	0.30 HOUR	NO	NO	YES
ELECTRIC (KWIKEE) MOTOR	0.60 HOUR	NO	NO	YES
PG STEP WELL COVER LINEAR ACTUATOR	1 HOUR	YES	YES	NO
PG STEP WELL COVER W/LINEAR ACTUATOR LIMIT SWITCH	0.50 HOURS	YES	YES	NO
PG STEP WELL COVER W/ LINEAR ACT. HARNESS	0.30 HOURS	YES	YES	NO

SOLID STEP GEN 2

SOLID STEP GEN 2	0.50 HOURS	NO	YES	YES
SOLID STEP 3.0 LIFT ASSIST STRUT	0.2 HOURS	NO	YES	YES

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LCI FLAT RATE FOR AXLE SERVICE				
Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
GENERAL INFORMATION - Operation & Description			2K-7K Axle	
TURN HUB & DRUM DIAMETER - WITH SIGNED WAIVER	PAR	NO	YES	Y see page 18
AXLE BEAMS - Operation & Description				
R&R COMPLETE AXLE ASSEM, INCLUDES RECONNECTING & TESTING	1.00 HOUR	YES	YES	Y see page 18
R&R AXLE ASSEM- TORSION AXLE BOLTED TO FRAME	0.80 HOURS	NO	YES	Y see page 18
R&R AXLE BEAM,INCLUDES R&R HUBS AND BRAKES &TESTING	1.50 HOURS	YES	YES	Y see page 18
R&R TORSION AXLE BEAM, INCLUDES R&R HUBS AND BRAKES & TESTING	1.50 HOURS	NO	YES	Y see page 18
BRAKES - Electric/ Hydraulic - Operation & Description				
R&R BRAKE ASSEMBLY- EACH (this includes r/r grease seal)	0.50 HOURS	YES	YES	Y see page 18
R&R ROTOR ON OIL BATH/ LUBE	0.80 HOURS	YES	YES	Y see page 18
R&R CALIPER BRACKET ON OIL BATH/ LUBE	0.30 HOURS	YES	YES	Y see page 18
TO REWIRE AN AXLE (SIMPLE WIRE JOB)	0.20 HOURS	NO	YES	Y see page 18
ADJUST BRAKES	NM	NO	NO	Y see page 18
R&R BRAKE ASSEMBLY 10K,12K (this includes r/r grease seal)	1.50 HOURS	NO	YES	Y see page 18
R&R BRAKE ROTORS 10K, 12K	1.50 HOURS	YES	YES	Y see page 18
HUB EQUIPMENT - Operation & Description				
R&R HUB & DRUM OR IDLER HUB- COMPLETE- EACH	0.50 HOURS	YES	YES	Y see page 18
2 PIECE HUB/ DRUM ASSEMBLY 10K,12K R&R	1.00 HOUR	YES	YES	Y see page 18
R&R GREASE/ OIL SEAL- EACH (INCLUDES REPACKING BEARINGS)	0.50 HOURS	NO	YES	Y see page 18
R&R BEARINGS- INNER/ OUTER- PER WHEEL (Includes Cup and Cone)	0.50 HOURS	NO	YES	Y see page 18
R&R WHEEL STUDS- PER HUB (this includes r/r grease seal)	0.40 HOURS	YES	YES	Y see page 18
R&R WHEEL BULLET CAP (Dust Cap) (No rack time allowed)	0.20 HOURS	NO	YES	Y see page 18

LCI FLAT RATE FOR AXLE SERVICE continued				
Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
SUSPENSION - Operation & Description				
R&R LEAF SPRING- EACH	0.30 HOURS	YES	YES	Y see page 18
R&R EQUALIZER- EACH	0.40 HOURS	YES	YES	Y see page 18
R&R ATTACHING PARTS KIT	0.80 HOURS	NO	YES	Y see page 18

Axle Groups	Definitions:	Definitions:
A-2000# to 7000#	PAR-Prior Approval Required	R&R-Remove & Replace
	NM-Normal Maintenance	N/A-Not Applicable

NOTE: The axle serial number, model, and date of manufacture must be documented for repair claims to be eligible for reimbursement.

LCI FLAT RATE FOR TV & CABINET LIFT				
Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
UPRIGHT CAPTURED 30" TV LIFT- COMPLETE	1.00 HOUR	NO	NO	YES
TV MOUNT BRACKETS HOOK-ON	0.30 HOURS	NO	NO	YES
TV LIFT SWITCH	0.30 HOURS	YES	NO	NO
TV LIFT MOTOR ONLY	*0.50 HOURS	YES	NO	NO
TV LIFT TRANSMITTER RECEIVER KIT	0.30 HOURS	YES	NO	NO see page 20
ONE-TOUCH SWITCH HARNESS	0.50 HOURS	YES	NO	NO
REPLACE TV LIFT MECHANISM	1.00 HOUR	NO	NO	YES

*IF TV LIFT IS BEHIND A FIREPLACE THEN 1.0 HOURS

IF THE RV IS OUTSIDE OF THE UNITED STATES AND THE INVOLVED ITEM IS LISTED AS A REQUIRED PART RETURN LCI DOES REQUIRE PHOTOS IN PLACE OF THE PART RETURN, THIS IS APPLICABLE ONLY TO UNITS OUTSIDE OF THE UNITED STATES.

LCI FLAT RATE FOR ENTRY DOORS

DOOR LOCK- ENTRY	0.30 HOURS	NO	NO	Y SEE PAGE 19
DOOR LOCK- SCREEN	0.20 HOURS	NO	NO	Y SEE PAGE 19
SLIDER- SCREEN DOOR	0.20 HOURS	NO	NO	Y SEE PAGE 19
PLASTIC FRAME SURROUNDING THE ENTRY DOOR WINDOW	0.30 HOURS	NO	NO	Y SEE PAGE 19
ENTRY DOOR WINDOW	0.50 HOURS	NO	NO	Y SEE PAGE 19
HINGE REPLACEMENT- 3 HINGES #See Below	1.00 HOUR	NO	YES	Y SEE PAGE 19
CONTROLLED MOTION HINGE- 3 HINGES # See Below	1.00 HOUR	NO	YES	Y SEE PAGE 19
ENTRY DOOR SHOCK / STRUT	0.30 HOURS	NO	NO	Y SEE PAGE 19
ENTRY DOOR COMPLETE				
REPLACE	1.00 HOUR	NO	YES*	Y SEE PAGE 19
SCREEN DOOR COMPLETE				
REPLACE	0.20 HOURS	NO	NO	Y SEE PAGE 19
KICK PLATE- SCREEN				
REPLACE	0.20 HOURS	NO	NO	Y SEE PAGE 19
WEATHERSTRIP- ENTRY DOOR				
REPAIR	0.30 HOURS	NO	NO	Y SEE PAGE 19
REPLACE	0.40 HOURS	NO	NO	Y SEE PAGE 19
THRESHOLD COVER				
REPLACE (LIP SHEET 0167)	0.50 HOURS	YES	NO	Y SEE PAGE 19

*Prior contact must include photos

Entry door and Screen door adjustments not covered under warranty.

If the issue only involves the hinges the complete door replacement will not be covered. The hinges can be replaced.

LCI FLAT RATE FOR ELECTRONIC COMPONENTS

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
TOUCH AUDIO				
TOUCH AUDIO PLAYER	0.50 HOURS	NO	NO	YES
TOUCH AUDIO EXTERNAL CONTROLLER	0.30 HOURS	NO	NO	YES
TOUCH AUDIO EXTERNAL CABLE	0.30 HOURS	NO	NO	YES
DIGITAL LEVEL INDICATOR				
LEVEL UP LITE LEVEL SENSOR	0.30 HOURS	NO	NO	YES see page 20
CAT SENSOR				
SENSOR	0.50 HOURS	NO	NO	YES
STRIKER	0.80 HOURS	NO	NO	YES
KEYLESS ENTRY				
REMOTE RECEIVER	0.50 HOURS	NO	NO	YES
DOOR LATCH ASSEMBLY	0.30 HOURS	NO	NO	YES
KEY PAD/KEY FOB & PROGRAMMING	0.30 HOURS	NO	NO	YES
KEYLESS ENTRY WIRE HARNESS	0.50 HOURS	NO	NO	YES
CONTACT REPLACEMENT	0.50 HOURS	NO	NO	YES
BAUER KEYLESS ENTRY DOOR HANDLE	0.30 HOURS	NO	NO	YES
WIRELESS REMOTE				
REMOTE RECEIVER R & R AND SYNC W/FOB	0.80 HOURS	YES	NO	YES see page 20
REMOTE CONTROL ONLY AND SYNCRONIZE	0.30 HOURS	YES	NO	YES see page 20
POP UP CAMPER RECEIVER R&R & SYNC W/ FOB	0.50 HOURS	YES	NO	YES see page 20
LINC PAD- REMOTE	0.10 HOURS	YES	NO	YES see page 20
LINC PAD- REMOTE CHARGER	0.10 HOURS	YES	NO	YES see page 20
TIRE LINC - TIRE PRESSURE MONITOR SYSTEM				
TIRE LINC (TIRE PRESSURE MONITOR PANEL)	0.30 HOURS	YES	NO	NO
TIRE LINC (TIRE PRESSURE STEM/ VALVE SENSOR)	0.10 HOURS	YES	NO	NO

LCI FLAT RATE FOR ELECTRONIC COMPONENTS (continued)

[illegible]

LCI FLAT RATE FOR MANUAL BEDLIFT				
Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
BALL STUDS	0.30 HOURS	NO	NO	YES
BALL STUD ON WALL ARM	0.50 HOURS	NO	NO	YES
GAS STRUTS	0.30 HOURS	YES	NO	NO
PUCKS	0.30 HOURS	NO	NO	YES
COMPLETE BED	1.00 HOUR	NO	YES	YES
POWERED BEDLIFT/ BED TILT				
BEDLIFT MOTOR	0.50 HOURS	YES	NO	NO
BEDLIFT CONTROLLER	0.30 HOURS	YES	NO	YES see page 20
COMPLETE POWERED BEDLIFT	1.00 HOUR	NO	YES	YES
COMPLETE BED TILT ASSEMBLY	0.50 HOURS	NO	YES	YES
BED TILT HEAD ASSEMBLY MOTOR	0.50 HOURS	NO	YES	YES
BED TILT HEAD ASSEMBLY BEARING BLOCK	0.50 HOURS	NO	YES	YES
BED TILT HEAD ASSEMBLY COUPLER/ TORQUE SHAFT	0.50 HOURS	NO	YES	YES
BED TILT HEAD ASSEMBLY CONTROLLER	0.30 HOURS	NO	YES	YES
POWER GEAR BUNK LIFT				
POWER GEAR BUNK LIFT- TOUCH PAD	0.80 HOURS	YES	NO	YES see page 20
POWER GEAR BUNK LIFT- CONTROL BOX	1.10 HOUR	YES	NO	YES see page 20
POWER GEAR BUNK LIFT- MOTOR/ ENCODER	1.00 HOUR	YES	NO	NO
POWER GEAR BUNK LIFT- END BRACKETS	0.50 HOURS	NO	NO	YES
POWER GEAR BUNK LIFT- GEAR RACK	1.00 HOUR	NO	NO	YES
LCI FLAT RATE FOR RAMP DOORS				
COMPLETE PLAIN RAMP DOOR	1.00 HOUR	NO	YES	Y see page 18
PATIO RAMP DOOR CABLE	0.50 HOUR	NO	YES	Y see page 18
RAMP DOOR CASTER WHEEL	0.30 HOURS	YES	YES	Y see page 18
COMPLETE RAMP DOOR MINOR GRAPHICS	1.50 HOURS	NO	YES	Y see page 18
COMPLETE RAMP DOOR MAJOR GRAPHICS AND/OR PAINT	2.50 HOURS	NO	YES	Y see page 18
BRACKET - UPPER OR LOWER - EACH	0.30 HOURS	NO	YES	Y see page 18
SPRING - EACH	0.30 HOURS	NO	YES	Y see page 18
RAMP DOOR- INFINITE HINGE	2.00 HOURS	NO	YES	Y see page 18
RAMP DOOR RAIL KIT	0.50 HOURS	NO	YES	Y see page 18
TRIPLE PLAY RAMP DOOR 3 STAGE SELF DEPLOY SENSOR	0.40 HOURS	YES	YES	NO
TRIPLE PLAY RAMP DOOR PATIO RAMP POWER HARNESS	0.40 HOURS	YES	YES	NO
TRIPLE PLAY RAMP DOOR 3 STAGE GARAGE DOOR TOUCH PAD	0.30 HOURS	YES	YES	NO
TRIPLE PLAY RAMP DOOR MINI TP PREP HARNESS	0.40 HOURS	YES	YES	NO
RAMP DOOR HANDLE/ LOCK	0.30 HOURS	NO	YES	YES
TRIPLE PLAY RAMP DOOR LOCK	0.30 HOURS	NO	YES	YES
TRIPLE PLAY RAMP DOOR LOCK CYLINDER	0.20 HOURS	NO	YES	YES

BAGGAGE/ COMPARTMENT DOORS				
COMPARTMENT DOOR REPLACEMENT	0.50 HOURS	NO	YES	YES**p.19
COMPARTMENT DOOR LOCK REPLACEMENT	0.20 HOURS	NO	YES	YES**p.19
COMPARTMENT DOOR SEAL REPLACEMENT	0.30 HOURS	NO	YES	YES**p.19

PATIO DOORS				
COMPLETE PATIO DOOR	1.00 HOUR	NO	YES	YES**p.19
PATIO WALL SYSTEM	0.80 HOURS	NO	YES	YES
PATIO WALL SYSTEM VELCRO STRIP (PER PANEL)	0.20 HOURS	NO	YES	YES
PATIO DOOR LOCK	0.20 HOURS	NO	YES	YES**p.19

HEHR WINOWS 5600/ 7600/ 5900/ 6400 SERIES				
WINDOW LOCK	0.20 HOURS	NO	NO	YES
WINDOW - RUBBER SEAL	0.50 HOURS	NO	NO	YES
WINDOW - SCREEN TRACK	0.20 HOURS	NO	NO	YES
WINDOW- SCREEN	0.10 HOURS	NO	NO	YES
WINDOW- COMPLETE	1 HOUR	NO	YES	YES
WINDOW- CRANK MECHANISM	0.20 HOURS	NO	NO	YES
WINDOW- FRAME	1 HOUR	NO	YES	YES
WINDOW- GLASS	0.5 HOURS	NO	YES	YES
WINDOW- GLAZING	0.30 HOURS	NO	NO	YES
WINDOW- KNOB	0.10 HOURS	NO	NO	YES
WINDOW - OPERATOR	0.10 HOURS	NO	NO	YES
WINDOW- SCREW	0.10 HOURS	NO	NO	YES
WINDOW- SLIDER WINDOW TRACK	0.40 HOURS	NO	NO	YES
WINDOW- EGRESS (ESCAPE WINDOW) ARM PUSH BAR	0.20 HOURS	NO	NO	YES
WINDOW- EGRESS (ESCAPE WINDOW) LATCH	0.20 HOURS	NO	NO	YES
WINDOW- EGRESS (ESCAPE WINDOW) RED SCISSOR LATCH	0.30 HOURS	NO	NO	YES
WINDOW- SLIDER VENT/ CRANK OUT	0.30 HOURS	NO	NO	YES
WINDOW- MULLION SEAL CHANGE	0.50 HOURS	NO	YES	YES
WINDOW- INTERIOR SEAL SLIDER SERIES	0.10 HOURS	NO	NO	YES
WINDOW- VENT GUIDE SLIDER SERIES	0.10 HOURS	NO	NO	YES
WINDOW- VENT GUIDE SINGLE PANE SERIES	0.10 HOURS	NO	NO	YES
WINDOW- TRACK SINGLE PANE SERIES	0.40 HOURS	NO	NO	YES
WINDOW- SEAL SINGLE VENT	0.50 HOURS	NO	YES	YES
WINDOW- SEAL DOUBLE VENT	1 HOUR	NO	YES	YES
WINDOW FOAM FILLER PER CORNER	0.10 HOURS	NO	NO	YES
WINDOW- VERTICAL MULLION SINGLE PANE (1/2 SLIDERS ONLY)	0.20 HOURS	NO	YES	YES

LCI FLAT RATE FOR AWNINGS				
R&R COMPLETE AWNING	1.50 HOURS	NO	NO	Y see page 18
R &R COMPLETE THULE AWNING	1.50 HOURS	NO	NO	Y see page 18
ROLLER TUBE ASSY, REPLACE	1.50 HOURS	NO	NO	Y see page 18
FABRIC- REPLACE *	1.50 HOURS	NO	YES	Y see page 18
FABRIC (REPAIR PINHOLES)	0.20 HOURS	NO	NO	Y see page 18
SLIDE OUT BOOT AND / OR TOPPER	1.00 HOUR	NO	NO	Y see page 18
TORSION ASSEMBLY	0.70 HOURS	NO	YES	Y see page 18
INNER & OUTER ARM	0.50 HOURS	NO	NO	Y see page 18
PULL DOWN ROD	0.10 HOURS	NO	YES	Y see page 18
POWER AWNING INTERIOR SWITCH	0.30 HOURS	YES	NO	NO

IF THE RV IS OUTSIDE OF THE UNITED STATES AND THE INVOLVED ITEM IS LISTED AS A REQUIRED PART RETURN LCI DOES REQUIRE PHOTOS IN PLACE OF THE PART RETURN, THIS IS APPLICABLE **ONLY** TO UNITS OUTSIDE OF THE UNITED

LCI FLAT RATE FOR AWNINGS (continued)

AWNING LED DIMMER SWITCH	0.30 HOURS	YES	NO	NO
POWER AWNING WIRING HARNESS	0.30 HOURS	NO	NO	Y see page 18
AWNING LED LIGHTS	0.50 HOURS	NO	NO	Y see page 18
AWNING SERENITY (SECURITY, AWNING ARM) LIGHTS	0.50 HOURS	YES	NO	NO
AWNING POWER SUPPLY FOR LED LIGHTS	0.50 HOURS	NO	NO	Y see page 18
AWNING SPEAKERS	0.30 HOURS	NO	NO	Y see page 18
RGB LIGHT STRIP	0.5 HOURS	YES	NO	NO
RGB LIGHT REMOTE	0.1 HOURS	YES	NO	NO
RGB LIGHT POWER WIRE	0.5 HOURS	YES	NO	NO
RGB LIGHT REMOTE SENSOR	0.5 HOURS	YES	NO	NO
AWNING-GUIDE/BRACKET AWNING LED MOTOR BRUSH	0.50 HOURS	YES	NO	NO
GAS STRUTS	0.30 HOURS	NO	NO	Y see page 18
AWNING HEAD ASSEMBLY	0.50 HOURS	NO	NO	Y see page 18
POWER AWNING MOTOR REPLACEMENT	0.50 HOURS	YES	NO	NO
TRAVEL LOCK (Jayco Products Only)	0.30 HOURS	NO	NO	Y see page 18
AWNING SMART ARM CONTROLLER	0.20 HOURS	YES	NO	NO
AWNING SMART ARM HARNESS	0.80 HOURS	YES	NO	NO

*Fabric - wrinkles in fabric is not warrantable

LCI FLAT RATE FOR COMPONENTS

TOY LOCK (NEED PICTURE OF THE TAG)	0.50 HOURS	NO	NO	YES
TABLE STAND	0.30 HOURS	NO	NO	YES
MANUAL KWIKEE STORAGE TRAY LATCH	0.50 HOURS	NO	NO	YES
MANUAL KWIKEE STORAGE TRAY BEARING	0.50 HOURS	NO	NO	YES
POWER KWIKEE STORAGE TRAY CONTROL	0.60 HOURS	YES	NO	NO
POWER KWIKEE STORAGE TRAY LIMIT SWITCH (EA)	0.50 HOURS	YES	NO	NO
POWER KWIKEE STORAGE TRAY MOTOR (EA)	0.60 HOURS	YES	NO	NO
ELECTRIC TRAVEL LOCKS (KWIKEE) LIMIT SWITCH	0.50 HOURS	YES	NO	NO
ELECTRIC TRAVEL LOCKS (KWIKEE) LH MOTOR FOR RH LATCH	0.70 HOURS	YES	NO	NO
ELECTRIC TRAVEL LOCKS (KWIKEE) RH MOTOR FOR LH LATCH	0.70 HOURS	YES	NO	NO
KITCHEN FAUCET	0.50 HOURS	NO	NO	Y SEE PAGE 25/ 26
KITCHEN FAUCET BULLET SPRAYER	0.20 HOURS	NO	NO	Y SEE PAGE 25/ 26
KITCHEN FAUCET CRATRIDGE	0.20 HOURS	NO	NO	Y SEE PAGE 25/ 26
LAVATORY FAUCET	0.40 HOURS	NO	NO	Y SEE PAGE 25/ 26
HAND SANITIZER PUMP	0.30 HOURS	NO	NO	YES
FLOW MAX FLUID PUMP	0.50 HOURS	NO	NO	YES
SUMP PUMP 12V	0.50 HOURS	NO	NO	YES
ONE CONROL GENERATOR GENIE	0.40 HOURS	NO	NO	NO
JT STRONG ARM STABILIZING SYSTEM	1 HOUR	NO	YES	YES

LIPPERT FLAT RATE- WINDOWS

Part Replaced	Time Allotment	Part Return	KINRO Prior Contact	Picture Required
ROCK GUARD WINDOW COMPLETE	1.00 HOUR	NO	YES	YES**
ROCK GUARD GLAZING	0.30 HOURS	NO	YES	YES**
ROCK GUARD LOCK MANUAL	0.20 HOURS	NO	YES	YES**
ROCK GUARD ARM	0.30 HOURS	NO	YES	YES**
ROCK GUARD PROP	0.30 HOURS	NO	YES	YES**
ROCK GUARD HINGE	0.50 HOURS	NO	YES	YES**
ROCK GUARD FIBERGLASS	0.50 HOURS	NO	YES	YES**

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LIPPERT FLAT RATE- WINDOWS (continued)

Part Replaced	Time Allotment	Part Return	KINRO Prior Contact	Picture Required
WINDOW REPLACEMENT	1.00 HOUR	*SEE BELOW*	YES	YES**
WINDOW KNOBS	0.10 HOURS	NO	NO	YES**
WINDOW GLAZING CHANGE	0.30HR ON 1ST WINDOW, 0.20 ON ALL OTHERS	NO	NO	YES**
WINDOW TRACK REPLACEMENT DUE TO BUNCHING	ON 8730 WINDOW 1 HOUR	NO	NO	YES**
WEEP HOLES MISSING ON WINDOWS (ALL Series Windows)	(WEEPS NOT INSTALLED BY PRODUCTION) 0.30 ON 1ST WINDOW, 0.10 HOURS FOR ALL OTHERS IN SAME UNIT	NO	NO	YES**
SV-VENT CHANGE	0.30 HOURS	NO	NO	YES**
EGRESS ARM REPLACEMENT	0.20 HOURS	NO	NO	YES**
EGRESS LATCH REPLACEMENT	0.20 HOURS	NO	NO	YES**
GEAR BOX REPLACEMENT	0.30 HOURS	NO	NO	YES**
GEAR BOX REPAIR	0.20 HOURS	NO	NO	YES**

IF REPLACING ONE WINDOW NO PART RETURNED IS CORRECT. IF REPLACING TWO OR MORE WINDOWS ON THE SAME COACH YOU MUST OBTAIN AUTH IN ADVANCE FROM LCI / KINRO AND HOLD THE WINDOWS FOR POTENTIAL RETURN.

**** PICTURES OF THE RPO TAGS/STICKERS ON LCI DOOR PRODUCT ARE REQUIRED FOR ALL ISSUES. PICTURES OF THE STICKERS/TAGS ON LCI WINDOW PRODUCT ARE REQUIRED WHEN A COMPLETE WINDOW IS REPLACED.**

IN ALL CASES PHOTOS OF THE SPECIFIC ISSUE ARE ALSO REQUIRED AS WELL AS THE IDENTIFICATION TAGS."



Window Tag: Located on the inner extrusion at the top of the window.

Note: Tag cannot be seen with removal of the window.

IF THE RV IS OUTSIDE OF THE UNITED STATES AND THE INVOLVED ITEM IS LISTED AS A REQUIRED PART RETURN LCI DOES REQUIRE PHOTOS IN PLACE OF THE PART RETURN, THIS IS APPLICABLE **ONLY** TO UNITS OUTSIDE OF THE UNITED STATES.

LIPPERT INTERIOR SOLUTIONS FLAT RATE CHART

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
HIDE-A-BED COMPONENTS				
BACK	.50 HOURS	NO**	NO	YES
TRIFOLD / HIDE-A-BED COMPLETE	1.00 HOUR	NO**	NO	YES
CUSHION COVER	.10 HOURS	NO**	NO	YES
SEAT FOAM	.20 HOURS	NO**	NO	YES
TRIFOLD MIDDLE SEAT COVER	.50 HOURS	NO**	NO	YES
LOOSE CUSHION	.10 HOURS	NO**	NO	YES
FLIP SOFA COMPONENTS				
FLIP SOFA - COMPLETE	.50 HOURS	NO**	NO	YES
HINGE - 1 REPLACED	.30 HOURS	NO	NO	CCD-0003832
RECLINER/ROCKER COMPONENTS				
MECHANISM	.50 HOURS	NO	NO	YES
COMPLETE RECLINER/ROCKER	.40 HOURS	NO**	NO	YES
HANDLE/ CABLE	.50 HOURS	NO	NO	YES
LEGGIT & PLATT MECHANISM	.50 HOURS	YES	YES	NO
HAPPIJAC / SIT-N-SLEEP/ ROLL OVER COMPONENTS				
HINGE - 1 REPLACED	.30 HOURS	NO	NO	YES
COMPLETE	1 HOUR	NO**	NO	YES
FOAM	.50 HOURS	NO**	NO	YES
U DINETTE & DINETTE COMPONENTS				
COMPLETE	.50 HOURS	NO	NO	YES
DRAWER - ENTIRE	.10 HOURS	NO	NO	YES
DRAWER - FACE	.30 HOURS	NO	NO	YES
DRAWER GLIDES	.30 HOURS	NO	NO	YES
CUSHION	.10 HOURS	NO**	NO	YES
CUSHION COVER	.20 HOURS	NO**	NO	YES
THEATRE SEATING/ENTERTAINMENT CENTER COMPONENTS				
COMPLETE	1.00 HOUR	NO	NO	YES
MISC INTERIORS COMPONENTS				
OTTOMANS	.20 HOURS	NO	NO	YES
BOLSTERS/ PILLOWS/ PONTOON ARMS	.10 HOURS	NO	NO	YES
PADDED PARTS	.10 HOURS	NO**	NO	YES
J CUBE COMPLETE	.30 HOURS	NO**	NO	YES
LEG/ BAR/ BRACKET/ FOOT (ALL SOFAS)	.20 HOURS	NO	NO	YES
EURO CHAIR	.20 HOURS	NO	NO	YES
MATTRESS				
AIR MATTRESS	.50 HOURS	SEE BELOW	NO	YES
INNER SPRING & EVERGREEN	.20 HOURS	NO	NO	YES
BUNK MATTRESS	.10 HOURS	NO	NO	YES
MATTRESS COVER	.20 HOURS	NO**	NO	YES
HEATED MATTRESS	.20 HOURS	NO	NO	YES
MATTRESS CONTROLLER	.20 HOURS	NO	NO	YES
ATWOOD MOTORIZED INTERIOR				
SEAT POWER SWITCH	.50 HOURS	NO	NO	YES
ATWOOD PEDESTAL BASE (DRIVER SIDE)	.50 HOURS	NO	NO	YES
ATWOOD PEDESTAL BASE (PASSENGER SIDE)	.50 HOURS	NO	NO	YES
ATWOOD POWER SEAT MOTOR	.50 HOURS	NO	NO	YES

INTERIOR ELECTRICAL				
Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
RECLINER/ROCKER BRAIN BOX	.20 HOURS	NO	YES	YES
THEATER SEATING BRAIN BOX	.20 HOURS	NO	YES	YES
RECLINER/ROCKER LED LIGHTSTRIP	.30 HOURS	NO	YES	YES
THEATER SEATING LED LIGHT STRIP	.30 HOURS	NO	YES	YES
RECLINER/ROCKER POWERED CUP HOLDER	.20 HOURS	NO	YES	YES
THEATER SEATING POWERED CUP HOLDER	.20 HOURS	NO	YES	YES
RECLINER/ROCKER MOTOR	.30 HOURS	NO	YES	YES
THEATER SEATING MOTOR	.30 HOURS	NO	YES	YES
RECLINER/ROCKER REMOTE	.20 HOURS	NO	YES	YES
THEATER SEATING REMOTE	.20 HOURS	NO	YES	YES
FLIP SOFA USB PORT	.20 HOURS	NO	YES	Y see page 25

THE PICTURE BELOW IS OF OUR VENDOR LABEL ON IMPORTS ONLY. THIS IS A REQUIRED PICTURE FOR IMPORTED INTERIORS.



****NO RETURN REQUIRED UNLESS FABRIC ISSUE (ONLY 12" X 12" SECTION REQUIRED)**

*****AIR MATTRESSES: SOAPY WATER TEST IS REQUIRED FOR ALL CLAIMS**

*****REFUSAL OF SOAPY WATER TEST: IF ALL OTHER REQUIRED INFORMATION AND PICTURES ARE RECEIVED, LCI WILL PAY \$75.00 TOWARDS A LOCAL REPLACEMENT.**



LIPPERT INTERIORS- MARINE DIVISION

Part Replaced	Time Allotment	Part Return	MARINE PRODUCTS PRIOR CONTACT	Picture Required
UPHOLSTERY				
CAPTAIN SEAT (BUCKET)	.30 HOURS	NO**	YES	YES
CAPTAIN SEAT PEDESTAL	.30 HOURS	NO	YES	YES
CAPTAIN SEAT SWIVAL	.30 HOURS	NO	YES	YES
CAPTAIN SEAT (DOUBLE WIDE)	.50 HOURS	NO**	YES	YES
SEAT BASE- BOX	.50 HOURS	NO**	YES	YES
SEAT BACKREST	.50 HOURS	NO**	YES	YES
SEAT CUSHION	.10 HOURS	NO**	YES	YES
SEAT COMPLETE (HERATAGE/ROYAL)	.30 HOURS	NO**	YES	YES
SUNLOUNGE CUSHION	.50 HOURS	NO**	YES	YES
ARM REST	.50 HOURS	NO**	YES	YES
SEAT HINGE	.10 HOURS	NO	YES	YES
RE-SKIN CUSHION SMALL	.80 HOURS	NO**	YES	YES
RE-SKIN CUSHION MEDIUM	1.00 HOUR	NO**	YES	YES
RE-SKIN CUSHION LARGE	1.30 HOURS	NO**	YES	YES
FURNITURE STORAGE DOORS	.30 HOURS	NO**	YES	YES
FURNITURE CUP INSERTS	.30 HOURS	NO	YES	YES
CHANGING ROOM CURTAIN	.30 HOURS	NO**	YES	YES
E- CENTER	2.00 HOURS	NO**	YES	YES
CARPET	0.50 HOURS	NO**	YES	YES

MARINE CANVAS & COVERS

STANDARD BIMINI CANVAS	.50 HOURS	NO	YES	YES
DOUBLE BIMINI CANVAS	1.5 HOURS	NO	YES	YES
BIMINI BOOT	.30 HOURS	NO	YES	YES
PLAYPEN COVERS 22' AND UNDER	1.5 HOURS	NO	YES	YES
PLAYPEN COVERS 22' AND OVER	2.00 HOURS	NO	YES	YES
BIMINI TOP ACTUATOR	.30 HOURS	YES	YES	NO
BIMINI TOP ACTUATOR END CAP	.30 HOURS	NO	YES	YES
BIMINI BOW ASSEMBLY	.30 HOURS	NO	YES	YES
BIMINI TOP RF CONTROL SYSTEM	.30 HOURS	YES	YES	NO
BIMINI KEY-FOB REMOTE CONTROL	.30 HOURS	YES	YES	NO
BIMINI TOP TOGGLE CONTROL SWITCH	.30 HOUR5	YES	YES	NO
BIMINI PWR ARM COMPLETE SYSTEM	.80 HOURS	NO	YES	YES

YOU MUST CONTACT IN ADVANCE LCI / SIGNATURE AND HOLD THE COMPONENTS FOR POTENTIAL RETURN.

LIPPERT COMPOSITES

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
STAINLESS STEEL SINK- SINGLE BOWL 27X16X7	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL SINK DOUBLE BOWL DRAWN SINK	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL SINK SINGLE BOWL (UNDERMOUNT ONLY)	1.5 HOURS	NO	YES	Y see page 24
STAINLESS STEEL SINK DOUBLE BOWL (UNDERMOUNT ONLY)	1.5 HOURS	NO	YES	Y see page 24
STAINLESS STEEL TROFF SINK	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL SINGLE BOWL FARM SINK	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL DOUBLE BOWL FARM SINK	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL SINGLE BOWL DRAWN SINK	1 HOUR	NO	YES	Y see page 24
STAINLESS STEEL DRAWN OVAL SINK	1 HOUR	NO	YES	Y see page 24
DUAL USB PORT	.20 HOURS	NO	YES	Y see page 25
CEILING FAN GARNISH	.50 HOURS	NO	YES	YES
TUB AND SHOWER SURROUND	1 HOUR	NO	YES	YES
SHOWER PAN	.50 HOURS	NO	YES	YES
45" TUB	.50 HOURS	NO	YES	YES

LIPPERT COMPOSITES- CONTINUED

Part Replaced	Time Allotment	Part Return	LCI Prior Contact	Picture Required
PLASTIC KITCHEN SINK	.50 HOURS	NO	YES	YES
PLASTIC LAVATORY SINK	.50 HOURS	NO	YES	YES
EZ GLIDE SHOWER DOOR COMPLETE	.75 HOURS	NO	YES	YES

IN MOST CASES, WARRANTY LABOR REIMBURSEMENT REQUIRES THE ORIGINAL PARTS TO BE RETURNED FOR TESTING AND ANALYSIS. CLAIMS SUBMITTED WITHOUT PARTS RETURNED WILL REQUIRE PICTURES OF ORIGINAL PARTS PRIOR TO PROCESSING CLAIM.

1. Diagnostic time is not covered by the Lippert Components, Inc. Limited Warranty
2. Parts are not required returned from Canada unless specified by the technical staff. Pictures are normally acceptable.



***** When returning Hydraulic Hoses please cut and return 24" section from both ends of the hose with fittings still attached. Package hoses after draining fluid in a plastic bag to contain any remaining fluid. If replacing more than 1 hose package hoses separately with location identification and VIN# on the outside of plastic bag.**

EXAMPLE PICTURES OF REQUIRED COMPONENT TAGS/ LABELS

CLEAR PHOTOS OF FAILED COMPONENTS ALSO REQUIRED



Axle Tag: Located on axle beam



Ramp Door: Tag located on roadside interior or ramp extrusion.



Chassis Tag: Large Sticker (top pic) is located on the curb side front of I-beam for both Travel Trailers and Fifth Wheels.

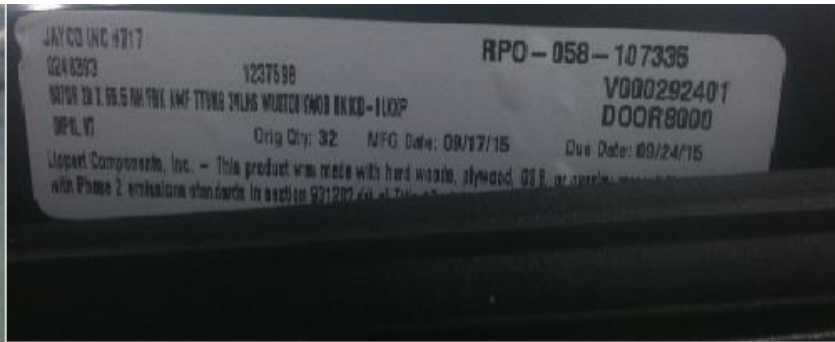
If larger sticker is not visible smaller sticker (bottom pic) is located on curb side of pinbox side plates for Fifth Wheels and on interior Road Side of drawbars for Travel Trailers.



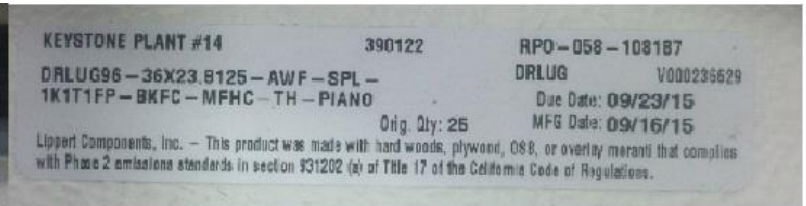
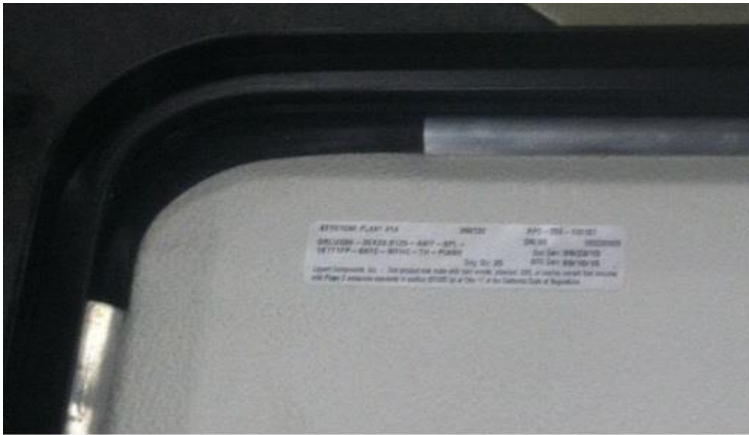
Awning Tag: When facing the coach, the tag is to the right side sewn into the seam up against the coach.

EXAMPLE PICTURES OF REQUIRED COMPONENT TAGS/ LABELS (continued)

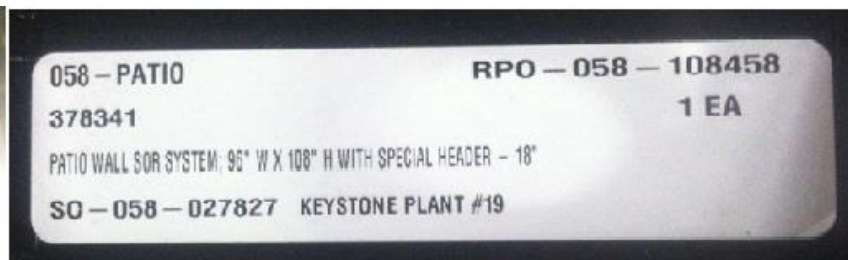
CLEAR PHOTOS OF FAILED COMPONENTS ALSO REQUIRED



Entry Door Tag: Placed on the hinge side of the inner door frame and is only visible when the door is fully open. (Pictured Left)



Baggage Tag: Placed on the inside of the panel near the hinge side of the door. (pictured left)



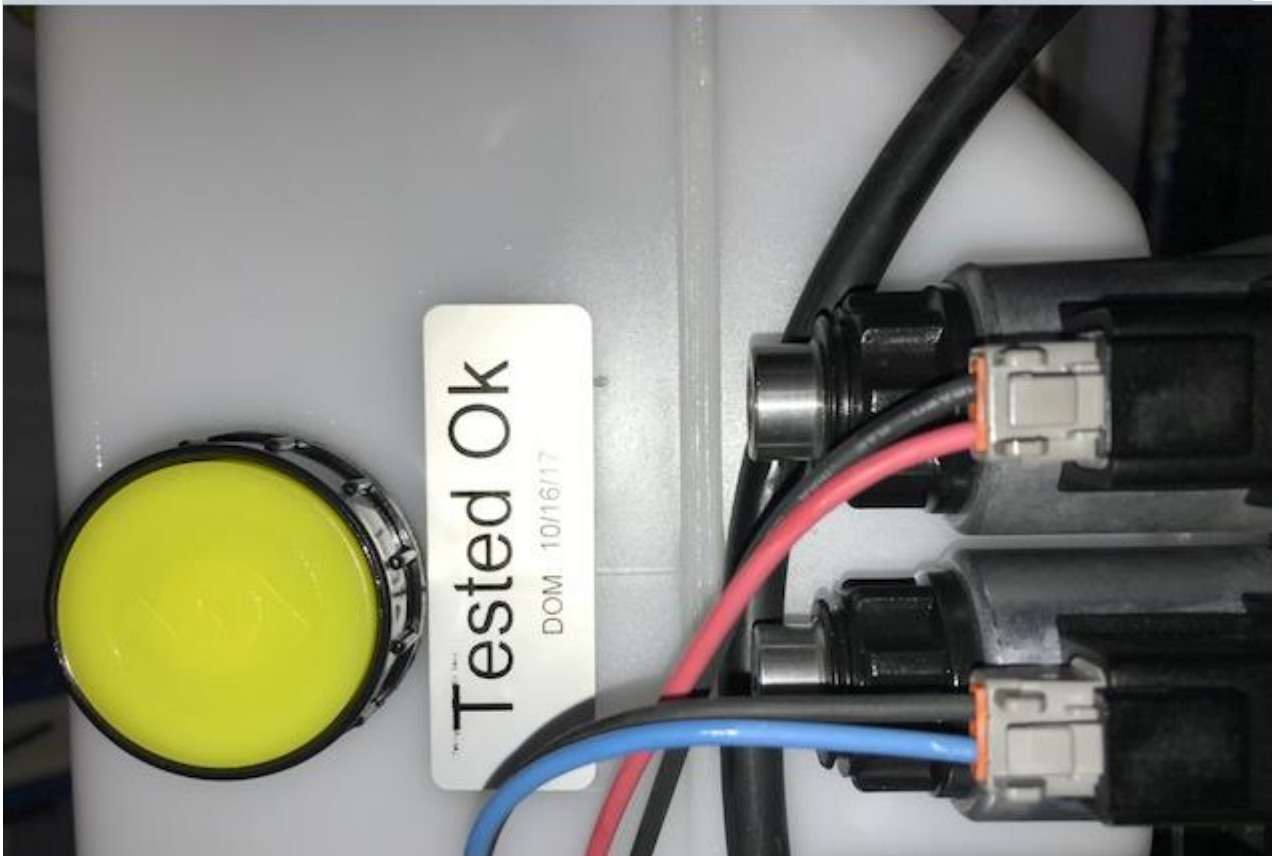
Patio Door Tag: Located on the right hand door handle behind the latching mechanism bracket. (pictured left)

EXAMPLE PICTURES OF REQUIRED COMPONENT TAGS/ LABELS (continued)
CLEAR PHOTOS OF FAILED COMPONENTS ALSO REQUIRED

16 DIGIT SERIAL NUMBER ON IDS COMPONENTS



PLEASE REMEMBER THIS IS A RETURNABLE PART FOR DEALERS WITHIN THE US, SO NO PICTURE NEEDED. IF A CANADIAN DEALER THE PICTURE WILL BE NECESSARY.



HERE IS AN EXAMPLE OF A PICTURE WE WOULD LIKE SO WE CAN DOCUMENT THE "DATE OF MANUFACTURE" OF THE COMPONENT.



HERE ARE TWO EXAMPLES (ABOVE AND BELOW) OF THE TAGS WE NEED PICTURES OF ON THE JACK LEGS TO DETERMINE WHO IS OUR SUPPLIER OF THE JACKS. PLEASE INCLUDE THESE PICTURES WHEN SUBMITTING A CLAIM.



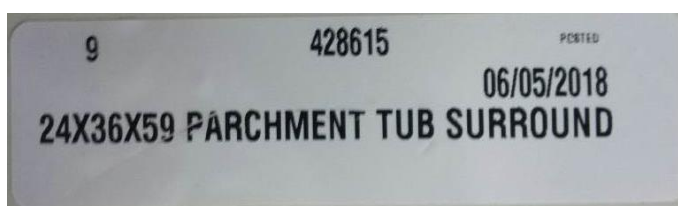
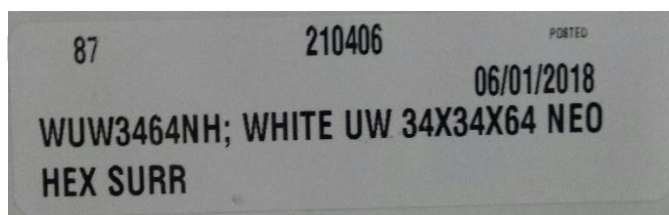
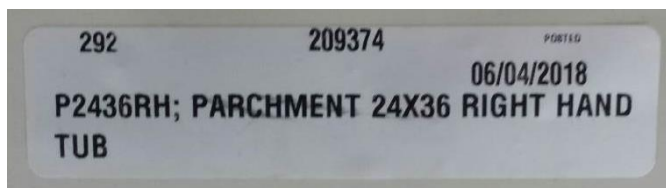
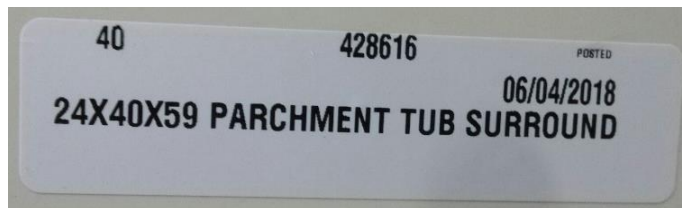
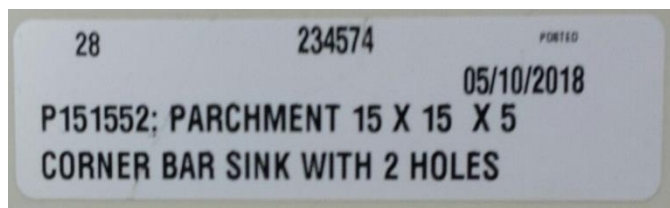
IF THE RV IS OUTSIDE OF THE UNITED STATES AND THE INVOLVED ITEM IS LISTED AS A REQUIRED PART RETURN LCI DOES REQUIRE PHOTOS IN PLACE OF THE PART RETURN, THIS IS APPLICABLE ONLY TO UNITS OUTSIDE OF THE UNITED STATES. BELOW IS A SAMPLE OF THE REQUIRED PHOTO SHOWING INFORMATION NEEDED.



THE WINDOWS WILL HAVE LASER LOGO INFORMATION ON THEM FOR IDENTIFICATION PURPOSES. SEE BELOW WHAT THIS WILL LOOK LIKE.



BELOW ARE EXAMPLES OF THE TAGS LOCATED ON THE BACKSIDE OF THE SINKS AND TUBS THAT WE NEED FOR IDENTIFICATION.



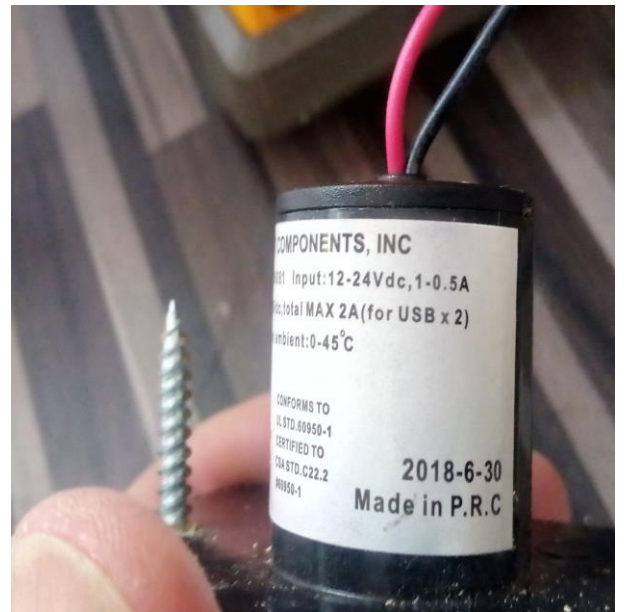
There are two different logos that Hehr used. They switched to LCI logo's April/May of 2018. This photo is just one of the logos used.



There are two different logos that Hehr used. They switched to LCI logos April/May of 2018. This photo is just one of the logos used.



WE ARE NOW REQUIRING PICTURES OF THE TAG ON THE SINKS TO VERIFY THIS IS SUPPLIED BY LIPPERT COMPONENTS.



WE ARE NOW REQUIRING PICTURES OF THE USB PORT TAGS SINCE THERE ARE OTHER SUPPLIERS OUT THERE NOT SUPPLYING TO LIPPERT COMPONENTS. SEE TO THE LEFT AND UP ABOVE.



FAUCET TAG PICTURE W/ PO & PART NUMBER

NEED PICTURE OF END OF STAB JACK MOTOR



WE ARE NOW REQUIRING PICTURES OF THE DEFECTS ON THE FAUCETS ALONG WITH THE TAGS TO VERIFY THESE ARE COMPONENTS SUPPLIED BY LIPPERT. PLEASE SEE EXAMPLES ABOVE.



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