



GLOBAL ENTRY DOOR LATCH INSPECTION/ REPLACEMENT INSTRUCTIONS *MOTORIZED UNITS ONLY

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|----------------|---|
| Recall Number: | 23E-008 |
| Product: | Global Latch |
| Date: | Original: 02.23.2023 Revision: 04.13.2023 |

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| Labor Rate: | Inspection Only - 0.3 Hour Inspect & Replace - 0.7 Hour |
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NOTE: This document supersedes the previously-released version dated 02.23.2023. The new section includes preliminary procedures for the inside latch assembly part replacement.

Prior Authorization Not Required; Door Tag Photo Necessary

1. Lippert does not require any advance contact or prior authorization be obtained prior to performing the inspection or replacement.
2. A photo of the door tag as shown on Page 2 must accompany any requests for reimbursement of work completed sent to the RV manufacturer or direct to Lippert.

Preliminary procedures for inside latch assembly part replacement

NOTE: When possible, all repairs should utilize the replacement of the inside latch assembly rather than the complete latch assembly. This preferred procedure is outlined first.

Inside Latch Assembly Part To Be Replaced

This section of document refers to the replacement of the inside latch assembly of the complete door lock assembly with latch on certain motorized entry doors. A portion of the latch is breaking off when attempting to exit the coach. The instructions are applicable to using a replacement inside latch assembly PN 2023005033 for the 920 Series door and inside latch assembly PN 2022010407 for the 3500 Series door.

NOTE: Check first for an "INSPECTED LATCH" sticker on the inside of the door frame between the hinges (Fig. 12). If it is present, report back to the OEM that the VIN has already been addressed.

Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

Resources Required

- Two people
- Cordless or electric drill or screwgun
- Appropriate drive bit
- 7/16" nut driver
- 1/4" screwgun bit
- Replacement inside latch assembly for the 920 Series door, PN 2023005033
- Replacement inside latch assembly for the 3500 Series door, PN 2022010407

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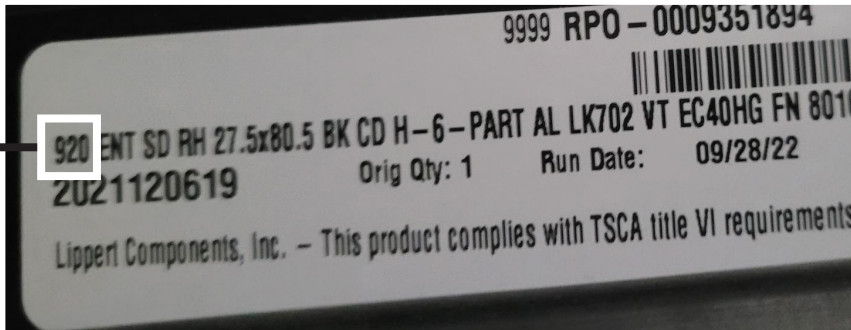
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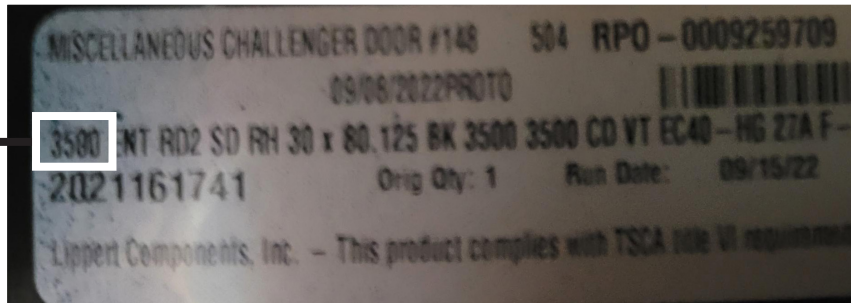
Determine Correct Latch Assembly Part

The replacement latch assembly part is determined by the serial number on the door tag. Replacement inside latch assembly for the 920 Series door is PN 2023005033. Replacement inside latch assembly for the 3500 Series door is PN 2022010407.

920 Series



3500 Series



Components of Complete Door Lock Assembly

The complete door lock assembly with latch on certain entry doors on motorized units is comprised of both an inside latch assembly and an outside latch assembly.

Continue to the Procedures section for instructions on replacing the inside latch assembly.



Inside Latch Assembly



Outside Latch Assembly

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Preliminary procedures for complete door lock assembly replacement

NOTE: This option is to be used only if replacement of the inside latch assembly is not feasible.

Complete Door Lock Assembly To Be Replaced

The section of this document refers to the replacement of the complete door lock assembly with latch on certain motorized entry doors. A portion of the latch is breaking off when attempting to exit the coach. The complete door lock assembly with latch, PN 2021097898, is to be replaced with a redesigned part.

NOTE: Check first for an "INSPECTED LATCH" sticker on the inside of the door frame between the hinges (Fig. 12). If it is present, report back to the OEM that the VIN has already been addressed.

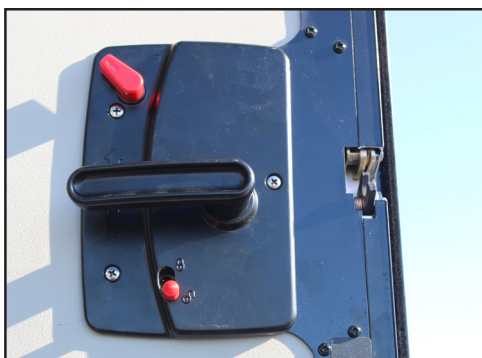
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Resources Required

- Two people
- Cordless or electric drill or screwgun
- Appropriate drive bit
- 7/16" nut driver
- 1/4" screwgun bit
- Replacement complete latch assembly, PN 2021097898

The complete door lock assembly with latch on certain entry doors on motorized units is comprised of both an inside latch assembly and an outside latch assembly. Continue to Procedures section for instructions on replacement.



Inside Latch Assembly



Outside Latch Assembly

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Procedures

Disassemble Latch

1. Open entry door so it is perpendicular to the coach.
2. Peel off adhesive patch covering the access port for the latch fastening nut (Fig. 1).
3. Use 7/16" nut driver to remove threaded nut (Figs. 2 and 3) and set aside.

NOTE: Be careful not to let the nut fall out of the nut driver and down into the door while removing.

Fig. 1



Fig. 2

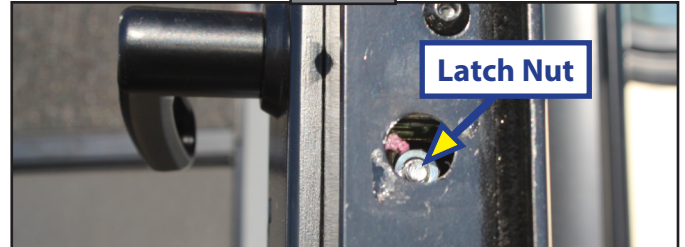
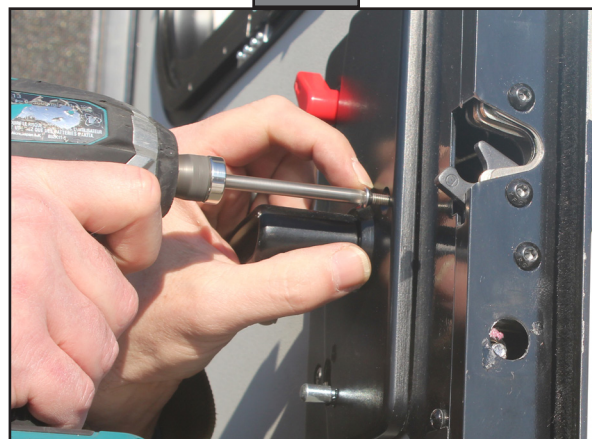


Fig. 3



4. While another person supports the outside latch assembly, remove the three Phillips head screws on the inside of the assembly (Fig. 4) and set aside.
5. Remove both sides of latch assembly.

Fig. 4



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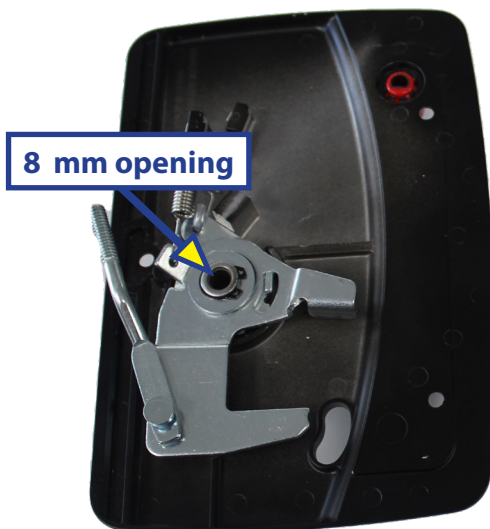
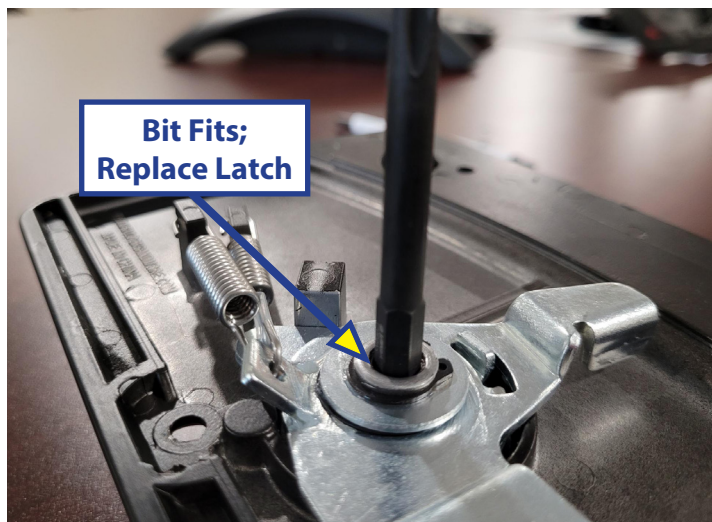
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Inspection

NOTE: Check first for an "INSPECTED LATCH" sticker on the inside of the door frame between the hinges (Fig. 12). If it is present, report back to the OEM that the VIN has already been addressed. If not inspected, proceed with inspection.

1. Using a 1/4" screwgun bit, try to insert the bit into the spun rivet of the inside latch assembly (Fig. 5).
2. If bit fits into rivet opening there are two options:
 - A. Replace the complete latch assembly, including both inside and outside latch assemblies.
 - B. Replace just the inside latch assembly to be combined with current outside latch assembly.
3. If the bit does not fit, no action is required. Proceed to latch reassembly instructions.

Fig. 5



New Inside Latch Assembly Needed



Replacement Not Needed

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Reassemble Latch Assembly: Including Both Full, Partial Replacement

- Slide inside latch assembly into place. Keep deadbolt handle in the 10 o'clock position (Fig. 6).

NOTE: Do NOT let deadbolt pop out of place. It may be difficult to reinstall.

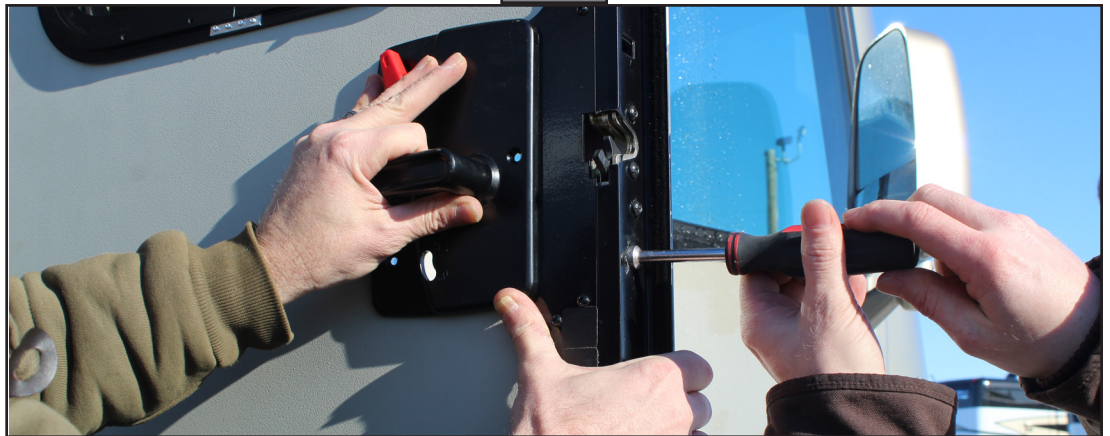
- While another person holds the inside latch assembly in place, reinstall the latch nut and tighten slowly with nut driver until a few threads of the bolt are visible (Fig. 7).

NOTE: Do NOT tighten nut completely. The latch will not operate correctly if the nut is too tight.

Fig. 6



Fig. 7



- While another person holds the outside assembly, loosely reinstall the three Phillips head screws (Fig. 8).
- Align deadbolt and then extend the deadbolt so it appears on the outside of the door frame (Fig. 9).
- When deadbolt is extended, firmly tighten the three Phillips head screws (Fig. 10).

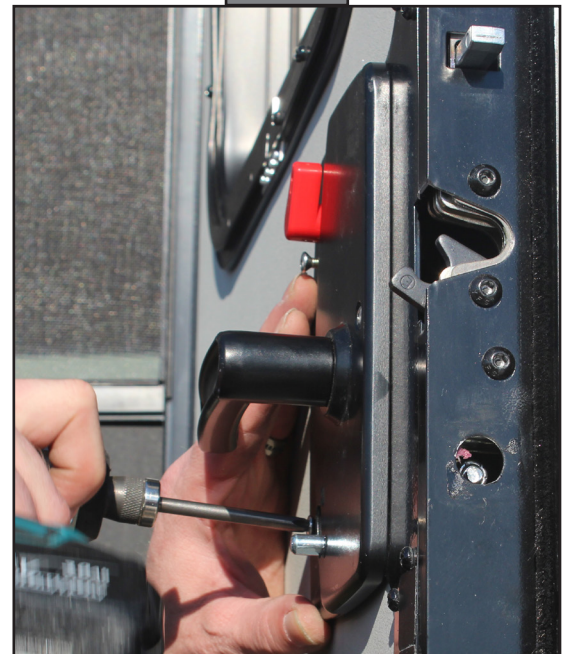
Fig. 8



Fig. 9



Fig. 10



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6. Replace adhesive patch over nut access port (Fig. 11).
7. Place an "INSPECTED LATCH" sticker indicating the assembly has been replaced on the inside of the door frame between the hinges (Fig. 12).

Fig. 11



Fig. 12

