



500 Bailey Avenue
P.O. Box 350
New Hampton, Iowa 50659 USA
Toll Free: 1-800-447-0343

7/24/2025

Dynamax Corporation
2745 Northland Drive
Elkhart, IN 46514

Attention: To Whom It May Concern

Subject: RV Door Latch may experience a lock-out condition

This letter serves to notify Dynamax Corporation that TriMark is intending to issue a Technical Service Bulletin and conduct a Field Retrofit for the PTL Entrance Door Model 3000 that uses a TriMark 030-0900 Motor Home Entrance Door System with a 21396-05 Inside Release.

Description of the defect: TriMark manufactured and sold to PTL, a complete RV door hardware system consisting of a 030-0900 Exterior Paddle Handle (P/N's 36285-02 and 36285-04), Inside Release (P/N 21396-05) and Rotary Latch (P/N 17999-01). PTL Engineering has reported that several Motor Coach Manufacturers have encountered issues with motorhome lockouts at their manufacturing facilities. Additionally, there have been several reported lockouts affecting coach owners on sold units. It was found that the pivot arm on the outside handle may pass underneath the release arm of the inside handle, due to multiple potential root causes preventing the door from opening from the outside handle. However, the interior handle is still operational from inside of the motor home.

Description of the safety risk: a small percentage of doors exhibit a condition where the exterior paddle handle can bypass the inside release pivot causing a lock-out situation, but the door can still be opened from the inside.

The total number of Products sold to Dynamax: Inside Release P/N 21396-05 with date code of (32U through 52U) and (01V through 24V). Total shipping quantity of approximately 371 units starting 9/13/24 and ending 7/7/25.

Description of program for remedying the defect: TriMark has redesigned the inside release pivot plate to provide more engagement with the pivot arm for PTL Entrance Door Model 3000. PTL has modified the bracket to accommodate with the new hardware. This product update will retrofit with the current exterior paddle handle for the field campaign as well as ongoing production. A manufacturing mark will be included on the adjustment rod of the Inside Release Assembly to serve as a visual indicator of revised Product for field identification.

Chronology of principal events:

11/1/2023: TriMark Door Audit at PTL - could hear interference of dragging on threads as door was actuated on some units

1/5/2024: TriMark Project 240052 is pulled to review PTL Door Application due to known rod interference

6/27/2024: New rod 42115-01 is released for production

8/5/24 (32U): First time rod 42115-01 was used in assembly 21396-05

9/9/24: First time assembly with new rod installed into PTL door

1/30/2025: MRBs 43197, 43198, 43200, 43201 PTL complaint inside handle assembly is sloppy and could bypass outside assembly, all assemblies and components placed on hold until hardware returned from customer can be evaluated

3/19/2025: PTL Field Incident Report (TriMark)

3/24/2025: MRB 43585 PTL complaint inside handle is loose and causing bypass of outside handle. Inventory contained until further evaluation

4/29/2025: TriMark Team at PTL Engineering to discuss the Campaign

5/1/2025 – 7/7/2025: TriMark completion of design/development/testing of proposed solution

7/3/2025: TriMark to ship new Inside Releases for Production at PTL

7/21/2025: Targeted start date for replacing hardware on the line at Dynamax

8/4/2025: Targeted start date for retrofit program to launch and begin shipping Product to dealers for replacement of unsold units in the field.

Support:

1. TriMark will provide a Technical Service Bulletin (TSB102) with step-by-step instructions for the Field Campaign to Dynamax. Also included will be a video version of the Technical Service Bulletin, and a troubleshooting guide to help any users that experience this issue in the field
2. Dynamax to provide makes, models as well as a list of VIN numbers
3. Dynamax to send out letters of notice regarding the campaign to Dealers/Owners
4. TriMark agrees to provide retrofit parts/kits for the affected/suspect inside release assemblies at no cost to Dynamax including shipping costs and will reimburse Dealers for labor costs to Retrofit
5. TriMark to track VIN numbers of the vehicles that have been repaired and provide a quarterly report to Dynamax regarding completion rates
6. PTL agrees to reimburse Dynamax and/or Customers for previously paid repairs and/or service calls.
7. TriMark will assign a single contact for question/support for the duration of the Campaign

Regards,

Ric Marzolf

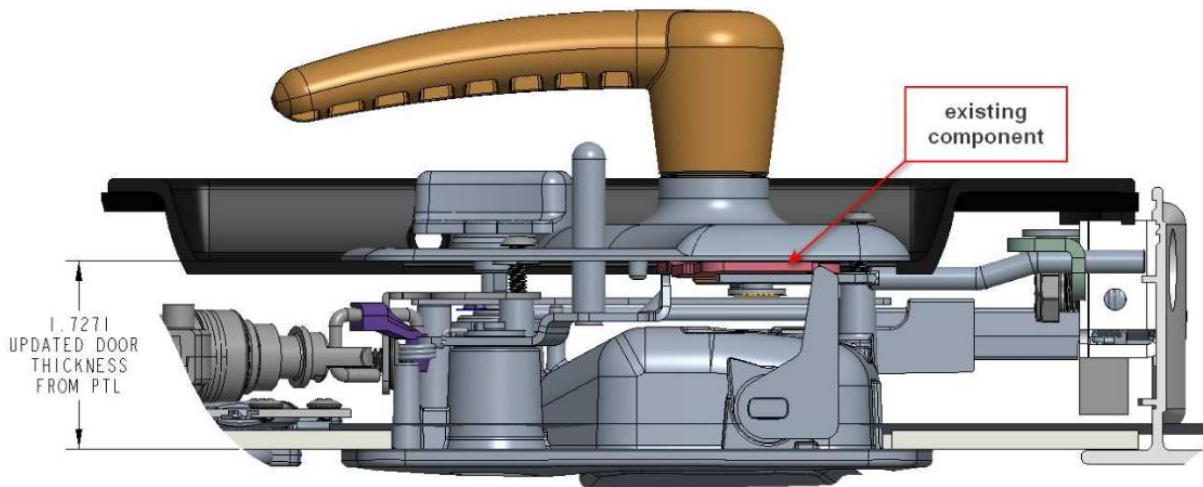
Ric Marzolf

Senior VP

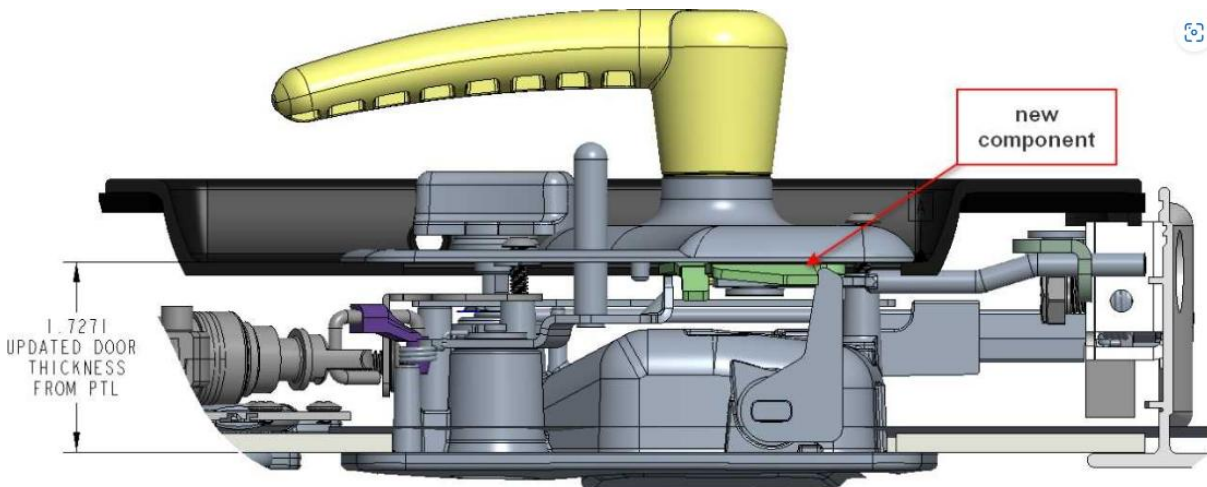
ricci.marzolf@trimarkcorp.com

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Reference - Images of the existing and new designs:



21396-05 / 36285-02 IN 1.7271" PTL DOOR



42506-01 / 36285-02 IN 1.7271" PTL DOOR



500 Bailey Avenue
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7/24/2025

Forest River Motor Homes
900 Country Road 1
Elkhart, IN 46561

Attention: To Whom It May Concern

Subject: RV Door Latch may experience a lock-out condition

This letter serves to notify Forest River Motor Homes that TriMark is intending to issue a Technical Service Bulletin and conduct a Field Retrofit for the PTL Entrance Door Model 3000 that uses a TriMark 030-0900 Motor Home Entrance Door System with a 21396-05 Inside Release.

Description of the defect: TriMark manufactured and sold to PTL, a complete RV door hardware system consisting of a 030-0900 Exterior Paddle Handle (P/N's 36285-02 and 36285-04), Inside Release (P/N 21396-05) and Rotary Latch (P/N 17999-01). PTL Engineering has reported that several Motor Coach Manufacturers have encountered issues with motorhome lockouts at their manufacturing facilities. Additionally, there have been several reported lockouts affecting coach owners on sold units. It was found that the pivot arm on the outside handle may pass underneath the release arm of the inside handle, due to multiple potential root causes preventing the door from opening from the outside handle. However, the interior handle is still operational from inside of the motor home.

Description of the safety risk: a small percentage of doors exhibit a condition where the exterior paddle handle can bypass the inside release pivot causing a lock-out situation, but the door can still be opened from the inside.

The total number of Products sold to Forest River: Inside Release P/N 21396-05 with date code of (32U through 52U) and (01V through 24V). Total shipping quantity of approximately 84 units starting 9/13/24 and ending 7/7/25.

Description of program for remedying the defect: TriMark has redesigned the inside release pivot plate to provide more engagement with the pivot arm for PTL Entrance Door Model 3000. PTL has modified the bracket to accommodate with the new hardware. This product update will retrofit with the current exterior paddle handle for the field campaign as well as ongoing production. A manufacturing mark will be included on the adjustment rod of the Inside Release Assembly to serve as a visual indicator of revised Product for field identification.

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Ric Marzolf

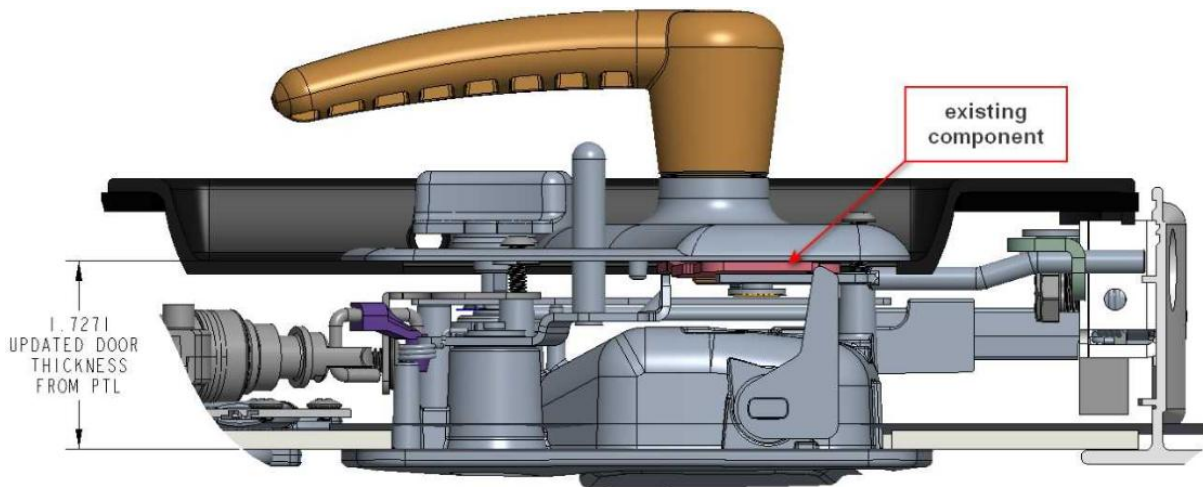
Ric Marzolf

Senior VP

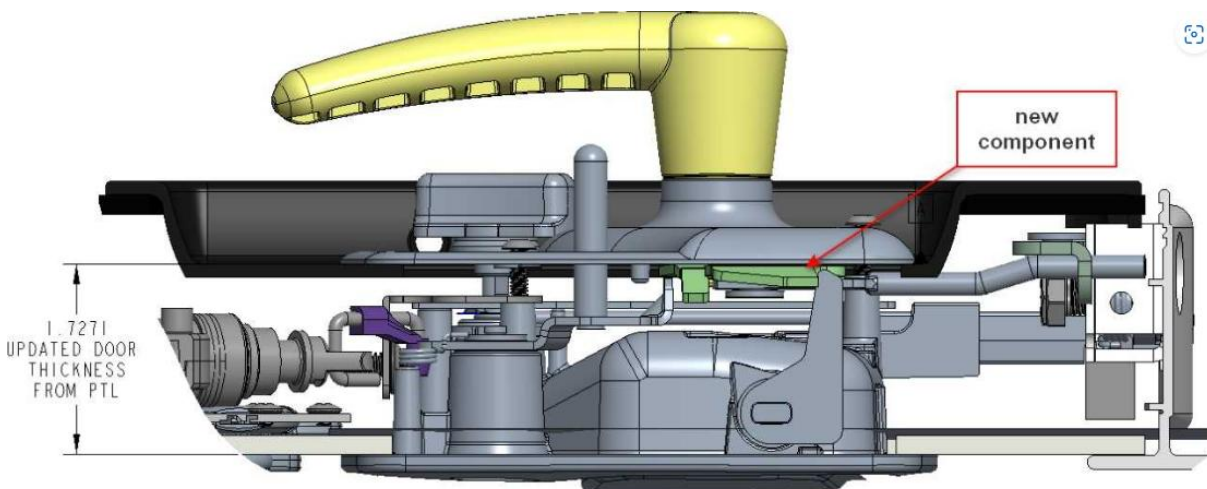
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