

Technical Service Bulletin

TSB102



Purpose: There is a possible condition where the exterior entrance door handle mechanism can bypass the inside linkage causing a lock-out situation whereby the door cannot be opened from the exterior handle.

PTL Engineering Inc. Entrance Door Model 3000

TriMark Corporation 030-0900 Motor Home Entrance Door Hardware

OEMs: Newmar, Winnebago, Entegra, Tiffin, Dynamax, Forest River, Foretravel, Thor Motor Coach, Farber Specialty Vehicles and Wakarusa Coach

Models Affected: This Campaign affects certain 2025 and 2026 model motor homes that were manufactured after August 14, 2024. [See Appendix A for affected 2025 and 2026 Coaches with PTL door serial #068849 through #072552.](#)

Any questions regarding this Service or TSB instructions, please call TriMark Corporation at 1-641-394-1045.

Kit Includes:

- Technical Service Bulletin
- Reimbursement Card
- L Bracket & 2 Fasteners
- Red Vinyl Cap (provided as spare)
- Inside Handle Assembly
- 3 Torx Head Screws (provided as spare)
- Plastic Cap



Tools Required:

- Phillips 2-Bit Screwdriver
- T-20 torx driver
- Torque wrench/driver
- 5/16" standard socket (bracket)
- 2-1/2 - 3" Extender
- 7/16" deep well socket (acorn nut)
- Flat blade screwdriver or plastic flat tool

TSB Step by Step Guide



Live Installation Video



PLEASE READ INSTRUCTIONS THOROUGHLY BEFORE STARTING

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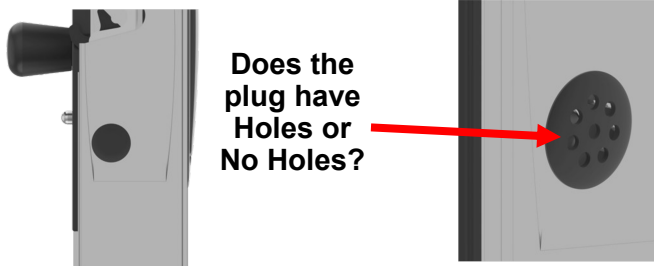
Confirm your door serial number is within #068849 through #072552

Similar to the sticker shown, if your coach serial number is within the range mentioned above, please proceed to Step 1. If your coach door serial number is outside of this range, you can disregard these TSB instructions.

With the door fully open, you can locate the door serial number label on the hinge side, behind the screen door.



Step 1: Inspect the Black Plastic Plug on the door edge to see if there are holes on the top. If there are, the door hardware has already been upgraded, please disregard these TSB instructions.



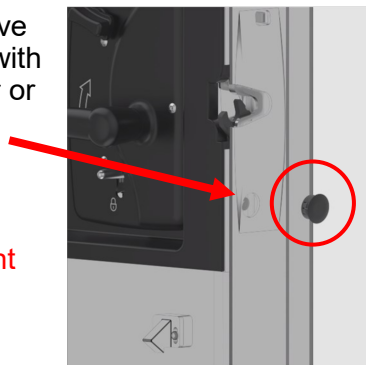
Step 4: Remove the (3) Torx Head Screws from the inside plate assembly and set aside for reuse later.

If applicable, remove the vinyl cap from the inside handle lock knob and set aside for reuse later.

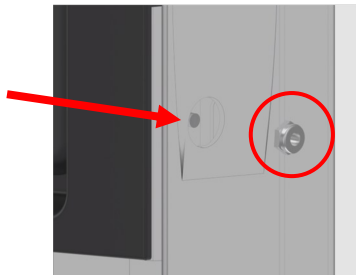


Step 2: Carefully remove the Black Plastic Plug with a flat blade screwdriver or plastic flat tool.

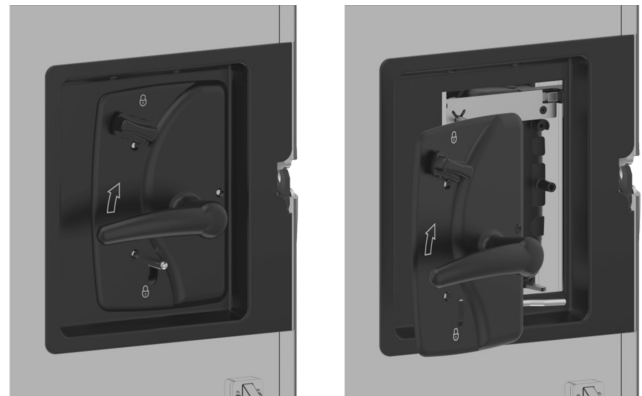
Be careful not to scratch the door paint when removing.



Step 3: Remove the Acorn Nut from the Connecting Rod located in the nut adjusting hole using a 7/16" deep well socket.



Step 5: While carefully supporting the outside assembly, remove the inside handle assembly from the door, sliding the connecting rod away from the door edge. Continue to support the outside handle through step 11e, noting it may have to shift some in order to align the two together.



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Step 6: Verify the part number stamped on the inside release as **21396** and the date code is between (32U through 52U) or (01V through 24V). If it is, continue to Step 7.

If the part number or the date code is something other than **21396** and date code is not in the range listed above, this door is not included in this campaign, follow Step 10b and reassemble the existing door hardware.

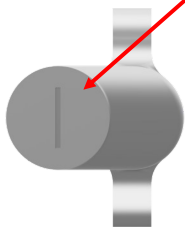


Part Number and Date Code

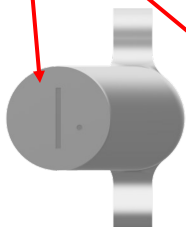
Inspect the end of the Connecting Rod. If there is a “-” mark on the threaded end, proceed to Step 7. If there is a “X” mark or a “-” AND a “.” on the threaded end the hardware has already been updated, skip to Step 10b and reassemble the existing door hardware. No hardware from the kit will be needed.



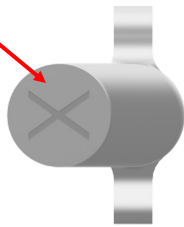
Viewing the rod end requires fine attention to detail



Proceed to Step 7



Skip to Step 10b



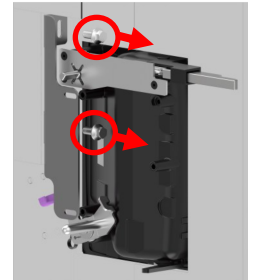
Step 7: Remove Bezel from door and set aside for later use.



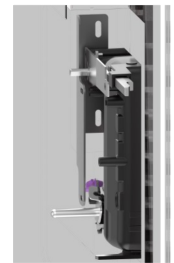
Step 8a: While supporting the outside handle, slightly shift the outside assembly out of the door about 1/2-3/4" to make room for the removal of the bracket fasteners.

Step 8b: Using a 5/16" socket with a 2 1/2 - 3" extender, remove the bracket fasteners and set aside for later use. (Two extra fasteners are provided in the event one is lost).

Remove old bracket.

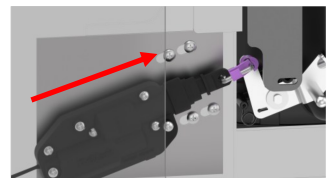


Step 9a: Align the new bracket with the bracket mounting holes in the door and the outside assembly mounting holes, while the outside assembly is aligned with the paint lines. **This is a critical step.**

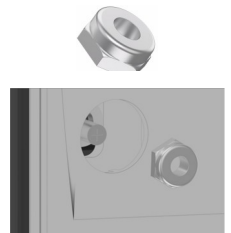


Step 9b: (Using the old bracket fasteners, unless lost, use new) Install the upper fastener first only turning 2-3 rotations. Then start the lower fastener. Once both are installed a few rotations, check paint alignment and tighten until snug.

Step 9c: Loosen but DO NOT REMOVE the (4) Phillip head screws on the power actuator plate. Slide power actuator/plate towards the outside edge of the door. Tighten down the (4) screws.



Step 10a: Remove the Acorn Nut on the new system. Replace the new inside system, carefully sliding the Connecting Rod all the way through the nut adjusting hole.



Step 10b: **Reassemble the acorn nut finger tight** to the end of the rod to ensure the rod doesn't come loose through the trip lever, (the adjustment of the nut will occur at Step 13).



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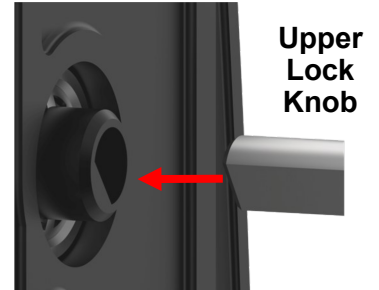
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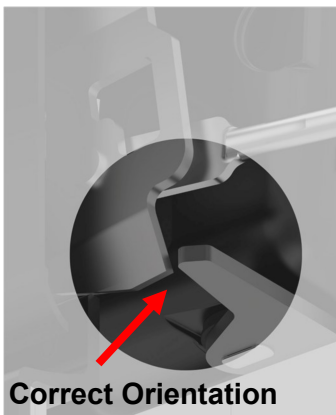
Step 10c: Slide bezel around inside handle making sure the alignment tabs are towards the top of the door.



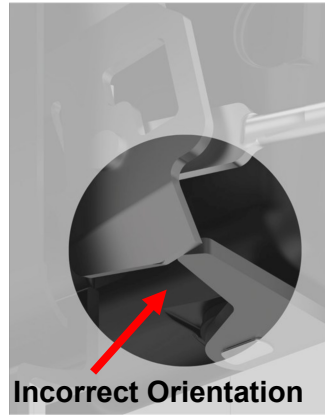
Step 11b: Make sure the Upper Lock Knob engages with the “D” shaped shaft on the exterior handle.



Step 11a: Lift the interior handle to make sure the system is seated properly, and the outside driving cam is behind the inside pivot plate, while pressing the inside and outside together.

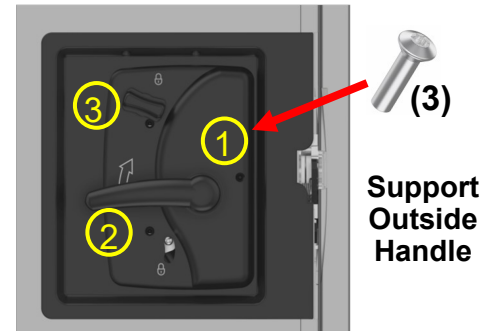


Correct Orientation



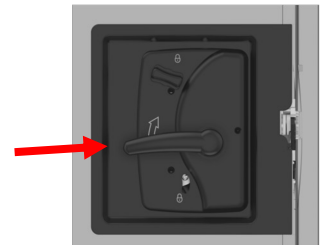
Incorrect Orientation

Step 11c: Reinstall the (3) Torx Head Screws in the order listed to make sure everything is aligned correctly. Only install the screws 2-3 rotations.



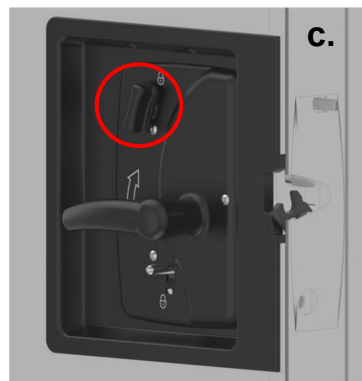
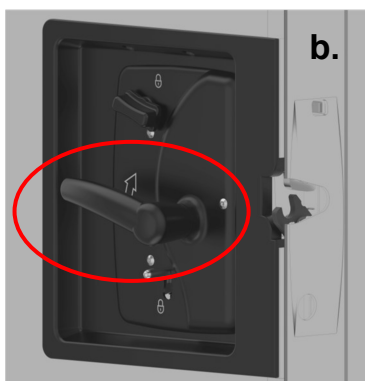
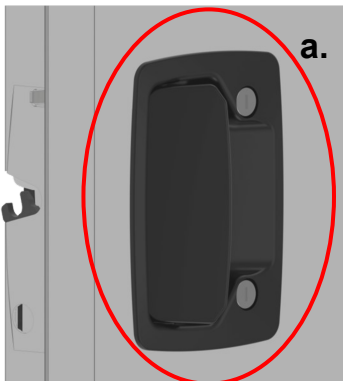
Support Outside Handle

Step 11d: Lift interior handle to ensure proper engagement.



Step 11e: Once all 3 screws have been installed, then torque each screw to 13 in-lbs in the same order listed. If applicable, reinstall the vinyl cap on the inside handle lock knob.

Step 12a-d: With the door open, manually cycle the hardware from the exterior handle, inside release, and both lock knobs to ensure they function without binding.



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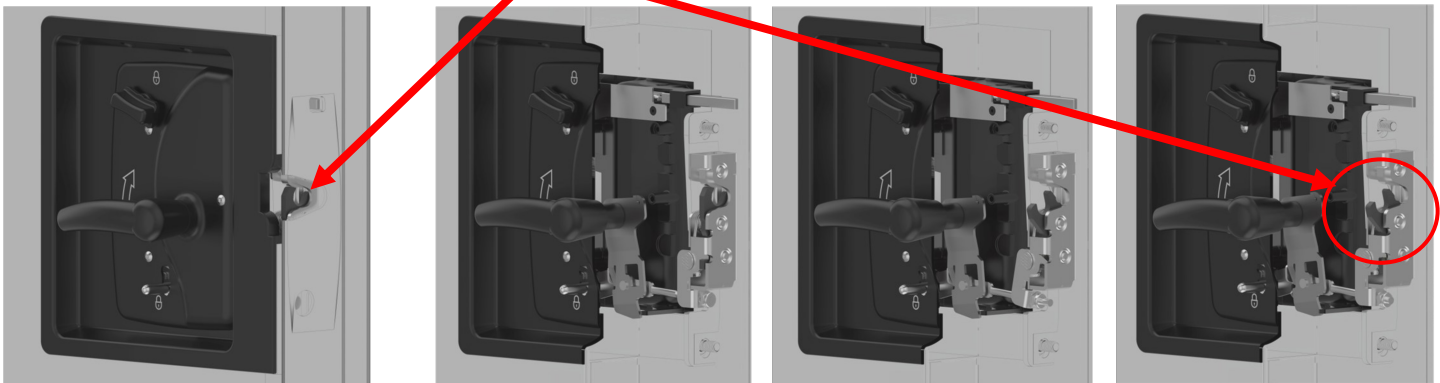
Step 13: With the door open, begin Nut adjustment by pushing the inside Lower Lock Knob down into the locked position.

Lower Lock Knob



Step 14: Manually close the rotor of the latch while the hardware is still locked from Step 13.

Interior View



While locked, pull up on the inside handle and continue holding the inside handle up. Using a 7/16" deep well socket, manually (no power), turn the nut clockwise until the latch releases, being sure the nut is contacting the trip lever, and the nut driver is NOT contacting the trip lever. After the latch releases, let go of the inside handle and then turn the nut counterclockwise 1-1/4 to 1-1/2 turns.



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Step 15a: Unlock the door.

With the door open, manually close the latch and open the latch from the inside handle. The latch should release before the inside handle reaches maximum travel.



Step 15b: With the door open, repeat this operation sequence for the outside handle. The latch should release before the outside handle reaches maximum travel.



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Step 16: Similarly to the sequence in step 15, **with the door open**, manually close the latch and **lock** the **Lower Lock Knob**. Function the outside handle multiple times to make sure the outside handle does not open the latch. Then function the inside handle multiple times to make sure the inside handle does not open the latch.

Step 17: Install the new Black Plastic Cap with holes into the door edge provided in the kit. If the system didn't need to be replaced and you don't have a new cap, reinstall the existing cap and mark it with a silver Sharpie.



Step 19: Please dispose/scrap the Inside Handle Assembly, Bracket and Plastic Cap in accordance with local and state regulations.

Please complete the Dealer Reimbursement Card and return it to TriMark Corporation by 1) Mail or 2) handles@trimarkcorp.com

Note that all fields are required and cards must be signed.

Subject: TSB102 030-0900 TriMark Motor Home Entrance Door Hardware **Dealer Reimbursement Card**

Dealer Name: _____
Address: _____ City: _____
State: _____ Zip: _____ Phone: _____
Owner Name: _____
Unit Purchased at: _____
(Dealer Name / City / State)
Make: _____
Model Name: _____ Model No: _____
VIN No: _____
Door Serial No: _____

☐ Inspect, Retrofit and Reassemble Date Code: _____ (i.e. 42U) Time Allowance = 0.33
Shop Rate \$ _____/hour

Service Manager: I have performed the necessary inspections, replacement and scrapping per the
Retrofit Instructions TSB102 030-0900
Name (print) _____ Signature _____ Date _____

Owner: I acknowledge that the necessary service was completed to my vehicle.
Name (print) _____ Signature _____ Date _____

07/25-4

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Step 18: Check the full functionality (opening and closing) of the entire handle assembly:

- Inside release
- Exterior release
- Inside deadbolt function with knob
- Interior lock knob
- Exterior lock with key
- Exterior deadbolt function with key and power lock with FOB and/or keypad



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Appendix A

Model Year 2025 and 2026 with PTL door serial #068849 through #072552

Foretravel

FS605 P Presidential Unit

FS605 Realm Unit

Winnebago

622A Ekco

623B Ekco

425S

J-series/425S (cargo door)

425S

Dynamax

Isata-5- 28SS, 30FW, Isata-6-31KS, Europa-31SS, 32KD, 34SS, DX3 & XL- 3200KD,32KD, 3400KD, 34KD, 3700BD, 37BD, 3700RB, 37RB, 3801TS, 37TS.

Isata-6-30FW, 28SS, Europa-36BD, DX3 & XL-3800RB, 38RB

Entegra

Reatta, Reatta XL

Aspire, Anthem, Cornerstone

THOR

Aria, Riviera

Farber

Wakarusa Coach

3000 series

9000 series

Forest River

XL/XLT

Newmar

King Aire, Essex, London Aire, Mountain Aire, New Aire, Dutch Star, Ventana, Northern Star

Tiffin

ByWay, Allegro RED, Phaeton, Allegro Bus, Zephyr, Breeze

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