



# Thor Motor Coach Technical Service Bulletin

TSB #	TSB 25-04		
Description/Title:	TriMark Door Lock		
Affected Product Line(s):	Certain model year 2025-26 Aria & Riviera		
Service Campaign # :	RC000330		
Codes:	<b>Inspect with Repair:</b> TMCTS10120W	Document Date:	9/16/2025
Time Allowed:	<b>Inspect with Repair:</b> 0.33	Document Revision:	A

### Issue:

TriMark manufactured and sold to PTL, a complete RV door hardware system. PTL Engineering has reported that several Motor Coach Manufacturers have encountered issues with motorhome 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.

### Instructions:

**PLEASE READ INSTRUCTIONS THOROUGHLY BEFORE STARTING**

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

**\*Part ordering and Reimbursements will be facilitated through Thor Motor Coach, however TriMark will need the card completed and returned for their completion records\***

Thor Motor Coach  
1-877-500-1020  
TSB 25-04



# Thor Motor Coach Technical Service Bulletin

**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

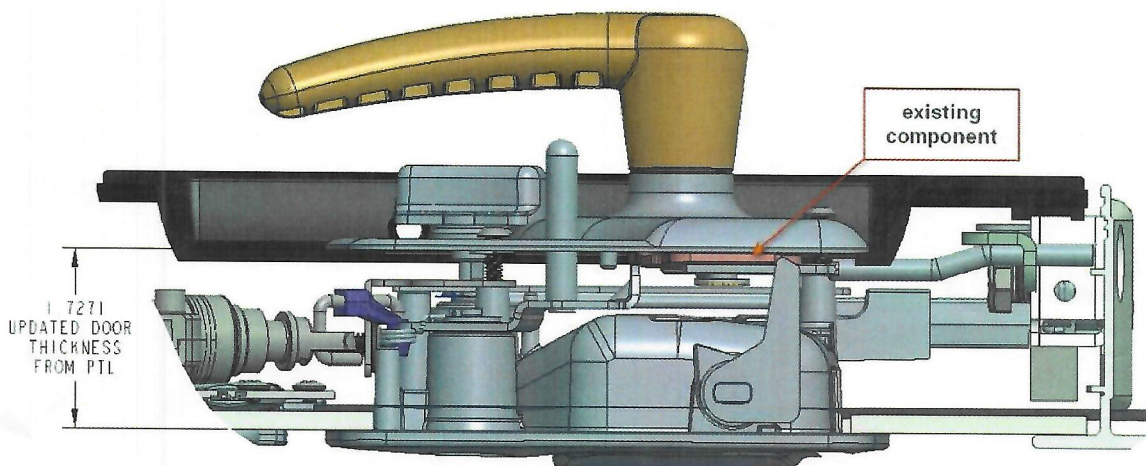
***Please dispose/scrap the Inside Handle Assembly, Bracket and Plastic Cap in accordance with local and state regulations.***

**Part(s) Required:**

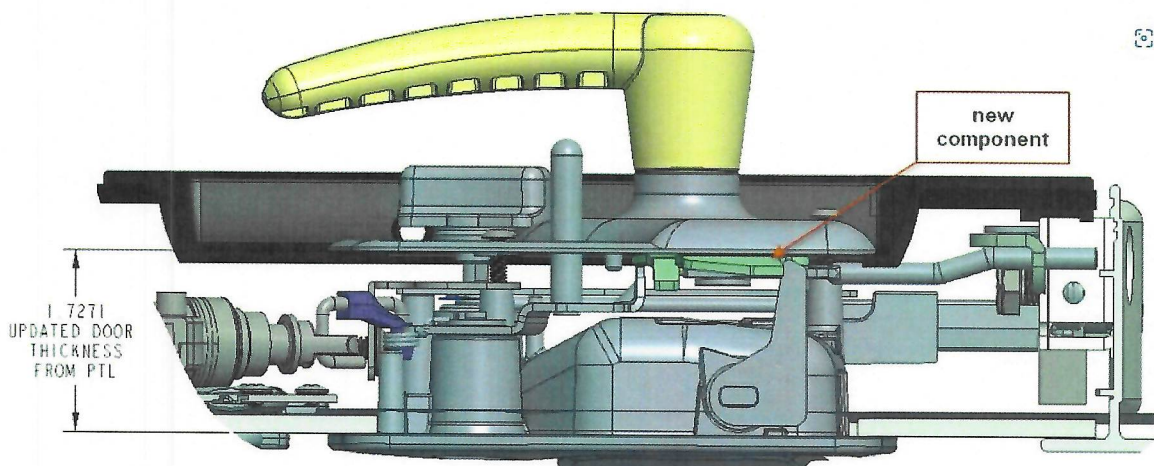
- TMC part #
  - 0594869

Thor Motor Coach  
1-877-500-1020  
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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

# 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



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# Troubleshooting Guide

## IN THE EVENT OF A LOCK-OUT

### 030-0900 Motor Home Entrance Door Hardware

See Appendix A for affected 2025 and 2026 Coaches with PTL door serial #068849 through #072552.

If a lock-out occurs, we recommend the following to gain access, prior to enlisting a lock smith.

1. Check for an open window or another method into your motorhome. The handle should still work from the inside.
2. Mechanical agitation of the exterior handle (by striking the handle with a soft mallet or the heel of your open hand in each of the 4 corners of the handle) should be applied to re-align the inside release arm with the pivot arm, then slowly pull on the handle paddle.
3. While putting body weight against the door in the handle area, lift and function the handle.
4. Open the outside handle very slowly.

During an induced failure in our test fixture, and subsequently in several field applications, we found that methods 1-4 effectively re-aligned the components and allowed the handle to function.

**Methods 1-4 should be used prior to drilling out the door handle mechanism.**

If access is able to be gained, lift the inside handle a couple of times to ensure it is properly seated and tighten the three screws on the inside handle plate 2 full turns.

If methods 1-4 are unsuccessful, with the help of a locksmith, follow these steps to gain access to your motorhome.

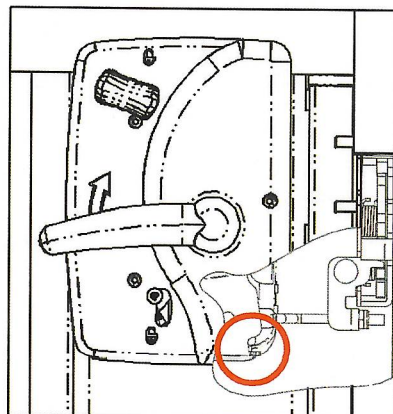
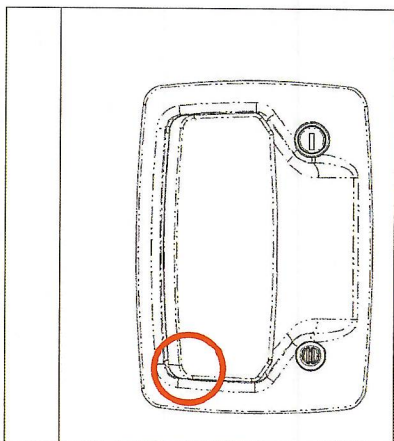
#### **Instructions for Locksmith:**

Follow steps 1-4 above. If methods 1-4 are still unsuccessful, follow the drill out instructions below to gain access.

#### **To Open from the Outside**

Step 1: From the outside handle assembly, open the paddle and drill a 1/2" hole close to the corner of the housing in this approximate location.

Step 2: Once the 1/2" hole is drilled in the outside handle assembly, use a screwdriver to rotate the inside release arm that engages with the outside handle assembly. Rotate in a counter-clockwise direction to release the latch assembly and open the door.



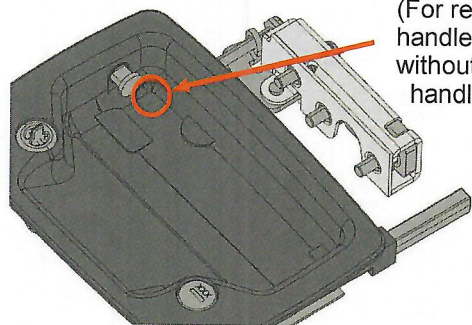
**If you have drilled out hardware, contact your dealer for further assistance.**

(Continued)

# Troubleshooting Guide

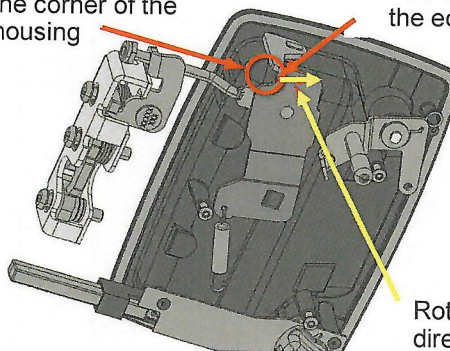
# IN THE EVENT OF A LOCK-OUT

## Additional Support Images

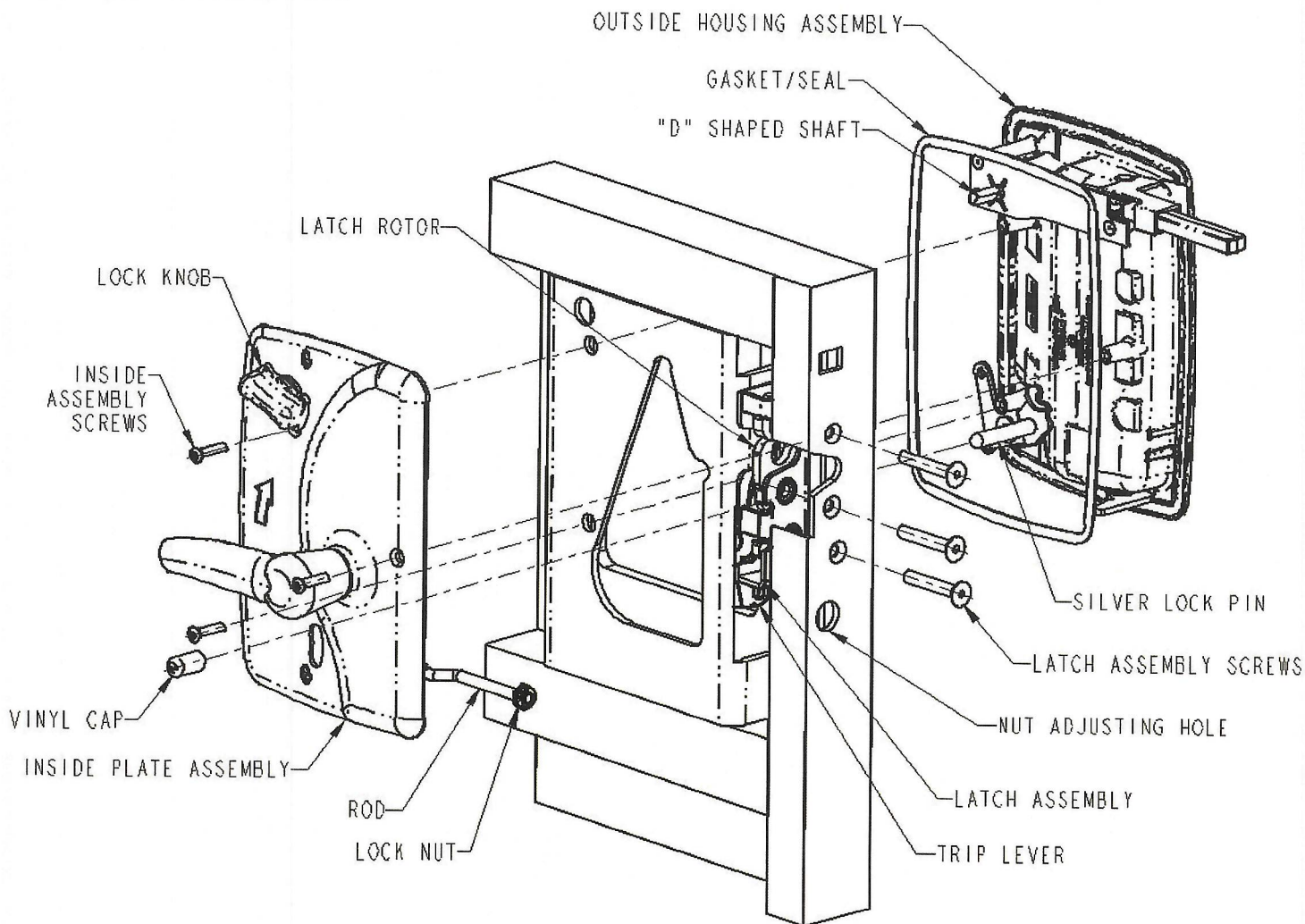


Drill hole close to the corner of the housing

You need to get access to the edge of this pivot plate



## FOR REFERENCE



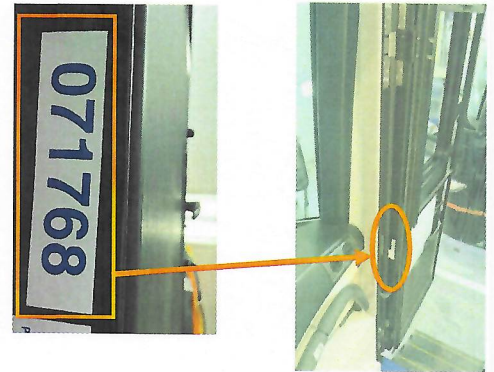
# Technical Service Bulletin

## TSB102

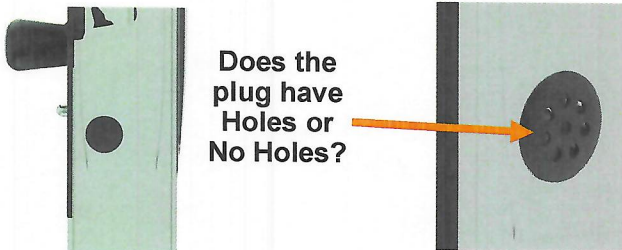
Confirm your door serial number is within #068849 through #072552

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.



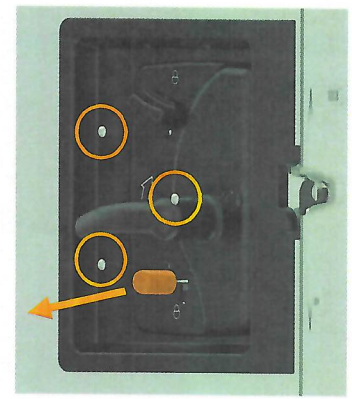
**Step 1:** Inspect the Black Plastic Plug on the door edge to see if there are holes on the top. If there are, the door hardware has already been upgraded, please disregard these TSB instructions.



Does the plug have Holes or No Holes?

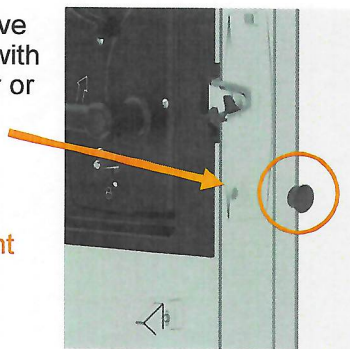
**Step 4:** Remove the (3) Torx Head Screws from the inside plate assembly and set aside for reuse later.

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

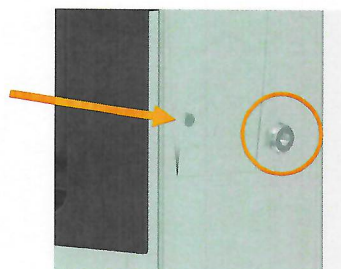


**Step 2:** Carefully remove the Black Plastic Plug with a flat blade screwdriver or plastic flat tool.

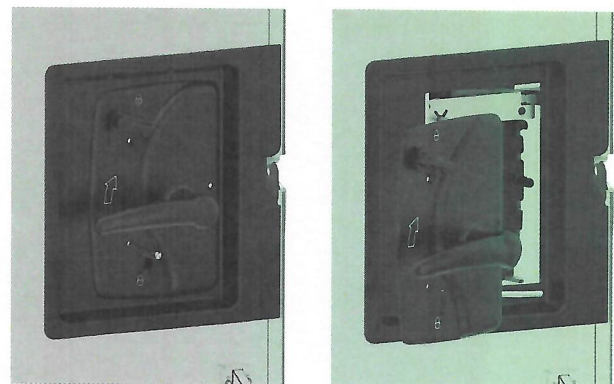
Be careful not to scratch the door paint when removing.



**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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# Technical Service Bulletin

## TSB102

**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.

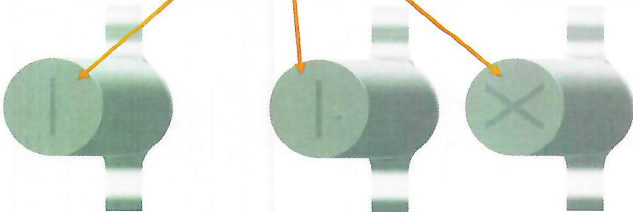


**Part Number and Date Code**

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.



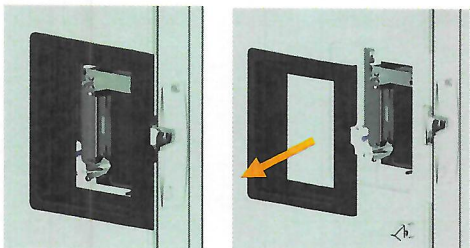
Viewing the rod end requires fine attention to detail



Proceed to Step 7

Skip to Step 10b

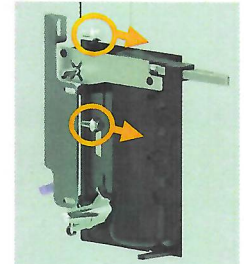
**Step 7:** Remove Bezel from door and set aside for later use.



**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.

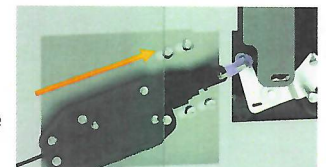


**Step 9a:** Align the new bracket with the bracket mounting holes in the door and the outside assembly mounting holes, while the outside assembly is aligned with the paint lines. **This is a critical step.**



**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.

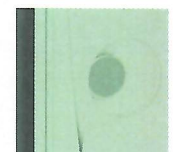
**Step 9c:** Loosen but DO NOT REMOVE the (4) Phillip head screws on the power actuator plate. Slide power actuator/plate towards the outside edge of the door. Tighten down the (4) screws.



**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).

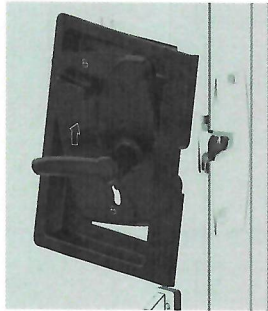


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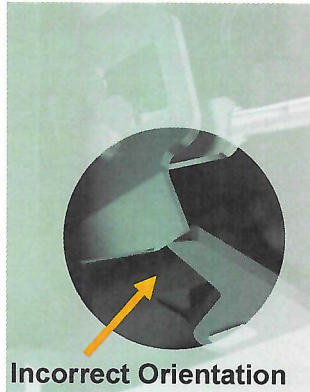
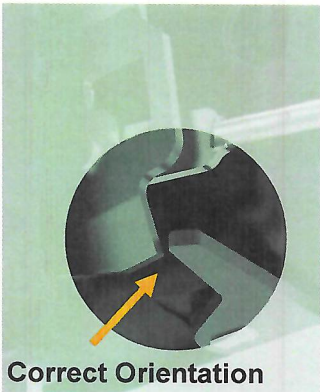
# Technical Service Bulletin

## TSB102

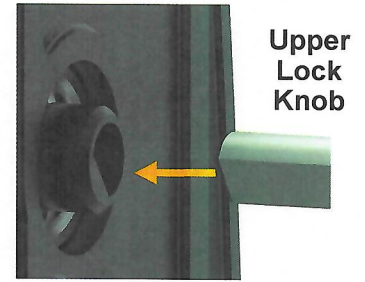
**Step 10c:** Slide bezel around inside handle making sure the alignment tabs are towards the top of the door.



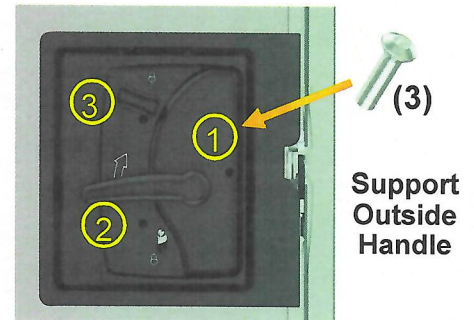
**Step 11a:** Lift the interior handle to make sure the system is seated properly, and the outside driving cam is behind the inside pivot plate, while pressing the inside and outside together.



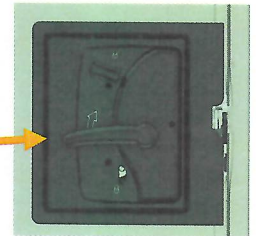
**Step 11b:** Make sure the Upper Lock Knob engages with the "D" shaped shaft on the exterior handle.



**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.

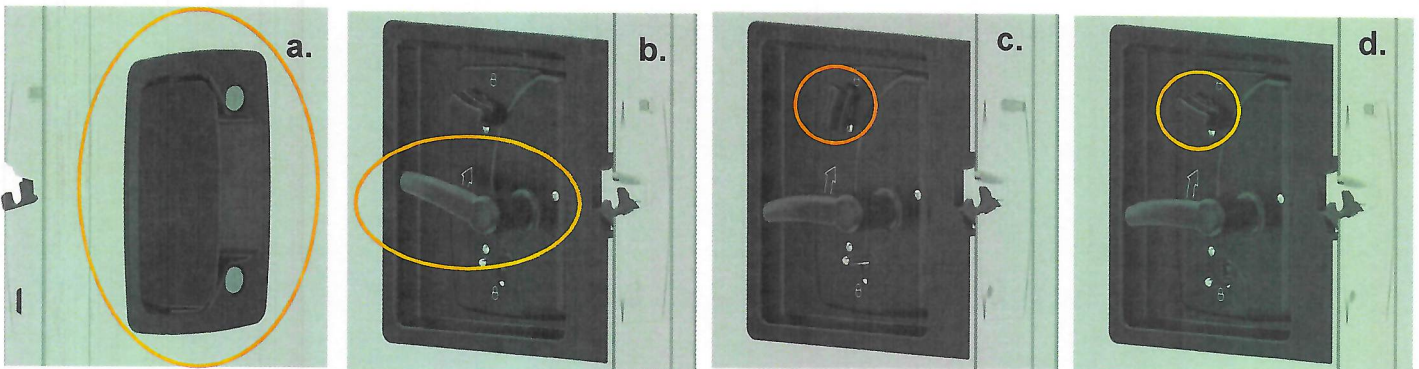


**Step 11d:** Lift interior handle to ensure proper engagement.



**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.



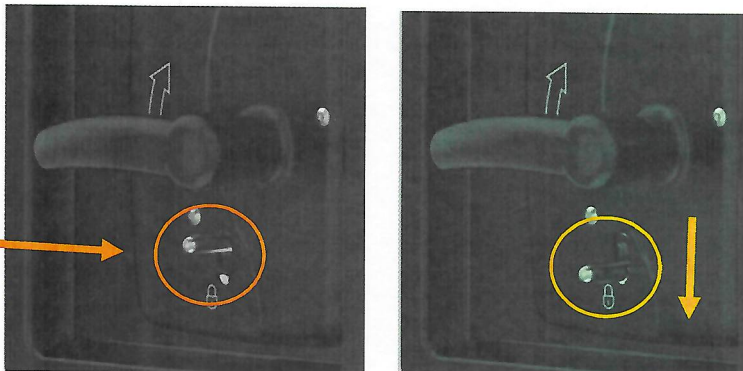
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# Technical Service Bulletin

## TSB102

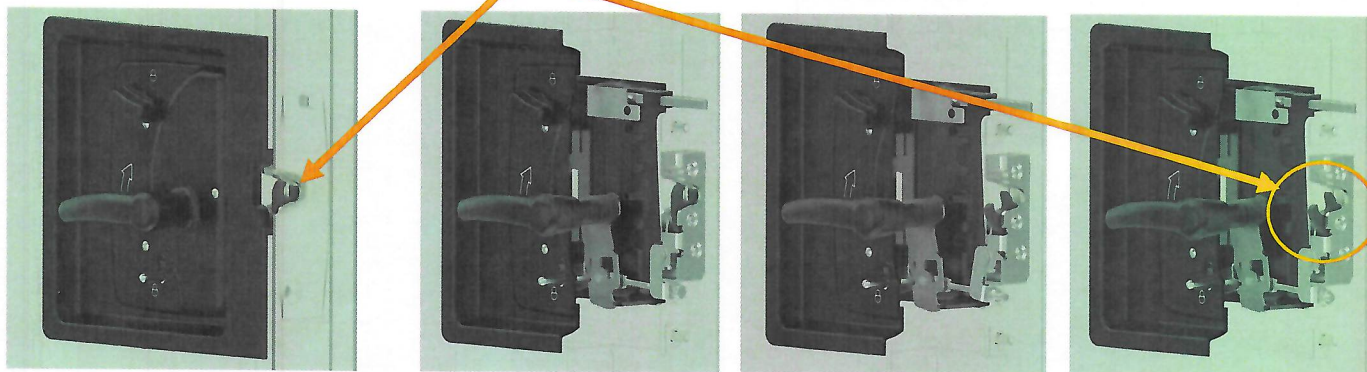
**Step 13:** With the door open, begin Nut adjustment by pushing the inside Lower Lock Knob down into the locked position.

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.



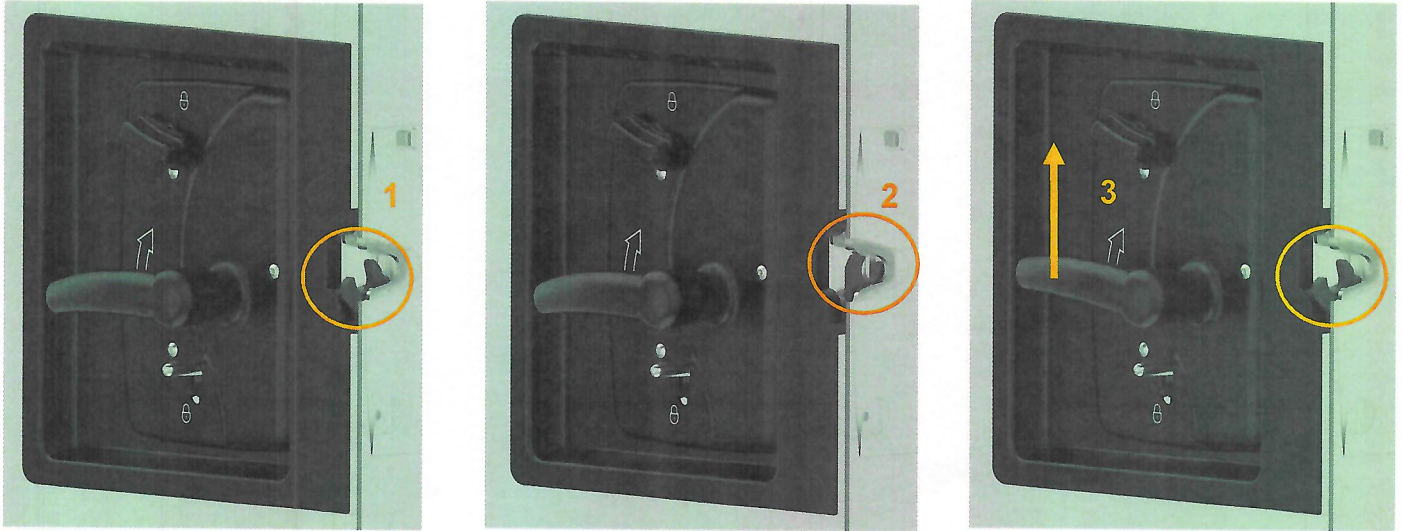
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# Technical Service Bulletin

## TSB102

**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.



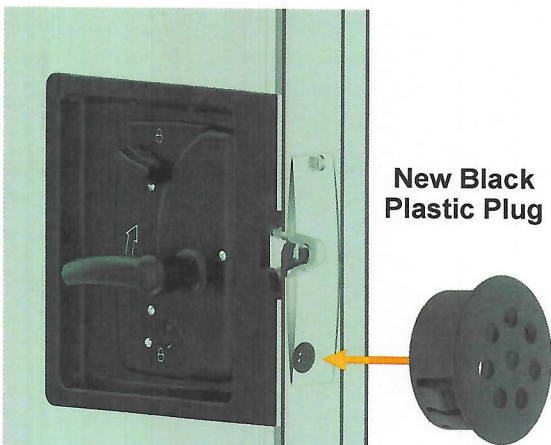
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# Technical Service Bulletin

## TSB102

**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](mailto:handles@trimarkcorp.com)

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

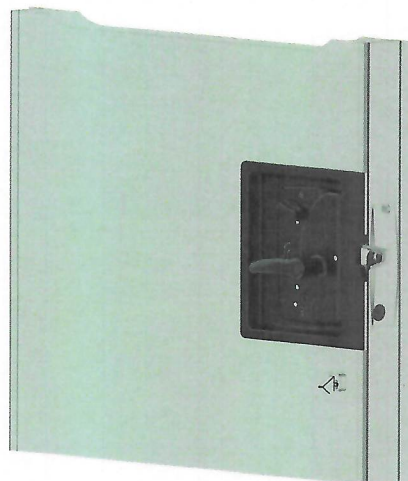
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<b>Subject:</b> TSB102 030-0900 TriMark Motor Home Entrance Door Hardware		<b>Dealer Reimbursement Card</b>
Dealer Name: _____		
Address: _____ City: _____		
State: _____ Zip: _____ Phone: _____		
Owner Name: _____		
Unit Purchased at: _____ (Dealer Name / City / State)		
Make: _____		
Model Name: _____ Model No: _____		
VIN No: _____		
Door Serial No: _____		
<input type="checkbox"/> Inspect, Retrofit and Reassemble Date Code: _____ (i.e. 42U) Time Allowance = 0.33		
Shop Rate \$ _____/hour		
<b>Service Manager:</b> I have performed the necessary inspections, replacement and scrapping per the Retrofit Instructions TSB102 030-0900		
Name (print) _____	Signature _____	Date _____
<b>Owner:</b> I acknowledge that the necessary service was completed to my vehicle.		
Name (print) _____	Signature _____	Date _____

07/25-4

**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



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



500 Bailey Avenue  
P.O. Box 350  
New Hampton, IA 50659  
Tel: ( 641) 394-3188  
Fax: (641) 394-2392  
[www.trimarkcorp.com](http://www.trimarkcorp.com)

TSB102  
07/25-1a

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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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