

Trimark Entrance Door Latch

Bulletin Type:	TSB	Publication Date:	September 2025
Bulletin #(s):	25-004	Make(s):	Entegra Coach
Job Code(s):	9803627	Model(s):	Anthem, Aspire, Cornerstone, Cornerstone Reserve
Flat Rate(s):	9803627A .10 HR - Entrance Door Latch Inspection 9803627B .30 HR - Entrance Door Latch Inspection and Repair	Model Year(s):	2025 – 2026

Incident:	Exterior Entrance Door Lock-out
Affected Units:	2025 – 2026 Entegra Coach Anthem, Aspire, Cornerstone, Cornerstone Reserve
Parts Kit:25-004EC	Parts Kit #: 25-004EC
	Part Kit Contents: 1 - KIT,TSB 100-3100 RTROF TSB102
Misc. Tools & Supplies:	Refer to Instructions below
Parts Return Information:	Serial number of door

TRIMARK ENTRANCE DOOR LATCH INSPECTION

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.



TRIMARK ENTRANCE DOOR LATCH REPAIR INSTRUCTIONS

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.

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](#)



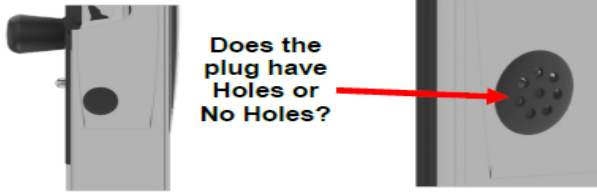
[Live Installation Video](#)



PLEASE READ INSTRUCTIONS THOROUGHLY BEFORE STARTING

Note: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain the vehicle. These procedures should not be attempted by "do-it-yourselfers". You should not assume this bulletin applies to your vehicle or that your vehicle has the condition described, to determine whether this information applies, contact your authorized dealer, who has the Model, VIN and Customer Information.

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.

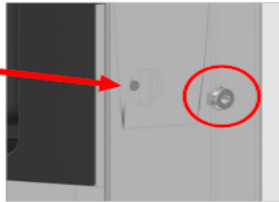


Step 2: Carefully remove the Black Plastic Plug with a flat blade screwdriver or plastic flat tool.

Be careful not to scratch the door paint when removing.

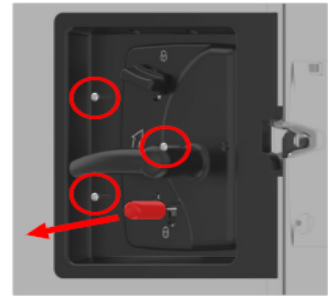


Step 3: Remove the Acorn Nut from the Connecting Rod located in the nut adjusting hole using a 7/16" deep well socket.

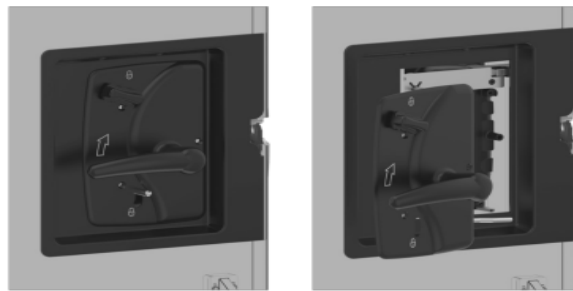


Step 4: Remove the (3) Torx Head Screws from the inside plate assembly and set aside for reuse later.

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



Step 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.

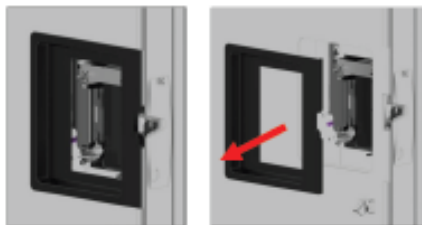
Viewing the rod end requires fine attention to detail



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.

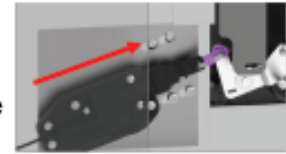


Step 9a: Align the new bracket with the bracket mounting holes in the door and the outside assembly mounting holes, while the outside assembly is aligned with the paint lines. **This is a critical step.**



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).



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



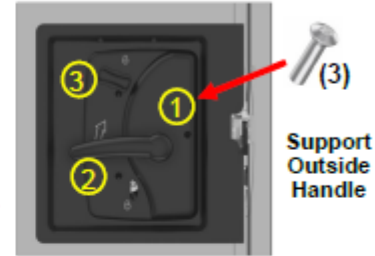
Step 11a: Lift the interior handle to make sure the system is seated properly, and the outside driving cam is behind the inside pivot plate, while pressing the inside and outside together.



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.

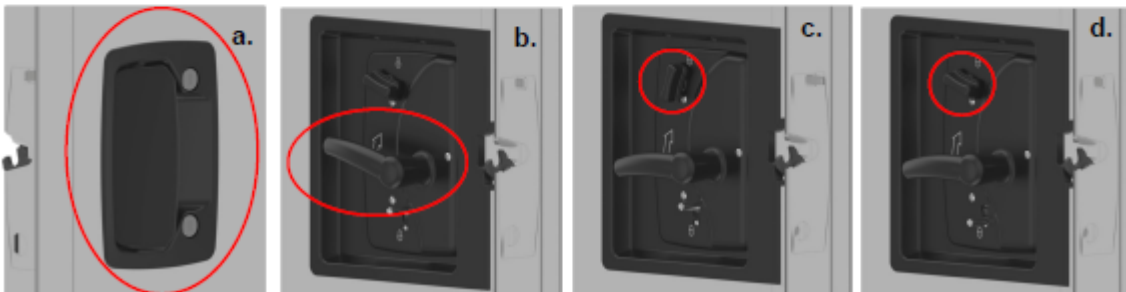


Step 11d: Lift interior handle to ensure proper engagement.



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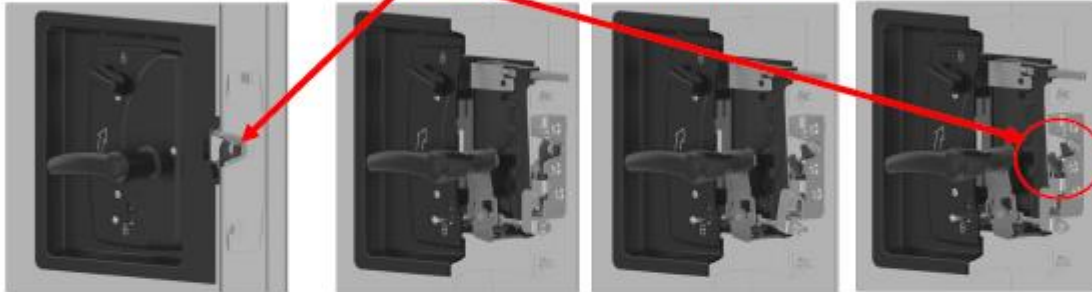
Step 13: With the door open, begin Nut adjustment by pushing the inside Lower Lock Knob down into the locked position.

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.



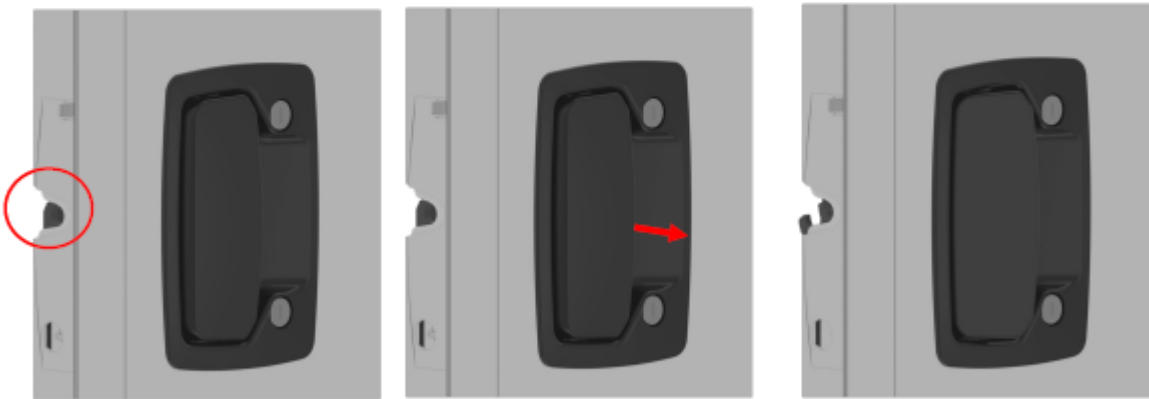
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Step 15a: Unlock the door.

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 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



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

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

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law.

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