

**TECHNICAL SERVICE BULLETIN, VIN:
SB-77 RV Door Latch may experience a lock-out condition**

September 22, 2025

Dear Tiffin Motorhome Owner,

TriMark brought to Tiffin's attention that on certain 2025 and 2026 Allegro Breeze; 2025 and 2026 Allegro Bus; 2025 and 2026 Allegro RED 360; 2025 and 2026 Byway; 2025 and 2026 Phaeton; 2025 and 2026 Zephyr Motorhomes that are equipped with PTL entry doors with a TriMark entry lock, owners may experience a lock out situation.

TriMark has notified Tiffin Motorhomes that 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.

TriMark is replacing all involved entry door inside handle assemblies with new inside handle assemblies. PTL Engineering states these locks are installed in entry doors with a serial number #068849 through #072552. *Please take a moment to inspect your entry door.* The serial number of the entry door can be found on the hinge side of the door, behind the screen door (see figure 3). If the entry door on your motorhome has a serial number before or after these numbers, please email recalls@tiffinmotorhomes.com with the serial number of the entry door and at least the last 8 digits of your VIN and the service bulletin will be cleared from your motorhome. Please note that some doors included in the population above may already have an updated inside handle assembly, those doors can be identified by the black plastic plug with holes on the door edge.



Figure 1 – Solid plastic plug, needs to be replaced



Figure 2 – Plastic plug with holes, already replaced



Figure 3 – Location of door serial number

Please take your motorhome to a service center of your choice to have the correction completed. This repair should take **20 minutes** or less and will be completed at no charge to you.

A list of Tiffin Motorhomes authorized dealers is available online at <https://tiffinmotorhomes.com/service-center-locations>. If you are using a service center that is not a Tiffin Motorhomes authorized repair facility, please make sure that they contact Tiffin Motorhomes at 256-356-0261 or service@tiffinmotorhomes.com for the required instructions and time allowed for the repair. Tiffin Motorhomes will not pay over the allowed time unless the repair facility receives prior authorization. For authorization, contact Tiffin Motorhomes at 256-356-0261 or service@tiffinmotorhomes.com.

Service centers or dealers should go ahead and order a repair kit from Tiffin Motorhomes so that the parts are available for installation at the time of your appointment. Dealer inspection of the entry door is not necessary; owners can verify from the serial number and lock adjustment cover that the replacement is needed.

You may be liable for any progressive damage that results from your failure to complete this technical service bulletin within a reasonable time after receiving notification.

We regret any inconvenience this action may cause but feel certain you understand our interest in your continued use and enjoyment of your coach.

Tiffin Motorhomes

TECHNICAL SERVICE BULLETIN SB-77 RV Door Latch may experience a lock-out condition

September 22, 2025

Dear Tiffin Motorhome Dealer,

TriMark brought to Tiffin's attention that on certain 2025 and 2026 Allegro Breeze; 2025 and 2026 Allegro Bus; 2025 and 2026 Allegro RED 360; 2025 and 2026 Byway; 2025 and 2026 Phaeton; 2025 and 2026 Zephyr Motorhomes that are equipped with PTL entry doors with a TriMark entry lock, owners may experience a lock out situation.

TriMark has notified Tiffin Motorhomes that 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.

TriMark is replacing all involved entry door inside handle assemblies with new inside handle assemblies. PTL Engineering states these locks are installed in entry doors with a serial number #068849 through #072552. The serial number of the entry door can be found on the hinge side of the door, behind the screen door. Please note that some doors included in the population above may already have an updated inside handle assembly, those doors can be identified by the black plastic plug with holes on the door edge. See figures 1-3 below.



Figure 1 – Solid plastic plug, needs to be replaced



Figure 2 – Plastic plug with holes, already replaced



Figure 3 – Location of door serial number

Owners will be notified by mail about the technical service bulletin and will be instructed to take their motorhome to a reputable service center **OR** dealer of their choice to have this replacement completed. TriMark is allowing 20 minutes (0.33 hours) to have this replacement completed. Please refer to TriMark TSB 102 for any questions about this service bulletin should reach out to TriMark at 1-641-394-1045.

Please verify the motorhome is involved in this service bulletin **before** beginning the correction or ordering parts. To verify a motorhome's involvement in this technical service bulletin, please visit our website, tiffinmotorhomes.com. Choose the "Dealer Login" page and click on "Vehicle Recall Lookup" and enter the complete 17-digit VIN number. No login or password is needed. To view work instructions, please click on "Flat Rate Manual" and choose "Service Bulletins" for Model and "SERVICE BULLETINS" for the Section, scroll down to SB-77 and click "Show Files" and then download the work instructions.

Parts should be ordered from Tiffin Motorhomes when the appointment is made so they will be available for installation and owners will not have to make multiple trips to have the work completed. Dealer inspection of the entry door is not necessary; owners can verify from the serial number and black plastic plug with holes that the replacement is needed.

NOTE: TriMark will not reimburse claims for payment if the door serial number is not noted on the warranty claim for payment and if the warranty claim does not state the replacement is complete and the parts scrapped per the TSB instructions. If this information is not included in the warranty claim for payment, Tiffin Motorhomes will deny the warranty claim.

We regret any inconvenience this action may cause but feel certain you understand our interest in the continued use and enjoyment of the involved motorhomes.

Tiffin Motorhomes

Technical Service Bulletin SB-77 Repair Instructions

Models Involved: 2025 and 2026 Allegro Breeze; 2025 and 2026 Allegro Bus; 2025 and 2026 Allegro RED 360; 2025 and 2026 Byway; 2025 and 2026 Phaeton; 2025 and 2026 Zephyr Motorhomes that are equipped with PTL entry doors with the serial number #068849 through #072552.

Purpose: To provide instructions on how to replace the entry door lock with an updated lock mechanism.

FLAT RATE CODE & TIME ALLOWED *When filing the warranty claim for payment, please use the following flat rate code. 9977SB00, 0.33 hours. No authorization is required for work completed at the flat rate times stated on the work instructions.* Use "SB77" as the authorization on claim for payment.

TriMark is allowing 20 minutes (0.33 hours) to have this replacement completed. Any questions about this service bulletin should be directed to TriMark at 1-641-394-1045. Tiffin Motorhomes CANNOT authorize extra time.

NOTE: TriMark will not reimburse claims for payment if the door serial number is not noted on the warranty claim for payment and if the warranty claim does not state the replacement is complete and the parts scrapped per the TSB instructions. If this information is not included in the warranty claim for payment, Tiffin Motorhomes will deny the warranty claim.

Tools needed:

See instructions from Trimark

Parts Needed:

5178700 – Entry door handle kit

Repair Instructions

1. Follow the instructions from Trimark on pages 2-9. Instructions are also included in the kit for replacement. Please note the card included with the repair kit does not have to be filled out but the information requested must be listed on the warranty claim for payment.

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 Install on Video](#)



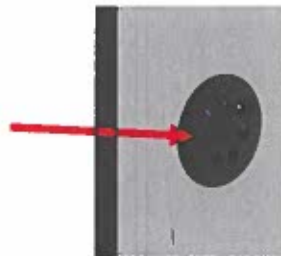
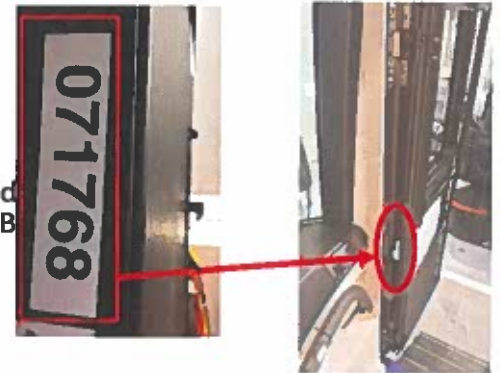
PLEASE READ INSTRUCTIONS THOROUGHLY BEFORE STARTING

instructions.

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

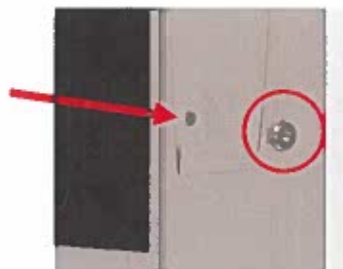
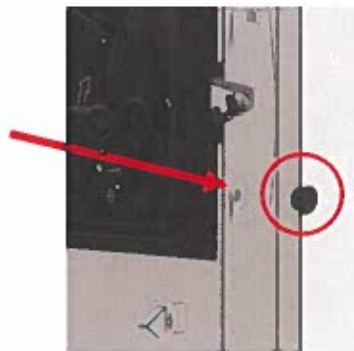
Similar to the sticker shown, if your coach serial number within the range mentioned above, please proceed to Step 1. If your coach serial number is outside of this range, you can disregard these TSB

With the door fully open, you can locate the door serial number label



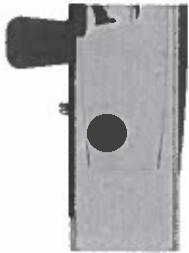
Step 4: Remove the (3) Torx Head Screws from the inside plate assembly and set aside for reuse later.

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



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.



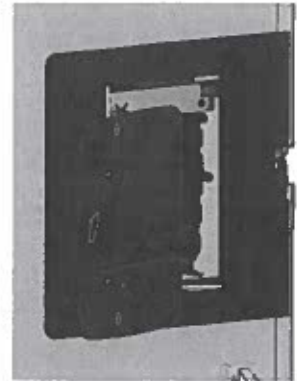
Does the
plug have
Holes or
No Holes?

Step 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.



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

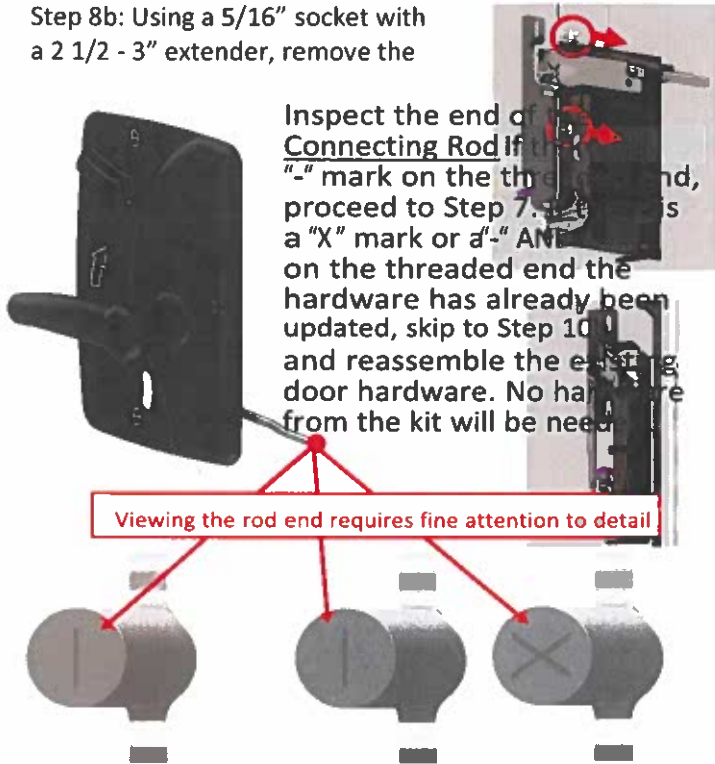


existing door

Part Number and Date Code hardware.

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



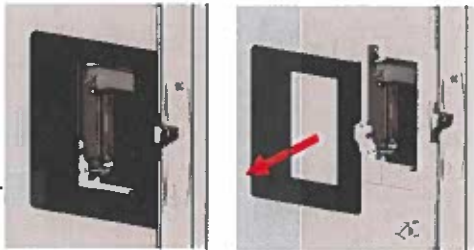
Inspect the end of Connecting Rod for a "-" mark on the threaded end, proceed to Step 7. If there is a "X" mark or a "-" mark on the threaded end the hardware has already been updated, skip to Step 10 and reassemble the existing door hardware. No hardware from the kit will be needed.

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.



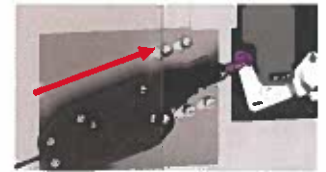
Remove old bracket fasteners and set aside for later use. (Two extra fasteners are provided in the event one is lost).

Remove old bracket.

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

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.

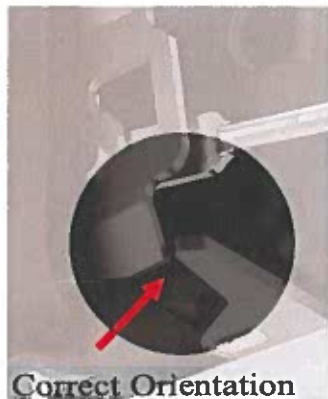
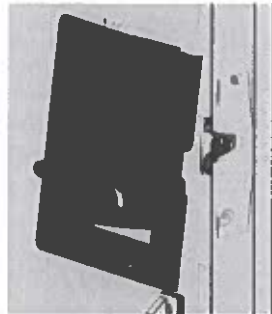


Step 10a: Remove the Acorn Nut on the new system. Replace the new inside system, carefully sliding the Connecting Rod all the way through the nut adjusting hole.

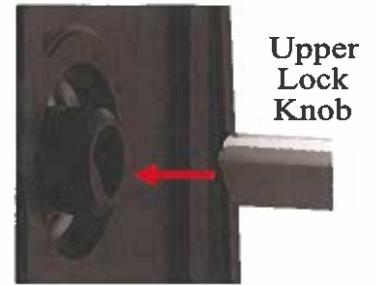


Step 10b: **Reassemble the acorn nut finger tight** to the end of the rod to ensure the rod doesn't come loose through the trip lever, (the adjustment of the nut will occur at Step 13).

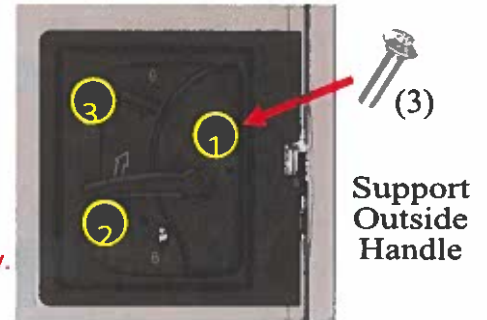
Step 11a: Lift the interior handle to make sure the system is seated properly, and the outside driving cam is behind the inside pivot plate, while pressing the inside and outside together.



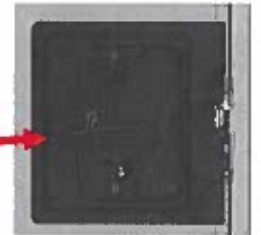
Step 11b: Make sure the Upper Lock Knob engages with the "D" shaped shaft on the exterior handle.



Step 11c: Reinstall the (3) Torx Head Screws in the order listed make sure everything is aligned correctly. Only install the screws 23 rotations.

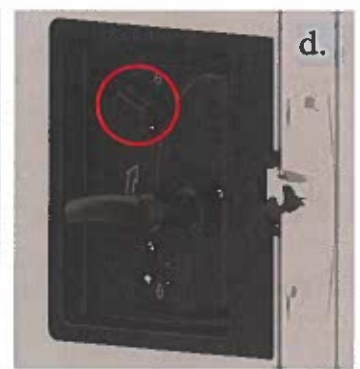
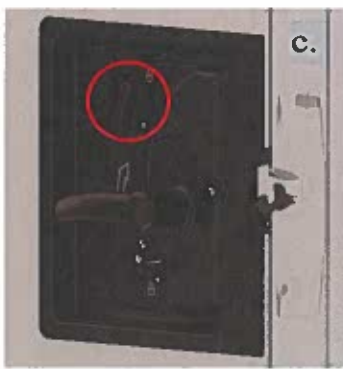
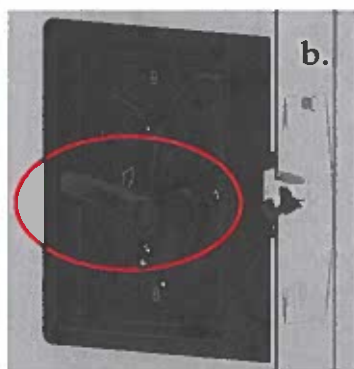


Step 11d: Lift interior handle to ensure proper engagement.



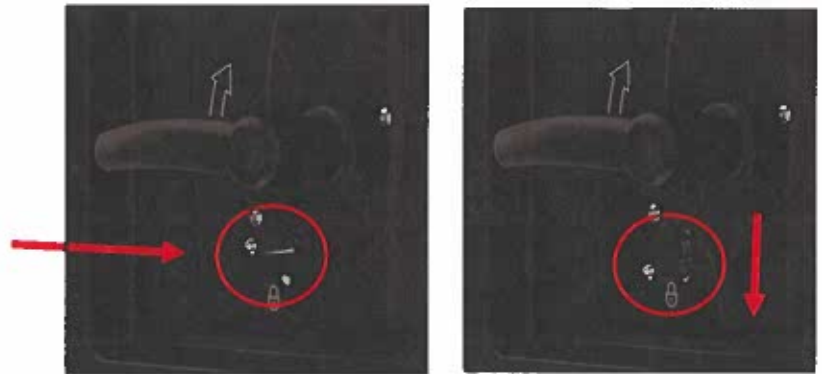
Step 11e: Once all 3 screws have been installed, then torque each screw to 13 in-lbs in the same order listed. If applicable, reinstall the vinyl cap on the inside handle lock knob.

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.



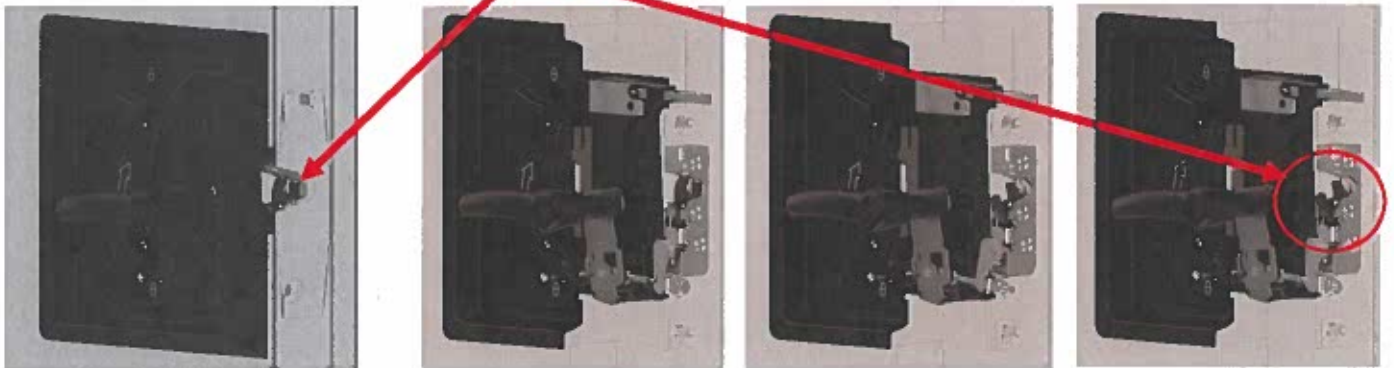
Step 13: **With the door open**, begin Nut adjustment by pushing the inside Lower Lock Knob down into the locked position.

Lower Lock Knob

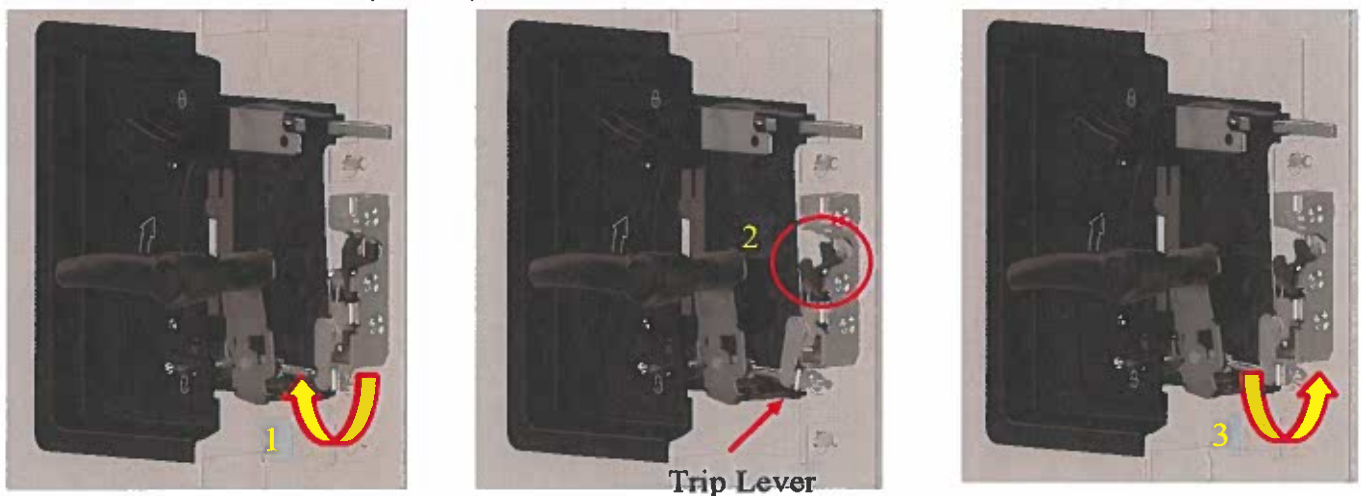


Step 14: Manually close the rotor of the latch while the hardware is still locked from Step 13.

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.



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.

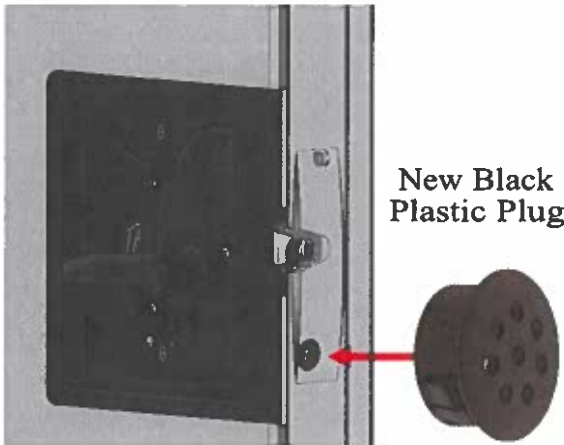


Step 16: Similarly to the sequence in step 15, with the door open, manually close the latch and lock the Lower Lock Knob. Function the outside handle multiple times to make sure the outside handle does

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.

Any questions regarding this Service or



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

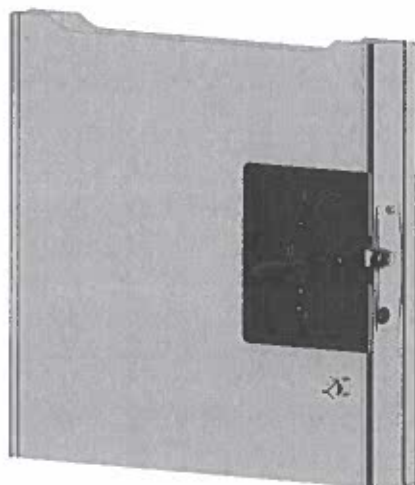
Note that all fields are required and cards must be signed.



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: _____ <small>(Dealer Name / City / State)</small>	
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	
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 _____
<small>07/25-4</small>	

Step 18: Check the full functionality (opening and closing) TSB instructions, please call TriMark of the entire handle assembly: Corporation at 1-641-394-1045.

- 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



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

TSB102
07/25-1a