

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 51-1959

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

October 2025

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2025 Charleston Class A, Grand Sport Gt Class C, 2025-2026 Berkshire Class A, Dynamax DX3, Dynaquest XL, and Europa Class C Motorhome Recreational Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

According to the TSB from TriMark/PTL: "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."

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
DYNAMAX CUSTOMER SERVICE	(574) 262-3474	dynamax-service@forestriverinc.com
BERKSHIRE CUSTOMER SERVICE	(574) 522-1368	dieselservice@forestriverinc.com

DEALER REPAIR CODES: Dealer Connect

Prior Authorization is required

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1959	RC-034-05-00-004752	INSPECTION ONLY	.10 HRS
51-1959	RC-034-09-00-004753	INSPECTION AND REMEDY	.30 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 51-1959 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): MANY, SEE BELOW Model(s): MANY, SEE BELOW Model Year(s): 2025 - 2026	Repair Code: RC-034-09-00-004753 Allotted Time: .30 HRS. Inspection Code: RC-034-05-00-004752 Allotted Time: .10 HRS.
	Concern: 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.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: SEE ATTACHMENT Part(s) Return: NO, FIELD DESTROY

Turn off LP Gas at LPG Tank(s). Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

CERTAIN 2025 – CHARLESTON: CHA36A-450

CERTAIN 2025 – GRAND SPORT GT: GGC34TU-360

CERTAIN 2025 – 2026 – BERKSHIRE: BEA34B-360, BEA34B-360, BEA39A-360, BEA40C-380, BEA40E-380, BEA40H-380, BEA45A-450, BEA45A-450, BEA45CA-450, BEA45E-450, BEA45G-450 & BEA45G-450

CERTAIN 2025 – 2026 – DYNAMAX DX3: DXC32KD, DXC34KD, DXC34KD, DXC37BD, DXC37BD, DXC37RB, DXC37RB, DXC37TS & DXC37TS

CERTAIN 2025 – 2026 – DYNAQUEST XL: DLC3200KD, DLC3200KD, DLC3400KD, DLC3400KD, DLC3700BD, DLC3700RB, DLC3700RB, DLC3801TS & DLC3801TS

CERTAIN 2025 – 2026 – EUROPA: EUC31SSFR, EUC31SSFR, EUC32KDFR, EUC32KDFR, EUC34SSFR & EUC34SSFR

PLEASE SEE THE ATTACHED FOR COMPLETE A COMPLETE INSPECTION & REPAIR GUIDE

IF REMEDY IS NOT REQUIRED:

- CLAIM THE INSPECTION CODE ONLY;

IF REMEDY IS REQUIRED:

- CONTACT FOREST RIVER CUSTOMER SERVICE TO ORDER THE LATCH KIT;
- CHECK FOR PROPER LATCH FUNCTIONALITY;
- CLAIM THE REPAIR CODE, IF REMEDY WAS REQUIRED;

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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Technical Service Bulletin

TSB102

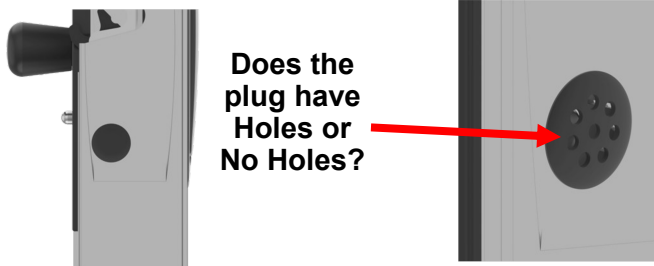
Confirm your door serial number is within #068849 through #072552

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.



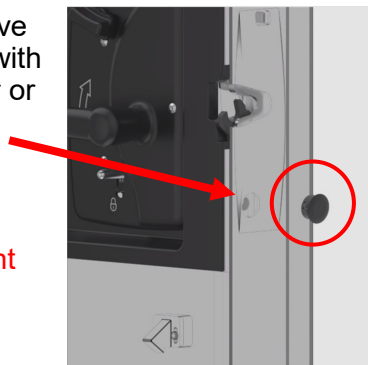
Step 4: Remove the (3) Torx Head Screws from the inside plate assembly and set aside for reuse later.

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

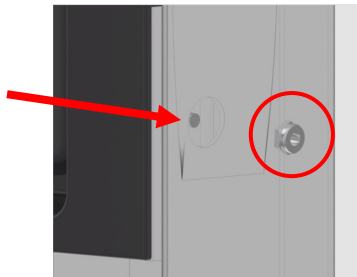


Step 2: Carefully remove the Black Plastic Plug with a flat blade screwdriver or plastic flat tool.

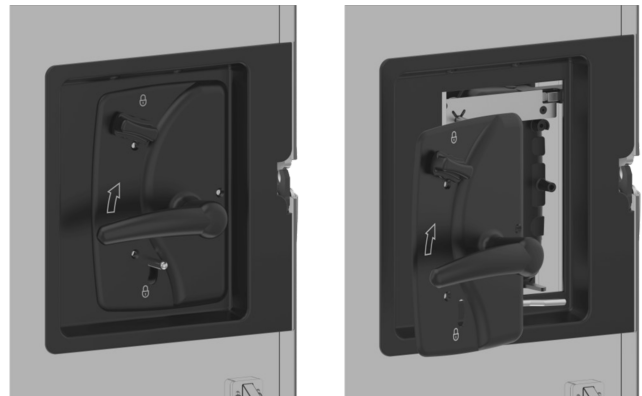
Be careful not to scratch the door paint when removing.



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.

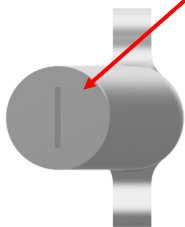


Part Number and Date Code

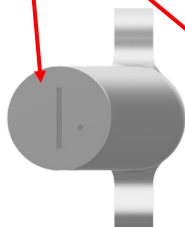
Inspect the end of the Connecting Rod. If there is a “-” mark on the threaded end, proceed to Step 7. If there is a “X” mark or a “-” AND a “.” on the threaded end the hardware has already been updated, skip to Step 10b and reassemble the existing door hardware. No hardware from the kit will be needed.



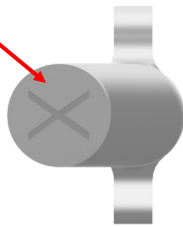
Viewing the rod end requires fine attention to detail



Proceed to Step 7



Skip to Step 10b



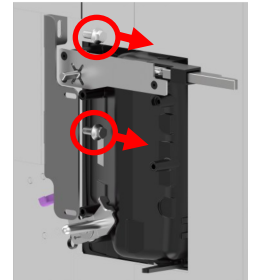
Step 7:
Remove Bezel from door and set aside for later use.



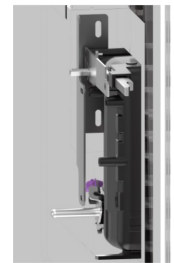
Step 8a: While supporting the outside handle, slightly shift the outside assembly out of the door about 1/2-3/4" to make room for the removal of the bracket fasteners.

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.

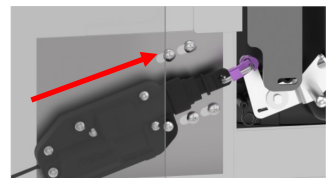


Step 9a: Align the new bracket with the bracket mounting holes in the door and the outside assembly mounting holes, while the outside assembly is aligned with the paint lines. **This is a critical step.**

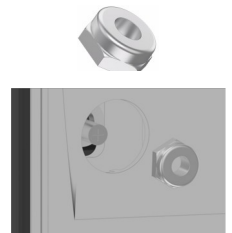


Step 9b: (Using the old bracket fasteners, unless lost, use new) Install the upper fastener first only turning 2-3 rotations. Then start the lower fastener. Once both are installed a few rotations, check paint alignment and tighten until snug.

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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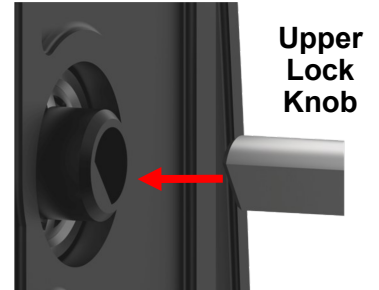
Technical Service Bulletin

TSB102

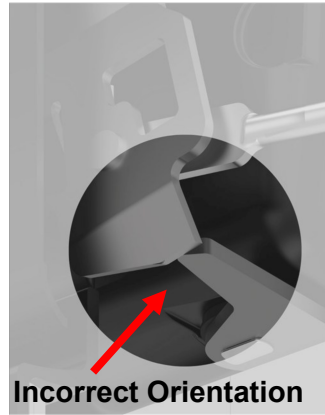
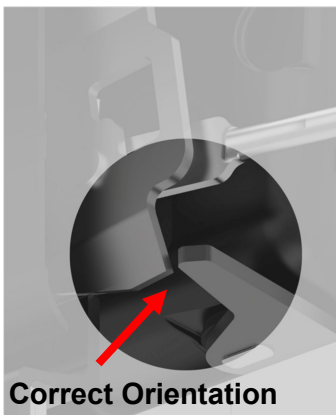
Step 10c: Slide bezel around inside handle making sure the alignment tabs are towards the top of the door.



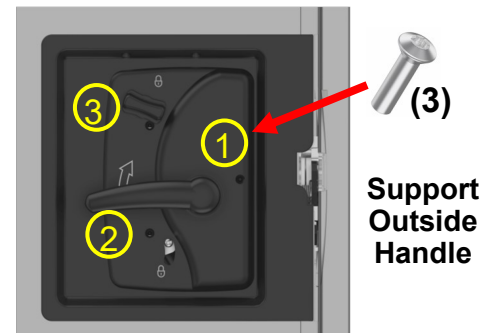
Step 11b: Make sure the Upper Lock Knob engages with the “D” shaped shaft on the exterior handle.



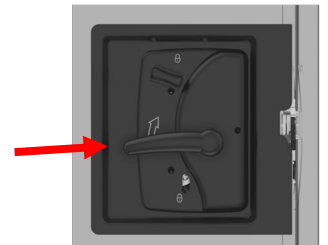
Step 11a: Lift the interior handle to make sure the system is seated properly, and the outside driving cam is behind the inside pivot plate, while pressing the inside and outside together.



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.

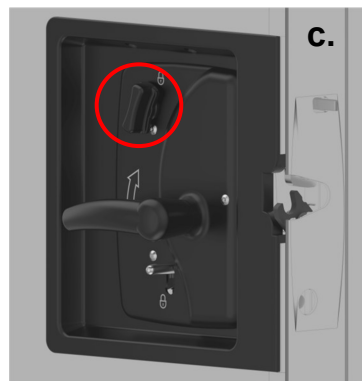
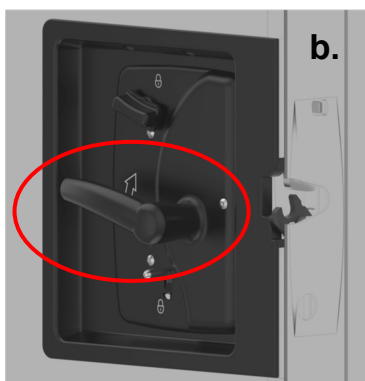
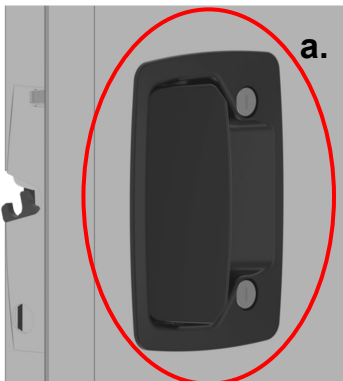


Step 11d: Lift interior handle to ensure proper engagement.



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

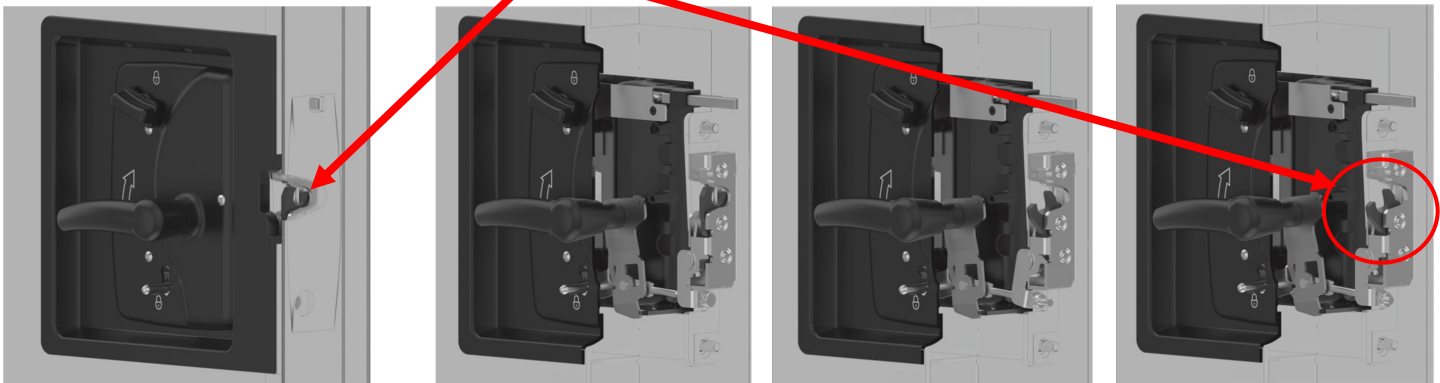
Step 13: With the door open, begin Nut adjustment by pushing the inside Lower Lock Knob down into the locked position.

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

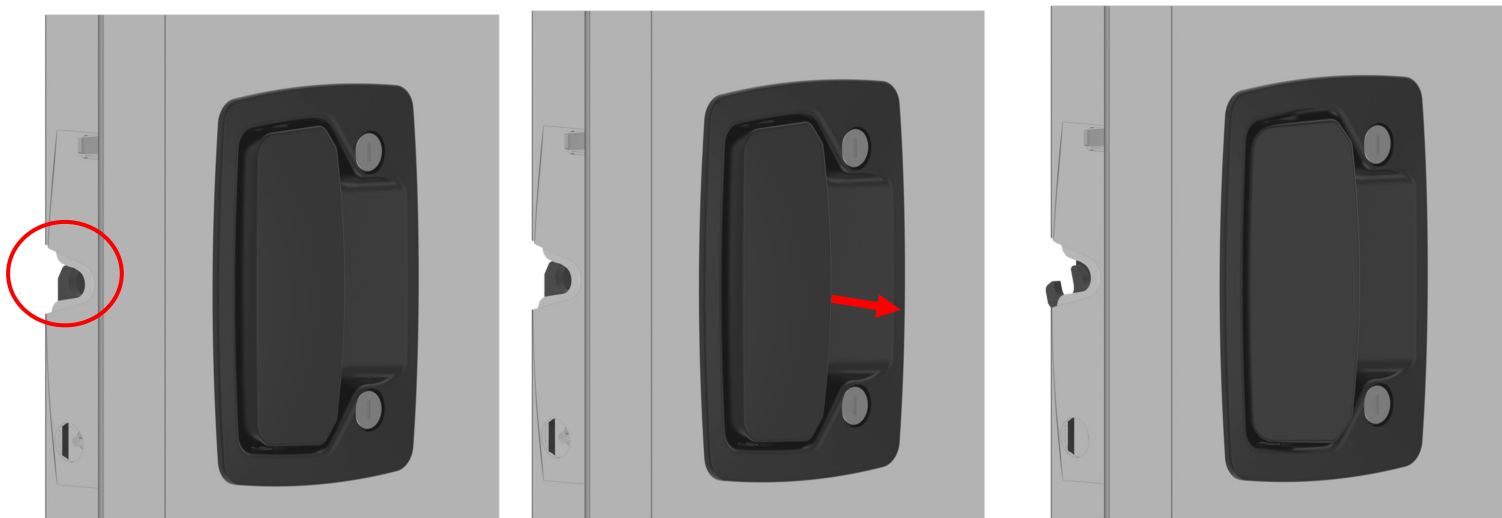
TSB102

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

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

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

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



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

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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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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

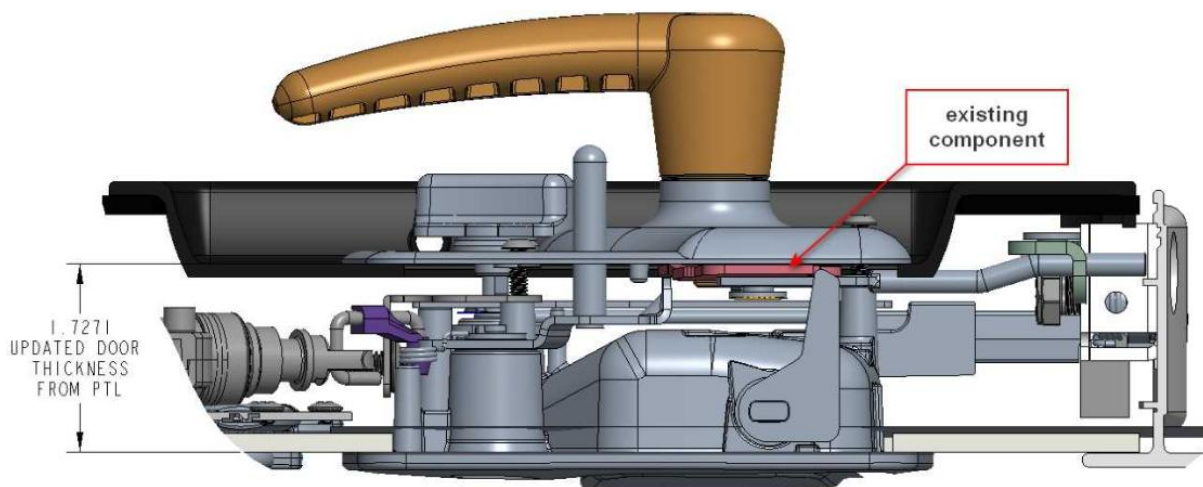
Senior VP

ricci.marzolf@trimarkcorp.com

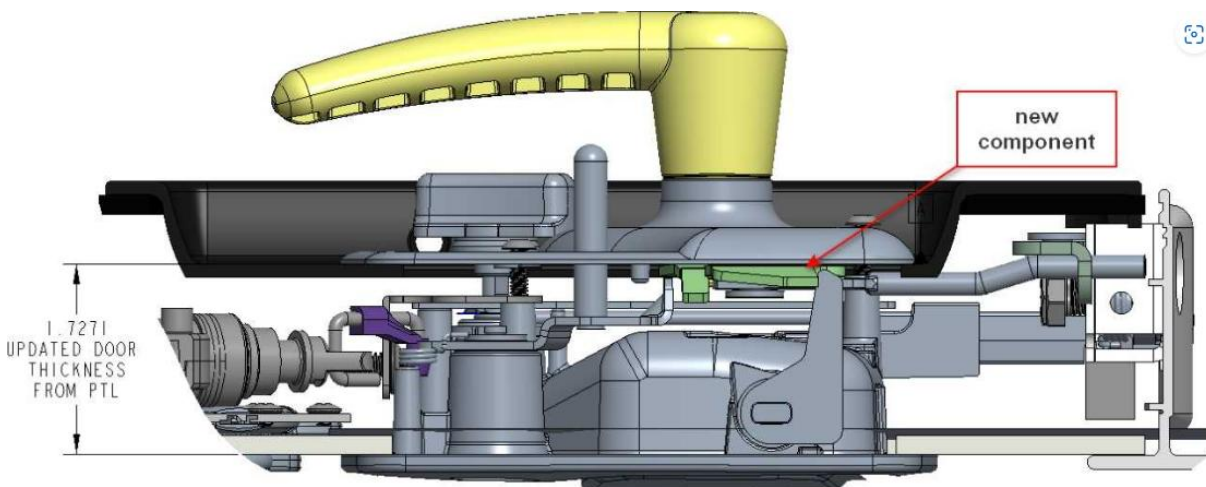


500 Bailey Avenue
P.O. Box 350
New Hampton, Iowa 50659 USA
Toll Free: 1-800-447-0343

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

7/24/2025

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

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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.

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 Forest River

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 Forest River. 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. Forest River to provide makes, models as well as a list of VIN numbers
3. Forest River 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 Forest River 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 Forest River regarding completion rates
6. PTL agrees to reimburse Forest River 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

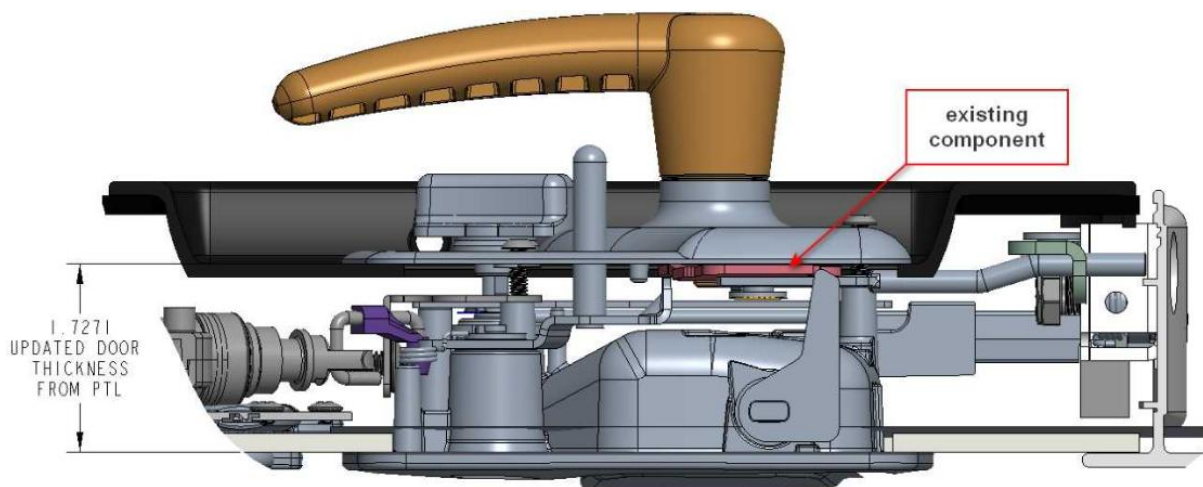
Senior VP

ricci.marzolf@trimarkcorp.com

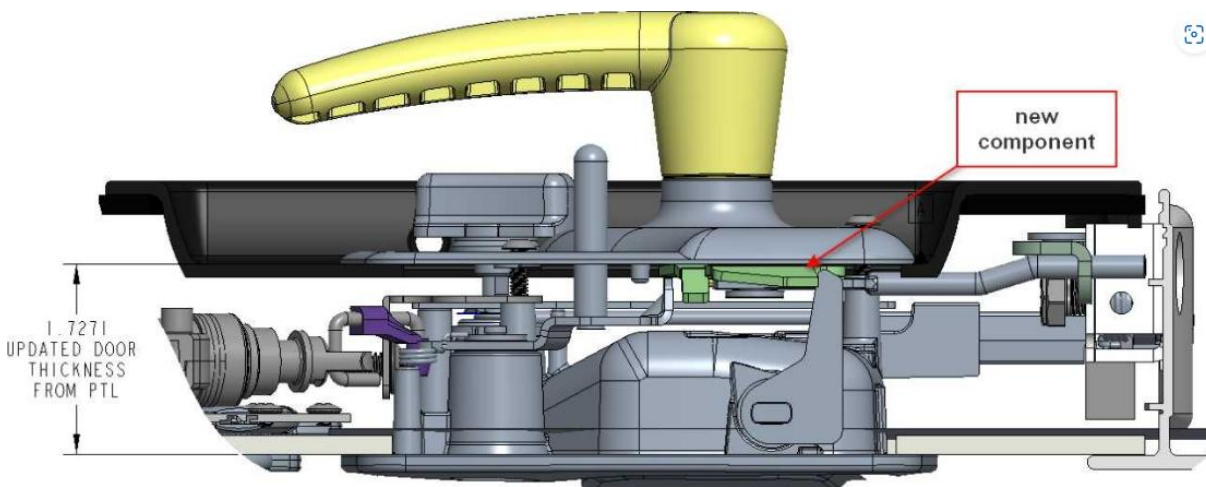


500 Bailey Avenue
P.O. Box 350
New Hampton, Iowa 50659 USA
Toll Free: 1-800-447-0343

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



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 51-1959

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

October 2025

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2025 Charleston Class A, Grand Sport Gt Class C, 2025-2026 Berkshire Class A, Dynamax DX3, Dynaquest XL, and Europa Class C Motorhome Recreational Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

According to the TSB from TriMark/PTL: "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."

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit www.forestriverinc.com to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time for repair is .30 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
CUSTOMER SERVICE	(574) 262-3474	dynamax-service@forestriverinc.com
BERKSHIRE CUSTOMER SERVICE	(574) 522-1368	dieselservice@forestriverinc.com

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please send the service invoice to the following address:

Forest River, Inc.
Attn: WARRANTY MANAGER
ADDRESS
CITY, STATE, ZIP

Sincerely,

Forest River, Inc.
Office of Corporate Compliance