



## Thor Motor Coach Technical Service Bulletin

Recall #	<b>20V-339 / 2020-260</b>		
Description/Title:	LCI Frameless Windows		
Affected Product Line(s):	Certain model year 2020/2021 Ace, Axis, Compass, Delano, Four Winds, Gemini, Hurricane, Outlaw, Vegas, and Windsport motorhomes		
Service Campaign # :	<b>RC000192</b>	Released Date:	7/10/2020
Codes:	<b>Inspect Only: TMCRC80489Y</b>  <b>Inspect with Repair: TMCRC80489V</b> <i>Photos Required for Repair pre-authorization requests</i>	Document Date:	7/10/2020
Time Allowed:	<b>Inspect Only: 0.5 per VIN</b>  <b>Inspect with Repair: 0.8 (+ 0.3 for each additional window)</b>	Document Revision:	<b>A</b>

**Issue:**

In certain Lippert Components, Inc. (LCI) 3000-Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass. If the adhesion bond fails where the glass meets the hinge frame, the window glass could partially detach or completely separate. If the window completely separates while the vehicle and/or trailer is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury.

**Tools Required (For repair):**

Cordless or electric drill/screw gun  
 3/16” Drill Bit  
 Pop Rivet Gun  
 Phillips Screw Bit  
 Ladder

**Part(s) Required:**

Window Vent(s) Replacement – as needed

**Instructions:**

Use the following LCI window instructions to perform the pull test and replace the window vent(s) as needed.

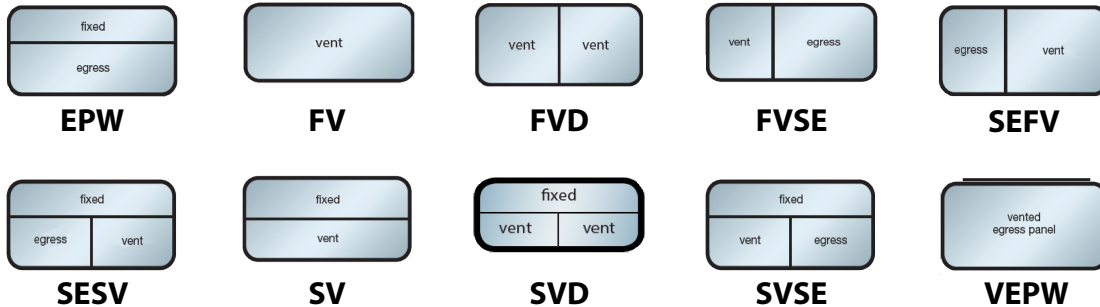


# 3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

## Subject

Identification and inspection of a potential adhesive bond issue between the glass and aluminum frame for the following 3000 series frameless windows manufactured between January 6 through January 23, 2020:



## Safety

Read and understand all instructions before installing or operating this product. Adhere to all safety labels.



The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.



Use appropriate personal protective equipment (PPE) for the procedure being performed.



Moving parts can pinch, crush or cut. Keep clear and use caution.

## Resources Required

- Cordless or electric drill or screw gun
- Phillips screw bit
- 3/16" drill bit
- Pop rivet gun
- Ladder



# 3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

## Window Identification

### Window Size

Window Size \_\_\_\_ X \_\_\_\_ = from inside trim ring RPO label or measure outside the whole/entire window  
Width X Height of glass, edge-to-edge.

### Egress Windows

- A. Inside the unit an EXIT sticker (Fig. 1) or red handle (Fig. 2A) will be present.
- B. Outside the unit the white backside of the EXIT sticker will be visible.

### Insulated Windows

- A. Inside the unit a smaller INSULATED WINDOW sticker (Fig. 3) or a super spacer (Fig. 4A) sandwiched between two panes of glass can be seen.
- B. Outside the unit the white backside of the INSULATED WINDOW sticker (Fig. 3A) is seen.

### Egress and Insulated

- A. Inside the unit a smaller INSULATED WINDOW sticker (Fig. 3) can be seen or the super spacer (Fig. 4A) sandwiched between two panes of glass will be visible in addition to the EXIT sticker (Fig. 1) or red handle (Fig. 2).
- B. Outside the unit the white backside of the INSULATED WINDOW sticker (Fig. 3) can be seen located above the white backside of the EXIT sticker (Fig. 1).

Fig. 1



Fig. 2

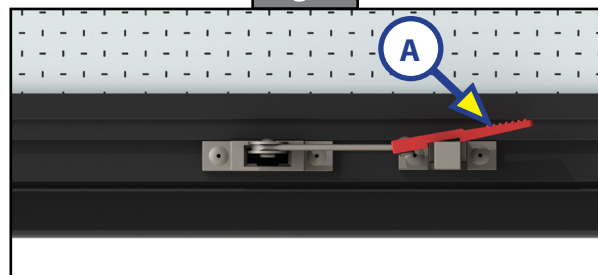
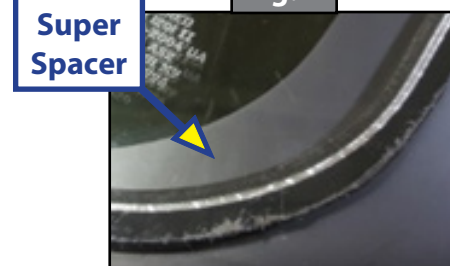


Fig. 3



Fig. 4





# 3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

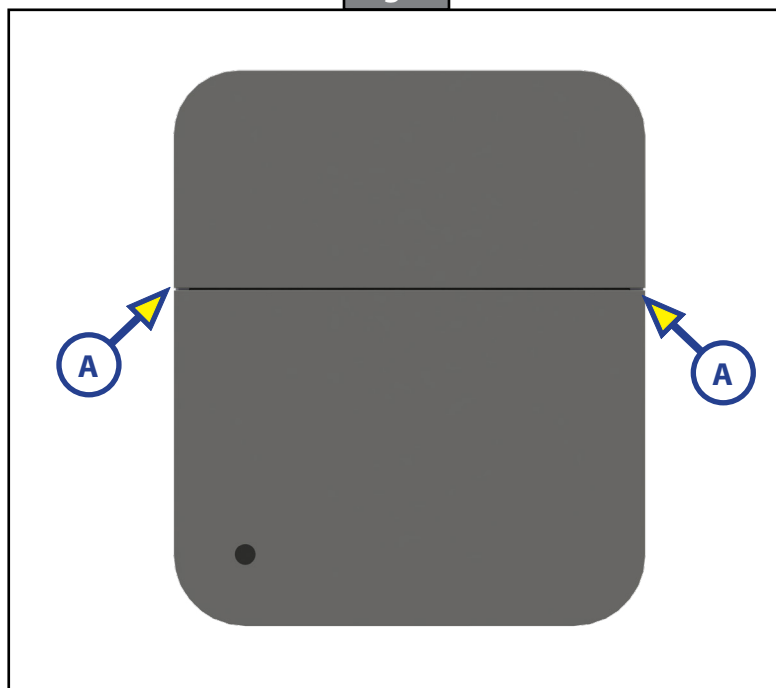
## Inspection

**NOTE:** Windows must be inspected (viewed) from outside the unit.

1. Make sure the unit is on a level, flat surface then chock the wheels.
2. Inspect the frameless window for proper adhesive bond where the glass meets the hinge frame (Fig. 5A).

**NOTE:** Fixed glass does not need to be inspected.

Fig. 5



3. Using under 20 pounds of force, or the amount of force it would take to open a car door, test all 3000 series crank-out vent and egress windows by gently tugging on the glass at the frame by hand or with a tool that will not scratch the glass.



# 3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	February 17, 2020

4. If the glass does not separate from the hinge (Fig. 6A), it is a good bond. **DO NOT REPLACE** the vent. If the glass is not adhering to the vent (Fig. 7A), the glass **DOES NEED TO BE REPLACED**.

Fig. 6

**GOOD - GLASS STAYS ON HINGE**

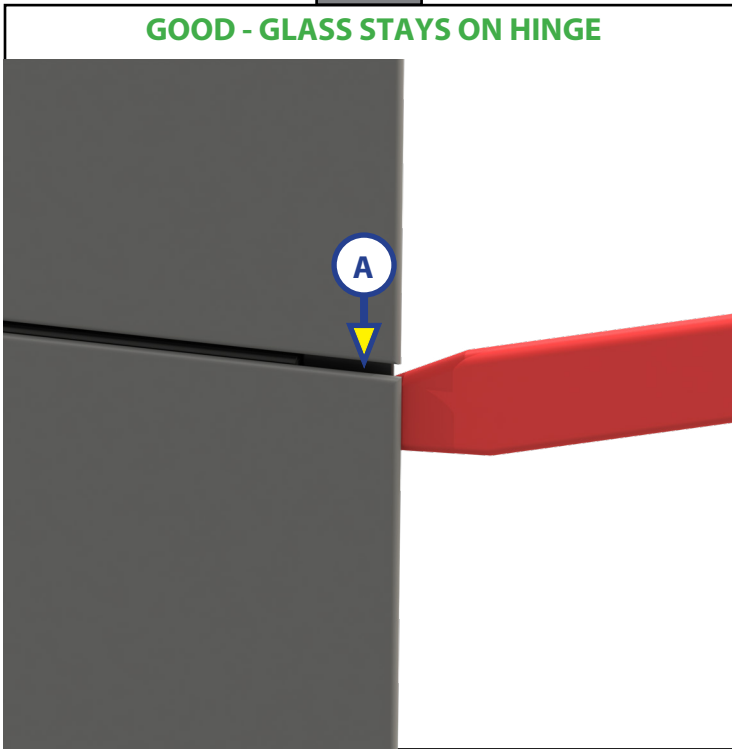


Fig. 7

**BAD - GLASS SEPARATES AWAY FROM HINGE**



## Required Repair Form

- <https://support.lci1.com/ti-330-3000-series-window-mullion-vent-replacement>
- <https://support.lci1.com/ti-331-3000-series-window-vent-sash-replacement>
- [https://support.lci1.com/ti-334-3000-series-window-\(with-scissor-latch\)-vent-replacement](https://support.lci1.com/ti-334-3000-series-window-(with-scissor-latch)-vent-replacement)
- <https://support.lci1.com/3000-series-window-assembly>

## Action Required

Submit all claims to RV OEM.

**Inspection: 0.5 hour per unit**

**Replacement of glass: 0.3 hour per window**

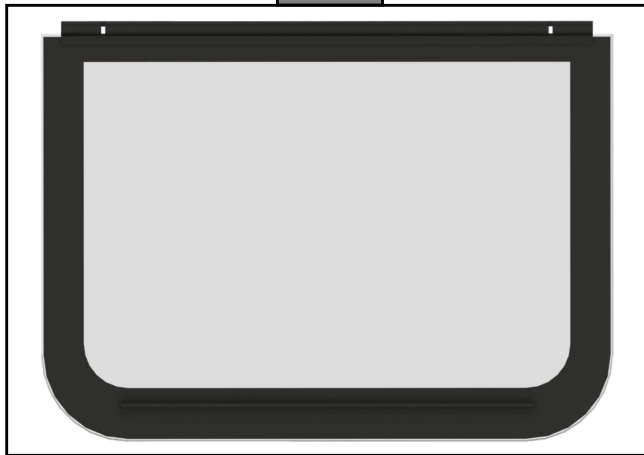
As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at [customerservice@lci1.com](mailto:customerservice@lci1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lci1.com](http://lci1.com) or by downloading the MyLCI app.

## WINDOWS

### Purpose

This document outlines the steps for replacing the vent sash (Fig. 1) on a 3000 series window, either with or without a mullion (Fig. 2A) that is equipped with a red scissor latch.

Fig. 1



### Resources Required

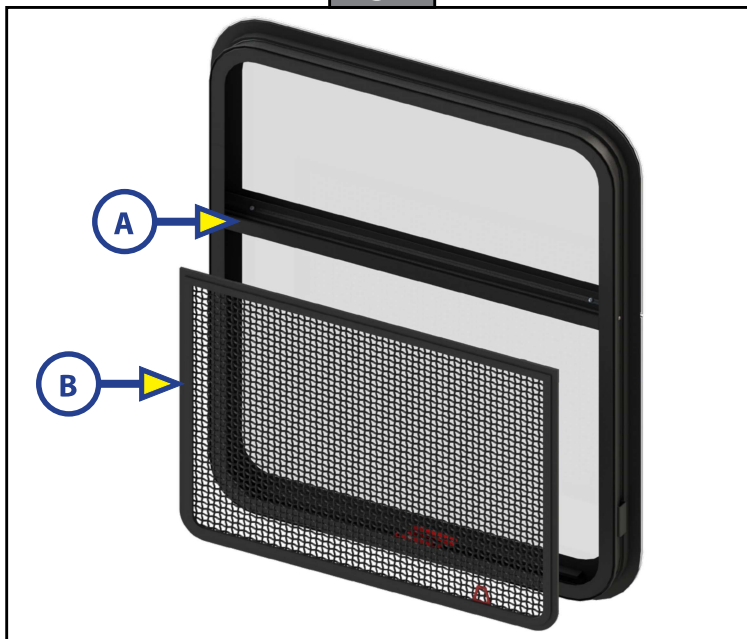
- Cordless or electric drill, screw gun or phillips screwdriver
- Ladder

**NOTE:** Save all removed screws for reinstallation of the window.

### Procedure

#### Removal of Vent

Fig. 2



WINDOWS

1. If present, remove the screen (Fig. 2B) from the window.
2. Remove the screw(s) (Fig. 3A) from the mullion (Fig. 3B). If no mullion is present, remove the screws (Fig. 4A) located along the top of the window (Fig. 4B). Retain all screws.

Fig. 3

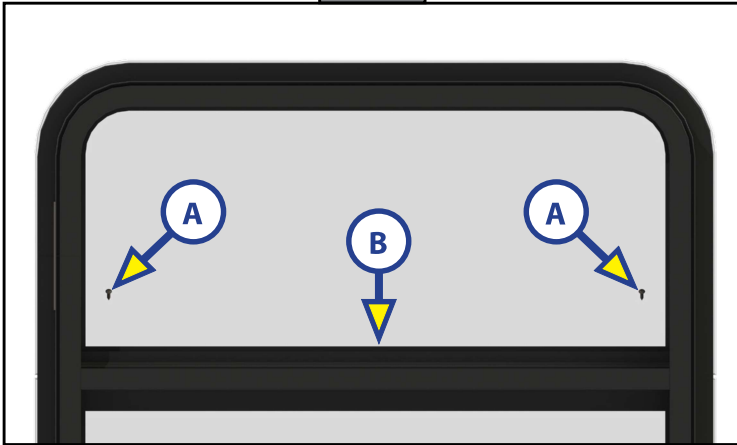
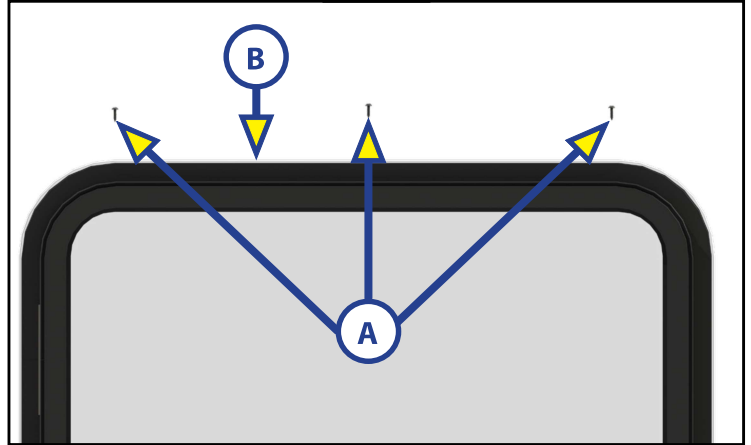


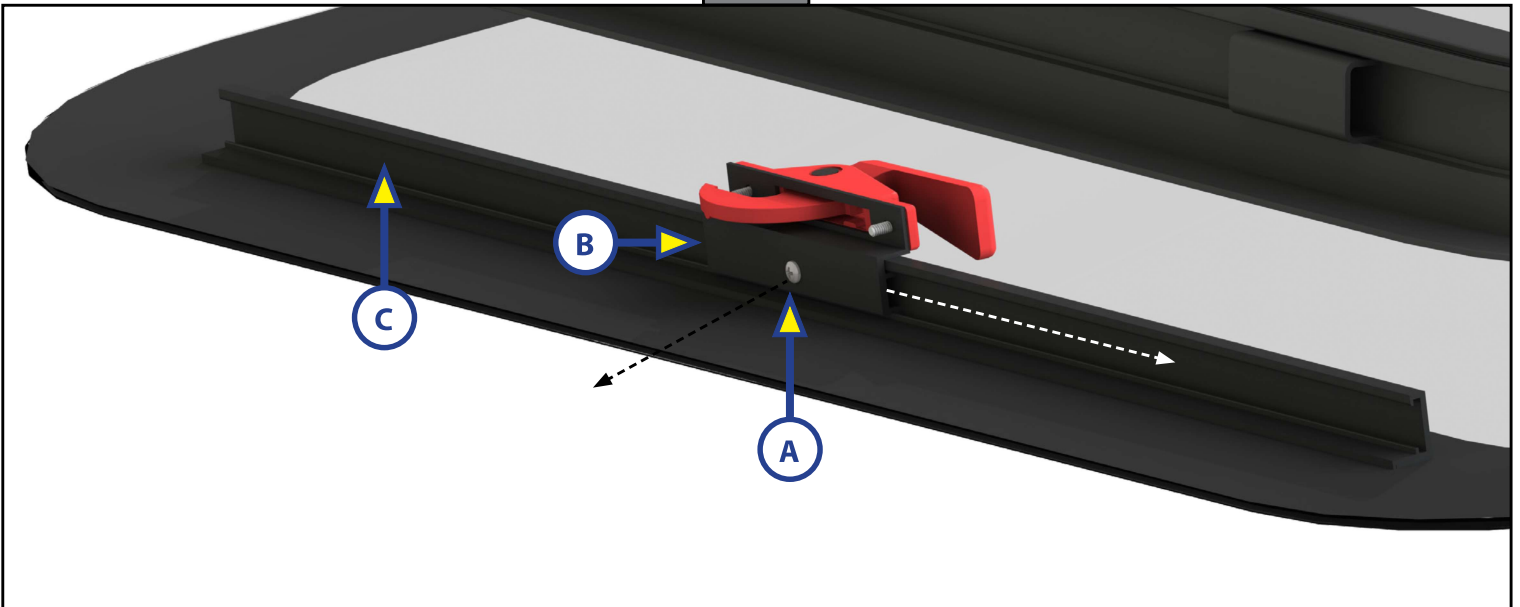
Fig. 4



**NOTE:** There can be two or three screws, depending on the size of the window.

3. Remove the screw (Fig. 5A) securing the scissor latch bar (Fig. 5B) to the window. Retain the screw. After removing the screw, slide the scissor latch bar off the vent rail (Fig. 5C). Retain the scissor latch for re-installation

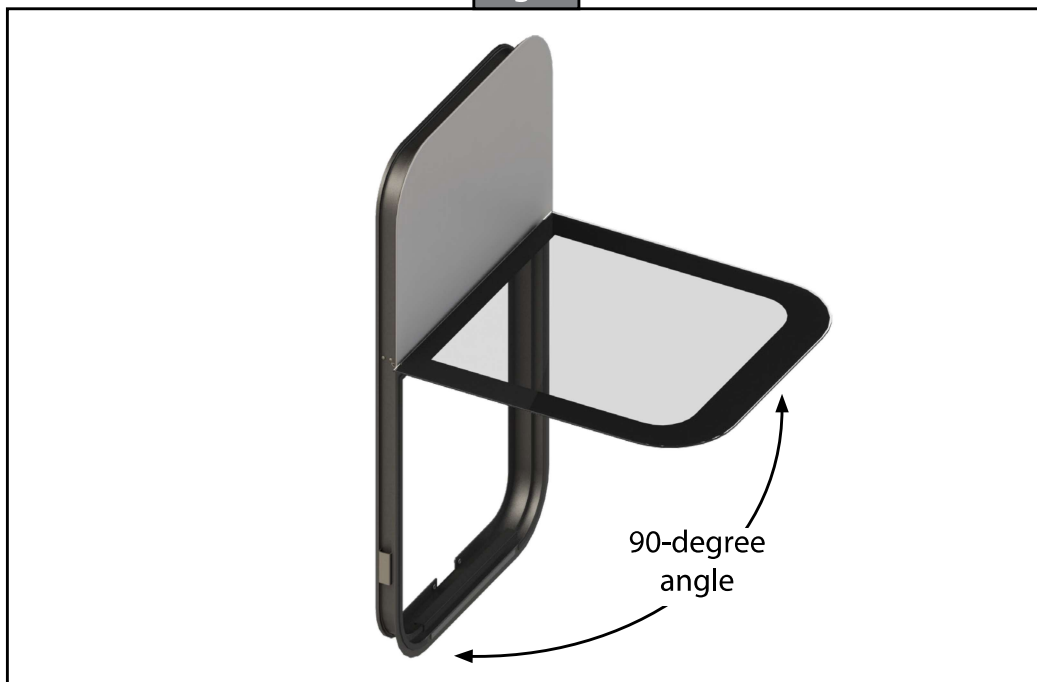
Fig. 5



WINDOWS

4. With the vent at a 90-degree angle (Fig. 6), slide the vent out of the frame, if there is no mullion present. If there is a mullion, lift the vent out of the frame.

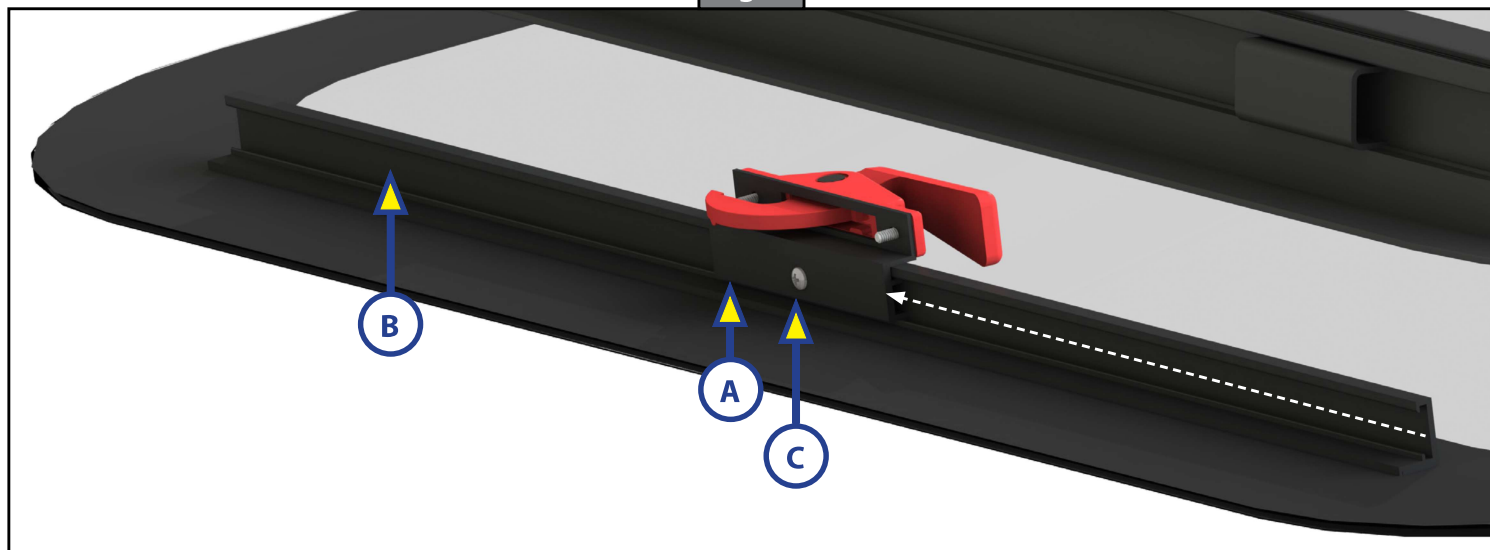
Fig. 6



### Installation of Vent and Scissor Latch

1. Slide the scissor latch bar (Fig. 7A) onto the vent rail (Fig. 7B) of the new vent, then secure the scissor latch bar to the rail with the previously-removed screw (Fig. 7C).

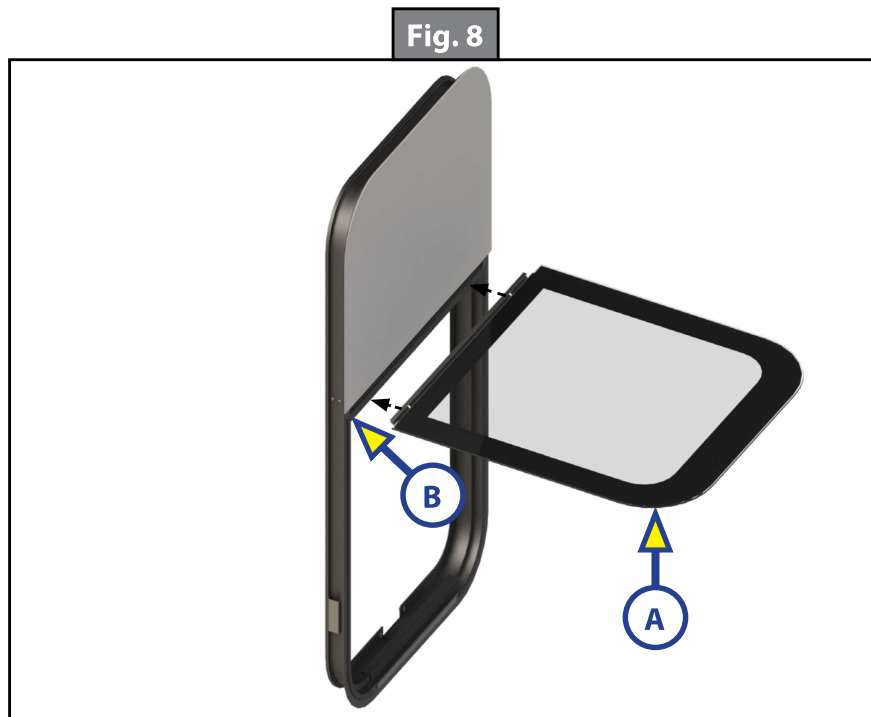
Fig. 7





## WINDOWS

2. If there is no mullion present, slide the vent into the frame, keeping the window at a 90-degree angle. If there is a mullion, attach the vent (Fig. 8A) to the frame, making sure the vent is aligned with the edge of the back frame (Fig. 8B).

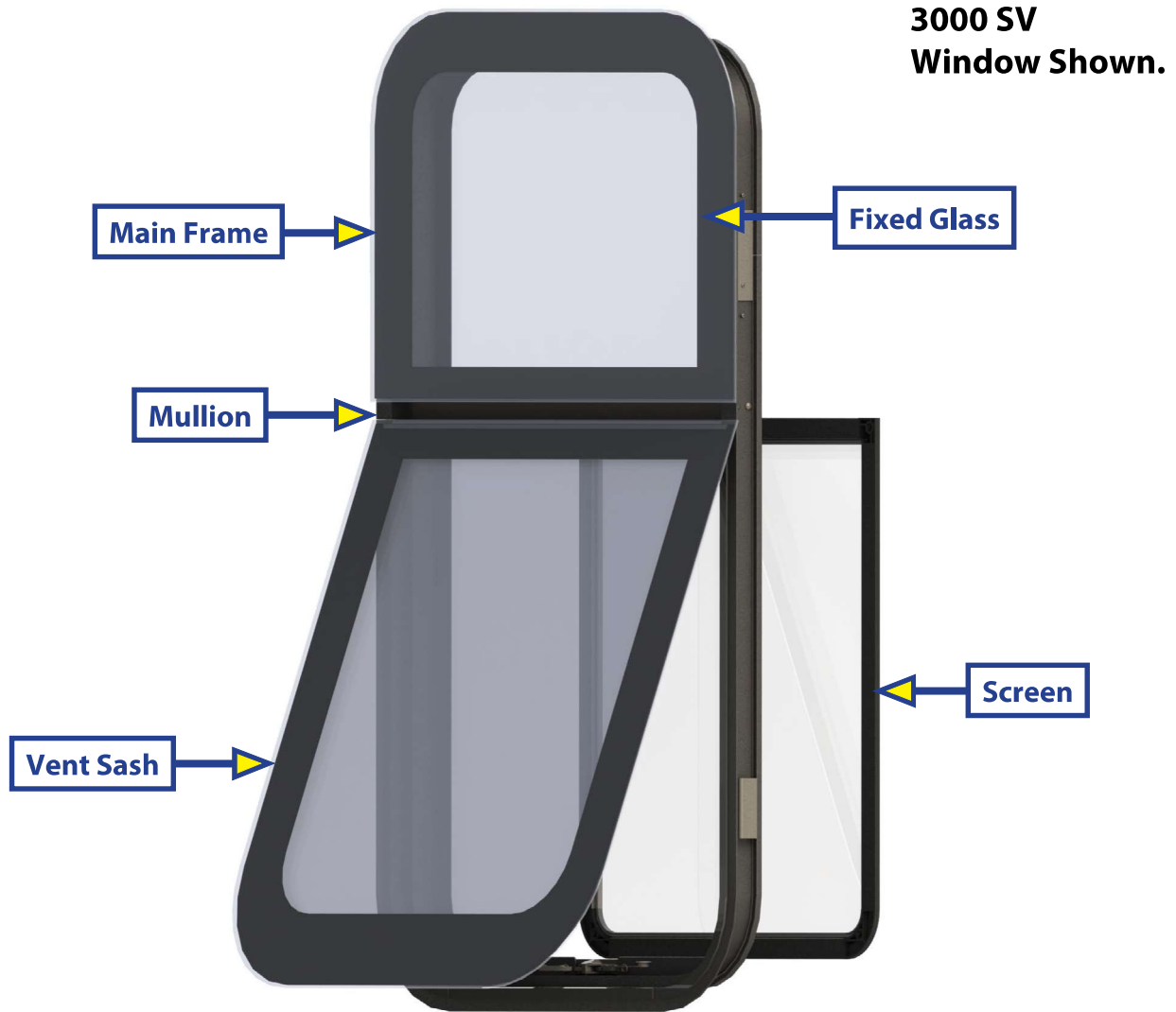


3. Install the previously-removed the screw(s) into the mullion or to the top of the window.
4. If present, re-install the screen.

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at [customerservice@lci1.com](mailto:customerservice@lci1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lci1.com](http://lci1.com) or by downloading the MyLCI app.

# 3000 SERIES WINDOW ASSEMBLY

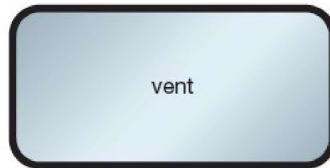
## WINDOWS



**NOTE:** The following window configurations are also available in the 3000 Series.



**3000EPW**



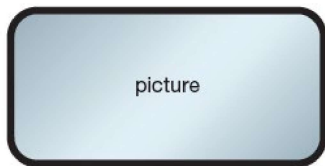
**3000FV**



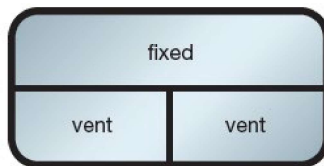
**3000FVD**



**3000FVSE**



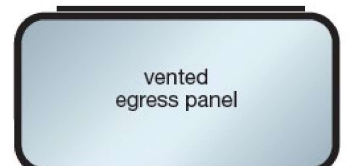
**3000PW**



**3000SVD**



**3000SVSE**



**3000VEPW**

## WINDOWS

### Purpose

This document outlines steps necessary to remove and replace a vent sash (Fig. 1) from a 3000 series window with a mullion.

Fig. 1



### Safety

#### CAUTION

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved that may cause personal injury and/or product damage, including voiding of warranty, if not performed safely and in accordance with the safety procedures stated herein.

#### CAUTION

Moving parts can pinch, crush or cut. Keep clear and use caution.

### Resources Required

- Cordless or electric drill or screw gun
- $\frac{3}{16}$ " Drill bit
- Phillips screwdriver
- Rivet gun
- Rivets (2x) (Part # 246120)
- Ladder

WINDOWS

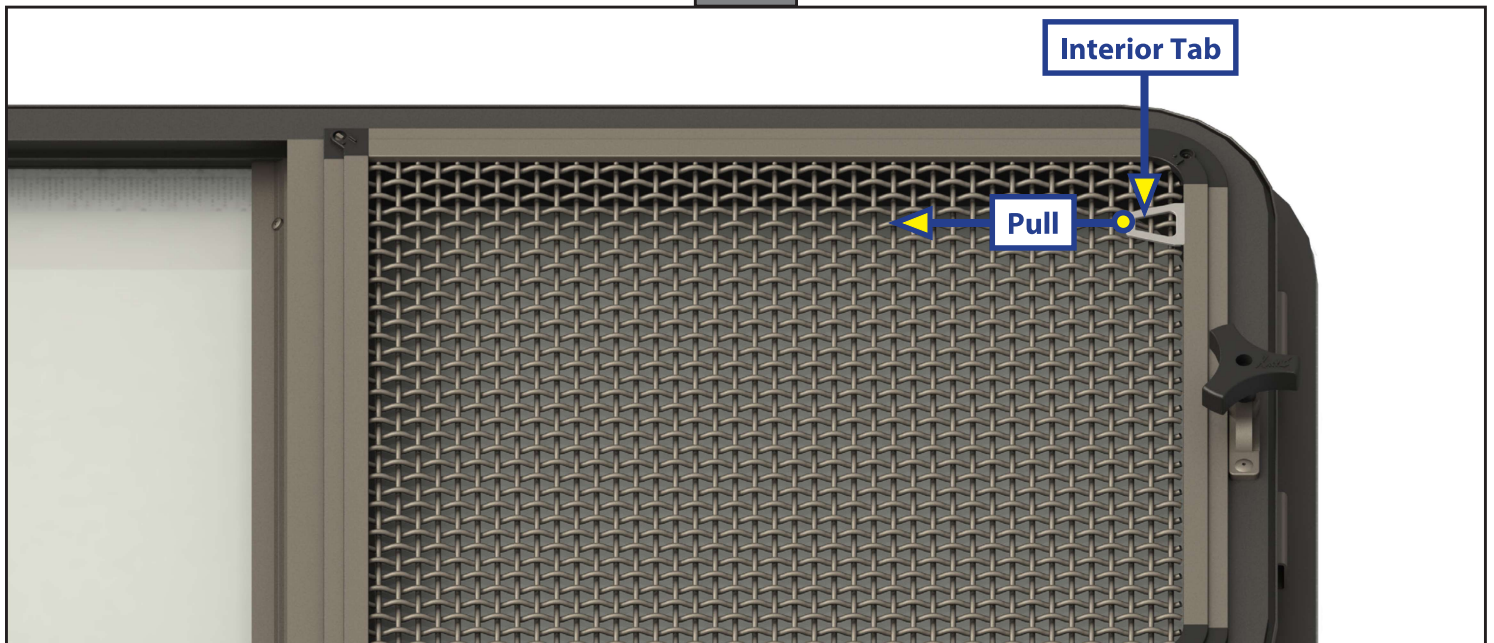
## Procedure

### Removing the Vent Sash

1. Working from the inside of the window, pull the white ring tab in the direction of the center of the frame (Fig. 2).

**NOTE:** If the screen remains positioned in the frame, it may be necessary to repeat this step pulling on the exterior nylon ring.

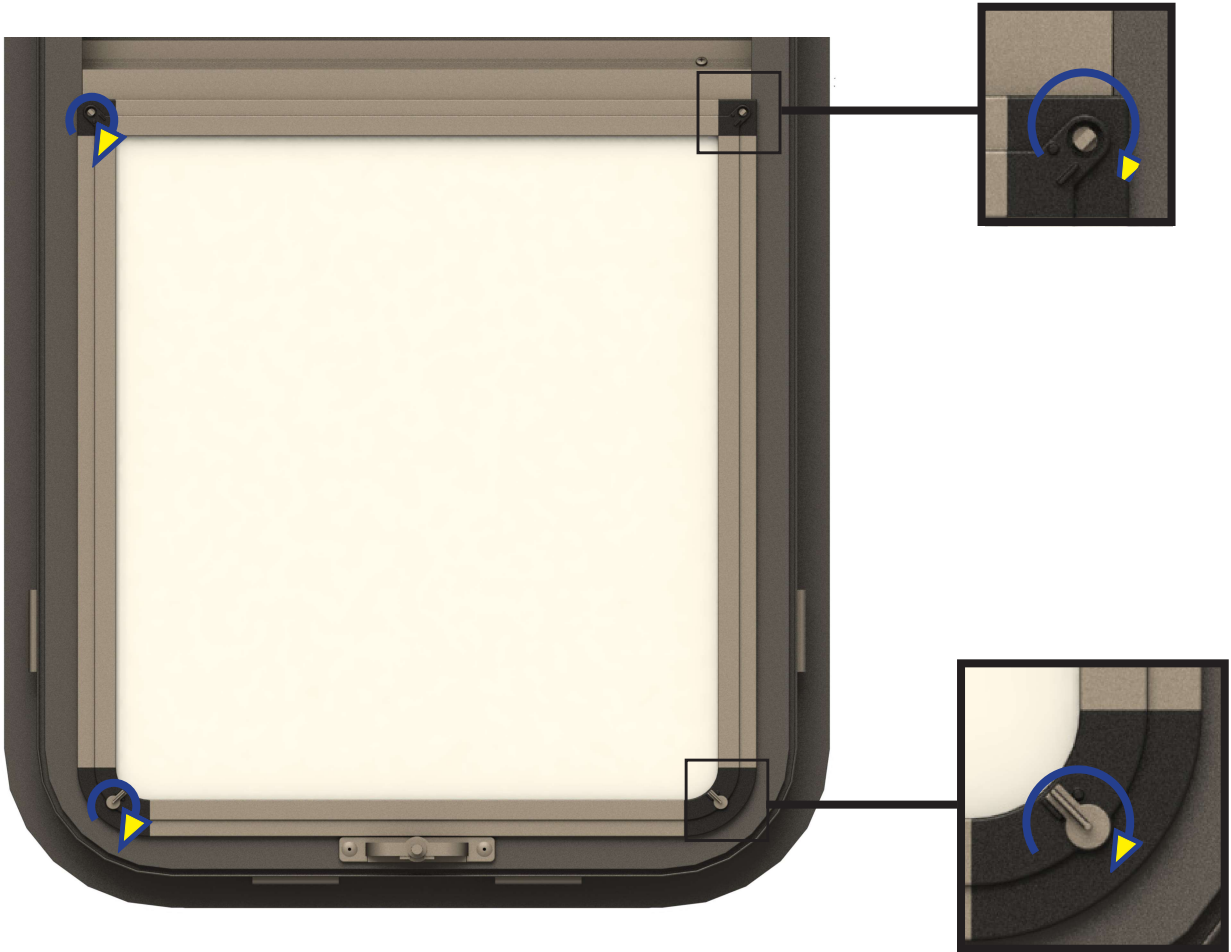
Fig. 2



## WINDOWS

**NOTE:** In order to release the screen of windows installed in Thor manufactured units, it will be necessary to first turn the tabs located in each of the corners clockwise (Fig. 3), then pull the nylon ring tab.

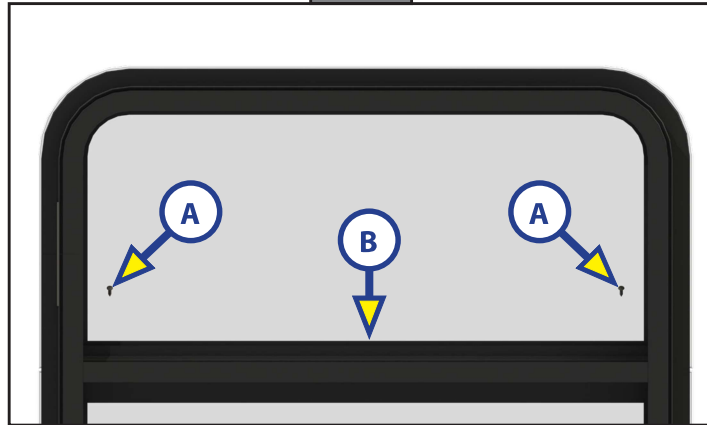
Fig. 3



## WINDOWS

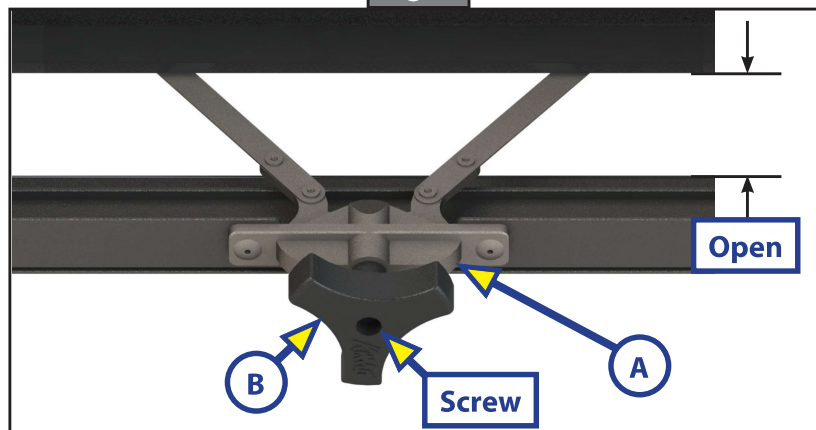
- Remove screw(s) (Fig. 4A) from inside of mullion (Fig. 4B). There could be one or two screws, depending on size of window. Set screw(s) aside for later use.

Fig. 4



- Open operator a few inches (Fig. 5A), this will make sure that the drill does not hit and damage the operator. Remove screw from operator handle (Fig. 5B). Set screw and handle aside for later use.

Fig. 5



- Using a drill and  $\frac{3}{16}$ " drill bit, drill out the rivets (Fig. 6) from the operator. Wipe away any loose debris from the drilling operation.

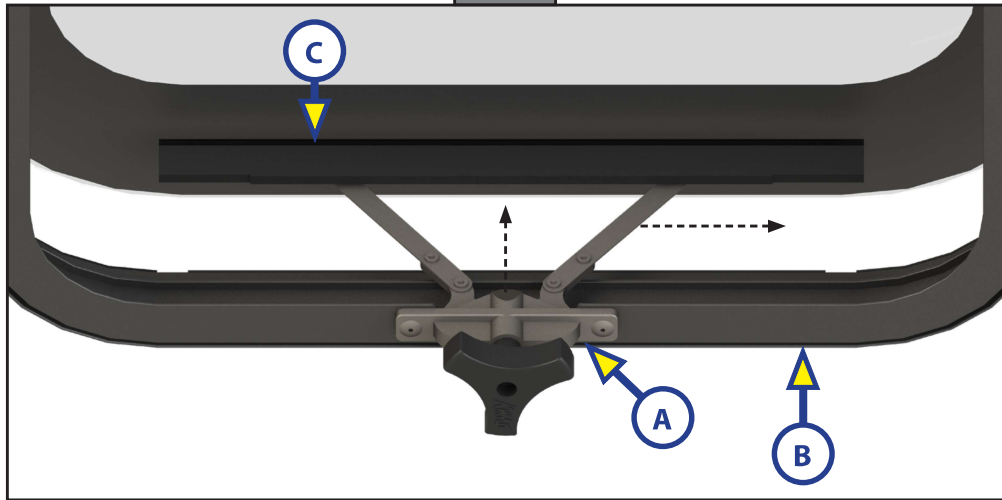
Fig. 6



## WINDOWS

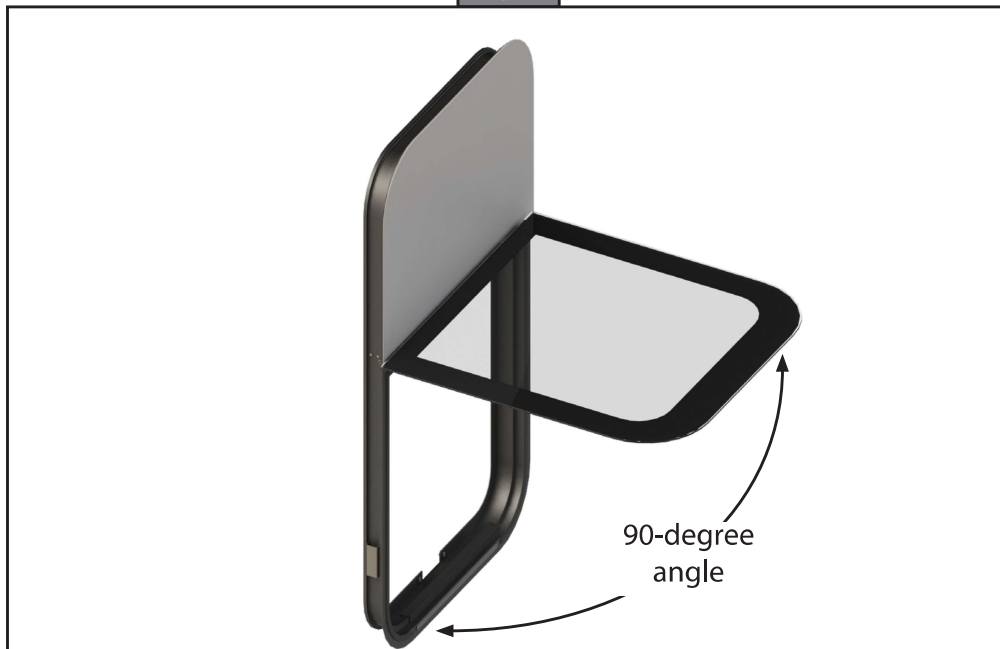
- Lift the operator (Fig. 7A) up and over the frame (Fig. 7B). Open the operator and slide the operator off the vent bar (Fig. 7C). If necessary, deburr drilled holes and clean area.

Fig. 7



- Remove the plastic operator spacer from inside the vent bar, if equipped, and retain for re-installation.
- Working from the outside of the unit, lift the vent to a 90-degree angle (Fig. 8), then pull straight down, removing the vent.

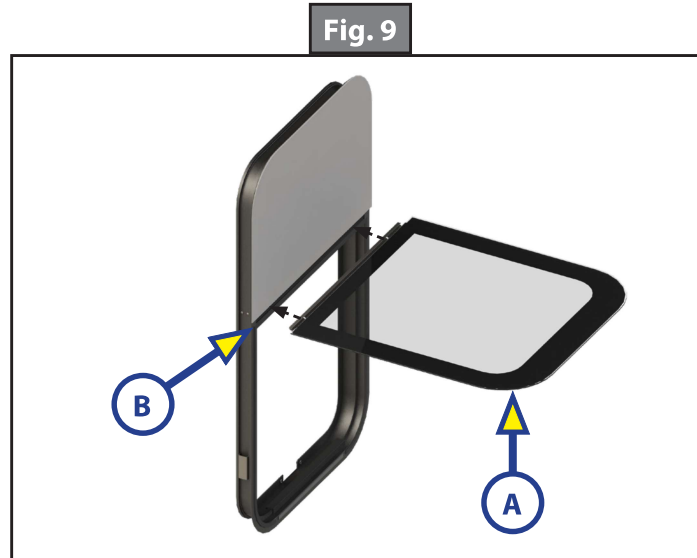
Fig. 8



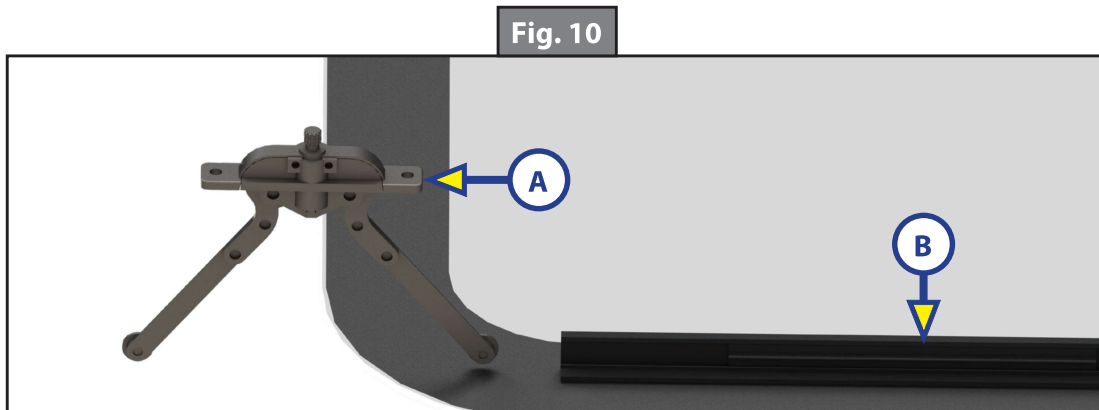
## WINDOWS

### New Vent Installation

1. Attach the new vent to the frame, making sure the vent (Fig. 9A) is aligned with the edge of the back frame (Fig. 9B).



2. Once engaged in hinge, make sure the vent is aligned with the edge of the back frame.
3. Reinstall the screw(s) previously removed in step 2 of Removing the Vent Sash.
4. Place the operator spacer, if equipped, back into the vent's operator bar.
5. With the wheels facing towards the vent, slide the open operator (Fig. 10A) back into the vent bar (Fig. 10B).



6. Lift the operator up and over the back frame. Use the removed handle to close the operator.
7. Remove handle from the operator.
8. Using a rivet gun, install two rivets (246210) to secure the operator in place.
9. Secure handle to the operator with screw removed in step 3 of Removing the Vent Sash.
10. Snap previously removed screen (step 1 of Removing the Vent Sash) in place.

**NOTE:** For Thor manufactured units, turn the corner tabs (Fig. 3) counterclockwise.

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## WINDOWS

### Purpose

This document outlines the steps for removing a vent sash (Fig. 1) from a 3000 series window, either with or without a mullion, that is equipped with a red-handled push bar.

Fig. 1



### Resources Required

- Screw gun/Phillips screwdriver

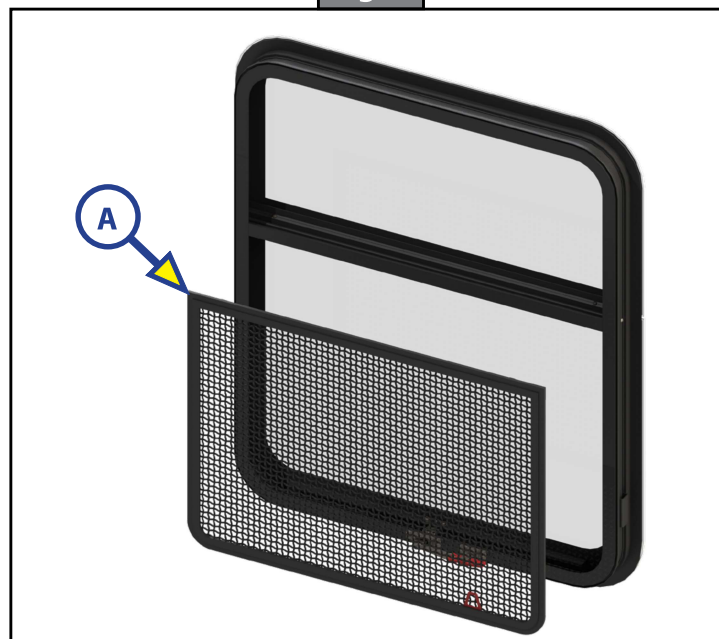
**NOTE:** Save all removed screws for reinstallation of the window.

### Procedure

#### Removal of Vent and Push Bar

1. Remove the screen (Fig. 2A) from the window, if one is present.

Fig. 2



## WINDOWS

- Remove the screw(s) (Fig. 3A) from the mullion (Fig. 3B). If no mullion is present, remove the screws (Fig. 4A) located along the top of the window (Fig. 4B). Retain all screws.

**NOTE:** There can be two or three screws, depending on the size of the window.

Fig. 3

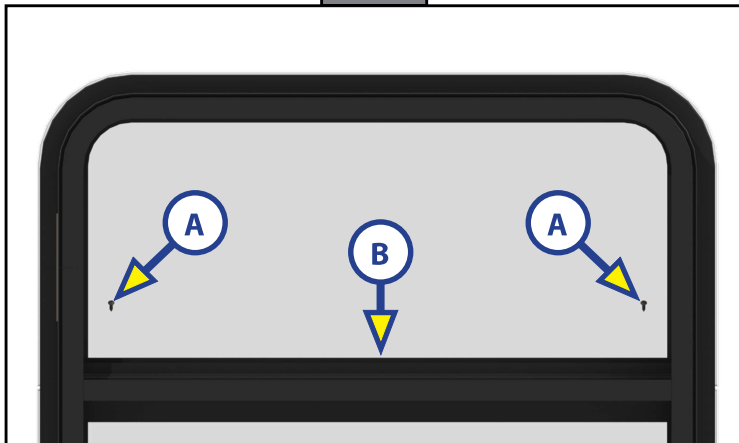
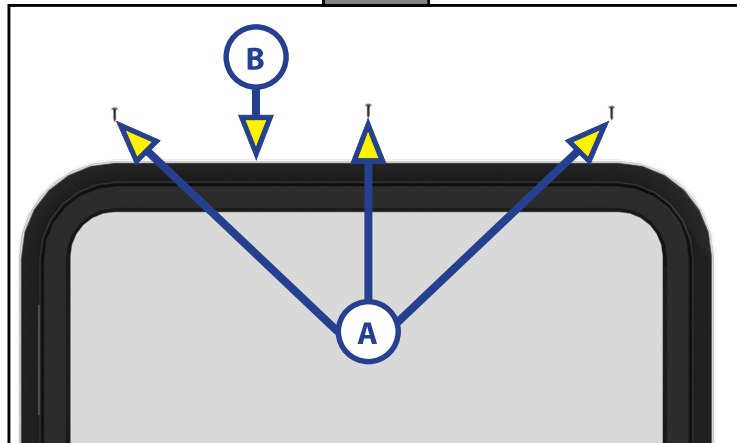
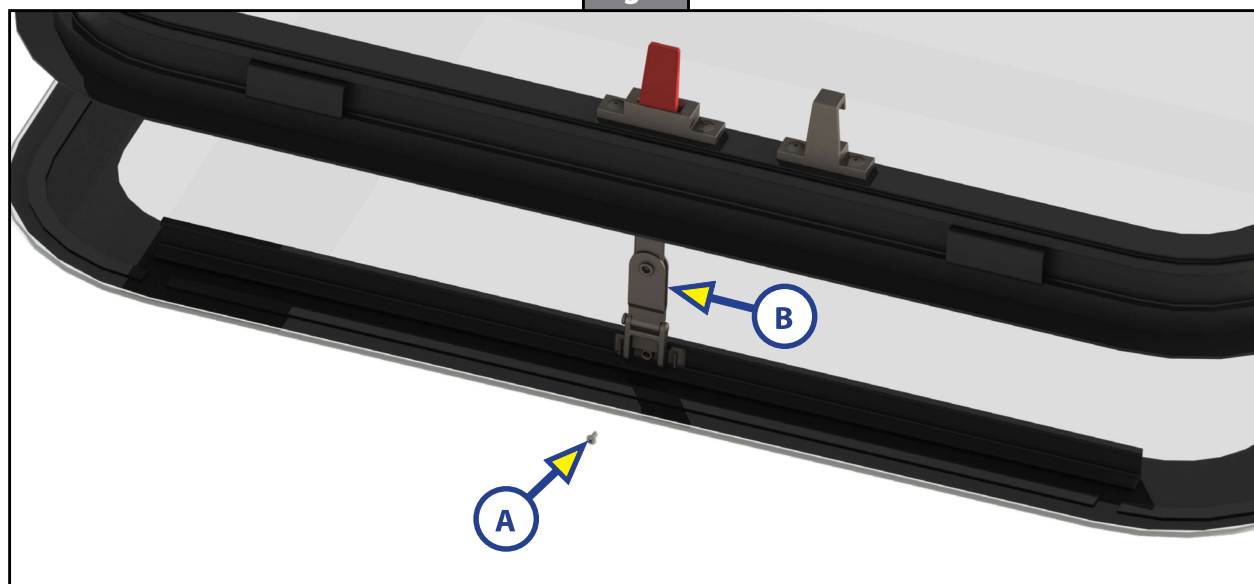


Fig. 4



- Remove the screw (Fig. 5A) securing the red-handled push bar (Fig. 5B) to the window. Retain the screw.

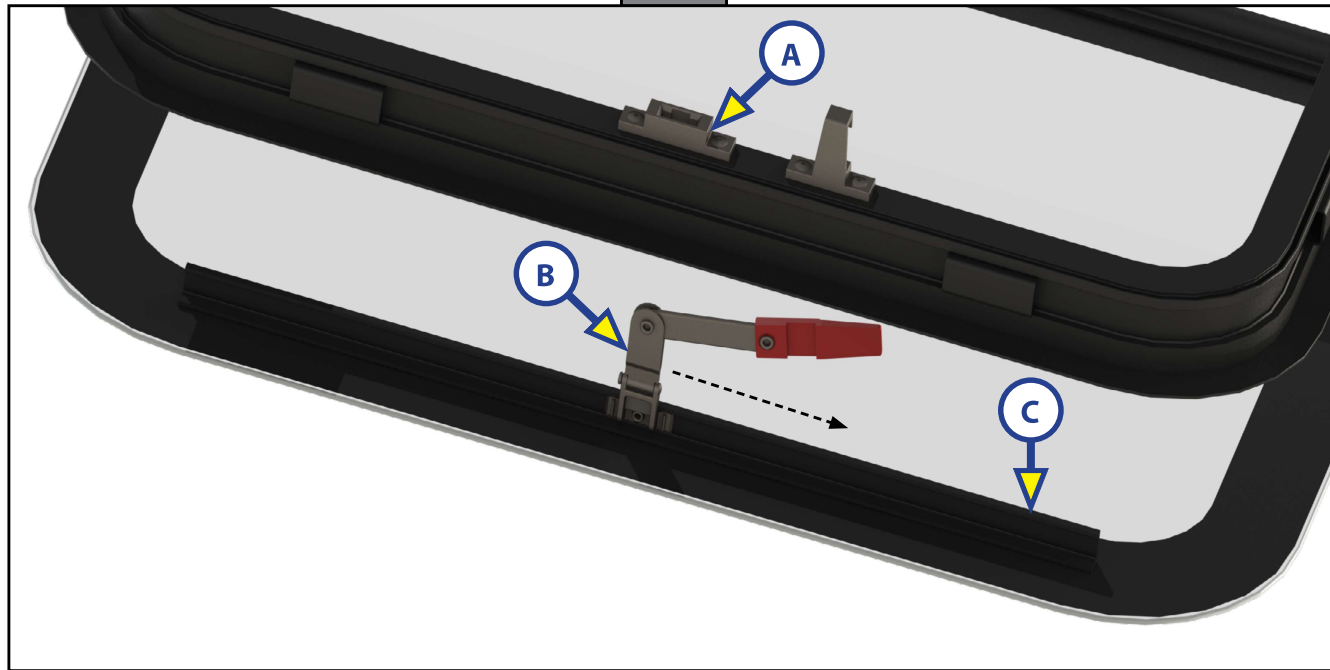
Fig. 5



## WINDOWS

4. After removing the screw, push the handle of the push bar through the bracket (Fig. 6A) then slide the push bar (Fig. 6B) off the vent rail (Fig. 6C).

Fig. 6



5. Slide (or lift if there is a mullion present) the vent out of the frame. The vent needs to be at a 90-degree angle to be removed from the frame (Fig. 7).

Fig. 7





LIPPERT  
COMPONENTS

# 3000 SERIES WINDOW VENT SASH REPLACEMENT

TI-331

## WINDOWS

### Installation of Vent and Push Bar

1. Slide (or attach if there is a mullion present) the vent into the frame, making sure the vent is aligned with the edge of the back frame (Fig. 8).

Fig. 8



2. Install the previously-removed the screw(s) into the mullion or to the top of the vent.
3. Slide the push bar back onto the vent rail, then secure the push bar to rail with the previously-removed screw.
4. Install the screen, if present.

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