



July 15, 2022

Name  
Title  
Company  
Street Address 1  
Street Address 2  
City, State/Province, ZIP/Postal Code

Dear Business Colleague:

### **IMPORTANT SAFETY RECALL – RESPOND IMMEDIATELY**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

R.H. Sheppard Co., Inc. (Sheppard) has determined that a defect which relates to motor vehicle safety exists in certain Sheppard™ steering gears identified below. These Sheppard steering gears are sold outright. Sheppard notified the National Highway Traffic Safety Administration (NHTSA) of the start of a voluntary safety recall campaign involving the steering gears on May 28, 2022. The recall has been assigned number 22E047.

#### ***Impacted Product:***

***This recall affects*** select Sheppard steering gears – models HD94E™, HD94P™, M80P™, M83P™, M90P™, M100P™, M110P™, MD83P™, SD110P™, and XD120P™ – manufactured between June 1, 2021, and February 10, 2022, inclusive. ***This action does not affect*** Sheppard remanufactured steering gears, slave gears, or any gears manufactured prior to or after the stated dates.

Affected gears are identifiable by the presence of a serialized, Sheppard-generated identification number stamped into the gear. Please refer to the *Sheppard Steering Gear Identification Guideline* available online at the Product Action Center at [www.rhsheppard.com](http://www.rhsheppard.com) and enclosed with this document for complete details.

#### ***Problem Description:***

Sheppard has determined that a small percentage of steering gears were assembled without the required number of internal recirculating balls. A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the worm shaft and concentrated loads may cause the gear's internal parts to fracture, resulting in a loss of vehicle steering. Loss of steering increases the likelihood of a crash. There have been no reports of any injuries or accidents related to this issue.

**Our records indicate that <<Company name>> purchased affected steering gears from Sheppard. These purchased parts, if applicable, are also affected by this recall. Please check your inventory. Should you have any of the affected part numbers in stock, Sheppard will work with you to arrange a return or exchange.**

***What We Will Do:***

**For your convenience, two items accompany this letter to help you in this recall process:**

- A list of the affected Sheppard steering gears, as applicable, purchased by your company (by model number)
- A *Sheppard Steering Gear Identification Guideline (RHS0007)* to assist you in properly identifying impacted parts

**This item will be provided to you under separate cover in the coming weeks:**

- Only at your request, a list of the Sheppard steering gears – by part number, ship date(s), and location – purchased by your company to assist in containment and identification activities. **IMPORTANT:** Email us at [Steering22@rh-sheppard.com](mailto:Steering22@rh-sheppard.com), or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at 1-877-409-9869 for your detailed list.

***What You Need To Do:***

**1. The Use and/or Sale of Affected Parts**

**First and foremost, you should immediately stop selling any of the part numbers previously listed in this letter that were manufactured between June 1, 2021, and February 10, 2022, inclusive. It is a violation of federal law for a dealer to sell a component that is subject to this recall.**

**2. Inventory Disposition:**

**As a reminder, this action does not affect Sheppard remanufactured steering gears, slave gears, or any gears manufactured prior to or after the stated dates. Review your current inventory. If your current parts in stock contain the affected Sheppard steering gears listed in the chart above, and were manufactured within the impacted recall time frame, please take the following actions.**

- a) First, using the details on the Sheppard label or by referencing the *Sheppard Steering Gear Identification Guide* enclosed, **carefully compile a list of each gear’s Model/Part Number plus the Serial Number for each of the Sheppard gears currently in your inventory.** See the sample chart below – please note that the numbers provided are for illustrative purposes only.

Sheppard™ Steering Gear Model Number or Part Number	Steering Gear Serial Number
SD110PAU3 (for example only)	21E07957 (for example only)

- b) **Next, reach out to the Sheppard Steering Gear Recall Action Line.** Email the information in the table above to [Steering22@rh-sheppard.com](mailto:Steering22@rh-sheppard.com), or call the Recall Center, toll-free, at 1-877-409-9869. Representatives are available Monday-Friday, 8:00 a.m.-5:00 p.m. ET.
- c) **A Sheppard representative will respond to indicate which gears are classified as “Good” (meaning they can remain in your stock and available for sale) and which gears are classified as “Suspect” (meaning they must be returned to Sheppard).** Should you have any of the affected part numbers detailed above in stock, we will also work with you to arrange a return or exchange.

**3. Identifying Impacted Vehicle Owners**

**Finally, in order to conduct as thorough a campaign as possible, R.H. Sheppard Co., Inc. (Sheppard) will contact all owners of an affected Sheppard™ steering gear. We need your help to complete this process.**

Using a Microsoft® Excel-formatted file, please compile a complete list of impacted customers, including contact names, company or fleet name, as well as their complete addresses and phone numbers. A sample form – detailing the required column headings – is shown below for your reference. This list is only for this recall. It will enable our personnel to begin notifying vehicle owners immediately.

Your Company Name:				Contact Person (name, email, and phone) At Your Company If Questions:						
Sheppard Part Number	VIN	Company/Fleet Name	Contact Name	Street Address	City	State/Province	Country	ZIP/Postal Code	Phone Number	Email

**Return the completed spreadsheet to R.H. Sheppard Co., Inc. within 14 calendar days following receipt of this letter.** The list may be sent as an email attachment to us at [Steering22@rh-sheppard.com](mailto:Steering22@rh-sheppard.com) (*this is our preferred method*) or sent via U.S. Mail/Canadian Post to us at this address:

R.H. Sheppard Co., Inc.  
 Sheppard Steering Gear Recall 2022  
 Attention: Campaign Administrator  
 101 Philadelphia Street  
 Hanover, PA 17331-0877

**Administering the Recall**

**Please Note:** R.H. Sheppard is directing vehicle owners with an impacted Sheppard steering gear to request a replacement directly from us. Owners will be instructed as to the steps to take in a separate communication.

***How To Contact Us***

**For updates about this action – including technical questions and ordering information – please direct your comments or questions to us via email at [Steering22@rh-sheppard.com](mailto:Steering22@rh-sheppard.com), or telephone the Sheppard Steering Gear Recall Action Line toll-free, at 1-877-409-9869. Representatives are available to assist you Monday-Friday, 8:00 a.m.-5:00 p.m. ET.**

Once again, we regret any inconvenience this voluntary recall campaign may cause you or your customers. We appreciate your understanding and cooperation in this matter.

Sincerely,

*R.H. Sheppard Co., Inc.*  
*Encl.*