



July 15, 2022

Via UPS Overnight Delivery

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

Dear Business Colleague:

IMPORTANT RECALL INFORMATION – RESPOND IMMEDIATELY

This is to inform you that R.H. Sheppard Co. Inc. (Sheppard) notified the National Highway Traffic Safety Administration (NHTSA) of the start of a voluntary safety recall campaign involving various Sheppard steering gears. The recall has been assigned number 22E047.

A copy of our May 28, 2022, Defect and Noncompliance Information Report submission to NHTSA can be found on the NHTSA website (<https://www.nhtsa.gov/recalls>) under recall number 22E047. As required by law, R.H. Sheppard provided NHTSA a list of all vehicle manufacturer customers to whom Sheppard sold the affected products. <<Company name>> is one of the customers who may be affected by this recall.

IMPACTED PRODUCT

This recall includes 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 and enclosed with this document for complete details.

Sheppard will provide a full list of the affected serial numbers under separate cover, along with the applicable tool(s) to help identify gears within the suspect population from those not impacted by this recall.

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 accidents or injuries involving this product.

WHAT WE WILL DO

R.H. Sheppard Co. Inc. will provide remedy instructions for:

- identifying the serial number on the steering gear.
- inspecting the serial number in order to classify it as “Good,” “Suspect,” or “Not Found”.
- removing and replacing the suspect gear.

Steering Gear Serial Number Classification Categories:

- Vehicles with a “Good” steering gear serial number can be returned to service with no further remedy action required. Sheppard will cover the labor involved in the serial number inspection.
- Vehicles with a steering gear serial number identified as “Suspect” will require removal and replacement. Sheppard will provide a 1:1 replacement gear (that does not contain the defect) manufactured outside the stated dates. As a reminder, the gear will be provided to you free of charge. R.H. Sheppard Co. Inc. will cover the labor cost involved for the serial number inspection, gear removal, and replacement in accordance with our stated labor allowance for this recall.
- A “Not Found” serial number indicates circumstances such as a possible character input error by the individual conducting the inspection or some other unique situation. Receipt of a Not Found classification will require you to contact the Sheppard Steering Gear Recall Product Action Center noted at the close of this letter.

WHAT YOU NEED TO DO

First, we are providing you with this information to enable your business to determine whether there is a safety-related defect on your vehicles where the steering gear has been installed.

Based on your determination, you may need to file a Defect and Noncompliance Report to the National Highway Traffic Safety Administration (NHTSA) with respect to new motor vehicles with an affected Sheppard steering gear sold in the United States. A similar notification may be required to Transport Canada for all impacted vehicles sold in Canada.

Our records indicate that <<Company name>> purchased the following affected steering gears from Sheppard:

Sheppard™ Steering Gear Model Number	Total Quantity Shipped	Suspect Quantity Shipped	First Suspect Gear Quantity Ship Date	Last Suspect Gear Quantity Ship Date
HD94E™	xxx	xxx	MM-DD-YYYY	MM-DD-YYYY
HD94P™	xxx	xxx		
M80P™	xxx	xxx		
M83P™	xxx	xxx		
M90P™	xxx	xxx		
M100P™	xxx	xxx		
M110P™	xxx	xxx		
MD83P™	xxx	xxx		
SD110P™	xxx	xxx		
XD120P™	xxx	xxx		

Additionally, our records indicate <<Company name>> also purchased the following affected aftermarket Sheppard steering gears through your PDC operations, if applicable. These parts are also affected by this recall. Please check your inventory. Should you have any of the affected part numbers detailed above in stock, Sheppard will work with you to arrange a return or exchange.

Sheppard™ Steering Gear Model Number	Total Quantity Shipped	Suspect Quantity Shipped	First Suspect Gear Quantity Ship Date	Last Suspect Gear Quantity Ship Date
HD94E™	xxx	xxx	MM-DD-YYYY	MM-DD-YYYY
HD94P™	xxx	xxx		
M80P™	xxx	xxx		
M83P™	xxx	xxx		
M90P™	xxx	xxx		
M100P™	xxx	xxx		
M110P™	xxx	xxx		
MD83P™	xxx	xxx		
SD110P™	xxx	xxx		
XD120P™	xxx	xxx		

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

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

These items 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 and ship date(s) – purchased by your company to assist in containment and identification activities. **IMPORTANT:** Email us at Steering22@rh-sheppard.com, or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at 1-877-409-9869 for your detailed list.
- No-cost access to the Sheppard-generated tool(s) to assist you in the steering gear serial number classification activities noted earlier in the letter. We currently expect availability of this online search tool after August 1, 2022.

We value our business relationship with you. We regret the inconvenience that may result from these circumstances, and we sincerely appreciate your understanding and cooperation in this matter. If you have any questions or require more information, please do not hesitate to reach out to your Account Manager directly. You may also contact us via email at 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.

Sincerely,



William P. Amato
 Director - Product Safety, Warranty, and Advanced Quality

Encl.