

# Recall 22KWE: Sheppard Steering Gear Incorrectly Assembled

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## Number

22KWE / 22V547 / 2022-410

## Supplier

R. H. Sheppard Co., Inc.

## Description

Sheppard Steering Gear Incorrectly Assembled

## Date

8/2/2022

## What's New

### !!! ALWAYS USE LATEST VERSION !!! - Updated 08/22/2022

**Safety Recall** – Certain steering gears may have been assembled incorrectly, causing the gear to fracture. This can cause a loss of steering control, increasing the risk of a crash. Steering gear serial numbers must be inspected to determine suspect gears. This Phase 1 release is for inspection and data collection only due to supply chain issues. The bulletin has been updated to include Warranty Quick Claim explanations and updated procedures. This bulletin will be updated when parts and repair procedures are available.

## Introduction

### !!! ALWAYS USE LATEST VERSION !!! - Due to the fluid nature of this situation, this bulletin will be updated frequently. - Updated 08/22/2022.

Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain Model Year 2022-2023 T170, T270, T280, T370, T380, T440, T470, T480, T680, T680 NextGen, T800, T880, W900, W990, and C500 chassis built from 06/01/2021 through 06/16/2022. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a collision.

Some steering gears were assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm shaft and loss of vehicle steering.

Steering gears 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 gear's worm shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash.

Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

## Situation

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26,678 (25,088 US and 1,590 CAN) Model Year 2022-2023 T170, T270, T280, T370, T380, T440, T470, T480, T680, T680 NextGen, T800, T880, W900, W990, and C500 chassis built from 06/01/2021 through 06/16/2022 may contain suspect steering gears.

Refer to the attached chassis list to identify which vehicles require inspection to determine if they contain a suspect steering gear.

## Resolution

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### Safety Recall

Phase 1: Inspection and Data Collection Only

Inspect all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for inspection if their chassis is on the list.
- Review SIR for Campaign Codes 22KWE or E22KW prior to performing this repair. See below for service actions.
- Inspect steering gear serial numbers using the [attached procedure](#)

**SIR Campaign Codes and Service Actions**

<b>22KWE</b>	<b>E22KW</b>	<b>Vehicle Status</b>	<b>Action Required</b>
OPEN	Not Visible	Not Inspected	Inspect (Follow 22KWE Procedures)
OPEN	COMPLETE	Inspection Completed - SUSPECT	DO NOT REINSPECT - Waiting for parts
COMPLETE	Not Visible	Inspection Completed - GOOD	NONE - Release Vehicle - Recall is complete
COMPLETE	COMPLETE	Recall Complete - Gear has been replaced	NONE - Release Vehicle - Recall is Complete

## Federal Law

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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

## Warranty

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There is no time or mileage limit for this recall. Kenworth will pay for parts and labor:

- 0.3 hours to complete the following:
  1. Inspect Steering Gear Serial Numbers
  2. Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](https://qa-recall.rhsheppard.com/USA/en?USD) (<https://qa-recall.rhsheppard.com/USA/en?USD>).
  3. Enter both "GOOD" and "SUSPECT" steering gear serial numbers into the [Serial Number Tracking Form](#).
  4. Touch-up paint on "GOOD" steering gears if necessary.

**NOTE**

Failure to complete the Serial Number Tracking Form for each chassis inspected could result in the Quick Claim being charged back to the dealer.

- For serial numbers that return "GOOD" file under Quick Claim 22KWEA. Includes time for touch-up paint of exposed serial numbers on "GOOD" steering gears if necessary. No further action is required on "GOOD" steering gears.
  - File a long-form claim for touch-up paint as necessary.
- For serial numbers that return "SUSPECT" file under Quick Claim 22KWEB. This will result in E22KW appearing and showing "Complete" in SIR. The 22KWE Recall will stay open until repairs are completed.
- Inspection claims will only be paid once per chassis. Subsequent claims will be accepted for repairs only.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. Quick claim CU number must be included in repair story of the additional claim.

PRWS CLAIM CODING			
Campaign Code:	22KWE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code:	CampSupp
Failure Location	015-003-061	Causal Part	Refer to ECAT for chassis-specific part numbers
Supplier Code	15310AA	SRT Code	<b>B15-010</b> 0.3 hrs Inspect Steering Gear Serial Number per bulletin procedures

## Procedure

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**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.**

Affected Chassis must be inspected to determine steering gear serial number using the attached [Inspection Procedure](#)

## Parts

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This bulletin will be updated when steering gear ordering procedures are available.

### Touch-up paint for GOOD steering gears

Quantity	Part Number	Description
As needed for touch-up of exposed serial numbers	Locally Sourced	Spray Paint (Black or Matching Chassis Color)

## Links

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[Chassis List](#)

[22KWE KW Inspection Procedure - Revision A 8/19/22](#)

[Sheppard Steering Gear Classification Tool](https://qa-recall.rhsheppard.com/USA/en?USD) (<https://qa-recall.rhsheppard.com/USA/en?USD>).

[Serial Number tracking form](#)

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Authored by: JB3

## Revision History

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08/22/2022: Procedures updated to remove the picture & marking requirement and shortened Serial Number Tracking Form. Warranty Quick Claims explanation expanded.

08/18/2022: Interim Bulletin converted to Inspection and Data Collection Only