

Technical Bulletin

Bulletin No: RHS0008

Effective Date: 7/1/22

Cancels: N/A

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Subject: **Sheppard™ Steering Gear Recall**

R.H. Sheppard Co., Inc. is conducting a voluntary safety recall campaign, **Recall No.: 22E047**, involving Sheppard™ steering gears.

Problem Description:

R.H. 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.

Gears Affected:

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 1, 2022, inclusive. This action does not affect Sheppard remanufactured steering gears, slave gears, or any gears manufactured prior to or after the stated dates.

NOTE: See *Figure 1* for images of a power gear versus a slave gear.

Identification:

A potentially defective steering gear can be identified by a part number and a serial number cast into the steering gear housing. Refer to *Sheppard™ Steering Gear Identification Guideline, RHS0007*, on rhsheppard.com for detailed information on identifying affected steering gears.

What You Need To Do:

An OEM recall notice will be issued for all vehicles with affected steering gears. If a steering gear part number or serial number are not deemed as suspect numbers, no further action is required and the vehicle can remain in service. If a steering gear part number or serial number is deemed as a suspect number, further action will be advised.

Replacing a Defective Steering Gear:

Refer to the vehicle OEM service manual for instructions on replacing the steering gear. Then, if necessary, refer to *Sheppard™ Steering Gear Installation, RHS0006*, on rhsheppard.com for instructions on replacing the steering gear.

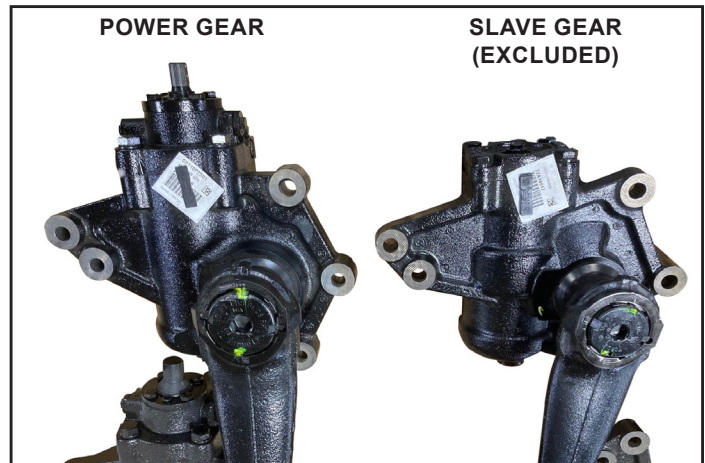


Figure 1 – Power Gear and Slave Gear

(continued)

Submitting a Recall Claim:

This process must be followed to ensure that the claim is reimbursed in full.

- All recall claims are to be filed with the vehicle OEM.
- Claims will be filed using the standard part costs and labor rates provided by the OEM.
- Claims for “Inspection Only” will be paid at the Standard Repair Time (SRT) of 0.3 hours at the shop labor rate.
- The Vehicle Identification Number (VIN) and steering gear serial number are required for all claims (both inspection-only and replacement claims).
- All steering gears that fall within the suspect serial number population and are replaced must be returned directly to R.H. Sheppard.
 - » No pre-authorization or RGA/RMA is required.
 - » Contact PNG Logistics at 877-764-9441 for shipping instructions.
 - » Ship the replaced/defective steering gear to:
Sheppard Recall
Attn: (Use the steering gear Serial Number)
300 N. Forney Ave.
Hanover, PA 17331
- All claim reimbursements will be paid by Sheppard to the OEM.
- Steering gears returned for the recall with serial numbers that do not fall within the suspect serial number population may result in a denied recall claim.

Please contact your OEM directly for any specific information that may have been documented in a Letter of Understanding (LOU) or Recall Agreement between R.H. Sheppard Co., Inc. and the OEM. (i.e.: details, commercial terms, requirements, etc.).

Technical Support:

For support, first refer to the OEM instructions. You may contact Sheppard 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. If representatives are unavailable, you will be prompted to leave a voice message.

