

# SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA

# VOLVO

---

Date	Number	Release	Page
08.2022	RVXX2202	01	1(5)

## Sheppard Steering Gear VN, VNE

### RECALL INFORMATION

August (2022)

Volvo Trucks has determined that certain model year 2022-2023 VN, VNE Vehicles may have been assembled with a faulty Sheppard steering gear box. The faulty steering gears were assembled with fewer than required recirculating balls which can lead to fracture in the steering gear worm shaft. In some cases, the balls may align on the same side of the worm shaft and concentrated loads may cause the steering gear internal parts to fracture resulting in a possible loss of the vehicle steering.

Volvo Trucks has not received any complaints or reports of vehicle crashes because of this safety issue.

To ensure the safety of these vehicle follow the repair instructions outlined in this document to inspect the Sheppard steering gear, by serial number, and as necessary replace the steering gear.

### VEHICLES AFFECTED

Certain Volvo Trucks manufactured between June 08, 2021, and June 08, 2022.

### VEHICLE QUANTITY

There are 1,793 vehicles affected by this recall (1,779 U.S., 14 Canada).

### Parts Information

**Ordering Process:** An email is required to order the steering gear. Email [SCcampaign@volvo.com](mailto:SCcampaign@volvo.com) and include the following in the body of the email:

- VIN of vehicle being repaired
- Dealer ID number
- Recall Number
- PO number
- Sheppard serial number stamped on the steering gear.
- Volvo part number found in Impact.

A response will be provided within 24 hrs. during normal business.

Order the hexagon screw and the nut retainer through the normal ordering process.

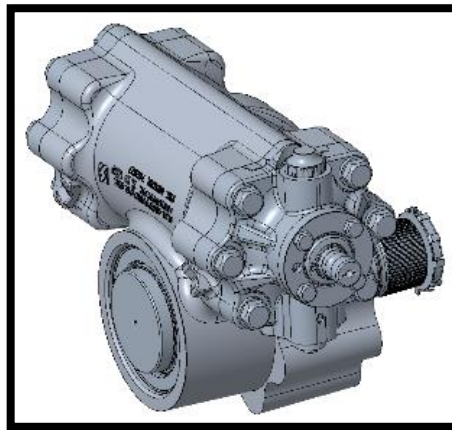
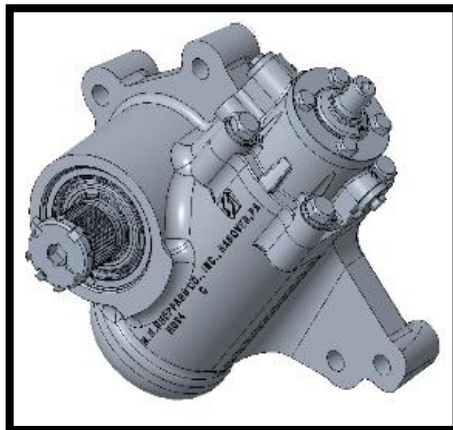
Part Number	Part Description	Quantity
Use Impact	Steering Gear	1, as needed from inspection
20924949	Hexagon screw	1, as needed from inspection
984396	Nut retainer	1, as needed from inspection

Important Note
The steering gears are on mandatory return.

### Repair Instructions

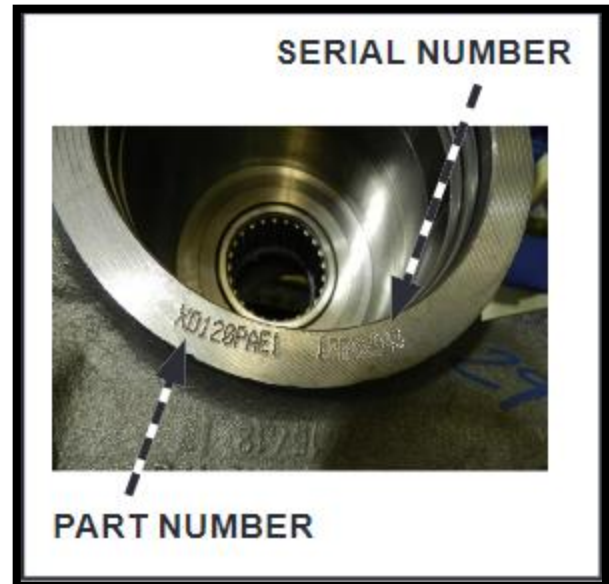
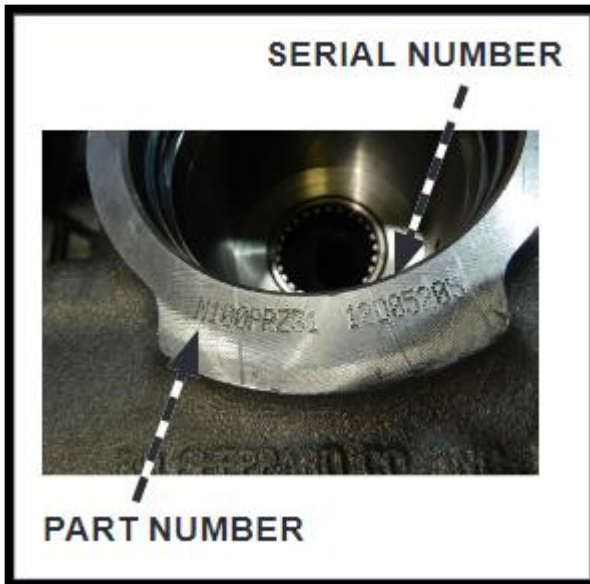
#### Inspection

1. Secure vehicle for service.
2. Place the transmission in park or neutral.
3. Install wheel chocks.
4. Unlatch and raise the hood.
5. Locate the Sheppard steering gear serial number following the instructions below.
  - There are two different steering gear box configurations. (See below)



Important Note
It is not necessary to remove the steering gear box to locate the serial number.

6. Some configurations the serial number is between the steering gear and the frame. It may be necessary to turn the wheels, so the pitman arm moves out of the way.



**Important Note**

If the serial number or part number cannot be easily read due to paint application, gently scrape the number(s) with a flathead screwdriver, wire brush, or emery cloth, or apply acetone. Too much intervention may cause the numbers and letters to be illegible.

7. Record the Sheppard steering gear serial number.
8. Using the provided URL <https://recall.rhsheppard.com> access the Sheppard Steering Gear Classification Tool.
9. Once in the Classification Tool, choose Volvo/Mack from the drop-down menu, enter the Sheppard steering gear 8-digit serial number, and then click search.

### Sheppard Steering Gear Classification Tool

**STOP !! - READ THIS BEFORE BEGINNING.**  
Sheppard **remanufactured steering gears, slave gears ARE NOT** affected by this recall.  
See "[Identification Guideline](#)" on how to identify these gears.  
Please select your Vehicle Make and enter full 8 digit Serial Number without any spaces

VOLVO, MACK  22A

#### Result

Steering Gear serial number : Suspect  
Remove and replace gear per the vehicle manufacturer's instructions

#### Details

Serial Number:   
Vehicle Make (OEM) or AM: VOLVO, MACK

- **Vehicles with a “Good” steering gear serial number** can be returned to service with no further remedy action required. Complete all paperwork and return to service.
- **Vehicles with a steering gear serial number identified as “Suspect”** will require removal and replacement. The Sheppard steering gear serial number, and Impact part number will be required for parts ordering.

Important Note
<p><b>A “Not Found” serial number</b> indicates circumstances such as a possible character input error by the individual conducting the inspection or some other unique situation. If you need assistance with locating or deciphering the steering gear serial number and/or part number, refer to the <b>Identification Guideline</b> found in the <b>Classification Tool</b>, email <a href="mailto:steering22@rh-sheppard.com">steering22@rh-sheppard.com</a> or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at <b>1-877-409-9869</b></p>

## Replacement

1. For replacement of steering gear box, use the VIN of the vehicle you are working on and follow Impact operation **6421-03-02-01 Steering Gear, Replacement**.

**REIMBURSEMENT**

This repair is covered by an authorized Non-Compliance recall. Reimbursement is obtained through the normal claim handling process.	
	<b>UCHP Reimbursement</b>
<b>Claim Type</b> (used only when uploading from the Dealer Business System)	40
<b>Recall Status</b>	
Vehicle repaired per instructions	1-Modified per instructions
<b>Labor Codes</b>	
Primary Labor Code: <b>Inspection</b>  1720-16-09-01 General, Campaign 0.1 x 3	SRT  0.3 hrs.
<b>If Applicable</b>	
<b>Replacement</b>  6421-03-02-01 Steering Gear Replacement (Use VIN specific time from Impact)	Time varies per model, see Impact
<b>Causal Part</b>	23821955
<b>Authorization Number</b>	C6644

**Note:** Dealers are to perform Safety Recalls on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles are subject to a Safety Recall are brought to your dealership for service, or taken into your dealership vehicle inventory, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is sold or released to the owner.