

2600 AMERICAN DRIVE
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To: Pierce Dealer Principals & Service Network
Date: October 3, 2022
Re: Campaign 74B321 - Sheppard Steering Gears (NHTSA Recall 22V590)

Dear Pierce Dealer Principals & Service Network,

As you are all aware, R.H. Sheppard issued a supplier recall on steering gears prompting Pierce to file a NHTSA recall as well. The customer notifications are being released within the next couple days. Although a population of 529 vehicles have been identified, not all will require the gear to be changed, so execution of this campaign will be a two-phase process. Replacement parts are expected to be available by mid-October.

Phase One Execution Details:

- Dealer will identify the serial number on the master steering gear per the included instruction.
- Dealer will email campaigns@piercemfg.com with the unit number and the steering gear serial number.
- Pierce will respond to the email as to whether the gear requires replacement.
 - If the gear does not require replacement, Pierce will provide a letter stating no replacement is required and dealer can submit their claim.
 - If gear requires replacement, dealer will be directed as to the part number required and proceed to phase two

Phase Two Execution Details:

- Dealer will place a standard order for the replacement gear and schedule replacement with the customer.
- Upon receipt of the replacement gear, the dealer will perform the replacement as per the TAK-4 Service Manual.
- Upon completion, the dealer will submit their claim for both the serial number identification and gear replacement.
- **Return of the removed gear is required per R.H. Sheppard.**

Reimbursement:

- Pierce will pay two (2) hours to perform the serial number identification.
- If required, Pierce will pay ten (10) hours to replace the steering gear.
- Cost of the steering gear will be reimbursed.
- Pierce will reimburse one (1) trip to identify the serial number and, if required, one trip to change the steering gear.
- Travel reimbursement will follow the established travel reimbursement policy:
 - One (1) \$70 travel fee per vehicle.
 - 150 miles travel will be paid per vehicle for inspection only
 - 300 miles travel if replacement is required.

Once they are available, Oetiker clamps required for the inspection process will be shipped to the dealer at no

charge. Pierce will ship the clamps to the primary dealer address.

If needed, the steering gear must be ordered by the dealer. **Return of the removed gear is required. Failure to return the removed ger will result in claim rejection.**

A list of vehicles, the serial number identification instruction, and official NHTSA notification accompany this communication.

Please review all aspects of this communication carefully. If you have any questions or concerns about these product update actions, contact Pierce Aftermarket & Product Support at +1 (888) 974-3723.

Jim Carney

Sr. Warranty Coordinator

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