



January 26, 2024

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 23E094.

A copy of our Defect and Noncompliance Information Report submission to NHTSA can be found on the NHTSA website (<https://www.nhtsa.gov/recalls>) under recall number 23E094. 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 that may be affected by this recall.

**IMPACTED PRODUCT**

This recall includes select Sheppard™ steering gears – models HD94P™, M83P™, MD83P™, M100P™, M110P™, SD110P™, XD120P™, and model HD94SAC2™ gears – manufactured between March 1, 2023, and November 29, 2023, inclusive. This action *does not* affect Sheppard remanufactured steering gears, slave gears – with the exception of slave gear model HD94SAC2, 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 (RHS0007)* available online at the Product Action Center at [www.rhsheppard.com](http://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. In this letter, we also provide access to an online tool 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 costs involved for the serial number inspection, gear removal, and replacement of “suspect” gears 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.

*\*Sheppard has provided a list of Bill of Ladings (BOL) that contain one or more suspect gears. Sheppard will reimburse the customer for inspection of BOL companion gears and the related truck population built with those gears. The number of inspections will not exceed the number of gears defined by the BOL.*

## 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 the applicable authority for impacted vehicles sold outside the U.S.**

- Our records indicate that <<Company name>> purchased affected steering gears from Sheppard.

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

For your convenience, we have provided the following to help you in this recall process:

1. A list of the quantity of affected Sheppard steering gears purchased by your company (by model number)
2. Only if applicable, a list of the quantity of affected aftermarket Sheppard steering gears purchased by your company (by model number) through your PDC operations.
3. A *Sheppard Steering Gear Identification Guideline (RHS0007)* to assist you in properly identifying impacted parts.

4. Access to the Sheppard online tool – <https://recall.rhsheppard.com> – available February 9, 2024, to assist you in the steering gear serial number classification activities noted earlier in the letter.

**Finally, the following 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](mailto:Steering22@rh-sheppard.com), or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at 1-877-409-9869 for your detailed list.

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](mailto: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.*