

# SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA

# VOLVO

---

Release Date	Number	Release	Page
02.2024	RVXX2316	01	1(5)

## Sheppard Steering Gear VN

### RECALL INFORMATION

(February 2024)

Volvo Trucks has determined that certain model year 2020 VN 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 warranty claims, field reports, or service reports because of this issue.

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

### VEHICLES AFFECTED

A Volvo Trucks manufactured on July 22, 2019

### VEHICLE QUANTITY

There is 1 vehicle affected by this recall (1 U.S.).

**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 hours during normal business hours.

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

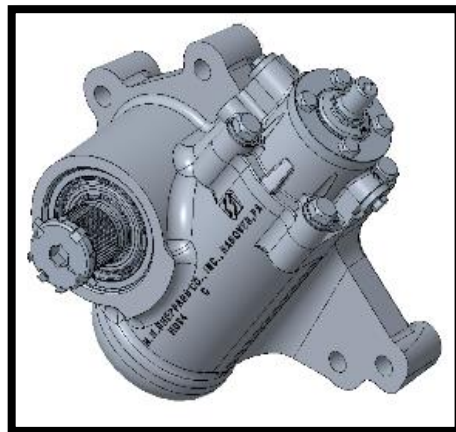
Part Number	Part Description	Quantity
Use Impact	Steering Gear	1, as needed from inspection
20924949	Hexagon screw	1, as needed from inspection
984396	Nut retainer	1, as needed from inspection

Important Note
The steering gears are on mandatory return. The Sheppard steering gear serial number must be entered in the Remarks tab of the warranty claim.

**Repair Instructions**

**Inspection**

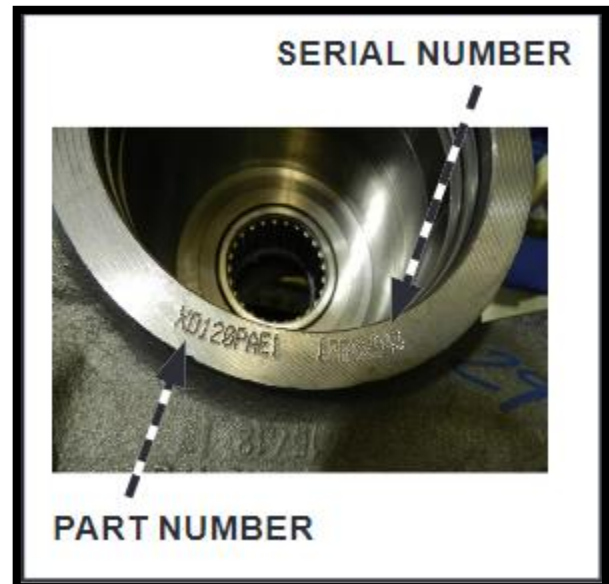
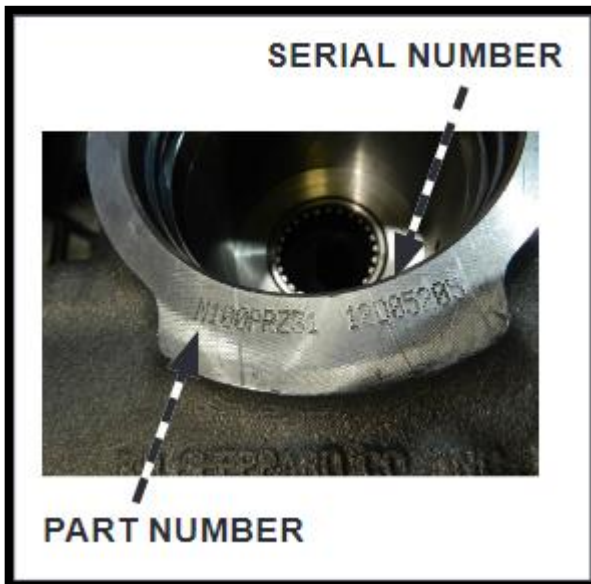
1. Secure vehicle for service.
2. Place the transmission in park or neutral.
3. Install wheel chocks.
4. Unlatch and raise the hood.
5. Locate the Sheppard steering gear serial number following the instructions below.



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. Compare the serial number on the steering gear to the serial numbers listed in the chart below.

- **If the serial number is not listed in the chart below:** the vehicle can be returned to service with no further remedy action required. Complete all paperwork and return to service.
- **If the serial number is listed in the chart below:** the vehicle will require removal and replacement of the steering gear. The Sheppard steering gear serial number and Impact part number will be required for parts ordering.

Defective Steering Gear Serial Numbers	
23I25837	23C15159
23F13080	23H18381
23F08483	23F05346
23I15203	23H07347
23F13810	23G01781
23H17815	23A03733

Important Note
If you need assistance with locating or deciphering the steering gear serial number and/or part number, 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>

## 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**

Important Note!	
The Sheppard steering gear serial number must be entered in the Remarks tab of the warranty claim.	
This repair is covered by an authorized Non-Compliance recall. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
<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.
If Applicable	
<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>	C0344

**Note:** Dealers or the designated representatives are required to perform Safety Recall 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 that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.