

# 15-032 - Sheppard Steering Gear Replacement for Safety Recall 24PBF

7/17/2024

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## Subject

Sheppard Steering Gear Replacement for Safety Recall 24PBF

## Whats New Abstract

This bulletin contains parts ordering and replacement procedures for steering gears identified as "SUSPECT" under **Safety Recall 24PBF**.

Bulletin Publishing Date: 07/17/2024

## Condition

Certain Model Year 2025 Peterbilt chassis with steering gears identified as "SUSPECT" using inspection procedures in **Safety Recall 24PBF**.

This bulletin contains parts ordering and repair information for steering gears identified as "SUSPECT" under **Safety Recall 24PBF**.

## Chassis Affected

Certain Model Year 2025 Peterbilt chassis with steering gears identified as "SUSPECT" using inspection procedures in **Safety Recall 24PBF**.

## Action


### Safety Recall

Inspect all affected chassis that enter your dealership, even if the customer has no issue with the chassis.

1. Refer to service management and/or SIR for the affected chassis.


2. Per Safety Recall 24PBF, ensure the chassis has:

- Been previously inspected per 24PBF "[Steering gear serial number inspection procedure](#)"
- The [Sheppard Steering Gear Classification Tool](#) results are "Suspect".
- The [Serial Number Tracking Form](#) previously submitted in 24PBF.

 <b>NOTE</b>
Both main and slave steering gears are affected by this recall. If chassis is equipped with a dual steering gear system, ensure both steering gears are replaced if found "Suspect" during inspection procedures in 24PBF.

3. In service Management, select Campaign 15-032 to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
4. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the 15-032 campaign code prior to performing this repair.
5. Confirm with the customer that your dealership will be the repairing location before ordering parts.

6. Follow steps in “Parts” section to request replacement steering gears for affected vehicles.


 <b>NOTE</b>
Replacement steering gears may have a long lead time due to supplier capacity.
Advise vehicle owner of inspection results and obtain direction regarding release of truck pending parts availability.
<b>The vehicle owner</b> determines the use of the truck while waiting for parts.


7. Prepare an inventory of required additional parts from ECAT and **confirm all parts have arrived before scheduling the chassis for repair.**

8. Follow steps in “Procedure” section to replace steering gear(s).

9. Return removed SUSPECT gear(s) to R.H. Sheppard using the steps in “Warranty” Section.

New vehicles that are repaired before purchase MUST be given a [Disclosure Form](#).

 <b>LEGAL DISCLOSURE</b>
<p>DISCLOSURE STATEMENT: Steering gears may be replaced with remanufactured gears from R.H. Sheppard. These remanufactured parts have the same warranty as new from the manufacturer. New vehicles can only be sold with remanufactured parts with full disclosure to the customer before final purchase.</p> <p>The following will be on a separate <a href="#">Disclosure Form</a> to be provided to the customer when receiving a new truck repaired before final sale:</p> <p>“This vehicle was involved in a safety recall and was repaired prior to sale to the first purchaser with steering gear remanufactured by R.H. Sheppard. This remanufactured gear comes with the standard factory warranty. Refer to the Warranty Agreement for details.”</p>

 <b>CAUTION</b>
<p>Dealers could be held liable for violations of Consumer Protection Laws if the presence of remanufactured parts on new vehicles is not</p>

clearly and conspicuously disclosed to the customer at the time of sale.

- This [Disclosure Form](#) MUST be given to the purchaser of NEW vehicles repaired before purchase.
- Attach a copy of the Disclosure Form to the warranty claim for repair.

## Warranty

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There is no time or mileage limit for this recall. Peterbilt will pay for parts and labor:

- File as Recommended Repair **15032** and edit as needed to include parts and labor used during steering gear(s) replacement.
  - **2.0 hours to replace the Main Steering Gear only** (includes replace the steering gear, set the relief plungers, bleed the power steering system and to paint parts). Use SRT code **B24-18C**.
  - **3.1 hours to replace both Main and Slave Steering Gears** (includes replace the steering gear, set the relief plungers, bleed the power steering system and to paint parts). Use SRT code **B24-18D**.
  - **2.0 hours to replace the Slave Steering Gear only** (includes replace the steering gear, set the relief plungers, bleed the power steering system and to paint parts). Use SRT code **B24-18E**.
  - **0.5 hours to check alignment**. This does not include full vehicle alignment. This is a check to ensure that the steering gear was installed correctly. No changes to alignment adjustments (tie rods) are necessary during this procedure. Use SRT code **B24-18F**.
  - **0.2 hours to calibrate the steering angle sensor** using Bendix ACOM Pro (if equipped). Use SRT code **B24-18G**.
- **The repair claim MUST be submitted with the part number ordered by PACCAR Parts through the TCS365 case. This part number will end in "-Y". Repair claims filed with incorrect part numbers will be denied.**
- Include PNG Logistics tracking number for returned gears in claim.
- New vehicles that are repaired before purchase MUST be given a [Disclosure Form](#).

- Return suspect steering gears to R.H. Sheppard.
  - No Pre-Authorization or RGA/RMA is required for this return.
  - Contact PNG Logistics at 877-764-9441 for shipping instructions.
  - Ship the suspect gear(s) to:
    - Sheppard Recall 2024
    - ATTN: {use steering gear serial number}
    - 300 N. Forney Ave.
    - Hanover, PA 17331
  
- Place a copy of the claim with the returned steering gear.
  
- **Canadian Dealers:** If necessary, use the supplier's **Tax ID 66-0428542**.
  
- File the claim within 7 days in accordance with warranty policy.

- Cross-division repairs are not allowed.

<b>PRWS CLAIM CODING</b>			
<b>Campaign Code:</b>	15032	<b>Campaign Type:</b>	Field Repair
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	128	<b>Causal Code:</b>	62
<b>Corrective Action Code:</b>	06	<b>Responsibility Code:</b>	SUP - SUPPLIER
<b>Failure Location:</b>	015-003-061	<b>Causal Part:</b>	HD94PCB31
<b>Supplier Code:</b>	15310AA	<b>SRT Code:</b>	<b>B24-18C</b> <b>2.0 hours</b> Sheppard steering gear R&R Master gear per bulletin procedure.  <b>B24-18D</b> <b>3.1 hours</b> Sheppard steering gear R&R Master and Slave per

			bulletin procedure.
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**B24-18E****2.0 hours**

Sheppard steering gear R&R Slave gear per bulletin procedure.

**B24-18F****0.5 hours**

Steering Alignment per bulletin procedure.

**B24-18G****0.2 hours**

Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure.

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## Parts

Follow the steps below to request replacement steering gear(s) and additional parts for affected vehicles.

## 1. Verify steering gear(s) are suspect:

Before parts can be ordered, ensure the chassis has:

- Been previously inspected per 24PBF “[Steering Gear Serial Number Inspection Procedure](#)”
- The results are “Suspect”.
- The Serial Number Tracking Form previously submitted in 24PBF.

## 2. Create Technical Assistance Case:

- Open TCS365 in Google Chrome or Microsoft Edge.
- **Select:** Vehicle Support - Technical Assistance
- **Case Type:** Chassis Support
- **Case Category:** General Questions
- **Subject line:** Safety Recall 24PBF
- **Area of Concern:** Steering
- **In the Details section, include:**
  - Steering Gear Serial Number.
  - Sheppard Steering Gear Classification Tool results.
  - Part number shown on Sheppard Classification Tool results.
- Submit the case.

Technical Assistance will review your case details and respond with whether you are approved to order parts or denied.

If denied, the unit may be released to the customer with no further repair necessary. No further action from the dealer is needed.

If approved by Technical Assistance to order parts, open a separate TCS365 case to place an order.



### NOTE

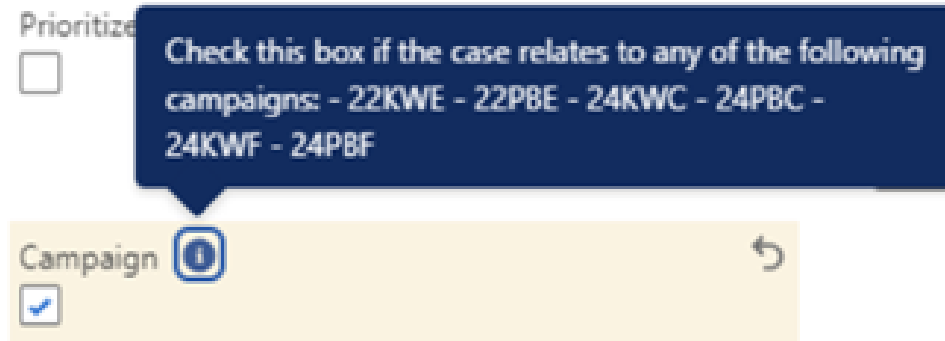
**DO NOT PROCEED PAST THIS POINT UNTIL  
NOTIFIED by Technical Assistance via TCS365**

### 3. Create Steering Gear Part(s) Ordering Case:

Dealers are not placing orders for steering gears themselves - orders will be placed by PACCAR Parts Customer Service, via TCS365 cases only.

It is required to include the Technical Assistance case # in the "Place an Order" case.

- Open TCS365 in Google Chrome or Microsoft Edge.
- **Select:** Order Support – Order Inquiry
- **Type:** Place an Order
- **Case Category:** Place a General Order
- **Subject line:** Safety Recall 24PBF (and the TCS 365 case#)
- Check the box for “Campaign” and further select 24PBF for Peterbilt. This will ensure your case gets sent to the correct department.



- Other required fields when opening a “Place an Order” case:
  - Vehicle Chassis #
  - Shipping method: Best Way Ground (BWG)
  - Part Number (shown on Sheppard Classification Tool results)
  - Dealer PO #
  - Order Type: Emergency – EM (US) or E1 (Canada)
  - No drop ship orders accepted. All parts will ship directly to the dealer location who opened the case.

- Submit case.  
Once an order case has been submitted, PPD Customer Service will review the details and place the order on behalf of the dealer.  
  
Once the order is placed, the dealer will receive an email confirmation with the order # and the parts that have been ordered.  
  
Shipping and tracking information can be found in Quicknet.

#### 4. Order Additional Replacement Parts:

Specific part numbers and quantity are available in ECAT for each chassis.

Authorized additional parts for steering gear(s) replacement are listed in the links below.

- **Main Steering Gear:** [Authorized Additional Parts and Hardware Cross-Reference.](#)
- **Slave Steering Gear:** [Authorized Additional Parts and Hardware Cross-Reference.](#)

## Procedure

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**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.**

1. Ensure the chassis has:
  - Been previously inspected per 24PBF "[Steering gear serial number inspection procedure](#)"
  - The results are "Suspect".
  - The [Serial Number Tracking Form](#) previously submitted in 24PBF.
  
2. Follow the replacement procedure based on the steering gear(s) being replaced. In addition, refer to Sheppard's steering gear installation instructions for how to bleed, and set plungers.
  - [Main steering gear replacement procedure](#)
  - [Slave steering gear replacement procedure](#)
  - [Main and Slave steering gear replacement procedure](#)
  - [Sheppard steering gear installation instruction](#)

## Attachments

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**INSPECTION PROCEDURE:**

[Steering Gear Serial Number Inspection Procedure](#)

**REPAIR PROCEDURES:**

[Main steering gear replacement procedure](#)

[Slave steering gear replacement procedure](#)

[Main and Slave steering gear replacement procedure](#)

[Sheppard steering gear installation instruction](#)

**REFERENCE DOCUMENTS:**

[Sheppard Steering Gear Classification Tool](#)

[Serial Number tracking form](#)

[ACOM Pro User Guide](#)

[Disclosure Form](#) (For new vehicles repaired before purchase)

Safety Recall 24PBF Sheppard Steering Gear Sector Shaft