



July 15, 2022

**Via UPS Overnight Delivery**

John Jones  
Quality Mgr.  
CAPACITY OF TEXAS  
401 Capacity Drive  
Longview, TX 75604  
USA

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 22E047.

A copy of our May 28, 2022, Defect and Noncompliance Information Report submission to NHTSA can be found on the NHTSA website (<https://www.nhtsa.gov/recalls>) under recall number 22E047. As required by law, R.H. Sheppard provided NHTSA a list of all vehicle manufacturer customers to whom Sheppard sold the affected products. CAPACITY OF TEXAS is one of the customers that may be affected by this recall.

**IMPACTED PRODUCT**

This recall includes select Sheppard™ steering gears – models HD94E™, HD94P™, M80P™, M83P™, M90P™, M100P™, M110P™, MD83P™, SD110P™, and XD120P™ – manufactured between June 1, 2021, and February 10, 2022, inclusive. This action *does not* affect Sheppard remanufactured steering gears, slave gears, 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* 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, along with the applicable tool(s) 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 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.

### 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 Transport Canada for all impacted vehicles sold in Canada.**

- **Our records indicate** that CAPACITY OF TEXAS 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, three items accompany this letter 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

**These items 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, or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at 1-877-409-9869 for your detailed list.
- No-cost access to the Sheppard-generated tool(s) to assist you in the steering gear serial number classification activities noted earlier in the letter. We currently expect availability of this online search tool after August 1, 2022.

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, 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.*

## CAPACITY OF TEXAS: OE Model Family

<b>Sheppard™ Steering Gear Model Number</b>	<b>Total Quantity Shipped</b>	<b>Suspect Quantity Shipped</b>	<b>First Suspect Gear Quantity Ship Date</b>	<b>Last Suspect Gear Quantity Ship Date</b>
M100P™	612	24	06/16/2021	03/08/2022

# Identification Guideline

## Sheppard™ Steering Gears

RHS0007

Effective Date: 7/1/22

### Identifying Sheppard™ Steering Gears Covered in this Field Action

A potentially defective steering gear can be identified by a serial number and a part number engraved into the steering gear housing. Perform the following procedure to identify the steering gear serial number and part number.

1. Park the vehicle on a flat surface.
2. Set the transmission to park or neutral and set the parking brake.
3. Ensure the vehicle ignition is turned off.
4. Install the wheel chocks.
5. Unlatch and open the hood to access the steering gear.
6. Locate the steering gear serial number and part number.

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

There are three common styles of engraving locations to be aware of when locating the serial number and part number. **NOTE:** If you need assistance with locating or deciphering the steering gear serial number and/or part number, email [steering22@rh-sheppard.com](mailto:steering22@rh-sheppard.com). Sending a photograph of the steering gear serial number and part number may be helpful.

**Style 1:** This style will have the serial number and part number engraved on one line with a space between the part number and serial number. The entire engraving should be centered on the machined surface as shown in *Figure 1*.

**Style 2:** This style will also have the serial number and part number engraved on one line with a space between the part number and serial number. The only difference is the amount of machined surface given for the engraving. The numbers should be engraved on more of a curve due to the lack of space provided. See *Figure 2*.

**Style 3:** The serial number and part number should be displayed on one line with a space between the part number and serial number. This style will also have a customer number printed on the housing opposite of the part number and serial number. See *Figure 3*.

7. Record the Vehicle Identification Number (VIN), steering gear serial number, and steering gear part number.
8. Use the URL provided by your vehicle manufacturer to access the Sheppard Steering Gear Classification Tool. This URL is expected to be available after August 1, 2022.

- **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), free of charge, manufactured outside the stated dates. Follow the OEM instructions on recording the VIN, serial number, and part number in order to process a claim.
- **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.

9. Keep record of all inspected steering gears and their status outcomes.

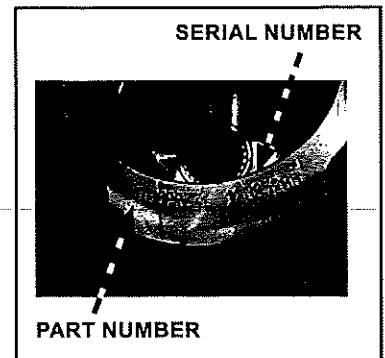


Figure 1 – Style 1

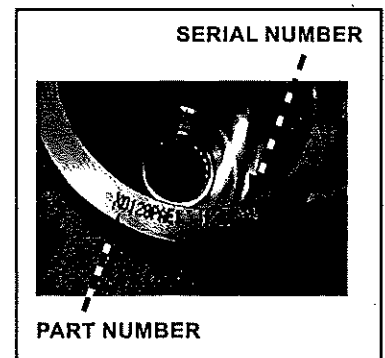


Figure 2 – Style 2

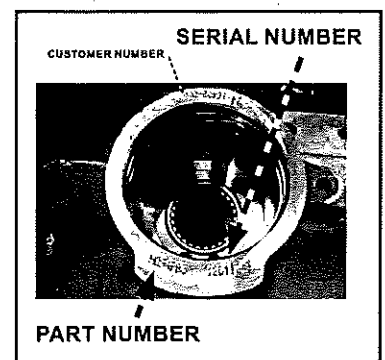


Figure 3 – Style 3

(continued)

**Interpreting the Serial Number and Part Number:**

A serial number and part number are engraved into the steering gear housing. See Figure 4 for further information on interpreting the serial number and part number.

**SERIAL NUMBER EXAMPLE:**

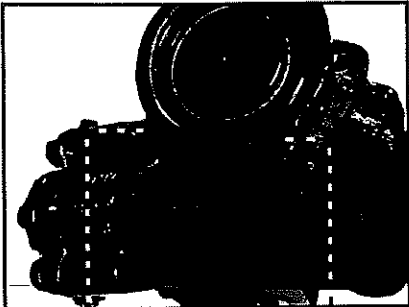
**21 E 07957 -C**

21 represents the year the steering gear was built.

E indicates the month the steering gear was built (A = January, B = February, C = March, D = April, E = May, etc.).

07957 is the sequential serial number for gears built that month.

-C indicates the steering gear has a snap ring style sector cover with a retainer clip.



**PART NUMBER EXAMPLE:**

**SD 110 PAU 3**

SD stands for "severe duty." The first characters of the part number represent the steering gear family.

110 indicates the diameter of the piston in mm.

3 indicates the steering gear has automatic relief plungers. Other designators are "1" for manual relief plungers and "2" for special applications. An additional number after "3" indicates there is a pitman arm installed on the steering gear.

PAU: The first letter in this sequence will either be "P" to indicate "Power" or "S" to indicate "Slave." "AU" represents the specific model of the M110 steering gear.

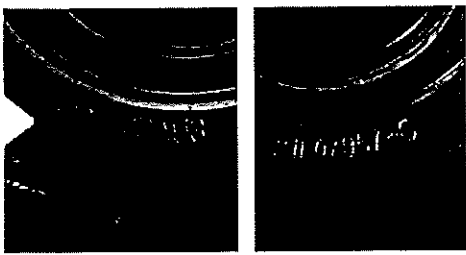


Figure 4 – Serial Number and Part Number Interpretation

See Figure 5 for representations of each number (year) and letter (month) for steering gear serial numbers.


























ENGRAVED NUMBERS	ENGRAVED LETTERS	
0 	A - JANUARY 	I - SEPTEMBER 
1 	B - FEBRUARY 	J - OCTOBER 
2 	C - MARCH 	K - NOVEMBER 
3 	D - APRIL 	L - DECEMBER 
4 	E - MAY 	P - POWER GEAR 
5 	F - JUNE 	R - REMAN. GEAR 
6 	G - JULY 	S - SLAVE GEAR 
7 	H - AUGUST 	
8 		
9 		

Figure 5 – Engraved Numbers and Letters

**Steering Gears NOT AFFECTED:**

- **Remanufactured Steering Gears:** See Figure 6. If the steering gear part number ends with an "R" or the serial number begins with an "R," this indicates the steering gear is a remanufactured steering gear. This type of steering gear does not fall within the recall parameters.
- **Slave Gears:** Slave gears will not have an input shaft or a connection to a steering column. Note that slave gears are typically located on the passenger side of the vehicle. See Figure 4. A "P" in the part number represents a power steering gear. An "S" in the part number represents a slave gear. If the part number includes an "S," this indicates the steering gear is a slave gear. This type of gear does not fall within the recall parameters. See Figure 7 for an example of a slave gear part number and a side-by-side comparison of a power gear and a slave gear.
- **Steering Gears Outside the Date Range:** See Figure 4. If a steering gear serial number begins with 21 E (May 2021) or earlier (i.e. 21 D [April 2021], 21 C [March 2021], 21 B [February 2021], 21 A [January 2021], 20 L [December 2020], 20 K [November 2020], etc.), it does not fall within the recall parameters. If a steering gear serial number begins with 22 C (March 2022) or later (i.e. 22 D [April 2022], 22 E [May 2022], 22 F [June 2022], 22 G [July 2022], 22 H [August 2022], etc.), it does not fall within the recall parameters.

REMANUFACTURED PART NUMBER  
EXAMPLE:

**XD 120 PE1 R**

REMANUFACTURED SERIAL  
NUMBER EXAMPLE:

**R 22F 1223**

Figure 6 – Remanufactured Steering Gear Part and Serial Number Example

SLAVE GEAR PART NUMBER EXAMPLE:  
**SD 110 SAU 3**



Figure 7 – Slave Gear Part Number and Image Example

**What You Need To Do:**

An OEM recall notice will be issued for all vehicles with affected steering gears. If a steering gear serial number or part number are not deemed as suspect numbers, no further action is required and the vehicle can remain in service. If a steering gear serial number or part number is deemed as a suspect number, the steering gear will need to be replaced. Further action will be advised.

**Replacing a Defective Steering Gear:**

Refer to the vehicle OEM service manual for instructions for replacing the steering gear. If necessary, refer to *Sheppard Steering Gear Installation, RHS0006, on rhsheppard.com* for instructions on replacing the steering gear.

**Submitting a Recall Claim:**

This process must be followed to ensure that the claim is reimbursed in full.

- All recall claims are to be filed with the vehicle OEM.
  - Claims will be filed using the standard part costs and labor rates provided by the OEM.
  - Claims for "Inspection Only" will be paid at the Standard Repair Time (SRT) of 0.3 hours at the shop labor rate.
  - The Vehicle Identification Number (VIN) and steering gear serial number are required for all claims (both inspection-only and replacement claims).
  - All steering gears that fall within the suspect serial number population and are replaced must be returned directly to R.H. Sheppard.
    - » No pre-authorization or RGA/RMA is required.
    - » Contact PNG Logistics at 877-764-9441 for shipping instructions.
    - » Ship the replaced/defective steering gear to:  
Sheppard Recall  
Attn: (Use the steering gear Serial Number)  
300 N. Forney Ave.  
Hanover, PA 17331
- 
- All claim reimbursements will be paid by Sheppard to the OEM.
  - Steering gears returned for the recall with serial numbers that do not fall within the suspect serial number population may result in a denied recall claim.

**Technical Support:**

For support, first refer to the OEM instructions. You may contact Sheppard 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 – Thursday, 8:00 a.m. – 6:00 p.m. ET and Friday, 8:00 a.m. – 5:00 p.m. ET.



**SHEPPARD**

*A Bendix CVS Company • A member of Knorr-Bremse*

CAPACITY OF TEXAS  
401 Capacity Drive  
Longview, TX 75604  
John Jones