

15-031: Sheppard Steering Gear Replacement for 24PBC

3/6/2024

 [Edit](#)  [Clone](#)

15-031

Sheppard Steering Gear Replacement for 24PBC.

Subject

Sheppard Steering Gear Replacment for 24PBC.

Whats New Abstract

This Bulletin contains parts ordering and replacement procedures for Steering Gears identified as SUSPECT under 24PBC ONLY.

Steering Gears repaired under this bulletin MUST be entered into the [Serial Number Tracking Form](#) for 24PBC.

Condition

Certain Model Year 2024-2025 Peterbilt 389, 520, 535, 536, 537, 548, 567, 579, and 589 chassis with verified SUSPECT steering gears identified through inspection procedures in safety recall 24PBC.

This bulletin contains parts ordering and repair information for steering gears identified as SUSPECT under 24PBC ONLY.

Only chassis listed on Serial Number Tracking Form for 24PBC are authorized to use this bulletin for replacement. Contact Field Service for verification of inspection results if necessary.

Chassis Affected

Certain Model Year 2024-2025 Peterbilt 389, 520, 535, 536, 537, 548, 567, 579 and 589 chassis with verified SUSPECT steering gears identified through

Recall 24PBC.


Action

Safety Recall

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

Recall 24PBC inspection MUST be completed for the chassis AND the inspection result MUST be "SUSPECT" before this bulletin applies.

Refer to safety recall 24PBC for inspection procedures.

 NOTE
Only primary (master) steering gears are affected by this recall. Secondary (slave) gears are not affected by this recall.

2. If chassis returns "GOOD" or "OUT OF DATE RANGE" during 24PBC inspection, no repair or replacement is necessary. Follow instructions in 24PBC.
3. Repair claims for chassis verified as "GOOD" or "OUT OF DATE RANGE" may be denied.
4. If chassis returns SUSPECT during 24PBC inspection, continue below.
5. Confirm with the customer that your dealership will be the repairing location before ordering parts.
6. Refer to ECAT for specific chassis to determine additional parts needed. See attached [Additional Parts List](#).
7. Order additional parts as necessary.
8. Prepare an inventory of required additional parts from ECAT and confirm all parts have arrived before scheduling the chassis for repair. See [attached procedures](#) for details.
9. Follow steps in Parts section to request replacement steering gears for affected vehicles.
10. Return removed "SUSPECT" gears to R.H. Sheppard using the steps in Warranty Section, below.

Replacement steering gears may have a long lead time due to supplier capacity. Use the procedures in the Parts section to place an order and

confirm the lead time. Coordinate the repair scheduling with the customer.



CAUTION

Advise vehicle owner of inspection results and obtain direction regarding release of truck pending parts availability.

Vehicle owner to determine use of truck while waiting for parts.

New vehicles that are repaired before purchase **MUST** be given a Disclosure Form. Attach a copy of the disclosure form to the repair claim.



LEGAL DISCLOSURE

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.**

The following will be on a separate [Disclosure Form](#) to be provided to the customer when receiving a new truck repaired before final sale:

“This vehicle was involved in a safety recall and was repaired prior to sale to the first purchaser with a steering gear remanufactured by R.H. Sheppard. This remanufactured gear comes with the standard factory warranty. Refer to the Warranty Agreement for details.”

**CAUTION**

Dealers could be held liable for violations of Consumer Protection Laws if the presence of remanufactured parts on new vehicles is not 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

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

2.0 hours to complete the following per bulletin procedures:

1. Look up and order additional parts from ECAT for each chassis to be repaired.
2. Replace the steering gear.
3. Set the relief plungers.
4. Bleed the power steering system.
5. Apply touch-up paint to exposed mounting hardware.

0.5 hours to check alignment. This does not include a 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.

0.2 hours to calibrate the steering angle sensor using Bendix ACOM Pro. (If equipped)

- File Recommended Repair editable claim 15-031, to include parts replaced during installation. See parts section for required additional parts.
- Include PNG Logistics tracking number for returned gears in claim.
- New vehicles that are repaired before purchase MUST be given a Disclosure Form. Attach a copy of the [Disclosure Form](#) to the repair claim.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. Suggested repairs, quick claim number

must be included in repair story of additional claim.

- 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 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.

PRWS CLAIM CODING			
Campaign Code:	15-031	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	128	Causal Code:	62
Corrective Action Code:	06	Responsibility Code:	SUP
Failure Location:	015-003-061	Causal Part:	Refer to ECAT for chassis-specific part numbers. (J87-6024)
Supplier Code:	15310AA	SRT Code:	B24-02B 2.0 hrs Look up

		parts in ECAT, Replace the steering gear, set plungers, bleed steering system.
--	--	---

		B24-02C 0.5 hours Steering Alignment Check per bulletin procedures.
--	--	--

		B24-02D 0.2 hours Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure.
--	--	--

Parts

Follow the steps below to request replacement steering gears and additional parts for affected vehicles.

Authorized additional parts for steering gear replacement are listed [here](#). Specific part numbers and quantity are available in ECAT for each chassis. Include


specific part numbers and quantities in editable claim for steering gear replacement. Refer to the replacement procedures for parts that must be replaced.

[Authorized Additional Parts and Hardware Cross-Reference](#)

After verifying that you have a suspect part using the procedures in **24PBC**, open a TCS365 Technical Assistance case for further approval.

If you have not already done so:

Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#). Enter the results into the [Serial Number Tracking Form](#).

 NOTE
TCS365 cases MUST be opened EXACTLY as shown below. Any missing or incorrect information will result in parts orders being delayed or canceled.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select: **Vehicle Support - Technical Assistance**.
3. Case Type: **Chassis Support**
4. Case Category: **General Questions**
5. Subject: **24PBC**
6. Area of Concern: **Steering**

If you have not already done so:

Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#). Enter the results into the Serial Number Tracking Form.

7. In the Details section, include:
 - Steering Gear Serial Number
 - Sheppard Steering Gear Classification Tool results
 - Part number shown on Sheppard Classification Tool results


8. Submit the case.

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

If denied, 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.

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 VIA TCS365!!

*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.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select Order Support – Order Inquiry.
3. Type: 'Place an Order'
4. Case Category Place a General Order.
5. Enter the following in the Subject line:
 - o Campaign number: **24PBC 15-031**
 - o **The Technical Assistance case # that has the approval from Technical Assistance – an order will not be placed without this.**
 - o Example: **24PBC case 05112345**
6. **Check the box for "Campaign" and further select 24PBC for Peterbilt. This will ensure your case gets sent to the correct department.**



Check this box if this relates to campaign 24KWC or 24PBC

Campaign 

7. Other required fields when opening a 'Place an Order' case:

- **Vehicle Chassis # (your order will not be placed without this.)**
- 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.

8. Submit case.


Once a 'Place 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.

Procedure

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

Chassis must have completed **24PBC** inspection and have returned result of SUSPECT.

 NOTE
Only primary (master) steering gears are affected by this recall. Secondary (slave) gears do not need to be inspected.

Follow the [attached procedures](#) for steering gear replacement. Refer to [Sheppard documentation](#) linked below for installation, bleeding, and setting

plungers.

Please do not print the procedure document. Hyperlinks in the procedures connect to online documents that MUST be followed.

Attachments

[24PBC Safety Recall Bulletin](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

[15-031 Steering Gear Replacement Procedure](#)

[Disclosure Form](#)

[Sheppard Installation Instructions](#)