

24PBC – Sheppard Steering Gear

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Number

24PBC / 24V044 / 2024-036

Supplier

R. H. Sheppard Co., Inc.

Description

24PBC – Sheppard Steering Gear

Date

2/9/2024

What's New

Safety Recall – Inspection procedures are available. Steering gear serial numbers must be inspected to determine suspect gears. Certain steering gears may

have been assembled incorrectly, causing the gear to fracture. This can cause a loss of steering control, increasing the risk of a crash.

Federal Law

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty

PETERBILT WARRANTY STATEMENT

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

0.3 hours to complete the following:

- Inspect Steering Gear Serial Numbers using the attached [Inspection Procedure](#).
- Check the steering gear serial number using [Sheppard Steering Gear Classification Tool](#).
- Enter Classification Results and steering gear serial number into [Serial Number Tracking Form](#).
- Touch-up paint on steering gears that return “GOOD” or “OUT OF DATE RANGE” if necessary.



NOTE

Failure to complete the Serial Number Tracking Form for each chassis inspected could result in the claim being charged back to the dealer.

For Vehicles that return “GOOD” or “OUT OF DATE RANGE” during inspection:

- File a claim using Recommended Repair quick Claim 24PBCA. This will close Recall 24PBC for the chassis.
- Touch-up paint on steering gears that return “GOOD” or “OUT OF DATE RANGE” if necessary.
- No further action is required for “GOOD” or “OUT OF DATE RANGE” chassis.
- File a supplemental claim for touch-up paint (materials only) if necessary.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For vehicles that return “SUSPECT” during inspection:


- File a claim using Recommend Repair Quick Claim 24PBCB. This will close Recall 24PBC for the chassis.
- Contact Field Service for tracking of suspect gears pending parts and procedures. This bulletin will be updated when parts and procedures are

available.

- For any questions about this recall, contact Sheppard 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.

- Do not paint over “SUSPECT” steering gear Serial Numbers – Serial Number may be needed for verification before repair.

 CAUTION
<p>Advise vehicle owner of inspection results and obtain direction regarding release of truck pending parts availability.</p> <p>Vehicle owner to determine use of truck while waiting for parts.</p>

File the claim within 7 days in accordance with Warranty Policy.

Take-Off Parts Disposition: N/A – Inspection Only

PRWS CLAIM CODING			
Campaign Code	24PBC	Campaign Type	Safety Recall
Claim Category	Truck	Repair Type	Proactive
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code	SUP-Supplier
Failure Location	015-003-061	Causal Part	J87-6024
Supplier Code	15310AA	SRT Code	B15-010 0.3 hrs. Inspect Steering Gear Serial Number per bulletin procedures.
Display in SIR	Always Visible	Editable by Dealer	No
KW AutoPay	Yes	PB AutoPay	Yes

Procedure

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

Affected Chassis must be inspected to determine steering gear serial number using the attached Inspection Procedure. All inspected steering gears must be entered into the Serial Number Tracking Form, regardless of the result.

NOTE

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

“GOOD” or “OUT OF DATE RANGE” chassis are complete – touch up paint as necessary and release vehicle.

“SUSPECT” chassis requires steering gear replacement. Contact Field Service for tracking of suspect gears pending parts and procedures. This bulletin will be updated when parts and procedures are available.

Parts

FOR CHASSIS THAT RETURN “GOOD” OR “OUT OF DATE RANGE”

Use a supplemental claim for paint materials on “GOOD” and “Out of Date Range” steering gears. Reference 24PBC in the supplemental claim.

Quantity	Part Number	Description
As needed	Locally Sourced	Spray Paint (black or matching chassis color)

Links

[24PBC Chassis List](#)

[24PBC Inspection Procedure](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)