

15-031: Sheppard Steering Gear Replacement for 24KWC

5/21/2024

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Subject

Sheppard Steering Gear Replacement for 24KWC

Whats New Abstract

This Bulletin contains parts ordering and replacement procedures for steering gears identified as SUSPECT under 24KWC ONLY.

Steering gears repaired under this bulletin MUST be entered into the Serial Number Tracking Form for 24KWC.

Revision

5/21/24: Added part number statement to Warranty filing instructions.

Condition

Certain Model Year 2024-2025 Kenworth T280/T380/T480/T680/T880/W990/L770 chassis with identified SUSPECT steering gears using inspection procedures in 24KWC.

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

Only chassis listed on the Serial Number Tracking Form for 24KWC 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 Kenworth T280/T380/T480/T680/T880/W990/L770 chassis with verified


SUSPECT steering gears identified through Recall 24KWC.

Action

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

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

Refer to [24KWC](#) 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 If the steering gear serial number returns "GOOD" or "OUT OF DATE RANGE" during 24KWC inspection, no repair or replacement is necessary. Follow instructions in [24KWC](#).
3. Repair claims for chassis verified as GOOD or OUT OF DATE RANGE may be denied.
4. If the steering gear serial number returns SUSPECT during 24KWC inspection, continue below.
5. Confirm with the customer that your dealership will be the repair location before ordering parts.
6. Refer to ECAT for specific chassis to determine additional parts needed. See attached [24KWC 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 [replacement procedures](#) for details.
9. Follow the steps in the Parts section to request replacement steering gears for affected vehicles.
10. Return removed SUSPECT gears to R.H. Sheppard using the steps in the 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 and 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:

"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. Kenworth will pay for parts and labor:

2.0 hours to complete the following per bulletin procedures:

1. look up and order consumable 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. Touch-up paint 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 an editable claim to include parts replaced during installation. See the parts section for required additional parts.
- 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 the PNG Logistics tracking number for returned gears in the 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. Quick claim CU number must be included in the repair story of the 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 14 days in accordance with Warranty Policy.

PRWS CLAIM CODING			
Campaign Code:	15031	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code:	CampSupp
Failure Location	015-003-061	Causal Part	Refer to ECAT for chassis-specific part number
Supplier Code	15310AA	SRT Code	<p>B24-03B 2.0 hrs Look up parts in ECAT, Replace the steering gear, set plungers, bleed steering system</p> <p>B24-03C 0.5 hrs Check Steering</p>

			Alignment per bulletin procedures B24-03D 0.2 hrs Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure
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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 in the attached [Authorized Additional Parts and Hardware Cross-Reference](#) document. Specific part numbers and quantities are available in ECAT for each chassis. Include specific part numbers and quantities in the 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 [24KWC](#), 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: **24KWC**
6. Area of Concern: **Steering**
7. In the Details section, include:
 - Steering Gear Serial Number
 - Sheppard Steering Gear Classification Tool results
 - Part number shown on the 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, 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 VIA TCS365!!

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

Authorized replacement parts must be ordered separately using normal ordering procedures.

***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: **24KWC**
 - o The Technical Assistance case # that has the approval from Technical Assistance – **an order will not be placed without this**
 - o Example: 24KWC case 05112345
6. Check the box for “Campaign” and further select either 24KWC for Kenworth. This will ensure your case gets sent to the correct department.



7. Other required fields when opening a Place an Order case:
 - o Vehicle Chassis # - **your order will not be placed without this**
 - o Shipping method: Best Way Ground (BWG)
 - o Part #
 - o Dealer PO #
 - o Order Type: Emergency – EM (US) or E1 (Canada)
 - o No drop ship orders are accepted. All parts will ship directly to the dealer location that opened the case.
8. Submit the 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.

Read all steps before beginning.

Follow steps in the [attached procedure](#).



NOTE

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

Follow the attached procedures for steering gear replacement. Refer to Sheppard documentation 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

[Safety Recall 24KWC](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

[Replacement Procedures](#)

[ACOM Pro User Guide](#)

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

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