

TIB 15-032: Sheppard Steering Gear Replacement for Safety Recall 24KWF

7/17/2024

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15-032

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Subject

Sheppard Steering Gear Replacement for Safety Recall 24KWF

Whats New Abstract

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

Condition


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

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


Chassis Affected

Certain Model Year 2025 Kenworth chassis with identified "SUSPECT" steering gears using inspection

Action

 NOTE
Both Main and Slave steering gears are affected by this recall. If the chassis is equipped with dual steering gear system, ensure both steering gear serial numbers are inspected.

1. Verify the chassis steering gear has been found "**SUSPECT**" per Safety Recall 24KWF "[Steering Gear Serial Number Inspection Procedure.](#)"
2. 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.
3. 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.
4. Confirm with the customer that your dealership will be the repairing location before ordering parts.
5. Follow steps in "Parts" section to request replacement steering gear(s) for affected vehicles.

 NOTE
Replacement steering gear(s) 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. The vehicle owner determines the use of the truck while waiting for parts.

6. Prepare an inventory of required additional parts from ECAT and **confirm all parts have arrived before scheduling the chassis for repair.**
7. Follow steps in "Procedure" section to replace steering gear(s).
8. 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 an 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:

- File an Editable Quick Claim 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 **B24-17C**
 - 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 **B24-17D**
 - 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 **B24-17E**
 - 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 **B24-17F**
 - 0.2 hours to **calibrate the steering angle sensor** using Bendix ACOM Pro (if equipped). Use SRT code **B24-17G**
- **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". Failure to follow these exact instructions will result in denial of the warranty claim.**
 - Include PNG Logistics tracking number for returned gears in claim.
 - New vehicles that are repaired before purchase MUST be given an Disclosure Form. Attach a copy of the disclosure form to the repair claim.
 - File an additional claim for extraordinary circumstances. An editable quick claim for standard labor must be filed first. Quick claim CU 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.
 - Place a copy of the claim with the returned steering gear.
 - 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
 - **Canadian Dealers:** If necessary, use the supplier's Tax ID 66-0428542.
 - File the claim within 14 days in accordance with Warranty Policy [CA009](#).

PRWS CLAIM CODING			
Campaign Code:	15032	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	HWC06510
Supplier Code	15310AA	SRT Code	<p>B24-17C 2.0 hours Sheppard steering gear R&R Master gear per bulletin procedure.</p> <p>B24-17D 3.1 hours Sheppard steering gear R&R Master and Slave per bulletin procedure.</p> <p>B24-17E 2.0 hours Sheppard steering gear R&R Slave gear per bulletin procedure.</p> <p>B24-17F 0.5 hours Steering Alignment per bulletin procedure.</p> <p>B24-17G 0.2 hours Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure.</p>

Follow the steps below to request replacement steering gear(s).

1. Verify steering gear(s) are suspect:

A. Verify the chassis steering gear has been found "**SUSPECT**" per Safety Recall 24KWF "[Steering Gear Serial Number Inspection Procedure.](#)"

2. Create Technical Assistance Case:

A. Open "[TCS356](#)" in Google Chrome or Microsoft Edge.

B. Select **Vehicle Support - Technical Assistance**

C. Case Type: **Chassis Support**

D. Case Category: **General Questions**

E. Subject line: **Safety Recall 24KWF**

F. Area of Concern: **Steering**

G. In the Details section, include:

- Steering Gear Serial Number
- Sheppard Steering Gear Classification Tool results
- Part number shown on Sheppard Classification Tool results

H. 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 gear(s) 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.

A. Open "[TCS356](#)" in Google Chrome or Microsoft Edge.

B. Select **Order Support – Order Inquiry**

C. Case Type: **Place an Order**

D. Case Category: **Place a General Order**



E. Subject line: **Campaign number and the TCS365 case #.** (Example: 24KWF TCS365 case # 05112345)

F. Check the box for "Campaign" and further select 24KWF for Kenworth. This will ensure your

case gets sent to the correct department.

Prioritize

Check this box if the case relates to any of the following campaigns: - 22KWE - 22PBE - 24KWC - 24PBC - 24KWF - 24PBF

Campaign  

G. 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

H. 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.

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

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.

1. Verify the chassis steering gear has been found "SUSPECT" per Safety Recall 24KWF "[Steering Gear Serial Number Inspection Procedure](#)".
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

[Steering Gear Serial Number Inspection Procedure](#)

[Sheppard Steering Gear Classification Tool](#)

[Main steering gear replacement procedure](#)

[Slave steering gear replacement procedure](#)

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

[Sheppard steering gear installation instruction](#)

[Serial Number tracking form](#)

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

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

[Disclosure Form \(For NEW vehicles repaired before purchase\).](#)

[Safety Recall 24KWF Sheppard Steering Gear Sector Shaft bulletin](#)

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