

24PBF - Safety Recall - Sheppard Steering Gear Sector Shaft

Number

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Bulletin #: 24PBF / NHTSA#: 24V233 / Transport Canada#: 2024-197

Supplier

R.H. Sheppard Co, Inc.

Description

24PBF - Safety Recall - Sheppard Steering Gear Sector Shaft

Date

7/17/2024

What's New

SAFETY RECALL

Repair parts and procedures are now available.

Certain Peterbilt vehicles from Model Year 2025 may contain steering gear(s) with sector shaft gear teeth that may prematurely wear, crack, or fracture and interfere with the steering gear mechanism. This may lead to steering gear binding, which may increase the risk of a crash.

Introduction

Certain Peterbilt vehicles from Model Year 2025 may contain steering gear(s) with sector shaft gear teeth that may prematurely wear, crack, or fracture and interfere with the steering gear mechanism. This may lead to steering gear binding, which may increase the risk of a crash. The driver may hear a popping sound if a tooth fractures.

Situation

184 (163 U.S. and 21 Canada) Model Year 2025 536/548/567/579 chassis built from 08/02/2023 through 01/11/2024 with suspect steering gear sector


shaft gear teeth.

Resolution

Safety Recall

Inspect all affected chassis that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. In Service Management, select Campaign **24PBF** to add it to the claim. 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 **24PBF** campaign code prior to performing this repair.
4. Inspect Steering Gear per "[Steering gear serial number inspection procedure](#)".

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

5. If steering gear is found "**GOOD**" or "**OUT OF DATE RANGE**" during inspection, no repair or replacement is necessary. Touch-up paint on steering gear(s) if necessary and then file a claim for inspection. No further action is required.
6. If chassis returns "**SUSPECT**" during inspection, refer to Bulletin 15-032 for parts ordering and repair procedures. Do not paint over SUSPECT Steering gear Serial Numbers. Serial Number may be needed for verification before repair.
7. Advise vehicle owner of inspection results and, if applicable, obtain direction regarding release of truck pending parts availability. Vehicle owner to determine use of truck while waiting for parts.

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

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

For chassis inspection that returns “GOOD” or “OUT OF DATE RANGE”.

- **Main steering gear only inspection.** File a claim using Recommended Repair Code **24PBFA** for **0.3 hours** labor to:
 - Inspect the Main steering gear serial number per “[Steering gear serial number inspection procedure](#)”.
 - Check the steering gear serial number using [Sheppard Steering Gear Classification Tool](#).
 - Enter Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).
 - File an add-on claim for touch-up paint (materials only) if necessary.
- **Main and Slave steering gear inspection.** File a claim using Recommended Repair Code **24PBFB** for **0.5 hours** labor to:
 - Inspect the Main and Slave steering gear serial number per “[Steering gear serial number inspection procedure](#)”.
 - Check the steering gear serial numbers using [Sheppard Steering Gear Classification Tool](#).
 - Enter Classification Results and steering gear serial numbers into the [Serial Number Tracking Form](#).
 - File an add-on claim for touch-up paint (materials only) if necessary.

For chassis inspection that returns “SUSPECT”.

- **Main steering gear only inspection.** File a claim using Recommended Repair Code **24PBFC** for **0.3 hours** labor to:
 - Inspect the Main steering gear serial number per “[Steering gear serial number inspection procedure](#)”.
 - Check the steering gear serial number using [Sheppard Steering Gear Classification Tool](#).
 - Enter Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).
- **Main and Slave steering gear inspection.** File a claim using Recommended Repair Code **24PBFD** for **0.5 hours** labor to:

- Inspect the Main and Slave steering gear serial number per “[Steering gear serial number inspection procedure](#)”.
 - Check the steering gear serial numbers using [Sheppard Steering Gear Classification Tool](#).
 - Enter Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).
- File the claim within 7 days in accordance with warranty policy.
 - Cross-division repairs are not allowed.

PRWS CLAIM CODING			
Campaign Code:	24PBF	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:	HD94PCB31
Supplier Code:	15310AA	SRT Code:	<p>B24-18A 0.3 hours Sheppard steering gear inspection single gear per bulletin procedure.</p> <p>B24-18B 0.5 hours Sheppard steering</p>

			gear inspection dual gear per bulletin procedure.
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Procedure

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

1. Inspect steering gear(s) per the "[Steering gear serial number inspection procedure](#)" document.
 - If steering gear returns "GOOD" or "OUT OF DATE RANGE" during inspection, touch-up paint on steering gears if necessary. No steering gear replacement is necessary. No further actions are required.
 - If steering gear returns "SUSPECT" during inspection, refer to Bulletin 15-032 for parts ordering and repair procedures. Do not paint over

SUSPECT Steering gear Serial Numbers. Serial Number may be needed for verification before repair.

Parts

If applicable, for chassis inspection that return "GOOD" or "OUT OF DATE RANGE".

Touch-up paint should be sourced locally.

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

For chassis inspection that returns "SUSPECT."

Refer to Bulletin 15-032 for parts ordering and repair instructions.

Links

CHASSIS LIST AND CUSTOMER LETTERS

[24PBF - Chassis List](#)

[24PBF FINAL US Customer Letter](#)

[24PBF FINAL Canada Customer Letter](#)

[24PBF FINAL French Customer Letter](#)

PROCEDURES:

[Steering Gear Serial Number Inspection Procedure](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

Revision History

07/17/2024: Converted bulletin from Interim to Final. Parts and repair procedures are now available.