

# 24PBF - Safety Recall - Sheppard Steering Gear Sector Shaft

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## Number

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

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## Supplier

R.H. Sheppard Co, Inc.

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## Description

24PBF - Safety Recall - Sheppard Steering Gear Sector Shaft

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## Date

7/17/2024

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## 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.

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## 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.

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## 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

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### 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](#)".

 <b>NOTE</b>
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

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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

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**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			
<b>Campaign Code:</b>	24PBF	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	128	<b>Causal Code:</b>	62
<b>Corrective Action Code:</b>	06	<b>Responsibility Code:</b>	SUP - SUPPLIER
<b>Failure Location:</b>	015-003-061	<b>Causal Part:</b>	HD94PCB31
<b>Supplier Code:</b>	15310AA	<b>SRT Code:</b>	<p><b>B24-18A</b>  <b>0.3 hours</b>                      Sheppard steering gear inspection single gear per bulletin procedure.</p> <p><b>B24-18B</b>  <b>0.5 hours</b>                      Sheppard steering</p>

			gear inspection dual gear per bulletin procedure.
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## Procedure

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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

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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

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### 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

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

Sélectionner la date

## IMPORTANT RAPPEL DE SÉCURITÉ

Cet avis concerne votre véhicule. Votre(vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Rappel de sécurité : 24PBF – Axe du secteur denté du boîtier de direction Sheppard  
Rappel de Transport Canada : 2024-197  
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Peterbilt Motors Compagnie a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains véhicules de modèles 536/548/567/579 de l'année 2025, fabriqués entre le 02/08/2023 et le 11/01/2024. Il est possible que le(s) boîtier(s) de direction de ces véhicules comporte(nt) une denture de l'axe du secteur denté qui soit sujette à une usure, une fissure ou une fracture prématurée et interfère avec le mécanisme du boîtier de direction. Ceci pourrait occasionner un grippage du boîtier de direction et augmenter le risque d'accident. Si l'opérateur remarque une soudaine augmentation de l'effort de direction ou un bruit sec, celui-ci devrait soigneusement diriger le véhicule vers un emplacement sécuritaire.

<b>Quel est le problème ?</b>	Il est possible que dans certains boîtiers d'engrenage, l'axe du secteur denté ne rencontre pas les exigences en matière de dureté.
<b>Que fera votre concessionnaire ?</b>	Les concessionnaires inspecteront tous les boîtiers de direction concernés et remplaceront ceux qui sont suspects dès que les pièces seront disponibles.
<b>Que devriez-vous faire ?</b>	Communiquer avec votre concessionnaire Peterbilt et prendre rendez-vous pour une inspection et les réparations éventuelles.

Peterbilt Motors Compagnie a mis en place ce rappel afin de remédier à la défectuosité, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt le plus près, vous pouvez utiliser "Trouver un concessionnaire" sur [www.Peterbilt.com](http://www.Peterbilt.com) ou balayer le code à barres à la présente. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de rappel de Transport Canada, ainsi qu'au(s) NIV(s) listé(s) à la présente.

Le boîtier de direction de votre véhicule sera inspecté. L'inspection nécessitera **1.0 heure**.

- Si l'engrenage réussit l'inspection ("Bon" ou "Gamme obsolète", aucune autre action n'est nécessaire
- Si l'engrenage échoue l'inspection ("Suspect"), un engrenage de remplacement sera commandé et installé.

Les boîtiers de direction pour cette réparation peuvent avoir un délai de livraison important par suite de problèmes de capacité des fournisseurs et de chaîne d'approvisionnement. Coordonnez avec votre concessionnaire afin de déterminer les dates d'arrivée prévues des pièces et le calendrier des inspections/réparations. Les concessionnaires procédant à l'inspection n'ont pas à être les concessionnaires procédant à la réparation. Les propriétaires de véhicule peuvent communiquer directement avec Sheppard pour davantage d'information au sujet de ce rappel en appelant au 1-877-409-9869. Des représentants sont disponibles du lundi au jeudi, de 8 :00 à 18 :00 ET et le vendredi de 8 :00 à 17 :00 ET.

Lorsque les pièces arriveront chez le concessionnaire, le boîtier de direction sera remplacé. Cette réparation peut nécessiter jusqu'à **4.0 heures** de main-d'œuvre additionnelle selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectuée sans frais,

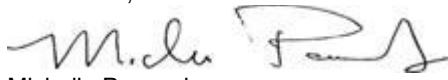
Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience-client de Peterbilt sur [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

Nous nous excusons pour tout inconvénient causé par cette procédure préventive et vous remercions de votre participation afin d'aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité; et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby  
Directrice de l'expérience client  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.





A PACCAR COMPANY

Select the date.

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s). Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 24PBF – Sheppard Steering Gear Sector Shaft  
Transport Canada Recall: 2024-197  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2025 536/548/567/579 vehicles built from 08/02/2023 through 01/11/2024. The steering gear(s) in these vehicles may contain 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. If the operator notices a sudden increase in steering difficulty or popping sound, the operator should carefully steer the vehicle to a safe location.

<b>What is the problem?</b>	Certain steering gears may have a sector shaft that does not meet hardness requirements.
<b>What will your dealer do?</b>	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
<b>What should you do?</b>	Contact your Peterbilt dealer to schedule an inspection and possible repairs.

Peterbilt Motors Company has initiated this recall to remedy the defect with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your nearest Peterbilt dealer you can use “Find a Dealer” at [www.Peterbilt.com](http://www.Peterbilt.com) or scan the QR code on this letter. When contacting your Peterbilt dealer, reference the Transport Canada Recall Number and VIN(s) listed in this letter.

The steering gear on your vehicle will be inspected. The inspection will take **1.0 hour**.

- If the gear passes inspection (“Good” or “Out of Date Range”), no further action is required.
- If the gear fails inspection (“Suspect”), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling. Inspecting dealers do not need to be the repairing dealer. Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Thursday, 8:00 am - 6:00 pm ET and Friday 8:00 am – 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced. This repair may take up to **4.0 hours** of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

We apologize for any inconvenience this procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,

Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.





A **PACCAR** COMPANY

Select the date.

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s). Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 24PBF – Sheppard Steering Gear Sector Shaft  
NHTSA: 24V233  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2025 536/548/567/579 vehicles built from 08/02/2023 through 01/11/2024. The steering gear(s) in these vehicles may contain components that were not adequately heat-treated during assembly. Specifically, the sector shaft gear teeth 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. If the operator notices a sudden increase in steering difficulty or popping sound, the operator should carefully steer the vehicle to a safe location.

<b>What is the problem?</b>	Certain steering gears may have a sector shaft that does not meet hardness requirements.
<b>What will your dealer do?</b>	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
<b>What should you do?</b>	Contact your Peterbilt dealer to schedule an inspection and possible repairs.

Peterbilt Motors Company has initiated this recall to remedy the defect with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your nearest Peterbilt dealer you can use “Find a Dealer” at [www.Peterbilt.com](http://www.Peterbilt.com) or scan the QR code on this letter. When contacting your Peterbilt dealer, reference the Safety Recall number and VIN(s) listed in this letter.

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Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling. Inspecting dealers do not need to be the repairing dealer.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Thursday, 8:00 am - 6:00 pm ET and Friday 8:00 am – 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced. This repair may take up to **4.0 hours** of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

We apologize for any inconvenience this procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,

Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.

