Manufacturer Name :R.H. Sheppard Co., Inc.Submission Date :JUL 15, 2022NHTSA Recall No. :22E-047Manufacturer Recall No. :NR

### **Manufacturer Information :**

Manufacturer Name : R.H. Sheppard Co., Inc. Address : 101 Philadelphia Street P.O. Box 877 Hanover PA 17331-0877 Company phone : 717-637-3751

### **Equipment Information :**

Brand / Trade 1:	Sheppard	
Model :	HD94E	
Part No. :	various	
Size :	NR	
Function :	Steering	
Descriptive Information :	A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 01, 2022	
Brand / Trade 2:	Sheppard	
	Sheppard M100P	
	M100P	
Model :	M100P various	
Model : Part No. :	M100P various NR	
Model : Part No. : Size : Function :	M100P various NR	
Model : Part No. : Size : Function : Descriptive Information :	M100P various NR Steering A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the	
Model : Part No. : Size : Function : Descriptive Information :	M100P various NR Steering A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	



Number of potentially involved : 105,271 Estimated percentage with defect : 1%

**Population :** 

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Brand / Trade 3:	Sheppard	
Model :	M110P	
Part No. :	various	
Size :	NR	
Function :	Steering	
Descriptive Information :	A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	
Brand / Trade 4 :	Shennard	
Model :		
Part No. :		
Size :		
Function :		
	A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	
Brand / Trade 5:	Sheppard	
Model :	M83P	
Part No. :	: various	
Size :		
Function :	: Steering	
Descriptive Information :	scriptive Information : A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all productin from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	

Brand / Trade 6:	Sheppard	
Model :	M90P	
Part No. :	various	
Size :	NR	
Function :	Steering	
Descriptive Information :	A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 01, 2022	
Prand / Trada 7 :	Shappard	
Brand / Trade 7 : Model :	MD83P	
Part No. :		
Size :		
Function :		
	A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	
Brand / Trade 8:		
	: SD110P	
	: various	
	Size : NR	
	: Steering	
Descriptive Information :	tion : A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all productior from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
<b>Production Dates :</b>	JUN 01, 2021 - FEB 10, 2022	

Brand / Trade 9:	Sheppard	
Model :	HD94P	
Part No. :		
Size :	NR	
Function :	Steering	
	: A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	
	~	
Brand / Trade 10:	••	
Model : Part No. :	XD120P	
Size :		
	Steering	
	: A small number of steering gears were assembled without the required number of recirculating balls. The recall population was determined by identifying the oldest production lot associated with a gear failure, and including all production from that lot to the date in February 2022 when the improvements in the assembly process were instituted.	
Production Dates :	JUN 01, 2021 - FEB 10, 2022	
Description of Defect :		
Description of the Defect :	Steering gear was assembled with fewer than the required number of recirculating balls which can lead to a fracture in the steering gear worm-shaft and loss of vehicle steering.	
FMVSS 1 :	NR	
FMVSS 2 :	NR	
Description of the Safety Risk :	A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash.	
Description of the Cause :	An anomaly in the steering gear recirculating ball insertion operation occurred during assembly. Subsequent rework processes and inspections did not detect	

Identification of Any Warning Preceding the internal fracture, the steering may be perceived as strained by that can Occur : the driver. No audible or visual warning is available.

### **Involved Components :**

Component Name :Recirculating BallComponent Description :Ball bearing used in recirculating ball steer gears.Component Part Number :N/A

#### **Supplier Identification :**

#### **Component Manufacturer**

Name : NR Address : NR NR Country : NR

### **Chronology** :

2/8/22-Sheppard warranty lab receives a gear built 8/20/2021 with failed worm-shaft. 2/9/22 - warranty lab inspection/disassembly indicates fracture of the worm-shaft and less than the required number of recirculating balls 2/10/22-plant stops production. Additional inspections and process verifications put in place. Clean point is established. Material on hand is inspected and confirmed defect free. Production resumes. (2/10/22 - 5/13/22): review of all warranty from 2015-present indicated no similar failure ever received. engineering tests are performed to understand and to reproduce failure mode. 3/10/2022 - Sheppard contacted vehicle driver for description of event and confirmed no accident or injury, low speed and while backing up. 4/12/22 - Sheppard receives a second gear at incoming shipping facility 5/5/22- Sheppard warranty lab receives/disassembles the second gear built on 6/26/21 with failed worm-shaft and less than the required number of recirculating balls 5/6/22- The Product Integrity Committee meets for update on the product investigation. 5/13/22 - The Product Integrity Committee meets submission of a defect report 573

The information contained in this report was submitted pursuant to 49 CFR §573

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### **Description of Remedy :**

Description of Remedy Program :	Purchasers will identify the unique serial number imprinted on the recalled equipment. A web-based tool is available after August 1, 2022 to vehicle manufactures and their service networks to classify the serial number. Serial numbers will classified as either suspect and must be replaced or as not-suspect and may remain in service.
	The remedy component was assembled after the recall condition was corrected in production when additional controls were put in place. The remedy component has been verified to have the correct number of recirculating balls. Each remedy component is identifiable by an imprinted unique serial number.
	On Feb 10, 2022 the recirculating ball insertion process control was enhanced. Additional process controls and inspectors were added to the process to verify that the correct number of recirculating balls in each steering gear.

### **Recall Schedule :**

Description of Recall Schedule : NR Planned Dealer Notification Date : JUL 15, 2022 - JUL 15, 2022 Planned Owner Notification Date : JUL 15, 2022 <sup>-</sup> JUL 15, 2022

### **Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	SUPACAT LTD.
Address :	THE AIRFIELD DUNKESWELL
	England Devon 00
Country :	GB
Company Phone :	1404 892082
Name :	Daimler Trucks North America
Address :	4555 N. Channel Ave.
	Portland OR 97217
Country :	US
country .	03

	Kenworth Truck Co.
Address :	10630 NE 38th Place
	Kirkland WA
Country :	US
Company Phone :	425-828-5201
Name :	SUPACAT LTD.
Address :	THE AIRFIELD DUNKESWELL
	England 00
Country :	GB
Company Phone :	1404 892082
Name :	Crane Carrier Co
Address :	1951 Reiser Avenue S.E.
	New Philadelphia OH 44663
Country :	-
Company Phone :	
I J	
Name :	TICO Mfg/Terminal Services
	PO Box 1434
	Savannah GA 31402
Country :	US
Company Phone :	
I J	
Name :	Oshkosh Truck Corp.
Address :	2307 Oregon St.
	Oshkosh WI 54903
Country :	US
Company Phone :	
I J	
Name :	Orange EV LLC
Address :	500 NW Business Park Lane
	Riverside MO 64150
Country :	US
Company Phone :	
I J	
Name :	New Flyer of America
Address :	711 Kernaghan Ave
	Winnipeg Manitoba 00 R2C 2T4
Country :	
Company Phone :	

22E-047

	Link-Belt Construction Equip.
Address :	2651 Palumbo Dr
Country	Lexington KY 40509
Country : Company Phone :	
company r none.	(033) 204-0433
Name :	Kovatch Mobile Equipment
	One Industrial Complex
	Nesquehoning PA 18240
Country :	US
Company Phone :	(570) 669-5581
	Kodiak America
Address :	PO Box 370
Country :	Paul ID 43347
Company Phone :	
company r none .	
Name :	Kalmar Solutions
Address :	415 E. Dundee
	Ottawa KS 66067
Country :	US
Company Phone :	(785) 248-0776
Nome	ICD Manufacturing Inc.
	JCB Manufacturing Inc. 2000 Bamford Blvd.
Address .	Pooler GA 31322
Country :	
Company Phone :	
1 5	
Name :	Peterbilt Motors Inc
Address :	3200 Airport Road
	Denton TX 31322
Country :	
Company Phone :	940-220-2760
Name ·	AM General LLC
	105 N. Niles Avenue
	South Bend IN 46617
Country :	
Company Phone :	

22E-047

Name: AddressBobal Environmental Products S405 Industrial Parkway San Bernardino CA 92407 San Bernardino CA 92407County:US Tommany Phone:Name: AddressFrarar Fire Apparatus, Inc. 27855 James Chapel Road North Holden LA 70744County:US 27855 James Chapel Road North Holden LA 70744County:US 20043-9006Name: Address:Emergency One, Inc 1601 SW 37th Ave Cata FL 34474County:US 1601 SW 37th Ave 1601 SW 37th Ave 2601 WICounty:US 1601 SW 37th Ave 1601 S		
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Name :	Mil-Stak, Inc.
Address :	2201 Hwy. 30 w
	Fruitland ID 83619
Country :	US
Company Phone :	208-452-6045
Name :	Meritor, Inc
Address :	2135 West Maple Rd
	Troy MI 48084
Country :	US
<b>Company Phone :</b>	920-424-5307
Name :	Grove (Manitowoc) Worldwide
Address :	Box 21
	Shady Grove PA 17256-0021
Country :	US
Company Phone :	717-593-5116
Name :	Volvo Trucks North America, Inc
Address :	7900 National Service Road
	Greensboro NC 27409-9416
Country :	US
<b>Company Phone :</b>	301-573-5972
Name :	B&J Tech
Address :	45 Hwy 23
	Suwanee GA 30024
Country :	US
Company Phone :	770-904-0013

\* NR - Not Reported