

V O L V O

Company name Volvo Trucks NA	Document type Internal Q and A Steering Gear Recall		
Document name Volvo RVXX 2202	Version 01	Date 2022-08-01	Page 1 (2)
Issuer (Dept., name, email, location) Compliance and Certification, C. Comte GSO	Reg. No. 0001	Classification Internal	

RVXX2202 Sheppard Steering Gear Recall, Volvo

Recall numbers: 22E-047 Sheppard,

Q: What is the issue?

- Sheppard steering gear(s) were 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.

Q: Any accidents or injuries?

- No.

Q: What should customers with an affected vehicle do?

- All customers with trucks which may be impacted by a suspect steering gear will be contacted by mail per standard process.

Q: What vehicles are affected?

- Certain Volvo trucks with Sheppard steering gears manufactured between June 8, 2021 and June 10, 2022

Q: How many vehicles are affected?

- 1779 in the U.S.; 14 in Canada, Volvo

Q: What caused the issue?

- Human error

Q: Is this a Volvo issue or a vendor issue?

- It's a supplier issue.

Q: When did you first learn about the issue?

- RH Sheppard management contacted us with the information while filing their recall 22E-047 No incidents have occurred with any Volvo trucks

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Q: Was this the only report that you received?

- Yes

Q: What is the fix?

- Trucks will be inspected and if a suspect steering gear is installed then that steering gear will be replaced

Q: What do I do if there is no material to repair the vehicle?

- The vehicle may stay in service at the owner's discretion until parts are available.

Q: What is the cost to Volvo?

- Volvo doesn't release this type of financial information.

Q: Is Mack also affected?

- You'd have to talk to Mack