

Recall 22PBE: Sheppard Steering Gear Incorrectly Assembled

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Number

22PBE

Supplier

R. H. Sheppard Co., Inc.

Description

Recall 22PBE: Sheppard Steering Gear Incorrectly Assembled

Date

8/2/2022

What's New

!!! ALWAYS USE LATEST VERSION !!! - Due to the fluid nature of this situation, this bulletin will be updated frequently. - Updated 08/26/2022.

Safety Recall – Certain steering gears may have been assembled incorrectly, causing the gear to fracture. This can cause a loss of steering control, increasing the risk of a crash. Steering gear serial numbers must be inspected to determine "Suspect" gears. This Phase 1 release is for inspection and data collection only, due to supply chain issues. This bulletin will be updated when parts and repair procedures are available.

Introduction

Peterbilt Motors has determined that a defect, which relates to motor vehicle safety, exists in certain Model Year 2022-2023 325, 330, 337, 348, 365, 367, 389, 520, 536, 537, 548, 567, 579, and New Model 579 chassis built from 06/01/2021 through 06/16/2022. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash.

Some steering gears 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.

Steering gears 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.

Preceding the internal fracture, the steering may be perceived as strained by the driver. No audible or visual warning is available.

Situation

22,538 (21,189 US and 1,349 CAN) Model Year 2022-2023 325, 330, 337, 348, 365, 367, 389, 520, 536, 537, 548, 567, 579, and New Model 579 chassis built from 06/16/2021 through 06/02/2022 with suspect steering gears.

Resolution

Safety Recall

Phase 1 - Inspection and data collection only (released 8/18/22)

Phase 2 - Inspection and Data collection and ordering replacement steering gears. (released 8/26/22)

Phase 3 - Inspection and data collection, ordering, and replacement procedures (Release TBD)

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

- Review the attached chassis list for your dealer code and schedule your customer(s) for inspection if their chassis is on the list.
- Review SIR for Campaign Codes 22PBE or E22PB prior to performing this repair. See below for service actions.
- Inspect steering gear serial numbers using the [attached procedure](#). **ONCE YOU HAVE THE STEERING GEAR SERIAL NUMBER PLEASE FOLLOW THE STEPS IN THE WARRANTY SECTION BELOW.**
- Follow steps in Parts section to request replacement steering gears for affected vehicles.

SIR Campaign Codes and Service Actions

22PBE	E22PB	Vehicle Status	Action Required
OPEN	Not Visible	Not Inspected	Inspect (Follow 22PBE Procedures)
OPEN	COMPLETE	Inspection Completed - SUSPECT	DO NOT REINSPECT - Waiting for parts
COMPLETE	Not Visible	Inspection Completed - GOOD	NONE - Release Vehicle - Recall is complete
COMPLETE	COMPLETE	Recall Complete - Gear has been replaced	NONE - Release Vehicle - Recall is Complete

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:

- 0.3 hours to complete the following:
 1. Inspect Steering Gear Serial Numbers
 2. Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](https://qa-recall.rhsheppard.com/USA/en?USD) (https://qa-recall.rhsheppard.com/USA/en?USD).
 3. Enter both "Good", "Suspect", (or "Out of Date Range") steering gear serial numbers into the [Serial Number Tracking Form](#).

4. Touch-up paint on "Good" steering gears if necessary.

i	NOTE
Failure to complete the Serial Number Tracking Form for each chassis inspected could result in the Quick Claim being charged back to the dealer.	

- For serial numbers that return "Good" file under Quick Claim 22PBEA. Includes time for touch-up paint of exposed serial numbers on "Good" steering gears if necessary. No further action is required on "Good" steering gears.
 - File a long form claim for touch-up paint as necessary.
- For serial numbers that return "Suspect" file under Quick Claim 22PBEB. This will result in E22PB appearing and showing "Complete" in SIR. The 22PBE Recall will stay open until repairs are completed.
- Steering gears that are "Out of Date Range" will not be included in this recall.
- Inspection claims will only be paid once per chassis. Subsequent claims will be accepted for repairs only.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. Quick claim CU number must be included in repair story of additional claim.

PRWS CLAIM CODING			
Campaign Code:	22PBE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code:	Supplier
Failure Location	015-003-061	Causal Part	Refer to ECAT for chassis-specific part numbers
Supplier Code	15310AA	SRT Code	B15-010 0.3 hrs Inspect Steering Gear Serial Number per bulletin procedures

Procedure

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

Affected Chassis must be inspected to determine steering gear serial number using the attached [attached procedure](#)

Parts

Follow the steps below to request replacement steering gears for affected vehicles.

Touch-up paint for GOOD steering gears

Quantity	Part Number	Description
As needed for touch up of exposed serial numbers	Locally Sourced	Spray Paint (Black or Matching Chassis Color)

After verifying via [Sheppard Steering Gear Classification Tool](#) that you have a suspect part, open a TCS365 Technical Assistance case for further approval.



NOTE

TCS365 cases MUST be opened EXACTLY as shown below. Any missing or incorrect information will result in parts orders being delayed or canceled.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select **Vehicle Support - Technical Assistance**.
3. Case Type: **Chassis Support**
4. Case Category: **General Questions**.
5. Subject: **22PBE**
6. Area of Concern: **Steering**

If you have not already done so: Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#)

7. In the Details section, include:
 - o Steering Gear Serial Number
 - o Sheppard Steering Gear Classification Tool results
 - o Part number shown on Sheppard Classification Tool results
8. Submit the case.

Technical Assistance will review your case details and respond with whether you are approved to order parts or denied.

If denied, 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 VIA TCS365!!

*Dealers are not placing orders for parts 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.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select **Order Support – Order Inquiry**.
3. Type: **Place an Order**
4. Case Category: **Place a General Order**.
5. Enter the following in the Subject line:
 - o Campaign number: **22PBE**
 - o The Technical Assistance case # that has the approval from Technical Assistance – **an order will not be placed without this**
 - o Example: 22PBE case 05112345
6. Check the box for “Campaign” and further select either 22KWE for Kenworth or 22PBE for Peterbilt. This will ensure your case gets sent to the correct department.



IMAGE

7. Other required fields when opening a Place an Order case:
 - o Vehicle Chassis # - **your order will not be placed without this**
 - o Shipping method: Best Way Ground (BWG)
 - o Part #
 - o Dealer PO #
 - o Order Type: Emergency – EM (US) or E1 (Canada)
 - o No drop ship orders accepted. All parts will ship directly to the dealer location who opened the case.
8. Submit the case

Once a Place 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.

Links

[PB 22PBE Chassis List](#)

[22PBE Inspection Procedure - Revision B 8/30/22](#)

[Sheppard Steering Gear Classification Tool](https://qa-recall.rhsheppard.com/USA/en?USD) (<https://qa-recall.rhsheppard.com/USA/en?USD>).

[PB Serial Number Tracking Form](#)

Authored by D. Cook

Revision History

08/30/2022: Procedure document updated. Broken links removed and paint removal methods clarified.

08/26/2022: Phase 2 - Ordering process for replacement steering gears added.

08/22/2022: Procedures updated to remove the picture & marking requirement and shortened Serial Number Tracking Form. Warranty Quick Claims explanation expanded.

08/18/2022: Phase 1 - Interim Bulletin converted to Inspection and Data Collection Only