



**FERRARA**  
**Take Command™**

September 8, 2022

## **IMPORTANT SAFETY RECALL: 22V-570**

**Sheppard steering gear Model M110P**

**This notice applies to your Vin: X**

**Customer xxxxxxxxxxxxxxxxxxxxxx Unit: 1xxxx**

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

Ferrara has decided that a defect which relates to motor vehicle safety exists in certain models of the following emergency vehicles manufactured equipped with Sheppard Steering Gear Model M110P

**Model:** Inferno, Igniter and Cinder

**Production Dates**      **Begin:** JUN 01, 2021      **End:** FEB 01, 2022

**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 processes were instituted.

**Describe the defect or noncompliance:**

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.

**Describe 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.

**Identify any warning which can precede or occur:**

Preceding the internal fracture, the steering may be perceived as strained by

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the driver. No audible or visual warning is available.

**Describe the cause:**

An anomaly in the steering gear recirculating ball insertion operation occurred during assembly. Subsequent rework processes and inspections did not detect the missing recirculating balls.

**Provide the chronology of events leading up to the defect decision or test data for the non-compliance decision:**

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/inspects/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 and recommends submission of a defect report 573. 7/18/22 – REV Group was notified on Sheppard’s recall 22E-047 and began gathering the necessary information and approval to conduct a pass-through recall.

**Identify the Remedy**

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 be classified as either suspect and must be replaced or as not suspect and may remain in service. Sheppard assumes cost burden for the remedy being performed.

**Describe what distinguishes the remedy component from the recalled component.**

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.

**Identify and describe how and when the recall condition was corrected in production.**

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.

### **WHAT SHOULD YOU DO?**

If you receive this notification, please contact your Ferrara Dealer or Ferrara Customer Service at 1-800-443-9006 for assistance on getting your vehicle repaired.

**INCLUDED WITH THIS LETTER IS AN OWNER RESPONSE CARD THAT MUST BE FILLED OUT AND RETURNED TO FERRARA IN ORDER TO BE REIMBURSED.** Please have your Truck VIN available. After your repair has been completed, please fill in the appropriate information on the enclosed Owner Response Postcard, sign it, and mail it to:

*Ferrara, 27855 James Chapel Road Holden LA 70744.*

If you prefer to contact Ferrara directly, feel free to contact our Customer Service at 1-800-443-9006. Please have your Truck VIN and Production # available.

### **WHAT IF YOU NO LONGER OWN THIS Ferrara – 2022 Custom Inferno, Igniter**

If you no longer the current owner of the vehicle, please indicate this on the Owner Response Postcard and return the card to *Ferrara 27855 James Chapel Road Holden LA 70744.*

### **WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?**

If you have any questions or concerns, please contact Ferrara Customer Service at 1-800-443-9006. Please have your Truck VIN and production # available.

**If you are the lessor of this vehicle,** please forward a copy of this notice to the lessee within ten days to comply with federal regulations

If you have already paid to have your Ferrara Custom Inferno, Igniter Igniter repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement of components. To learn more about what you need to do to obtain reimbursement call Ferrara Customer Service at 1-800-443-9006 and instructions will be provided. Please have your Truck VIN and production # available.

If after having attempted to take advantage of this recall you believe you have not been able to have your Ferrara – 2022 Custom Inferno, Igniter remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Ferrara Fire Apparatus