

## IMPORTANT RECALL INFORMATION – RESPOND IMMEDIATELY

Date 8/24/2022

### Customer Address

Dear Customer ,

### IMPORTANT RECALL 22V-598 INFORMATION

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

Global Environmental Products has decided that a defect exists in certain 2021-2022 M4 (M4, R4, M4 HSD) and M4 CNG sweeper vehicles. The steering gears may have been incorrectly assembled, which can cause the gears to fracture. A fractured steering gear can cause a loss of steering control, increasing the risk of a crash.

### IMPACTED PRODUCT

This recall impacted product is Sheppard™ steering gear model M100P™. Manufactured between Jun1, 2021 and February 10, 22 inclusive.

Affected steering gears can be identified by their serial numbers. Please use the attached Identification Guideline document to identify your steering gears.

### PROBLEM DESCRIPTION

Some select street sweepers were sold between 9/10/21 and 8/01/22 may have these recalled steering gears installed.

### WHAT YOU NEED TO DO

Check each sweeper on the inspection list below the steering gear box serial numbers. To identify this Serial number, use the identification guide attached. Send the list of VINS and Serial Numbers to Manuel Hernandez at [MHernandez@globalsweeper.com](mailto:MHernandez@globalsweeper.com).

Once Global has processed your information an email will be sent to the submitter stating if any vehicles have suspected steering gears and the process will began for replacement, free of charge. Sheppard has issued a recall for these steering gears and global will be processing claims for labor and parts. To perform the remedy may require 4-5 hours of downtime.

If you no longer own the subject vehicle, please provide Global Environmental Products with the new owner's information (if known), by mail to the address listed above. If the new owner information is unknown, simply notify Global Environmental Products that you no longer own the subject vehicle.

5405 Industrial Parkway  
San Bernardino, CA 92407

Tel : 1 (909) 713-1600  
Fax : 1 (909) 713-1612

[www.globalsweeper.com](http://www.globalsweeper.com)



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If you believe that Global Environmental Products has failed or is unable to remedy the potential defect without charge within a reasonable time, 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](http://www.safercar.gov)

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Sweeper inspection list:

Machine Type	Ex M4HSD LH
UAO (Unit Assembly Order)	Ex 660141
VIN	Ex 1G9CM7A26NS462039

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# Identification Guideline

## Sheppard™ Steering Gears

RHS0007

Effective Date: 7/1/22

### Identifying Sheppard™ Steering Gears Covered in this Field Action

A potentially defective steering gear can be identified by a serial number and a part number engraved into the steering gear housing. Perform the following procedure to identify the steering gear serial number and part number.

1. Park the vehicle on a flat surface.
2. Set the transmission to park or neutral and set the parking brake.
3. Ensure the vehicle ignition is turned off.
4. Install the wheel chocks.
5. Unlatch and open the hood to access the steering gear.
6. Locate the steering gear serial number and part number.

**NOTE:** If the serial number or part number cannot be easily read due to paint application, gently scrape the number(s) with a flathead screw driver, wire brush, or emery cloth, or apply acetone. Too much intervention may cause the numbers and letters to be illegible.

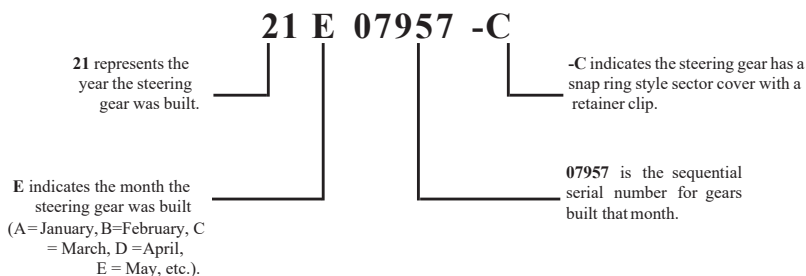
There are three common styles of engraving locations to be aware of when locating the serial number and part number. **NOTE:** If you need assistance with locating or deciphering the steering gear serial number and/or part number, email [Mhernandez@globalsweeper.com](mailto:Mhernandez@globalsweeper.com). Sending a photograph of the steering gear serial number and part number may be helpful.

7. Record the Vehicle Identification Number (VIN), steering gear serial number, and steering gear part number.
8. Keep record of all inspected steering gears and their status outcomes.

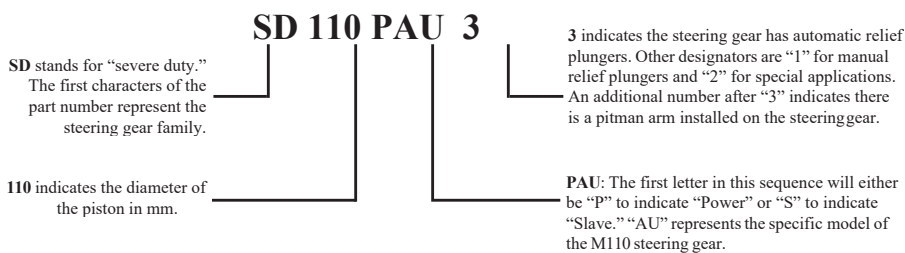
### Interpreting the Serial Number and Part Number:

A serial number and part number are engraved into the steering gear housing. See Figure 4 for further information on interpreting the serial number and part number.

#### SERIAL NUMBER EXAMPLE:



#### PART NUMBER EXAMPLE:



PART NUMBER

SERIAL NUMBER

