

SAFETY RECALL

Volvo Trucks North America

Greensboro, NC USA

VOLVO

Release Date	Number	Release	Page
03.2024	RVXX2401	01	1(5)

Sheppard Steering Gear Sector Shaft VN

RECALL INFORMATION

(March 2024)

Volvo Trucks has determined that certain model year 2024 and 2025 VN Vehicles may have been assembled with a faulty Sheppard steering gear box. The faulty steering gears were assembled with a sector shaft that does not meet hardness expectation for the gear teeth. A steering gear sector shafts teeth with lower-than-expected hardness may prematurely wear, crack, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to non-smooth steering effort or binding. A steering gear that binds increases the likelihood of a crash.

Volvo Trucks has not received warranty claims, field reports, or service reports because of this issue.

To ensure the safety of these vehicles follow the repair instructions outlined in this document to inspect the Sheppard steering gear for affected serial number and as necessary replace the steering gear.

VEHICLES AFFECTED

Certain 2024 and 2025 Volvo VN Trucks manufactured from January 01, 2024, through January 31, 2024.

VEHICLE QUANTITY

There are 45 vehicles affected by this recall (45 U.S.).

Parts Information

Ordering Process: An email is required to order the steering gear. Email SCcampaign@volvo.com and include the following in the body of the email:

- VIN of vehicle being repaired.
- Dealer ID number
- Recall Number
- PO number
- Sheppard serial number stamped on the steering gear.
- Volvo part number found in Impact.

A response will be provided within 24 hours during normal business hours.

Order the hexagon screw and the nut retainer through the normal ordering process.

Part Number	Part Description	Quantity
Use Impact	Steering Gear	1, as needed from inspection
20924949	Hexagon screw	1, as needed from inspection
984396	Nut retainer	1, as needed from inspection

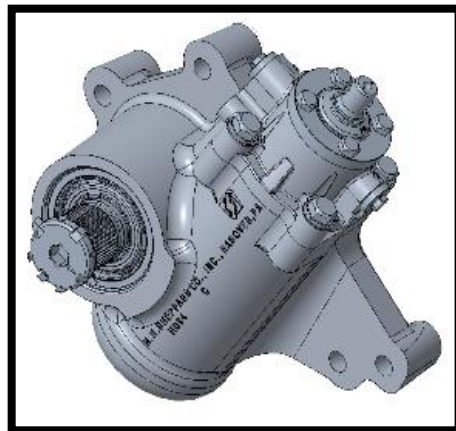
Important Note

The steering gears are on mandatory return. The Sheppard steering gear serial number must be entered in the Remarks tab of the warranty claim.

Repair Instructions

Inspection

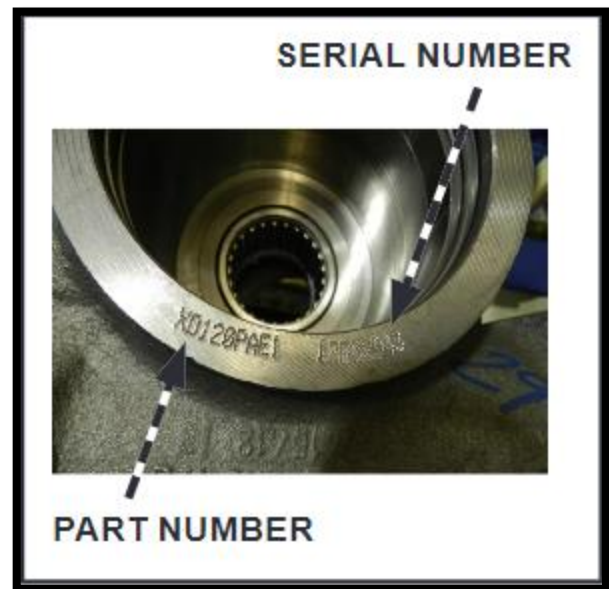
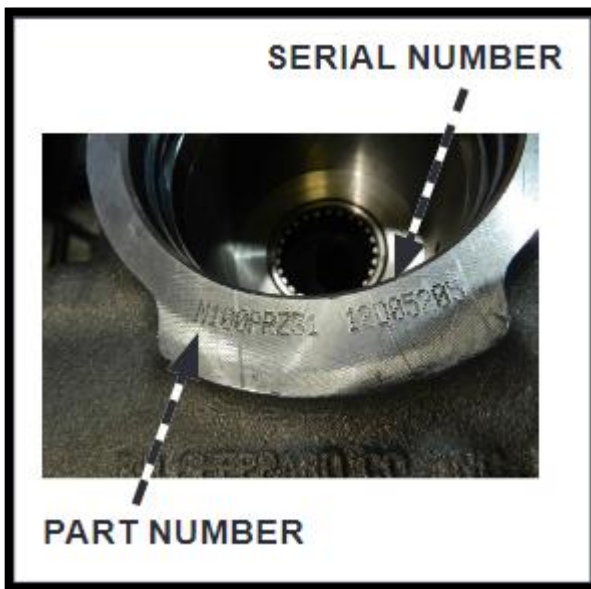
1. Secure vehicle for service.
2. Place the transmission in park or neutral.
3. Install wheel chocks.
4. Unlatch and raise the hood.
5. Locate the Sheppard steering gear serial number following the instructions below.



Important Note

It is not necessary to remove the steering gear box to locate the serial number.

6. Some configurations the serial number is between the steering gear and the frame. It may be necessary to turn the wheels, so the pitman arm moves out of the way.



Important Note

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

7. Compare the serial number on the steering gear to the serial numbers listed in the chart below.
- **If the serial number is not listed in the chart below:** the vehicle can be returned to service with no further remedy action required. Complete all paperwork and return to service.
 - **If the serial number is listed in the chart below:** the vehicle will require removal and replacement of the steering gear. The Sheppard steering gear serial number and Impact part number will be required for parts ordering.

Defective Steering Gear Serial Number
23K24353

Important Note
If you need assistance with locating or deciphering the steering gear serial number and/or part number, email steering22@rh-sheppard.com or telephone the Sheppard Steering Gear Recall Action Line, toll-free, at 1-877-409-9869

Replacement

1. For replacement of steering gear box, use the VIN of the vehicle you are working on and follow Impact operation **6421-03-02-01 Steering Gear, Replacement**.

REIMBURSEMENT

Important Note!	
The Sheppard steering gear serial number must be entered in the Remarks tab of the warranty claim.	

This repair is covered by an authorized Non-Compliance recall. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Codes	
Primary Labor Code: Inspection 1720-16-09-01 General, Campaign 0.1 x 3	SRT 0.3 hrs.
If Applicable	
Replacement 6421-03-02-01 Steering Gear Replacement (Use VIN specific time from Impact)	Time varies per model, see Impact
Causal Part	23821955
Authorization Number	C0351

Note: Dealers or the designated representatives are required to perform Safety Recall on all subject vehicles at no charge to the vehicle owner regardless of mileage, age of vehicle or ownership (original purchaser or subsequent purchasers). Whenever vehicles that are subject to a Safety Recall are brought to your dealership for service, it is strongly recommended that every effort be made to perform the recall correction before the vehicle is released to the owner.