POWER STEERING TROUBLESHOOTING CHECKLIST

Before proceeding with the following tests, check all mechanical and external conditions before hydraulic testing. Do not remove the steering gear or pump until hydraulic tests are completed and an authorization number has been received from Sheppard.

Date: __________________________
Dealer Name & Location: ________________________________
Dealer Contact Name: ________________________________
Contact Phone Number: ________________________________
Servicing Tech Name: ________________________________

Sheppard Returned Goods Authorization Number: ________________________________

Description of Steering Complaint:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Vehicle Model ___________________________ Mileage _______ VIN __________
Engine Model ___________________________ Vehicle Application ___________________________
Steering Gear Model ___________________________ Serial No. ___________________________
Slave Gear Model (if equipped) ___________________________ Serial No. ___________________________
Pump Manufacturer ___________________________ Pump Part # ___________________________
Front Axle Weight Rating ___________________________ Front Axle Manufacturer ___________________________

HYDRAULIC TESTS: Refer to RH Sheppard service information available on line at: www.rhsheppard.com and in the Sheppard steering gear Service Manuals. Do not remove the steering gear! Install a pressure and flow tester in the pressure line from the pump to the gear as outlined in the Diagnosis and Troubleshooting Section. Record the following information:

Engine Idle RPM _______ Engine Max RPM _______
Oil Temperature ___________ Degrees F (Tests should be run at about 180F)
System Backpressure @ Idle ___________ PSI Backpressure @ Max RPM ___________ PSI
Maximum System Pressure (Pump Relief Setting) at idle ___________ PSI at Max RPM ___________ PSI
Flow @ Idle with Backpressure Only ___________ GPM
Flow @ Max RPM Backpressure Only ___________ GPM
Flow @ Idle With 1500 PSI Load Applied ___________ GPM
Flow @ Max RPM With 1500 PSI Load Applied ___________ GPM
Does Steering Gear Stay in Pressure when the Steering Wheel is released? YES ______ NO ______
Static Steer Turning Pressure RIGHT Turn ___________ PSI LEFT Turn ___________ PSI
Relief Plunger Trip Pressure RIGHT Turn ___________ PSI Pressure Drops Down to ___________ PSI
Relief Plunger Trip Pressure LEFT Turn ___________ PSI Pressure Drops Down to ___________ PSI
Steering Gear Internal Leakage RIGHT Turn ___________ PSI ___________ GPM
Steering Gear Internal Leakage LEFT Turn ___________ PSI ___________ GPM
Static Steer Turning Input Effort RIGHT Turn ___________ In. Lbs LEFT Turn ___________ In. Lbs.

Sheppard Field Service Hotline: 1-800-274-7437
Call the Hotline for pre-authorization and review of checklist prior to steering gear replacement.
Warranty may be denied without a completed checklist.

Revised 6/2/09