



# SHEPPARD

## 20250401 – REMN – G – CORE GUIDELINES FORM

### Return Cores to the Location Specified by Your OEM Core Handling Guidelines.

#### Core Acceptance Policy:

Only Sheppard cores will be accepted. Cores must be in the same “like for like” condition, as the service unit purchased. Please refer to the Core Return Visual Inspection Guide, found on the RH Sheppard website for examples of acceptable and unacceptable cores.

#### General Terms:

1. Acceptable cores will be credited to based on the value of the gear family.
  - M Series and D Series \$900
  - 92 Series \$1200
  - MTO kit (gear and ECU) \$2200
  - MTO gear only \$2000
  - ECU only \$200
2. There will be a \$25 deduct for cores returned without the pitman arm retainer bolt
3. There will be a \$50 deduct charge to remove each external component such as:
  - Pitman arm\*
  - Universal joint
4. A \$100 deduct will apply to gears with welded pitman arms.
5. **NO CORE CREDIT** will be given for cores which are disassembled or have internal/external damage.

#### Draining:

All cores must be drained of residual oil and port plugs installed before shipment.

#### Cleaning:

Wire brush cores to identify model number as indicated below. Returned cores must be from the same vehicle application as the service gear purchased.

For Information on Sheppard Reman Products Calls:

1-800-274-7437, or [remanadmin@rh-sheppard.com](mailto:remanadmin@rh-sheppard.com)

\*Cores returned with a Pitman arm will incur a \$50 deduct charge unless the purchased replacement gear is “like-for like” and contains a pitman arm installed at RH Sheppard. When returning a core with an attached pitman arm please include at least *one* (1) of the following documents to avoid deduct charges:

- Invoice with “like for like” RH Sheppard Part Number
- Receipt with “like for like” RH Sheppard Part Number
- Completed and Signed Shop/Repair Order with “like for like” RHS Sheppard Part Number

R.H. SHEPPARD COMPANY, INC.

101 Philadelphia Street, P.O. Box 877 X Hanover, PA 17331-0877 [www.rhsheppard.com](http://www.rhsheppard.com)  
Rev G 2025-03-31, Prev 20250201 – REMN – F – CORE GUIDELINES FORM 5580561



# **SHEPPARD**

---

For the latest Warranty Policies and Information please check our website at [RHSheppard.com](http://RHSheppard.com) or scan the link below.



**R.H. SHEPPARD COMPANY, INC.**

---

101 Philadelphia Street, P.O. Box 877 X Hanover, PA 17331-0877 [www.rhsheppard.com](http://www.rhsheppard.com)  
Rev G 2025-03-31, Prev 20250201 – REMN – F – CORE GUIDELINES FORM 5580561