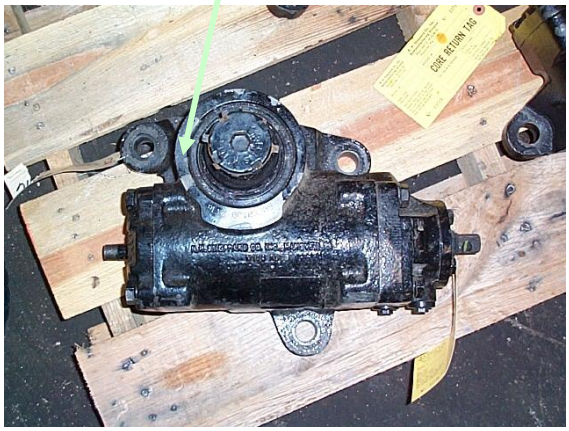
SHEPPARD

20261014 – REMN - E – VISUAL CORE RETURN GUIDE

Core Return Visual Inspection Guide

Accepted Condition Retainer Nut Installed



Unaccepted or Deductable Conditions

Retainer Nut Missing

Pitman Arm Installed or Welded to Sector Shaft

Gear Disassembled

No core credit will be given for cores which are disassembled or have internal / external damage

R.H. SHEPPARD COMPANY, INC.

101 Philadelphia Street, P.O. Box 877 X Hanover, PA 17331-0877 **tel:** 717.637.3751 www.rhsheppard.com

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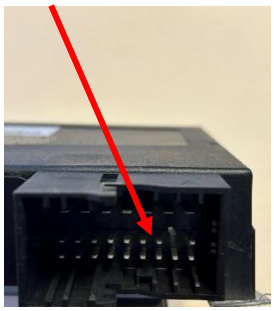
Unaccepted Conditions

Bent or broken pins



Broken housing

Broken sensor(s)

To obtain core credit for gears that communicate with ECUs, the ECU must ship together with the gear (ensure protection for the ECU). Write the serial number of the gear on the ECU to allow accurate pairing of the ECU and gear upon receipt.

To conduct a check for internal gear damage:
Before removing the steering gear, turn the steering wheel lock to lock checking for smooth operation.

If you are unable to check while the gear is installed on a vehicle, turn the input shaft lock to lock checking for smooth operation. When doing so, be sure to properly protect the splines on the input shaft so they do not become damaged during the checking process.

Core Acceptance Policy:

Only Sheppard cores will be accepted. Cores must be in the same "like for like" (by part number) 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 based on the value of the gear family:
   - M Series and D Series = $700
   - MTO kit (gear and ECU) = $2200
   - MTO gear only = $2000
   - ECU only = $200
   - 92 Series = R&R only (no core value)

2. There will be a $25 deduction 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 deduction 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.

*Cores returned with a Pitman arm will incur a $50 deduct charge unless the purchased replacement gear is “like for like” (by part number) 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 deductions:
- 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

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 the latest Warranty Policies and Information please check our website at RHSheppard.com or scan below.

SCAN ME

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