



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 30, 2024

Ms. Margo Rukashaza  
PACCAR Incorporated  
12479 Farm to Market Road  
Mount Vernon, WA 98273

NEF-107DC  
24V-044

**Subject:** Steering Gear Assembled Incorrectly

Dear Ms. Rukashaza:

This letter serves to acknowledge PACCAR Incorporated's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

KENWORTH/L770/2024-2025  
KENWORTH/T280/2024-2025  
KENWORTH/T380/2024-2025  
KENWORTH/T480/2024-2025  
KENWORTH/T680/2024-2025  
KENWORTH/T880/2024-2025  
KENWORTH/W990/2024-2025  
PETERBILT/389/2024-2025  
PETERBILT/520/2024-2025  
PETERBILT/535/2024-2025  
PETERBILT/536/2024-2025  
PETERBILT/537/2024-2025  
PETERBILT/548/2024-2025  
PETERBILT/567/2024-2025  
PETERBILT/579/2024-2025  
PETERBILT/589/2024-2025

**Mfr's Report Date:** January 25, 2024

**NHTSA Campaign Number:** 24V-044

**Components:**

STEERING

**Potential Number of Units Affected:** 47,208

**Problem Description:**

PACCAR Incorporated (PACCAR) is recalling certain 2024-2025 Kenworth T280, T380, T480, T680, T880, L770, W990, and 2024-2025 Peterbilt 389, 520, 535, 536, 537, 548, 567, 579, 589 trucks. The steering gear assemblies may have been assembled incorrectly with fewer recirculating balls than are required, which may result in a loss of steering control.

**Consequence:**

A loss of steering control increases the risk of a crash.

**Remedy:**

Dealers will inspect and replace the steering gears as necessary, free of charge. Owner notification letters are expected to be mailed March 25, 2024. Owners may contact Peterbilt customer service at 1-940-591-4220 and/or Kenworth customer service at 1-425-828-5888. PACCAR's numbers for this recall are 24PBC and 24KWC.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

PACCAR Incorporated's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement