

Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft

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Number

24KWF / 24V233 / 2024-197

Supplier

R. H. Sheppard Co., Inc.

Description

Sheppard Steering Gear Sector Shaft

Date

4/5/2024

What's New

SAFETY RECALL

Repair parts and procedures are now available.

Certain Kenworth vehicles from model year 2025 may contain steering gear(s) with a sector shaft that may not meet hardness requirements for the gear teeth due to improper heat-treating during assembly. Sector shaft

gear teeth with lower than required hardness may prematurely wear, crack, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to binding which in turn may increase the likelihood of a crash.

Introduction

Certain Kenworth vehicles from Model Year 2025 may contain sector shaft gear teeth that may prematurely wear, crack, or fracture and interfere with the steering gear mechanism. This may lead to steering gear binding, which may increase the risk of a crash. The driver may hear a popping sound if a tooth fractures.

Situation

686 (619 US and 67 Canada) Model Year 2025 T280/T380/T480/T680/T880/W990 chassis built from 10/03/2023 through 01/16/2024 with suspect steering gear sector shaft gear teeth.

Resolution

Safety Recall

Inspect all affected chassis that enter your dealership, even if the customer has no issue with the chassis.



NOTE

Both Main and Slave steering gears are affected by this recall. If the chassis is equipped with dual steering gear system, ensure both steering gear serial numbers are inspected.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. In Service Management, select Campaign **24KWF** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **24KWF** campaign code prior to performing this repair.
4. Inspect Steering Gear per "[Steering gear serial number inspection procedure](#)".
5. **If steering gear returns "GOOD" or "OUT OF DATE RANGE"** during inspection, touch-up paint on steering gears if necessary. No steering gear replacement is necessary. No further actions are required.
6. **If chassis returns "SUSPECT"** during inspection, refer to **Bulletin 15-032** for parts ordering and repair procedures. Do not paint over SUSPECT Steering gear serial numbers. A serial number may be needed for verification before repair.
7. Advise vehicle owner of inspection results and, if applicable, obtain direction regarding release of truck

pending parts availability. Vehicle owner to determine use of truck while waiting for parts.

Federal Law

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty

There is no time or mileage limit for this Campaign. Kenworth will pay for labor:

For chassis inspection that return "GOOD" or "OUT OF DATE RANGE".

- **Main steering gear only inspection.** File a claim using **Quick Claim 24KWFA for 0.3 hours labor** to inspect the Main steering gear serial number per ["Steering gear serial number inspection procedure"](#).
- **Main and Slave steering gear inspection.** File a claim using **Quick Claim 24KWFB for 0.5 hours labor** to inspect the Main and Slave steering gear serial numbers per ["Steering gear serial number inspection procedure"](#).

For chassis inspection that return "SUSPECT".

- **Main steering gear only inspection.** File a claim using **Quick Claim 24KWFC for 0.3 hours labor** to inspect the Main steering gear serial number per ["Steering gear serial number inspection procedure"](#).
- **Main and Slave steering gear inspection.** File a claim using **Quick Claim 24KWFD for 0.5 hours labor** to inspect the Main and Slave steering gear serial numbers per ["Steering gear serial number inspection procedure"](#).
- File an add-on claim for touch-up paint (materials only) if necessary.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed

first.

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

PRWS CLAIM CODING			
Campaign Code:	24KWF	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code:	CampSupp
Failure Location	015-003-061	Causal Part	HWC06510
Supplier Code	15310AA	SRT Code	B24-17A 0.3 hours Sheppard steering gear inspection single gear per bulletin procedure. B24-17B 0.5 hours Sheppard steering gear inspection dual gear per bulletin procedure.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained. Read all steps before beginning.

1. Inspect steering gear(s) per ["Steering gear serial number inspection procedure"](#).
 - **If steering gear(s) returns "GOOD" or "OUT OF DATE RANGE" during inspection**, touch-up paint on steering gears if necessary. No steering gear replacement is necessary. No further actions are required.
 - **IF steering gear(s) returns "SUSPECT" during inspection**, refer to Bulletin 15-032 for parts ordering and repair procedures. Do not paint over "SUSPECT" Steering gear Serial Numbers. A serial Number may be needed for verification before repair.

Parts

If applicable, for chassis inspection that return "GOOD" or "OUT OF DATE RANGE".

Quantity	Part Number	Description	Stock Location
1	N/A	Spray Paint (black or matching chassis color)	Locally Sourced

For chassis inspection that return “SUSPECT”.

Refer to Bulletin 15-032 for parts ordering and repair instructions.

Links

[Steering Gear Serial Number Inspection Procedure](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

[TIB 15-032 Sheppard Steering Gear Replacement for 24KWF](#)

[Chassis List](#)

[Customer Letter US](#)

[Customer Letter CAN](#)

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Revision History

07/17/2024: Converted Interim bulletin to Final bulletin. Parts and repair procedures are now available.