

24PBGE: PACCAR Front Axle Tie-Rod End USK Ball Stud Heat Treatment

Number	 Edit  Clone
24PBGE / NHTSA #: 24V433 / Transport Canada #: 2024-335	
Supplier	
USK	
Description	
PACCAR Front Axle Tie-Rod End USK Ball Stud Heat Treatment	
Date	
7/25/2024	
What's New	

SAFETY RECALL

Certain model year 2025 Peterbilt 520, 548, 567, and 589 vehicles may have a tie-rod with a ball stud out of hardness specification. An out of hardness specification ball stud may fracture, leading to a loss of steering and reduced vehicle control, increasing the risk of a crash.

Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.

Safety Recall start date is 06/17/2024.

Introduction

Certain model year 2025 Peterbilt 520, 548, 567, and 589 vehicles may have a tie-rod with a ball stud out of hardness specification. An out of hardness specification ball stud may fracture, leading to a loss of steering and

reduced vehicle control, increasing the risk of a crash.

Dealers will inspect affected vehicles for suspect parts.

 WARNING
If vehicle has any parts with SUSPECT Julian numbers, advise vehicle owner of inspection results and communicate that Peterbilt recommends to NOT DRIVE THE VEHICLE until remedy is completed.
Contact your Peterbilt Field Service Representative if you have further questions.

Situation

2,294 (2,121 US and 173 Canada) model year 2025 Peterbilt 520, 548, 567, and 589 chassis built from 04/11/2024 to 07/03/2024 equipped with PACCAR front axle tie-rods.

Resolution

Safety Recall

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

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 24PBGE 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” next to the 24PBGE campaign code prior to performing this repair.

Follow the procedures to inspect the tie-rod Julian numbers using the “Primary Inspection Procedure” section in the [24PBGE Inspect Only Tie-Rod Procedure](#) document.

- Chassis that **DO NOT** have any SUSPECT Julian numbers can be **released back into service**.
- Chassis that **DO** have **SUSPECT** Julian numbers, this bulletin will be updated with further instructions once a repair path becomes available. Contact your Peterbilt Field Service Representative if you have further

questions.



WARNING

If vehicle has any parts with SUSPECT Julian numbers, advise vehicle owner of inspection results and communicate that Peterbilt recommends to NOT DRIVE THE VEHICLE until remedy is completed.

Contact your Peterbilt Field Service Representative if you have further questions.



NOTE

Dealer's parts inventory is NOT affected by this Safety Recall

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 recall.

Starting from 06/17/2024, through Standard Warranty or any applicable active Extended Warranty, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.4 hours** labor to inspect tie-rod for suspect Julian date – tie-rod is found “**GOOD**”. Use Recommended Repair Code **24PBGE1**.
- **0.4 hours** labor to inspect tie-rod for suspect Julian date – tie-rod is found “**SUSPECT**”. Use Recommended Repair Code **24PBGE2**.
- **0.7 hours** labor to lift truck for access and inspect tie-rod for suspect Julian date – tie-rod is found “**GOOD**”. Use Recommended Repair Code **24PBGE3**.
- **0.7 hours** labor to lift truck for access and inspect tie-rod for suspect Julian date – tie-rod is found

“SUSPECT”. Use Recommended Repair Code **24PBGE4**.

- Touch-up paint as needed on parts that come back **“GOOD”** only.
- Photos of all Julian dates **MUST** be attached to their corresponding warranty claims.
- All Julian dates for each part must be recorded in the claim.
- For extraordinary circumstances, file a long form claim and use **24PBGE** in the “Campaign Code” field.
- File the claim within 7 days in accordance with Warranty Policy.
- Cross division repairs are not allowed.

PRWS CLAIM CODING			
Campaign Code:	24PBGE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	50
Corrective Action Code	06	Responsibility Code:	SUP-Supplier
Failure Location	011-001-031	Causal Part	685365
Supplier Code	05679BG	SRT Code	B24-36A 0.4 hours Inspect tie-rod per 24PBGE bulletin procedure B24-36B 0.3 hours Lift truck for access per 24PBGE bulletin procedure

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely

maintained.

See [24PBGE Inspect Only Tie-Rod Procedure](#) for more information.

Parts

Part Number	Part Description	Quantity
Source locally	Spray Paint (Black or matching chassis color)	1 can (as needed)

Links

- [24PBGE Chassis List Bulletin](#)
- [24PBGE Inspect Only Tie-Rod Procedure](#)