

Safety Recall 24KWGE: PACCAR Front Axle Tie-Rod End USK Ball Stud Heat Treatment

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Number

24KWGE / 24V433 / 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 Kenworth T480/L770/T880/W900/W990 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.

Introduction

Certain model year 2025 Kenworth T480/L770/T880/W900/W990 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 part(s).

 **WARNING**

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

However, vehicle owner will determine use of truck while waiting for a remedy.

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

Situation

1531 (1356 US and 175 Canada) model year 2025 T480/L770/T880/W900/W990 chassis built from 04/15/2024 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 24KWGE 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 24KWGE campaign code prior to performing this repair.
 4. Inspect the tie-rod Julian numbers using the "[24KWGE PACCAR Front Axle Tie-Rod End USK Ball Stud Primary Inspection Procedure](#)" document.
- For chassis that **DO NOT** have any SUSPECT Julian numbers can be released back into service.
 - For chassis that **DO** have SUSPECT Julian numbers, this bulletin will be updated with further instructions once a repair path becomes available. Contact your Kenworth Field Service Representative if you have

further questions.



WARNING

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However, vehicle owner will determine use of truck while waiting for a remedy.

Contact your Kenworth 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 repair. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- For chassis inspected with a tie-rod that returns **GOOD**, use Editable Quick Claim Code **24KWGE1**
- For chassis inspected with a tie-rod that returns **SUSPECT**, use Editable Quick Claim Code **24KWGE2**
- Touch-up paint as needed on parts that come back "GOOD" only.
- Photos of all Julian numbers MUST be attached to their corresponding warranty claims.
- All Julian dates for each part must be recorded in the claim story.
- All steer axle serial numbers (Found in SIR) must be entered into the "Causal Part Serial Number" or repair story fields in the claim.
- File an additional claim for extraordinary circumstances, such as an additional steer axle. 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:	24KWGE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	50
Corrective Action Code	03	Responsibility Code:	Camp
Failure Location	015-004-045	Causal Part	685365
Supplier Code	24205AA	SRT Code	B24-36A 0.4 hours Inspect tie rod per 24KWGE bulletin procedure B24-36B 0.3 hours Lift truck for access per 24KWGE bulletin procedure

Procedure

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

See “[24KWGE PACCAR Front Axle Tie-Rod End USK Ball Stud Primary Inspection Procedure](#)” for more information.

Parts

Quantity	Part Number	Description	Stock Location (PDC / DSP)
1 can (as needed)	N/A	Spray Paint (Black or matching chassis color)	Locally Sourced

Links

[Chassis List](#)

[24KWGE PACCAR Front Axle Tie-Rod End USK Ball Stud Primary Inspection Procedure](#)