

24PBGA - Safety Recall - USK Drag Link Ball Stud Heat Treatment

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Number

24PBGA / NHTSA#: 24V433 / Transport Canada#: 2024-335

Supplier

USK

Description

USK Drag Link Ball Stud Heat Treatment

Date

6/17/2024

What's New


Certain model year 2025 Peterbilt 536, 537, and 548 vehicles may have a drag link with a ball stud that does not meet hardness specification. The 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 the remedy is completed.**

Introduction

Certain model year 2025 Peterbilt 536, 537, and 548 vehicles may have a drag link with a ball that does not meet hardness specification. The 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 dates, advise vehicle owner of inspection results and communicate that Peterbilt 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 Peterbilt Field Service Representative if you have further questions.

Situation

914 (846 US and 68 Canada) model year 2025 Peterbilt 536, 537, and 548 chassis built from 04/10/2024 to 06/04/2024 equipped with USK drag links

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 **24PBGA** 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 **24PBGA** Campaign code prior to performing this repair.
4. Inspect drag link Julian dates. Use the attached **24PBG USK and Dana Ball Stud Inspection Procedure** in the Links section.
5. Some trucks on the chassis list only/also require inspection of Julian dates on Dana tie-rods. For tie-rod inspections, please refer to **Safety Recall 24PBGB**.
6. Chassis that **DO NOT** have any **SUSPECT** Julian dates can be released back into service.
7. For chassis that **DO** have **SUSPECT** Julian dates, 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 dates, advise vehicle owner of inspection results and communicate that Peterbilt 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 Peterbilt Field Service Representative if you have further questions.

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. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.4 hours** labor to inspect driver side drag link for suspect Julian date – drag link is found “**GOOD.**” Use Recommended Repair Code **24PBGAA.**
- **0.7 hours** labor to inspect driver and passenger drag link for suspect Julian date – both drag links are found “**GOOD.**” Use Recommended Repair Code **24PBGAB.**
- **0.4 hours** labor to inspect driver side drag link for suspect Julian date – drag link is found “**SUSPECT.**” Use Recommended Repair Code **24PBGAC.**
- **0.7 hours** labor to inspect driver and passenger drag link for suspect Julian date – one or both drag links are found “**SUSPECT.**” Use Recommended Repair Code **24PBGAD.**
- Some trucks on the chassis list only/also require inspection of Julian dates on Dana tie-rods. For tie-rod

inspections, please refer to **Safety Recall 24PBGB**.

- No further action is required on chassis where both drag links and tie-rods return as **“GOOD”**.
- 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 **24PBGA** 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:	24PBGA	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	015-004-010	Causal Part	J20-6067
Supplier Code	24205AA	SRT Code	<p>B24-22A 0.4 Hours Inspect driver side drag link per bulletin procedure 24PBG.</p> <p>B24-22B 0.7 Hours Inspect driver and passenger drag links per bulletin procedure 24PBG.</p>

Procedure

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

See **[24PBG USK and Dana Ball Stud Inspection Procedure](#)** in the links section below.

Refer to attached chassis list for parts to be inspected for each chassis.

Parts

Parts will be sourced locally.

Quantity	Part Number	Description
1 (As Needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[24PBG USK and Dana Ball Stud Inspection Procedure](#)

[24PBGGA Chassis List](#)