

Safety Recall 24KWGG: PACCAR Front Axle Tie-Rod End USK Ball Stud Inspect and Replace

Number

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

Supplier

USK

Description

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

Date

8/5/2024

What's New

SAFETY RECALL

Secondary inspection and replacement procedures are now available through this bulletin for tie-rods found to be SUSPECT in the 24KWGE Safety Recall.

Certain model year 2025 Kenworth T480/L770/T880/W900/W990 vehicles may have a tie rod with a ball stud that is out of hardness specification.

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

Introduction

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Certain model year 2025 Kenworth T480/L770/T880/W900/W990 vehicles may have a tie rod with a ball stud

that is out of hardness specification.

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

 **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

1,531 (1,356 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

1. If your truck was previously found “GOOD” in 24KWGE, this bulletin does not apply, and you must close this bulletin using quick claim 24KWGGX.

 **NOTE**

Note: Repair claims in 24KWGG for chassis verified as “GOOD” in 24KWGE will be denied.

2. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
3. Request ball stud sample by opening a TCS365 case following the instructions below. The request must include a

photo of the suspect Julian dates from the primary inspection.

- Using the Vehicle Support tab in TCS365, open a Technical Assistance case
- From the drop-down menu, first select "Type" = Special Activities
- Then, select "Case Category" = Recall (See picture below)

Ask a question...

TCS365 New Timeout Policy

Effective 6/12/23 TCS365 will be setting new security setting according to PACCAR System Security and Access Control Standard 364. This Security Standard will be updating TCS365 session time out from 4 hours to 2 hours. Starting 6/12/23, any user account that has been inactive for 90 days will be deactivating. This will bring TCS365 in compliance with the PACCAR Security Standard 364.

Type:

Case Category:

My Reports

- [All Cases](#)
- [Service Refusals](#)
- [Monthly Dealer Accepted and Rejected](#)
- [Dealer Service Contacts List](#)
- [Dealer Group Rejected and Reason](#)
- [Vehicle List](#)

- Select "Area of Concern" = Steering
- Next, in the "Subject" line write "24KWG Sample" or "24PBG Sample" depending on division
- Finally, in the "Description" box, write the dealer location you would like the samples to go to and to who's specific attention.
- Fill in the remaining vehicle information, then submit the case.

4. Inspect the ball studs using the "Secondary Inspection Procedure" section of the [Safety Recall 24KWGG: PACCAR Front Axle Tie-rod End USK Ball Stud Secondary Inspection/Replacement Procedures document](#).

- Chassis that **DO NOT** have any BAD ball studs can be **re-assembled and released back into service**.
- Chassis that **DO** have BAD ball stud(s), **replace Tie-rod assembly** following instructions in the "Replacement Procedure" section of [Safety Recall 24KWGG: PACCAR Front Axle Tie-rod End USK Ball Stud Secondary](#).



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

- Chassis is required to have had the primary inspection performed in 24KWGE and had a Tie-rod assembly inspect as **SUSPECT** to be eligible.
- If your truck was previously found "GOOD" in 24KWGE, this bulletin does not apply, and you must close this bulletin using quick claim code **24KWGGX (0.1 hours)**.
- **0.4 hours** labor to perform secondary inspection ONLY with results returning as "GOOD" (NO REPLACEMENT). Use quick claim code **24KWGG1**
- **For any chassis which requires parts replacement**, use editable quick claim **24KWGG2**, and select applicable SRT codes from the table below and add to the quick claim.
- If your chassis is affected by this bulletin **AND the 24KWGC** USK Drag Link bulletin, and both bulletins

require an alignment, paint, and/or steering angle sensor calibration, **file the claim on ONE BULLETIN ONLY.**

 NOTE
Alignments/paint/steering angle calibrations will be reimbursed ONE TIME ONLY. Doubled claims will be denied.

- All steer axle serial numbers (Found in SIR) must be entered into the "Causal Part Serial Number".
- 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.

Take-Off Parts Disposition: **Ship take-off parts to PACCAR Warranty Return Center**

PRWS CLAIM CODING			
Campaign Code:	24KWGG	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	173	Causal Code:	50
Corrective Action Code:	03	Responsibility Code:	CampSupp
Failure Location:	015-004-045	Causal Part:	B65-6013
Supplier Code:	24205AA	SRT Code:	B24-34A 0.4 HRS 0.4 hours Perform tie- rod inspection per 24KWGG bulletin procedure (non-aero bumper) B24-34B 0.5 HRS Perform tie-rod inspection and replace tie- rod assembly per bulletin procedure 24KWGG B24-34E 0.5 HRS Paint all replacement parts per 24KWGG bulletin procedure B24-34F 0.2 HRS Calibrate steering angle sensor using Bendix ACOM, per 24KWGG bulletin

			procedure B24-34G 0.5 HRS Steering Alignment per 24KWGG bulletin procedure B24-34H 0.1 HRS Closure of 24KWGG when inspection results are "GOOD" in 24KWGE (Admin Only)
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Procedure

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

See [Safety Recall 24KWGG: PACCAR Front Axle Tie-rod End USK Ball Stud Secondary Inspection/Replacement Procedures](#) document for more information.

Parts

Parts are available to order from PACCAR Parts.

BAD take-off parts must be tagged per step in repair procedures and returned to PACCAR Warranty Return Center.

Quantity	Part Number	Description	Stock Location (PDC / DSP)
*As Needed	N/A	COTTER PIN	Locally Sourced
1 can (as needed)	N/A	Spray Paint (Black or matching chassis color)	Locally Sourced
*As Needed	B65-6013	TIE ROD ASSY	PDC

Links

[Chassis List](#)

[Safety Recall 24KWGG: PACCAR Front Axle Tie-rod End USK Ball Stud Secondary Inspection/Replacement](#)

[Procedures](#)

[Customer Letter US](#)

[Customer Letter CAN](#)

[Customer Letter PR](#)

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