

Safety Recall 24KWGD: DANA Tie-Rod End Ball Stud Inspect and Replace

Number	 Edit  Clone
24KWG / 24V433 / 2024-335	
Supplier	
DANA	
Description	
DANA Tie-Rod End Ball Stud Inspect and Replace	
Date	
7/3/2024	
What's New	

Safety Recall

This bulletin contains secondary inspection procedures and part replacement procedures for tie-rods identified as SUSPECT under 24KWGB ONLY.

Certain chassis that have completed 24KWGB inspection with “GOOD” results but have not filed warranty claims to close out the campaign in SIR will need to file a claim and close out 24KWGD.

Secondary inspection and replacement procedures are now available through this bulletin for parts found to be SUSPECT in the 24KWGB Safety Recall. **Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

Introduction

Safety Recall

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remedy is completed.

Situation

All Kenworth T280/T380/T480/K270/K370/T680/T880/W900/W990 chassis with tie-rods flagged as SUSPECT in the 24KWGB Safety Recall primary inspection.

Resolution

SAFETY RECALL

1. If your truck was previously found "GOOD" in 24KWGB, this bulletin does not apply, and you must close this bulletin using quick claim **24KWGDY**.
2. Refer to service management and/or SIR for the affected chassis.
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 24KWGB. (Not needed if already requested for 24KWGC – same kit)
 - 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)

The screenshot shows the TCS365 New Timeout Policy page. At the top, there is a search bar with the text "Ask a question...". Below this, the title "TCS365 New Timeout Policy" is displayed. A paragraph of text explains the policy change: "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 45 minutes to 30 minutes. 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." Below the text, there are two dropdown menus. The first dropdown menu is labeled "Type" and has "Special Activities" selected. The second dropdown menu is labeled "Case Category" and has "Recall" selected. To the right of these dropdowns, there is a "My Reports" section with links to "All Cases", "Service Refusals", "Monthly Dealer Accepted and Rejected", "Dealer Service Contacts List", "Dealer Group Rejected and Reason", and "Vehicle List". At the bottom of the form, there are "Back" and "Continue" buttons.

- 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. Recall 24KWGB primary inspection MUST be completed for the chassis AND the inspection result MUST

be "SUSPECT" before this bulletin applies.

5. Refer to 24KWGB for primary inspection procedures.

 NOTE
Only DANA tie-rod ends are affected by this bulletin. For USK drag links, see bulletin 24KWGC.

6. If chassis returns "GOOD" during 24KWGB inspection, no secondary inspection or repair is necessary. Follow instructions in 24KWGB and 24KWGD to close out both campaigns.

7. Repair claims in 24KWGD for chassis verified as "GOOD" in 24KWGB will be denied.

8. If chassis returns SUSPECT during 24KWGB inspection, continue below.

9. Confirm your dealership is in possession of a "BAD" ball stud sample (provided by PACCAR) and a "GOOD" drag link/tie-rod end kit for comparison PRIOR to the customer's appointment.

10. Confirm with the customer that your dealership will be the repairing location before ordering parts.

11. See the "Parts by Chassis" list in the links section for chassis specific parts for replacement of BAD parts only.

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:

- Chassis is required to have had the primary inspection performed in 24KWGB and had the Tie-Rod End Ball Studs inspect as SUSPECT to be eligible.
- If your truck was previously found "GOOD" in 24KWGB, this bulletin does not apply, and you must close this bulletin using quick claim 24KWGD3 (0.1 hours).
- **0.5 hours** labor to perform secondary inspection ONLY (T680). (For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use quick claim code **24KWGD1**
- **0.4 hours** labor to perform secondary inspection ONLY (non-aero bumper). (For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use quick claim code **24KWGD2**
- For any chassis which require parts replacement, use editable quick claim **24KWGD3**, and select applicable SRT codes from the table below. See "Parts by Chassis List" and parts section for parts

required, 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" field in the claim.
- 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:	24KWGD	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	173	Causal Code	50
Corrective Action Code	03	Responsibility Code:	Camp
Failure Location	015-004-010	Causal Part	J20-6067
Supplier Code	24205AA	SRT Code	B24-27A 0.4 hrs Perform tie

rod inspection
per bulletin
procedure
(non-aero)
24KWGD

B24-27B

0.5 hrs
Perform tie
rod inspection
per bulletin
procedure
(T680)
24KWGD

B24-27C

0.6 hrs
Perform tie
rod inspection
and replace
one tie rod
end per
bulletin (non
aero)
24KWGD

B24-27D

0.6 hrs
Perform tie
rod inspection
and replace
one tie rod
end per
bulletin
procedure
(T680)
24KWGD

B24-27E

0.6 hrs
Perform tie
rod inspection
and replace
two tie rod
end per
bulletin
procedure
(non aero)
24KWGD

B24-27F

0.7 hrs

Perform tie
rod inspection
and replace
two tie rod
end per
bulletin
procedure
(T680)
24KWGD

B24-27H

0.5 hrs
Paint all
replacements
per bulletin
procedure
24KWGD (can
only be
claimed once
between
24KWGC or
24KWGD)

B24-27I

0.2 hrs
Calibrate
steering angle
sensor using
Bendix ACOM,
per bulletin
procedure
24KWGD (can
only be
claimed once
between
24KWGC or
24KWGD)

B24-27J

0.5 hrs
Steering
Alignment per
bulletin
procedure
24KWGD (can
only be
claimed once
between

			24KWGC or 24KWGD) B24-27K 0.1 hrs Closure of 24KWGD when inspection results are "GOOD" in 24KWGB (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. Read all steps before beginning.

See [procedures](#) for more info.

Parts

Parts are available from PACCAR Parts. **However, there may be a backorder.**

See the **Parts by Chassis** list in the links section for chassis specific parts.

BAD take-off parts must be tagged per steps in repair procedures and returned to PACCAR Warranty

Return Center.

Quantity	Part Number	Description
* As Needed	685365	LH TIE ROD END KIT
* As Needed	685366	RH TIE ROD END KIT
* As Needed	818472	LH TIE ROD END KIT
* As Needed	818471	RH TIE ROD END KIT
* As Needed	971748	LH TIE ROD END KIT
* As Needed	971749	RH TIE ROD END KIT
* As Needed	Locally Sourced	COTTER PIN
1 Can (As Needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[Procedures Document](#)

[Parts by Chassis list](#)

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