

Safety Recall 24KWGC: USK Drag Link Ball Stud Inspect and Replace

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Number

24KWG / 24V433 / 2024-335

Supplier

USK

Description

USK Drag Link Ball Stud Inspect and Replace

Date

7/3/2024

What's New

This bulletin contains secondary inspection procedures and part replacement procedures for drag links identified as SUSPECT under 24KWGA ONLY.

Certain chassis that have completed 24KWGA 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 24KWGC.

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

Introduction

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Situation

All Kenworth T280/T380/T480 chassis with drag links flagged as SUSPECT in the 24KWGA Safety Recall primary

inspection.

Resolution

SAFETY RECALL

1. If your truck was previously found "GOOD" in 24KWGA, this bulletin does not apply, and you must close this bulletin using quick claim **24KWGCX**.
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 24KWGA. (Not needed if already requested for 24KWGD – 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 4 time, we will be implementing 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 is labeled "Type" and has "Special Activities" selected. The second 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 24KWGA primary inspection MUST be completed for the chassis AND the inspection result MUST

be "SUSPECT" before this bulletin applies.

5. Refer to 24KWGA for primary inspection procedures.

 NOTE
Only USK drag links are affected by this bulletin. For DANA tie-rods, see bulletin 24KWGD.

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

7. Repair claims in 24KWGC for chassis verified as "GOOD" in 24KWGA will be denied.

8. If chassis returns SUSPECT during 24KWGA 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 24KWGA and had a drag link inspect as SUSPECT to be eligible.
- If your truck was previously found "GOOD" in 24KWGA, this bulletin does not apply, and you must close this bulletin using quick claim 24KWGCX (0.1 hours).
- **0.3 hours** labor to perform secondary inspection on 1 drag link ONLY.(For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use quick claim code **24KWGC1**
- **0.3 hours** labor to perform secondary inspection on 2 drag links ONLY.(For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use quick claim code **24KWGC2**
- For any chassis which require parts replacement, use editable quick claim **24KWGC3**, 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 24KWGB DANA Tie-Rod 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.

- 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:	24KWGC	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	B24-26A 0.3 hrs Perform drag link secondary inspection per

bulletin
procedure and
found good
24KWGC

B24-26B

0.3 hrs
Perform drag
link secondary
inspection for
two drag links
per bulletin
procedure and
found good
24KWGC

B24-26C

0.3 hrs
Perform drag
link secondary
inspection for
one drag link
and replace
one drag link
per bulletin
procedure
24KWGC

B24-26D

0.4 hrs
Perform drag
link secondary
inspection for
two drag links
and replace
one drag link
per bulletin
procedure
24KWGC

B24-26E

0.5 hrs
Perform drag
link secondary
inspection for
two drag links
and replace
two drag links
per bulletin

procedure
24KWGC

B24-26G

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

B24-26H

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

B24-26I

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

B24-26J

0.1 hrs
Closure of
24KWGC
when
inspection
results are
"GOOD" in

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	J20-6067	DRAGLINK
* As Needed	J20-6071	DRAGLINK
* As Needed	J20-6072	DRAGLINK
* As Needed	J20-6073	DRAGLINK
Up to 4	Locally Sourced	5/32"X1-1/2" COTTER PIN
1 Can (As Needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[Procedures Document](#)

[Parts by Chassis list](#)
