



A **PACCAR** COMPANY

Customer Service Department  
Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



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# IMPORTANT SAFETY RECALL



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**RECALL NOTICE**

Subject: Safety Recall 24KWC – Sheppard Steering Gear Incorrectly Assembled

March 22, 2024

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN: \_\_\_\_\_

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Subject: Safety Recall 24KWC – Sheppard Steering Gear Incorrectly Assembled  
NHTSA Recall number 24V044



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2024-2025 T280/T380 /T480/T680/T880/W990/L770 chassis built from 03/01/2023 through 12/20/2023.

The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash. In reported instances, the failures have occurred at low speed, high steering angle maneuvers when steering stresses are highest.

Kenworth has initiated a recall to remedy the defect in cooperation with R.H. Sheppard. Please contact your Kenworth dealer. To find your Kenworth dealer, visit the Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code above. The steering gear on your vehicle will be inspected. The inspection will take **1.0 hour**. This inspection will be performed at no charge to you.

- If the gear passes inspection (“Good” or “Out of Date Range”), no further action is required.
- If the gear fails inspection (“Suspect”), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Friday 8:00 am – 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced. This repair may take up to **3.0 hours** of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<b><i>The problem is...</i></b>	<b>Certain steering gears may have been incorrectly assembled</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for inspection and/or repair.</b>

If you had this inspection and/or repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your Kenworth dealer for more information.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

Email: [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@paccar.com) with the bulletin number in the subject line  
or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department  
or

Phone: 425-828-5888

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts and procedures become available.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner’s name and address to [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@paccar.com) so we can update our records.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company