

RECALL NOTICE



1



Subject: Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation
 Issued in Accordance
 With Federal Law
 NHTSA
 www.nhtsa.gov

KENWORTH
 A PACCAR COMPANY
 Customer Service Department
 Kenworth Truck Company
 P.O. Box 1000
 Kitland, Washington 98083-1000

FIRST-CLASS MAIL
 US POSTAGE
 PAID
 SEATTLE, WA
 PERMIT NO. 2389

August 1, 2024

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN: [REDACTED]

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

Subject: Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft
NHTSA Recall number: 24V233



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2025 T280/T380 /T480/T680/T880/W990 vehicles built from 10/03/2023 through 01/16/2024. The steering gear(s) in these vehicles may contain components that were not adequately heat-treated during assembly. Specifically, the sector shaft gear teeth may prematurely wear, crack, or fracture and interfere with the steering gear mechanism. This may lead to steering gear binding, which may increase the risk of a crash. If the operator notices a sudden increase in steering difficulty or popping sound, the operator should carefully steer the vehicle to a safe location.

Kenworth has initiated a recall to remedy the defect. Please contact your Kenworth dealer. You can find your nearest Kenworth dealer using the Dealer Locator on our website www.Kenworth.com or by scanning the QR code on this letter.

The steering gear on your vehicle will be inspected. The inspection will take 1.0 hour.

- If the gear passes inspection (“Good” or “Out of Date Range”), no further action is required.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. Inspecting dealers do not need to be the repairing dealer.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Thursday, 8:00 am - 6:00 pm ET and 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 4.0 hours of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	Certain steering gear(s) may have a sector shaft that does not meet hardness requirements.
<i>What your dealer will do...</i>	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule for an inspection and possible repair(s).

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer’s city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: 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 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