

RECALL NOTICE



1



Subject: Safety Recall 24KWG: USK Drag Link and Tie Rod End Ball Stud Heat Treatment

IMPORTANT SAFETY RECALL



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



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



www.nhtsa.gov

IMPORTANT SAFETY RECALL INFORMATION

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

August 5, 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 24KWG: USK Drag Link and Tie Rod End Ball Stud Heat Treatment
NHTSA Recall number 24V433
EXPIRATION DATE: NONE



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2025 Kenworth T280/T380 /T480/K270/K370/T680/T880/W900/W990/L770 vehicles manufactured from 04/10/2024 through 07/03/2024 equipped with USK drag links and/or front steer axle tie rod ends.

Supplier USK used a heat treatment process that may have resulted in ball studs that failed to meet the supplier's hardness specification. Affected ball studs may have been incorporated into drag link assemblies and/or tie rod ends. If the ball stud fractures, the driver may experience a loss of steering and reduced vehicle control, which may increase the risk of crash. Kenworth recommends that affected vehicles are not driven until:

1. The components are inspected and are proven to be outside of the suspect Julian date range
or
2. The components are inspected and replaced if found to be within the suspect Julian date range.

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.

This repair may take up to **4 hours** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	Certain vehicles may have a tie rod and/or drag link with a ball stud out of hardness specification.
<i>What your dealer will do...</i>	Your Kenworth dealer will inspect your truck for suspect components and will replace, as necessary.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

If you had this 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 campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign 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

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: 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>.

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