

Our records indicate that these vehicles are affected by Safety Recall: 24KWJ Meritor Front Steer Drive Axle Hub Lubrication and are owned by [REDACTED]



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: 24KWJ Meritor Front Steer Drive Axle Hub Lubrication

July 21, 2025

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VINs listed on the back of this page

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

Subject: Safety Recall: 24KWJ Meritor Front Steer Drive Axle Hub Lubrication
NHTSA Recall number: 24V903 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 2024-2025 vehicles, including T380 and T480 models built from 10/06/2023 through 08/05/2024, equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axles. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and degrade, which may increase the risk of fire. The driver may observe noise, excessive steering play, and/or smoke from the front wheel, which may increase the risk of a crash.

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 **7 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>	Meritor 10-16K or 18-23K Front Steer Drive Axles may have insufficient wheel bearing grease.
<i>What your dealer will do...</i>	Dealers will inspect both front steer drive axle wheel hubs. If damage is found, new parts will be installed.
<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,

Kenworth Customer Service



A PACCAR COMPANY