

RECALL NOTICE



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Subject: Safety Recall: 24KWK PACCAR 20K Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

IMPORTANT SAFETY RECALL



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

A PACCAR COMPANY



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



IMPORTANT SAFETY RECALL INFORMATION

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

January 29, 2025

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: 24KWK PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque
NHTSA Recall number: 24V908
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 T480, T800 and T880 models, built from 01/11/2023 through 2/22/2024, with a PACCAR 20k Steer Axle. These vehicles have steering arm and/or tie rod arm fasteners that may be improperly torqued and could fail. If both fasteners in either steering arm or tie rod bracket fail, there may be a loss of steering control, which could increase the risk of a crash.

Kenworth has initiated a recall to remedy the defect. Please contact your nearest Kenworth dealer by visiting Dealer Locator at www.Kenworth.com or by scanning the QR code above. When contacting your Kenworth dealer, please refer to 24KWK and VIN(s) listed in this letter. This repair may take up to **3 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>	Steering arm and/or tie rod arm fasteners may be improperly torqued and could fail.
<i>What your dealer will do...</i>	Your dealer will replace all steering arm bolts and tie rod arm bolts.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair.

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 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,

Kenworth Customer Service

